Remote Access, I-Connect and Outlook

October 13, 2022

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PingID Installation and Registration Steps

Install App on phone	1. On your phone search **PingID** in App Store or Google Play store (it will be the first app available) Available for iPhone & iPad · Available for Android *If you do not have an iOS or Android device call the DPS Service Desk at 866-9-NOVANT (1-866-966-8268) for assistance*	2. **Install & Open** PingID App **iD** PingID Productivity ★★★☆☆ 99	3. Read & click **Accept** for Terms of Service
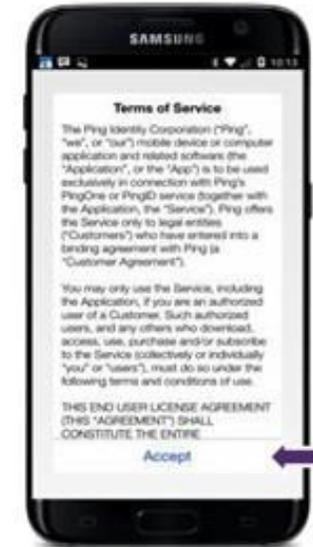
PingID Installation and Registration Steps (continued)

4. Click I Understand indicating you will allow push notifications, camera and location for set up

Important

To securely authenticate with PingID, you will need to approve the following prompts: push notifications, camera and location.

I Understand
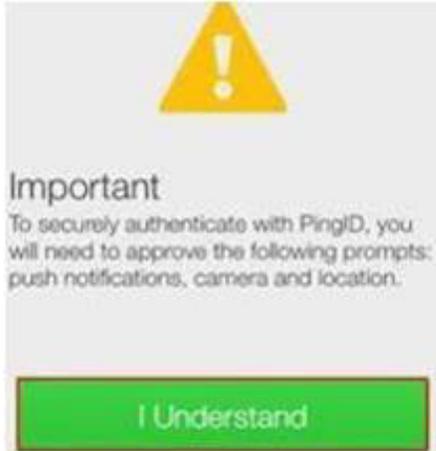
5. Click Allow Notifications
**message varies by device

"PingID" Would Like to Send You Notifications
Notifications may include alerts, sounds, and icon badges. These can be configured in Settings.

Don't Allow   Allow
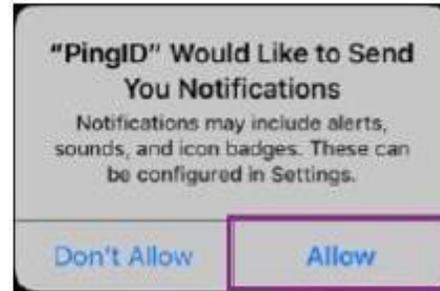
6. Click Allow for camera access *if requested*
**message varies by device

"PingID" Would Like to Access the Camera
Camera is used for QR scanning

Don't Allow   OK
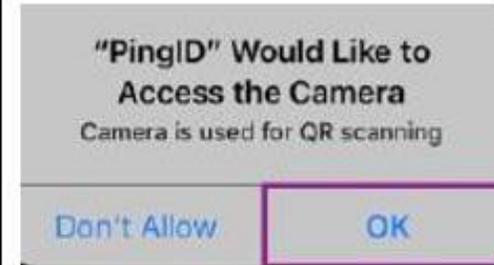
If you do not allow you will be required to enter the 15 character pairing key later

7. App Install Complete!
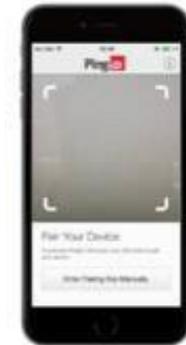
Proceed to step 8 from your desktop/laptop to finish registration

PingID Installation and Registration Steps (continued)

Register from your Desktop/Laptop

You *CANNOT* register from your mobile device

8. Click the link below to access the PingID Registration page.

PingID Registration Link

(Ctrl + Click to follow link)

Do not close the browser until registration is complete.

9. Sign in with your CorpID, click Sign On and then click Start.

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Sign in

USERNAME

PASSWORD

Sign On

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PingID Registration

Novant Health is making your account more secure. PingID is a multi-factor authentication (MFA) application that makes it easy to verify your identity as you access company resources.

