



Improving  
People, Process,  
& Technology...  
*in that order.*



# Remote Access Instructions for Coders

GET STARTED



# Steps 1. 2. 3.

First things first. If you are starting from the beginning you will need to start with Step

Step 1.

This step installs the VIP token which gives you access to the KHN network via a "tunnel".

Step 2.

Install VDI software on your computer.

Step 3.

Login to Kettering's network

Click Steps to the right to jump to the section you need.



# Step 1

I haven't installed the VIP token.  
Please do this first.

# Begin to Install the VIP token – System Requirements

*This eLearning will show users how to install Symantec VIP remote access token and logging into the Secure Access Portal (herein referred to as SAP) for Kettering Health Network.*

## *System Requirements:*

1. Internet Explorer 7 or above. KHN **strongly** advises that you enable automatic updates in Windows to keep your system as up-to-date and secure as possible.
2. High Speed Internet access (DSL, Cable or Fiber)



# Installation and Configuration of a software token for Windows 7 and 8 PC

-Connect to the Internet

-Go to the following site:  
<https://idprotect.verisign.com/orderstart.v>

-Click the **Select** button on the VIP Access Desktop section



### VIP Access Desktop

Protect your accounts by using VIP Access Desktop from your computer.

Free Credential



# Downloading VIP Token - Continued

Select "Download for Windows".



VIP Access Desktop 2.1.1

**Important:** You must have administrative permission to install VIP Access Desktop.

[Download for Windows](#)



VIP Access Desktop 1.0.1

**Important:** You must have administrative permission to install VIP Access Desktop for Mac.

[Download for Mac](#)

# Downloading VIP Token - Continued

Run VIPAccessSetup.exe

On the screens that follow hit next, Accept the license agreement, select next to install and take the default folder location, Install and Finish

Now from **Symantec** VeriSign ID Protection Center Help and Support | Feedback

Home Learn More Where to Use

### Download and Install VIP Access Desktop - Windows

Your download should begin soon. If the download does not start, [click here](#).

Depending on your security settings, you may see one or more screens similar to these examples. Acknowledge each security screen, as security warnings are normal and part of the download process.

**Click this message** at the top of your browser and select **Download File**.

To help protect your security, Firefox blocked this site from downloading files to your computer. [Click here for options...](#)

**Save** the file for installing VIP Access Desktop, then open the file from the download window.

**Opening VIPAccessSetup.exe**

You have chosen to open

**VIPAccessSetup.exe**  
which is a Binary File  
from: <http://idprotect.verisign.com>

Would you like to save this file?

Save File Cancel

The VIP Access Setup Wizard will guide you through the installation process. After your installation has completed, go to **All Programs** from the **Start** menu of your Windows taskbar. Select **VIP Access** and launch the application.

Legal Notices | Privacy | Repository | © 2012 Symantec Corporation

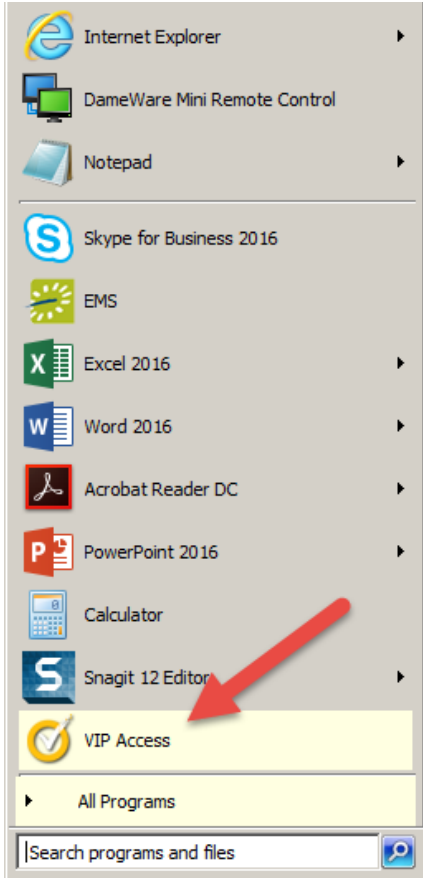
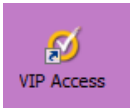
Do you want to run or save **VIPAccessSetup.exe** from [idprotect.verisign.com](http://idprotect.verisign.com)?

