Remote Access Instructions for Coders
Steps 1. 2. 3.

First things first. If you are starting from the beginning you will need to start with Step 1.

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.
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
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.

VIP Access Desktop 1.6.1
Important: You must have administrative permission to install VIP Access Desktop for Mac.

Download for Windows

Download for Mac
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.
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
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.

Note: The Security Code number is only good for 30 seconds. Be sure to click “Submit” before the security code changes.
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.
Pick your Download

Pick the Operating System on which you are Installing VDI.

To connect to VDI click the Icon in your browser.
Connection Server: vdi.ketterhealth.com

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

**Desktop Clients**
- Windows XP
- Windows 7
- Windows 10

**Mobile Clients**
- iPad
- Android
- Kindle Fire

**Notice**
This system is the property of KHNN and is provided to carry out the functions related to the operations of KHNN. All activity related to information contained on or accessible to this system may be monitored, intercepted, recorded, read, copied, captured and disclosed in any manner by personnel authorized by KHNN. 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.
Launch the install

Click Run

Do you want to run or save VMware View Client WIN64.exe (26.7 MB) from access.ketteringhealth.org?

This type of file could harm your computer.

Run  Save  Cancel
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...
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

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
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

Token#
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
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
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.

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.