START

10. **Scan** QR Code on your screen using your phone

Finish Pairing **PingiD**

To complete the pairing process, simply open the PingID app on your mobile device and scan the following QR code. You can also manually pair your device using the pairing key below.

Sample Only

Pairing Key
132615275740

Use Computer

If your camera is not enabled or will not scan the QR code enter the 15 character pairing key

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PingID Installation and Registration Steps (continued)

11. Click allow for location
**message varies by device

Allow "PingID" to access your location while you are using the app?
Location ensures maximum authentication security

Don't Allow   Allow

Location will only be used to reduce authentication frequency

12. Enter nickname (e.g. first name), click **Done** then wait for next prompt
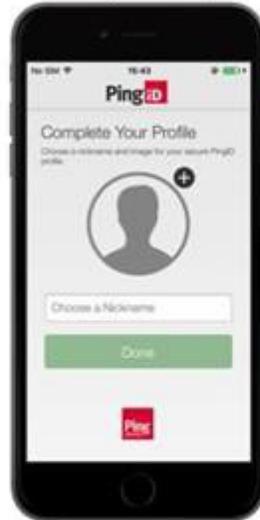
13. On your phone swipe up when prompted

If you denied notifications enter the 6 digit code from your phone

14. You have successfully registered for PingID! Be on the lookout for go-live dates in future

✓ Authenticated

communications!

If you denied notifications you will not see this on your phone but you are still registered if you see the success message on your PC.

PingID Registration Successful!

Close the PingID app and browser.

If you have any issues registering, please call the service desk at **1-866-966-8268**

Network Access via Citrix (MyPortal)

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Logging in via Citrix

- In your browser address bar, type **novanthealth.org**

- Select **for Employees** at the top right.

- Under the Remote Access section, select **I-Connect/Outlook (MyPortal).**

Careers	*for* Healthcare providers
Make an appointment	*for* Employees

Remote access

Remote access instructions	I-Connect/Outlook (MyPortal)	Self service (PeopleSoft)	API time & staffing

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Logging in via Citrix (continued)

- Enter your **Corp ID** and **Password**, and click Log On.

- You will receive a PingID notification on your mobile device. Accept this notification.

- The Citrix window will open.

- **Note:** Depending on the device used, the Citrix window may have some visual differences.

Citrix Dashboard

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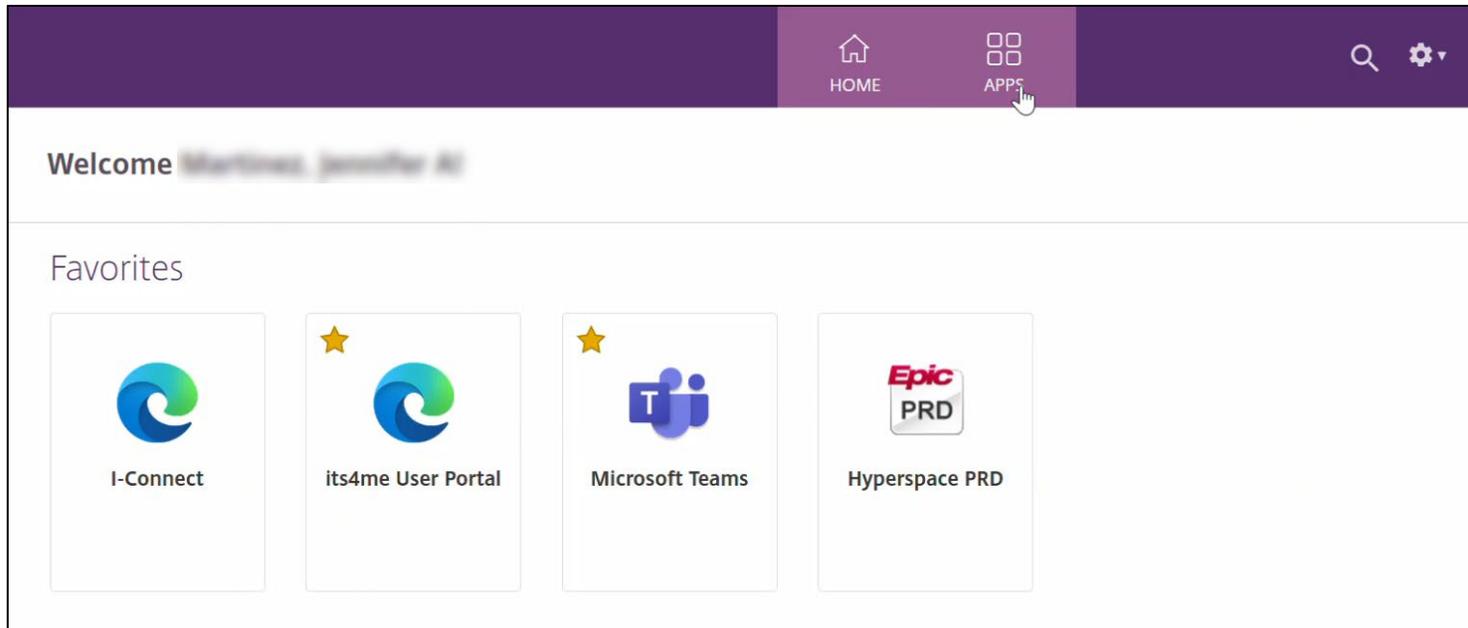
Citrix Dashboard: I-Connect