This type of file could harm your computer.

Run Save Cancel

# Downloading VIP Token - Complete

After the installer completes, the token appears in the lower right-hand corner of the screen. If the token does not appear automatically after installation go to Start > VIP Access.





- With the VIP Access app open, go to <https://khnvipreg.khnetwork.org:8233/vipssp> and log in with your Kettering Credentials. Which are:
- K+Badge Number, or
- DR Number, or
- Four Character ID and Network password


**Welcome to the Symantec® VIP Self Service Portal**

To access the Self Service Portal, enter your user name and password, and click **Sign In**.

**Sign In**

User Name

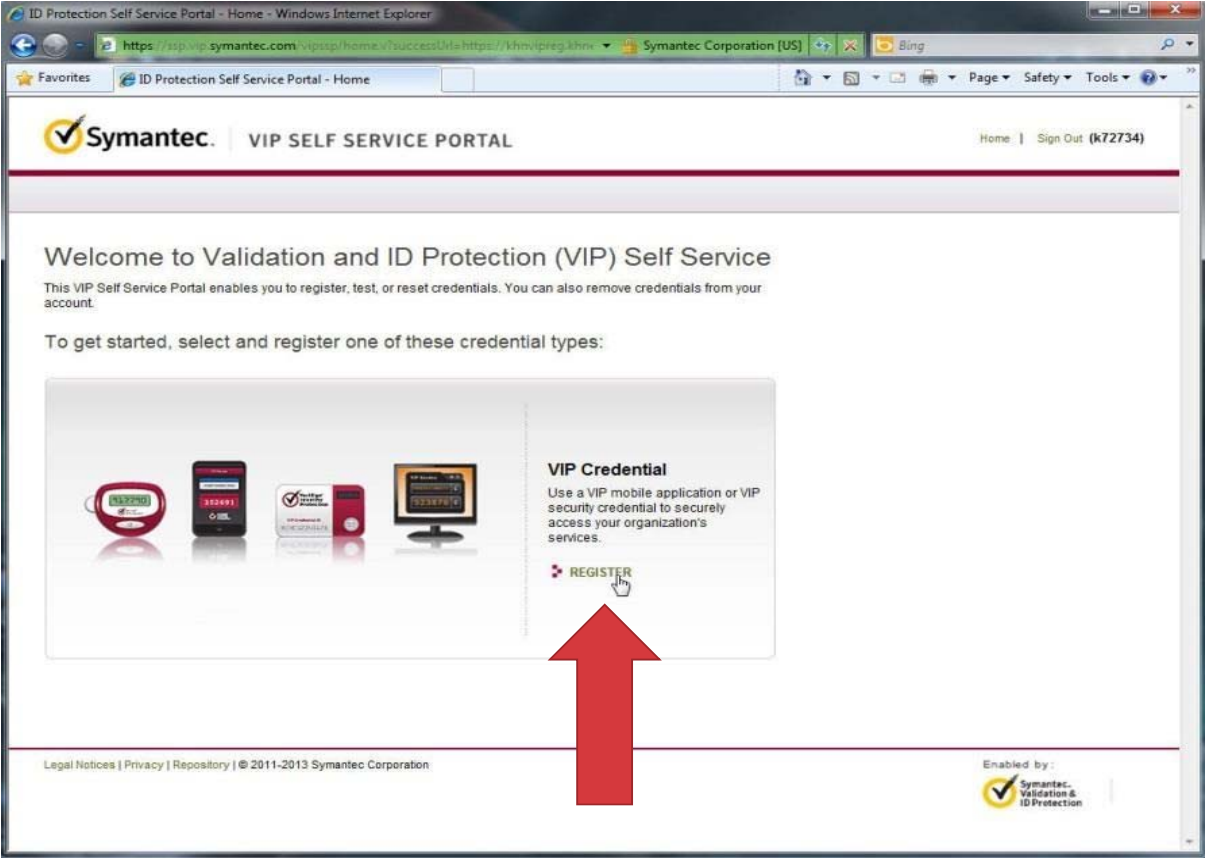
Password

Enabled by: 

