Remote Access Instructions  
Please read before using your Symantec VIP remote access token  

Kettering Health Network: Using the Secure Access Portal (SAP)  

Please find below instructions to guide users in the process of installing the Symantec VIP remote access token logging into the Secure Access Portal (herein referred to as SAP) for Kettering Health Network.

System Requirements:  

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

Installation and Configuration of a software token:  

1. Verify your Windows computer has an Internet connection and it’s turned on.  

![Secure Authentication Anywhere](image1.png)

3. Select the option that you are going to use.  

![Choose your options](image2.png)
4. Run VIPAccessSetup.exe

5. 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.

6. With the VIP Access app open, go to “https://khnvipreg.ketteringhealth.org:8233/vipssp” and log in with your Kettering Credentials.
   (K+Badge Number or DR Number or Four Character ID and Network password)

7. Click “Register”

Manage Your Credentials

This VIP Self Service Portal enables you to register, test, or reset credentials. You can also remove credentials from your account.

Select Your Credential

Select the type of credential you want to register.

8. 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.

Note: As stated before, the “Security Code” is only good for 30 seconds. Be sure to click “Submit” before the security code changes.

9. The final screen shows the token no registered and any previously registered tokens.

✅ You have successfully registered WORK PC.

Enter a security code from this credential the next time you Sign In.
1. Make sure you have an active internet connection and visit [http://access.ketteringhealth.com](http://access.ketteringhealth.com) in your browser. Click on the image of the iPhone or hardware token.

2. Login using a KHN network username / password along with a registered Symantec VIP Access token.
3. The first time you logon to the Remote Access site, you will be prompted to install Citrix Receiver, which is required before proceeding. Click “Run” and allow the application to install. Click “Skip” if you already have Citrix installed.

4. To launch an application, click the corresponding icon. The application will then attempt to launch, which, depending on your internet connection speed, could take up to 30 seconds.

Logging Off Securely

Your session in the SAP is only valid for three (3) hours, after which time you will need to login to the SAP again. You may use the applications themselves indefinitely so long as they remain open. However, if you need to launch another application after the time out you will be required to login to the SAP again. If you happen to close the application you were using and find that the SAP is still logged in, please utilize the “Log Off” in the top right hand corner of the browser.