When Citrix opens, you will see this dashboard.

Click I-Connect or search for it using the search function in the top right corner.
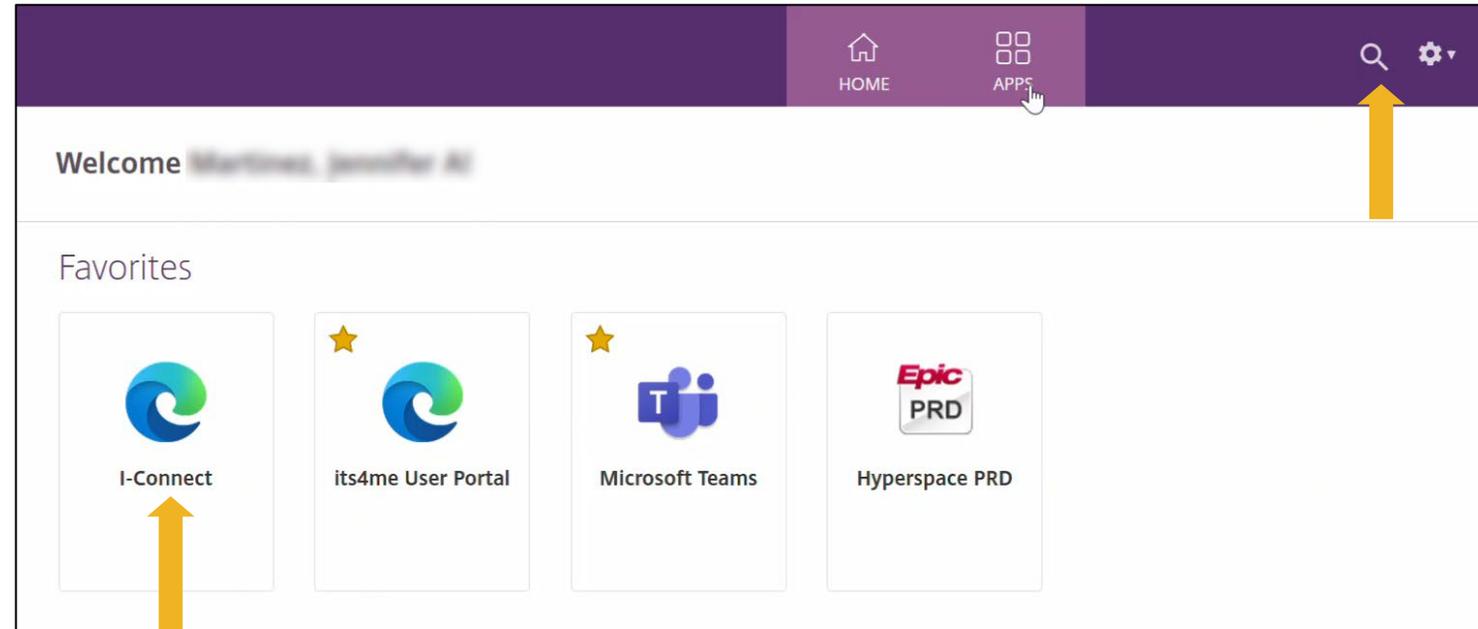
I-Connect Through Citrix