**Sign In**

# Register

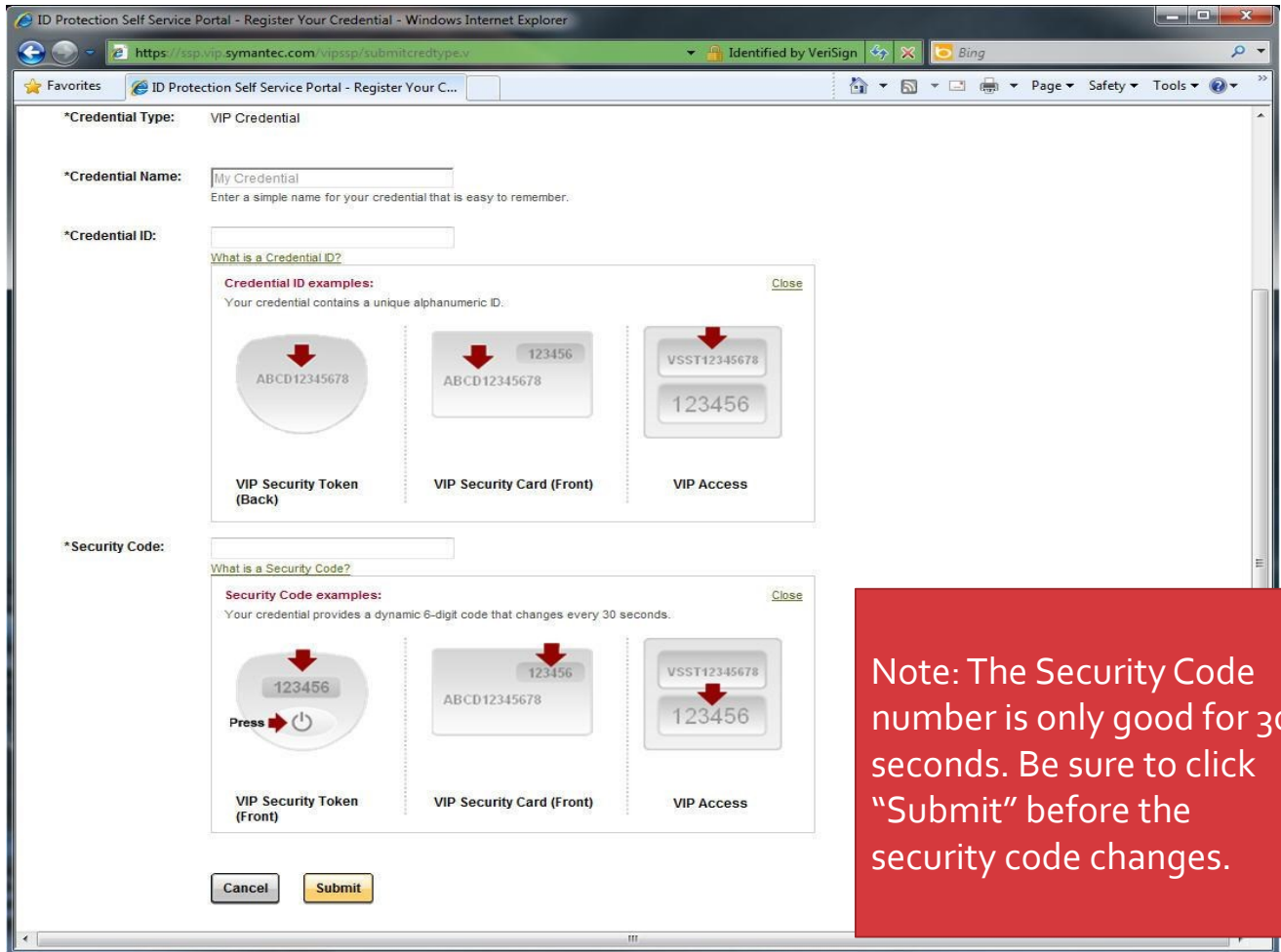
Click "Register"



# Name your token

- In the “My Credential” box, provide a unique name so the token can be distinguished from other tokens you may have.
  - Example: Work Laptop, Home Laptop etc...
- In the “Credential ID” box, type the Credential ID from the device.
- In the “Security Code” box, type the Security Code from the device. Click the “Submit” button.

The final screen shows the token now registered and any previously registered tokens.



# Step 2

I need to install the Virtual Desktop (VDI) Software

# Accessing the Virtual Desktop Software:

Make sure you have an active internet connection and visit <http://access.khnetwork.org> in your browser. Click on the VDI Remote Access link.



**Latest News**

No news is good news!

**Instructions/Forms:**


- [iPhone VIP Instructions](#)
- [Android VIP Instructions](#)
- [MAC VIP Instructions](#)
- [VPN Instructions](#)
- [Win 8 Phone Instructions](#)
- [Win PC VIP Instructions](#)
- [Non-KHN Access Request](#)
- [KHN PLY Instructions](#)
- [Symantec VIP FAQ](#)

**Remote Access Services**

**Secure Access Portal (SAP)**

If you have an RSA SecurID, **click the image below to access the Secure Access Portal (SAP).**

The SAP provides access to both network and clinical applications (such as EpicCareLink, Epic, OBlink and Remote Desktop) that require a high level of security.



[Register your new VIP token](#)

**Other Resources**

- [Employee Portal](#)
- [ICD-10 Training Info](#)
- [iSupport Self Service](#)
- [KH Network Physician Orders](#)
- [KHN Epic PLY Access](#)
- [Mobile Usage Agreement](#)
- [Outlook Web Access](#)
- [Staffing & Scheduling \(S&S\)](#)
- [Time & Attendance \(T&A\)](#)
- [VDI Remote Access](#)
- [VPN User Access](#)



People, Process, & Technology.

BACK

NEXT

# Pick your Download

Pick the Operating System on which you are Installing VDI.


**KETTERING**  
Health Network.

**Secure Access Portal**

**VDI** **vmware®**

**NOTE:** If you have problems with your login or need assistance accessing this site, please contact the KHN iSupport @ 937-384-4500.

**Instructions / Forms:**  
[VDI Instructions for PC](#)  
[VDI Instructions for MAC](#)  
[VDI Instructions for iPad](#)  
[VDI Instruct. for Android](#)  
[VDI Instruct. for Kindle](#)

To connect to VDI click the Icon  or type <https://vdi.ketthealth.com> in your browser.

Connection Server: vdi.ketthealth.com

Below are approved clients to work with Kettering's VDI Desktops:

<b>Desktop Clients</b>	<b>Mobile Clients</b>
<ul style="list-style-type: none"><li>• <a href="#">Windows 32-bit</a></li><li>• <a href="#">Windows 64-bit</a></li><li>• <a href="#">MAC OS</a></li></ul>	<ul style="list-style-type: none"><li>• <a href="#">iPad</a></li><li>• <a href="#">Android</a></li><li>• <a href="#">Kindle Fire</a></li></ul>

**Notice:**  
This system is the property of KHN and is provided to carry out the functions related to the operations of KHN. All activity related to information contained on or able to be accessed by this system may be monitored, intercepted, recorded, read, copied captured, and disclosed in any manner by personnel authorized by KHN. There is no right to privacy in this system. System personnel may give to law enforcement officials any potential evidence of a crime found on this system.

Use of this system by any user, authorized or unauthorized, constitutes consent to the monitoring, interception, recording, reading, copying capture and disclosure.

**KETTERING**  
Information Systems

People, Process, & Technology.