I-Connect will open in a separate tab.
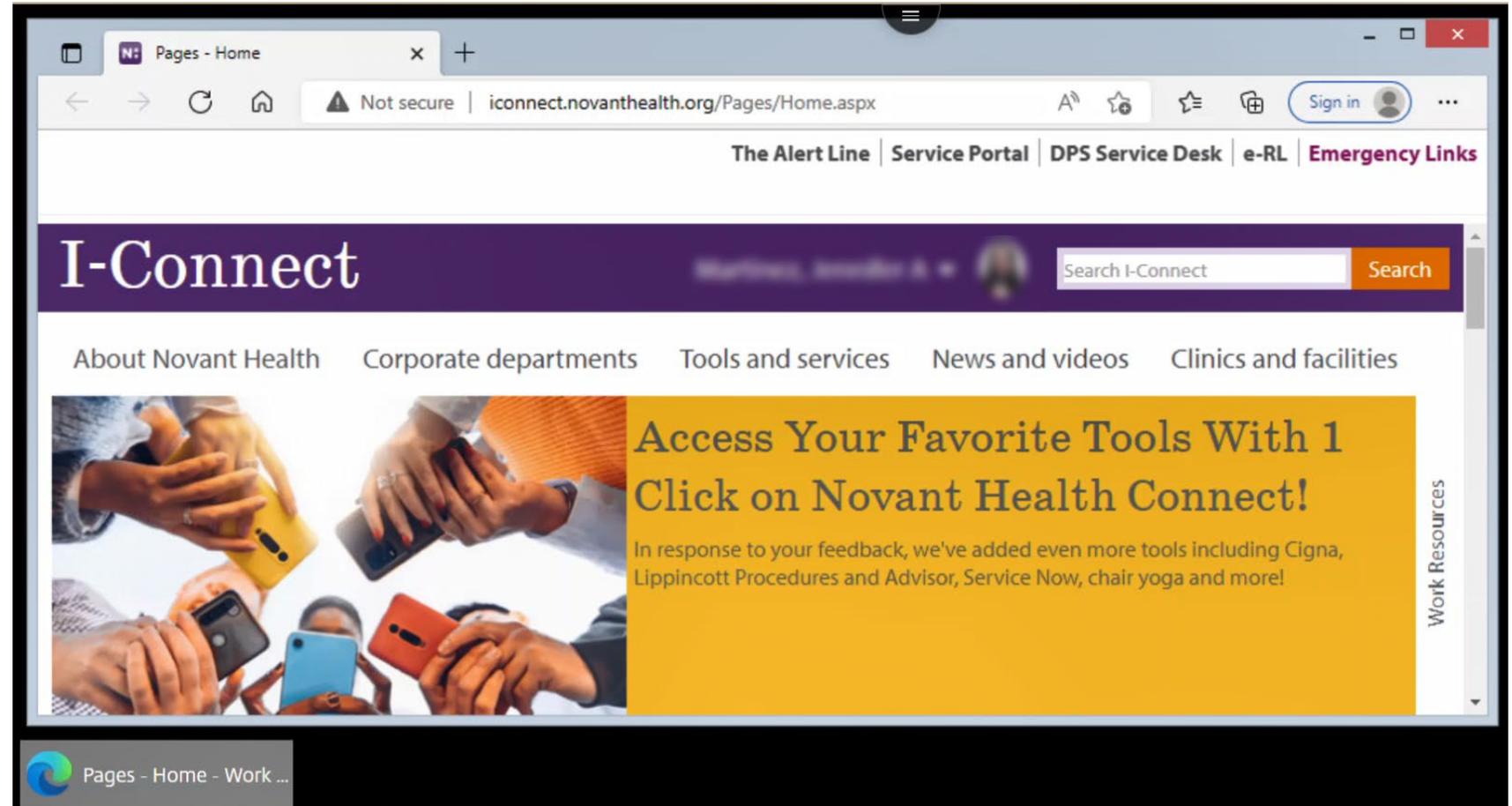
Citrix Dashboard: Outlook Web Mail (OWA)

When Citrix opens, you will see this dashboard.