**BACK** **NEXT**

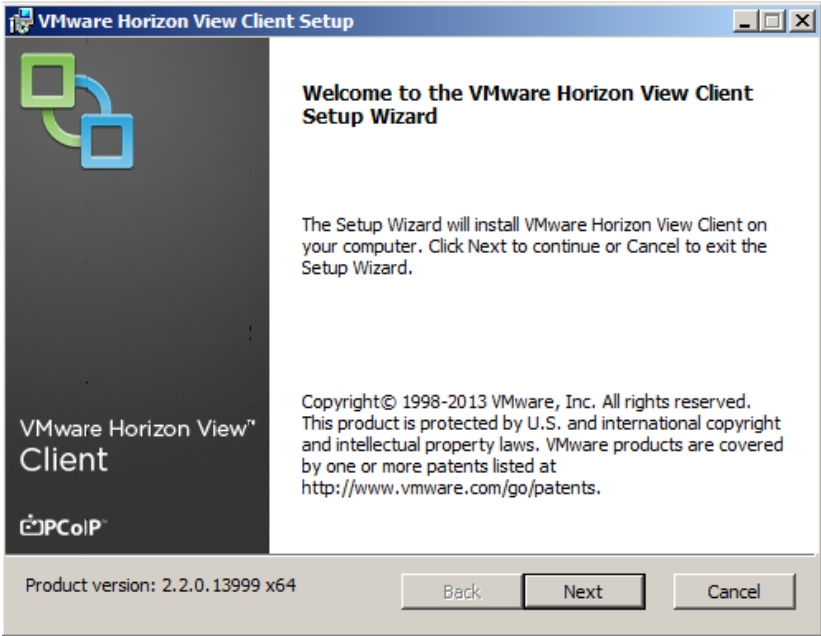
# Launch the install

Click Run



# Next, Next, etc...

Click next through all the defaults.

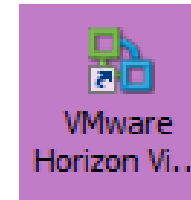
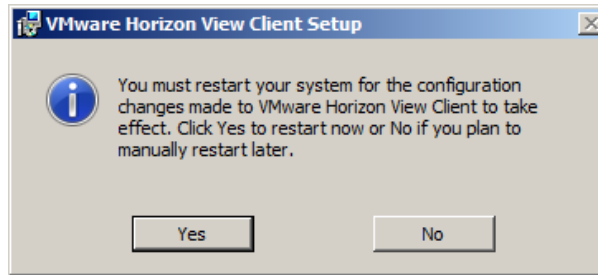




# Reboot

Reboot after the install.

Now you are ready to login to your Virtual Machine. Click green and blue icon located in your application links that looks like this...



# Step 3

VIP token and VDI is installed show me how to login to Kettering's Network

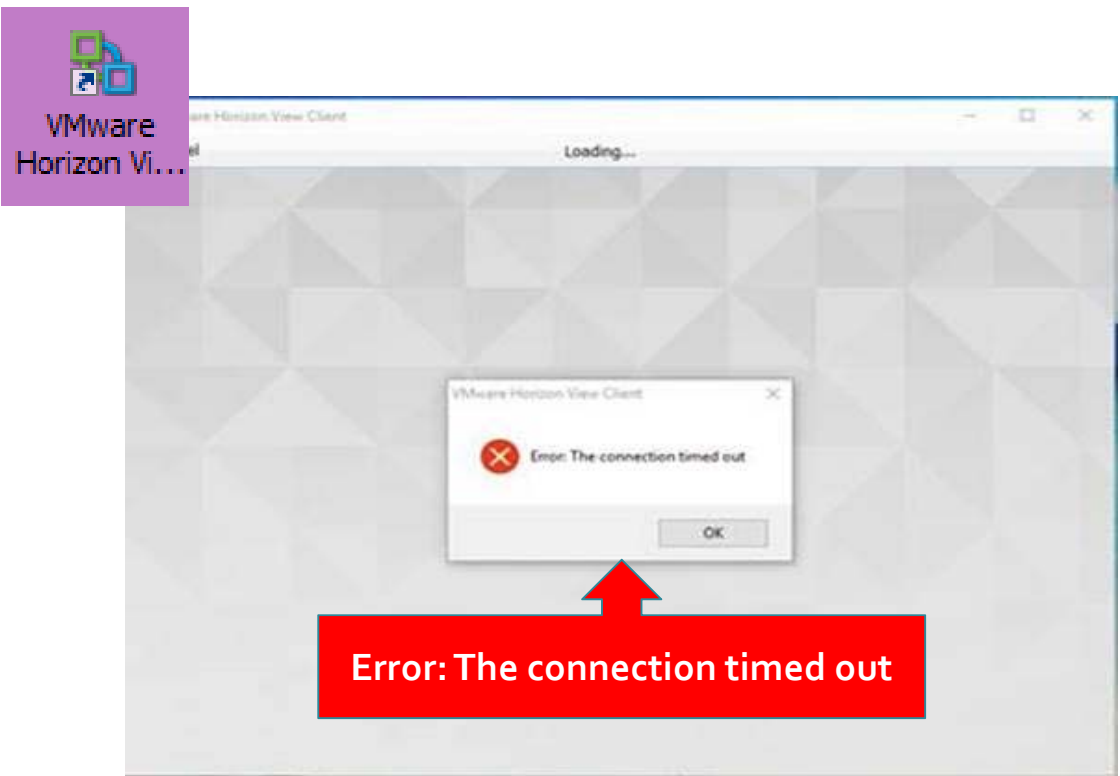
# Oops did you get this error?

After you clicked the icon did you get a connection error

No – Go to next slide

NEXT

Yes - If you received a connection error check your internet connection. The error will come up when you don't have a good internet connection to access the VDI-Clinical Office desktop. Check wireless your wireless or try to reboot. Move to the next slide when you see the Add Server option.



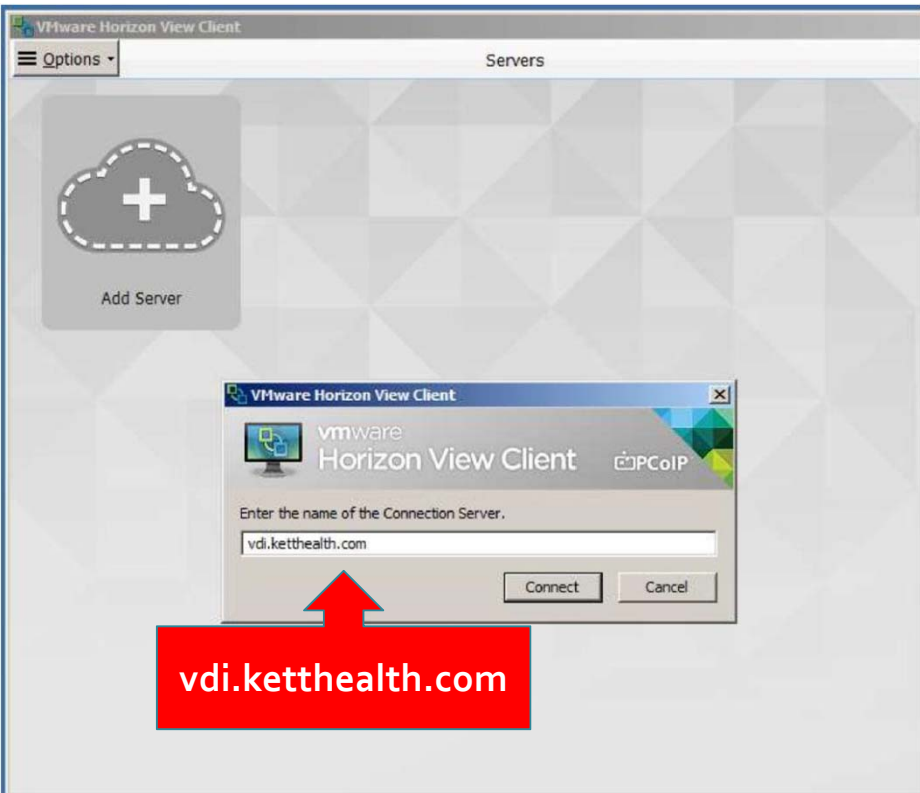
Error: The connection timed out

BACK

NEXT

# Enter Server Information

Click Icon (VMware Horizon View). Use server `vdi.ketthealth.com` if asked. Click **Connect**