Click OWA Mail or search for it using the search function in the top right corner.
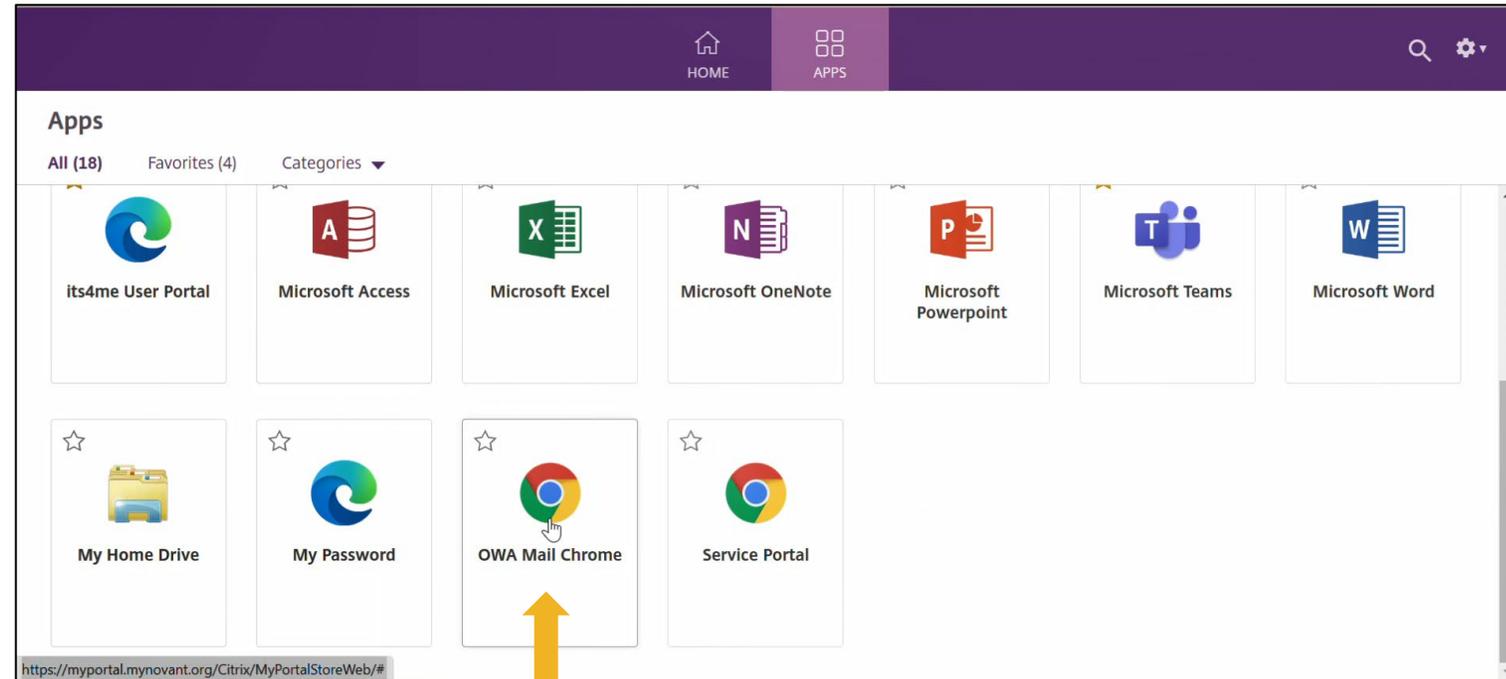
Outlook Through Citrix