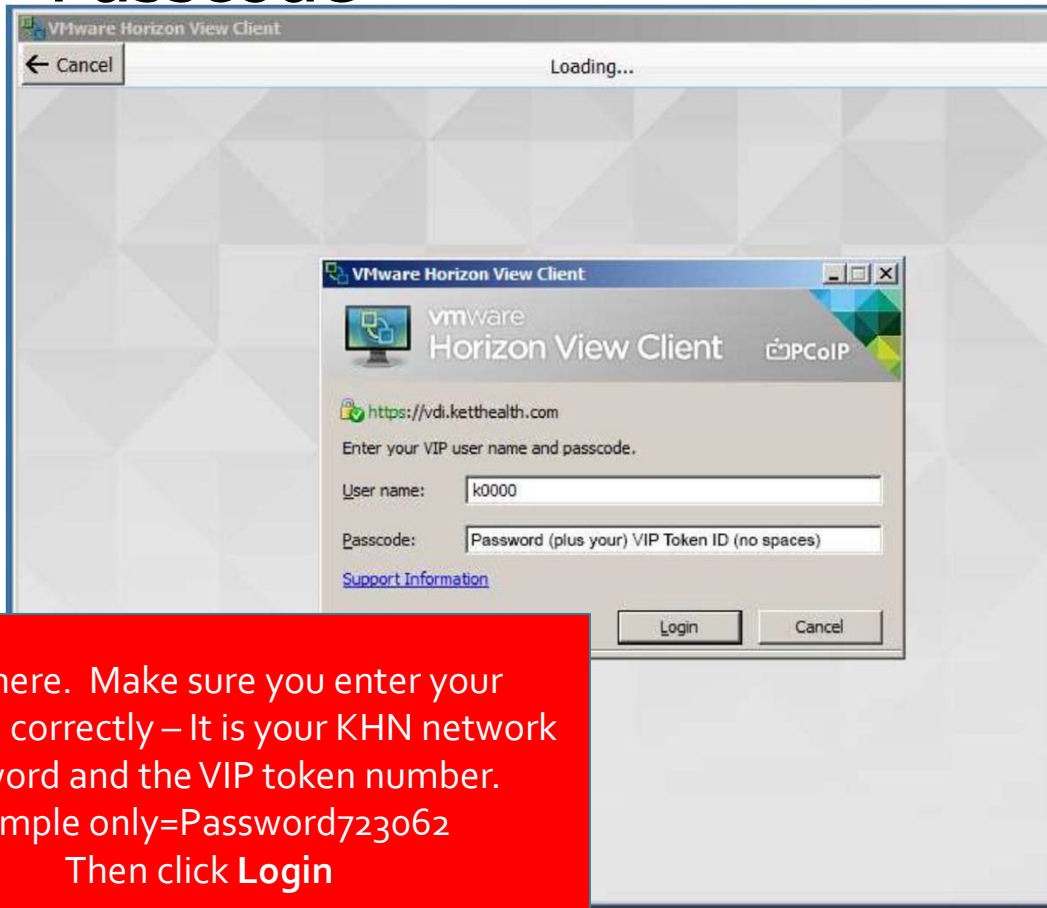
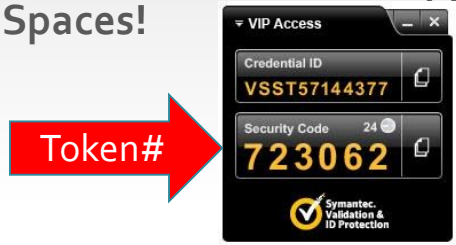
# Enter VIP Username and "Passcode"

Enter your VIP username and passcode (password and VIP token code with no spaces in between).

Stop!  
Make sure to enter correctly

Username – K+badge#

"Passcode" is your "password" plus the Security Code from the VIP token app. NO Spaces!



Stop here. Make sure you enter your Passcode correctly – It is your KHN network password and the VIP token number. Example only=Password723062 Then click Login

# Oops I have a message that says Access Denied

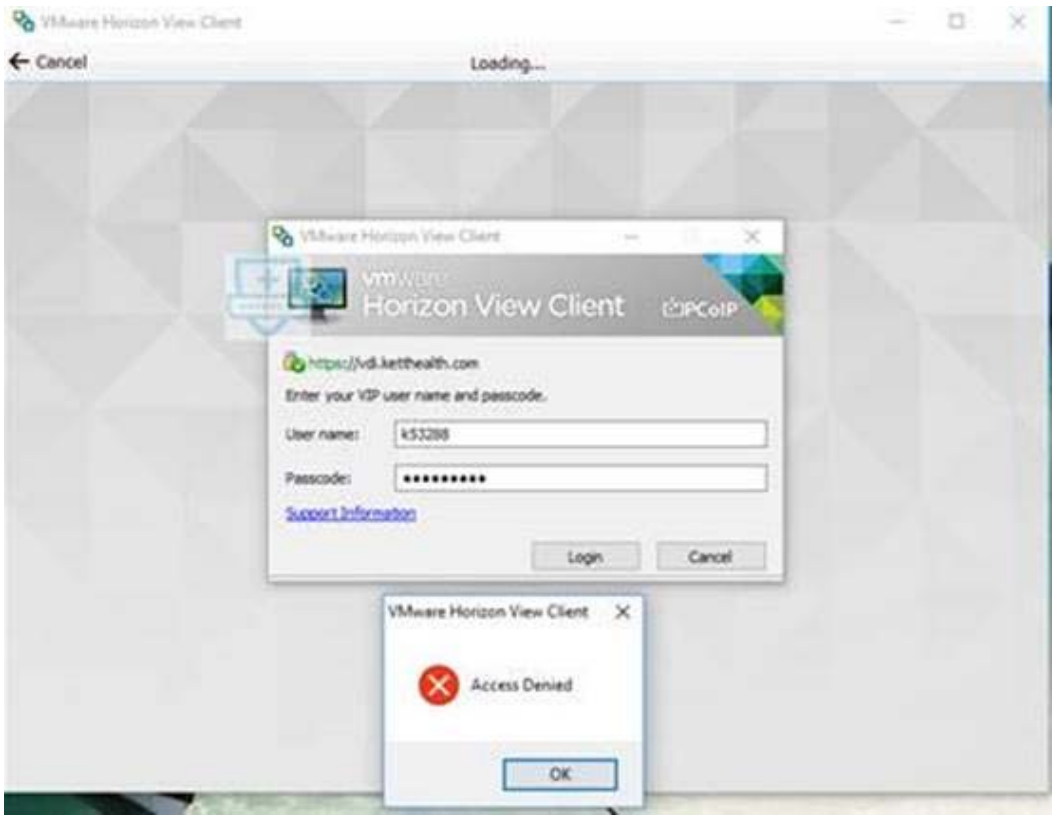
Did you get an Access Denied Message?

No – Skip to the Next Login Prompt slide

Skip

Yes – Click NEXT to see what might have happened

NEXT



BACK

Skip

NEXT

# Access Denied?

Why am I denied Access?

There are three possibilities...

- 1. You haven't setup their VIP access token with iSupport  
Call 937.384.4500- iSupport. They will need to provide the credential id from their VIP applications (see below)



- 2. You didn't enter the security code in time before it changed to a new set of numbers (the number will countdown from 30 to 0). **Don't wait until the countdown number gets too low. Try to enter before it gets to 10.**



You may have not entered the username and passcode correctly. Go back to the VIP Username and Passcode slide to review

BACK

BACK

NEXT

# Final Login Prompt

After you have successfully entered your passcode you will get this final login prompt.

This login prompt asks for exactly what you need to enter.

Enter your K+badge number for User Name

Enter your Kettering Password (you used this for part of the passcode) in the Password field.

Click Login.





# You are now logged in!

You are logged in and can start using the software on your virtual machine.

- This concludes the Coder Connection eLearning.