A separate tab will open and prompt to log in with your Novant Health email address.
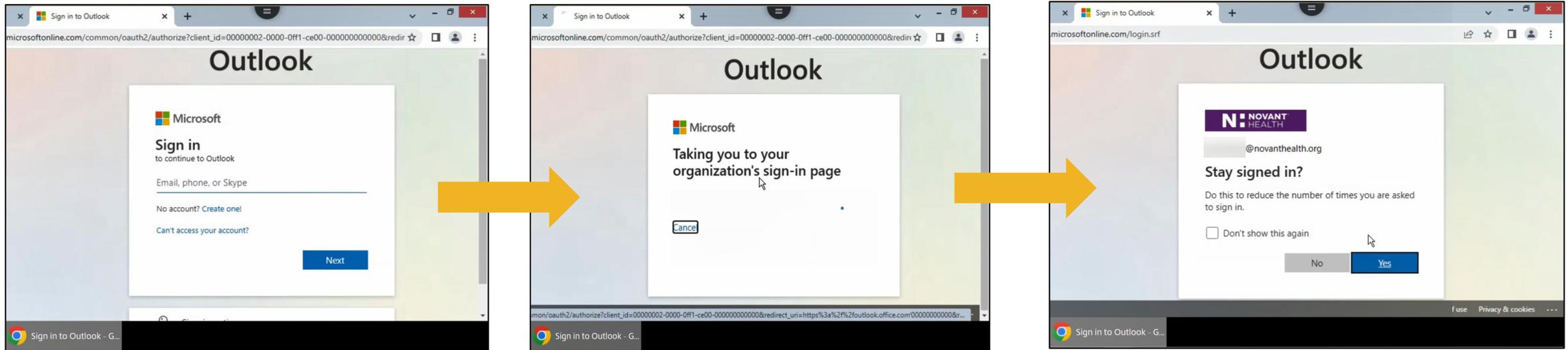
Outlook Through Citrix

Outlook will open in a separate tab.
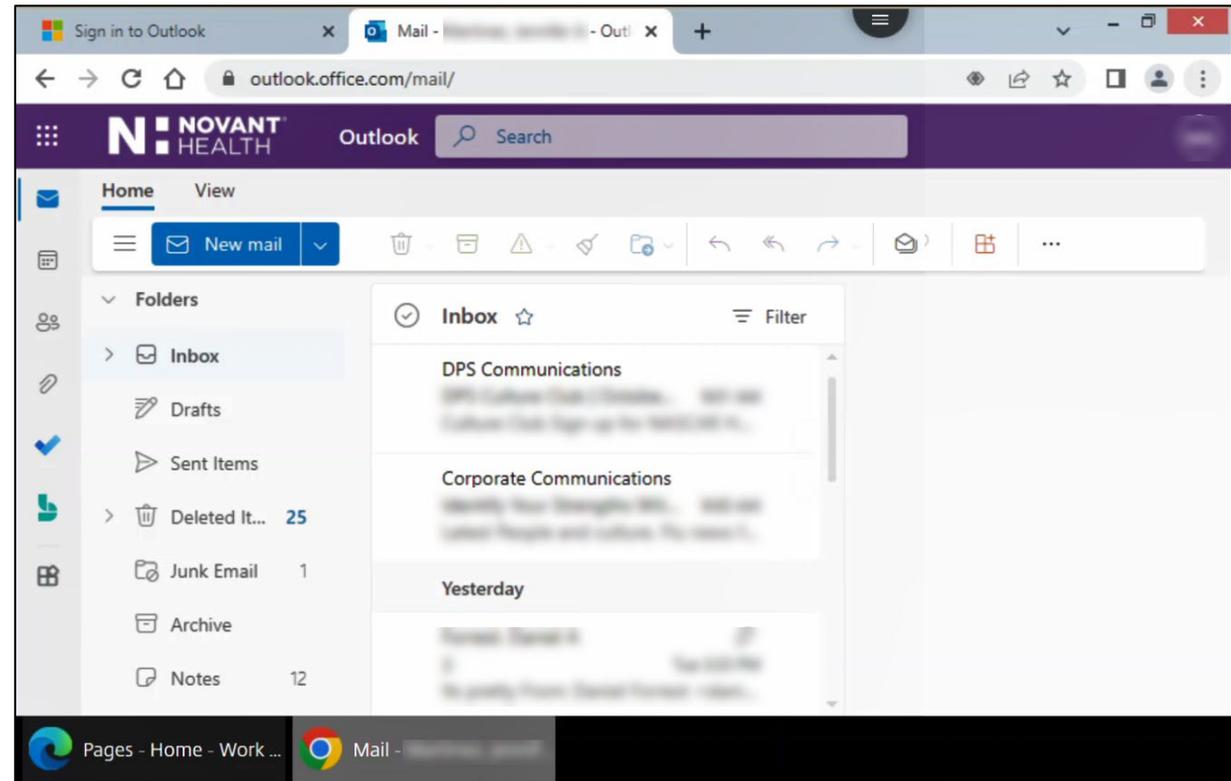
Contact the Support Desk for assistance.
866-966-8268