

## Working from Home

### Ways to Access the Network from Home

There are a number of ways to access the network and/or email from home. Please note that RSA Tokens are being phased out and replaced by the Forti-Token, which allows for a more secure access to the network. To obtain a Forti-Token please contact [remotehelp@unityhealth.to](mailto:remotehelp@unityhealth.to).

\*Please note IT has confirmed that there are barriers in Remote Desktop Access using a Mac Computer.

#	Type of Access	Access to Clinical Applications?	Device / How?	Forti-Token Required?	Recommended Use	Changes Coming?
1	Network (includes email)	Yes	Via UHT/SMH Laptop at Home through <b>Forti-Client VPN</b>  See Instructions Below.	Yes	If you are using an SMH laptop from home – this is strongly recommended as it mimics your access at work in your home environment. It also allows for at home back-ups of your laptop.	No
2	Network (includes email)	Yes	Via Personal computer at home and <b>Remote Desktop Portal (RDP) through Angel 1</b> into your SMH Computer on site  See Instructions Below.	Yes	If you are using a personal computer at home and you have a computer on site that you can remote into than this is recommended so you can access all applications on your work computer from home.	No
3	Network (includes email)	Yes	Via Personal computer at home through <b>Angel 1</b>  SMH: <a href="https://angel1.smh.ca">https://angel1.smh.ca</a>	Yes	If you are using a personal computer and do not have computer on site that you can remote into than this is a good alternative option.	No
4	Network (includes email)	No	Via personal computer at home through angel/citrix  SMH: <a href="https://angel.smh.ca/">https://angel.smh.ca/</a>	No	If you are using a personal device. However, the 2 <sup>nd</sup> and 3 <sup>rd</sup> options above are preferred – please note phase out plan.	This will be phased out and replaced by the option above.
5	Email Only	No	From the Internet through OWA  SMH: <a href="https://owa.smh.ca/owa/">https://owa.smh.ca/owa/</a>	No	If you are using a personal device. However, the first 3 options above or FortiPortal below are preferred – please note phase out plan.	This is being phased out and you will only be able to access OWA through

						the FortiPortal
6	Network (includes email)	No	Via personal computer at home through <b>FortiPortal</b>  <a href="https://fortiportal.unityhealth.to">https://fortiportal.unityhealth.to</a> .	Yes	The FortiPortal is a new website that is accessed remotely to be able to login to Non-Clinical Applications i.e. OWA/webmail and intranet when you are not physically located in Unity Health Toronto.	No

### **Forti-Client VPN and Remote Desktop Portal**

In order to better simulate your work environment at home we recommend taking the following actions depending on whether you are working from home with a personal device or a UHT/SMH Laptop.

<b>Working from Home <u>with UHT/SMH Laptop</u> through Forti-Client VPN (#1 in the above table)</b>	<b>Working from Home <u>on a Personal Device</u> via Remote Desktop Portal (RDP) through Angel 1 (#2 in the above table)</b>
<ol style="list-style-type: none"> <li>1. You'll need a <b>Forti-Token</b>. This allows for a more secure way to access the network than just logging in through Citrix. <i>To access clinical applications you must have a Forti-Token. See instructions below – you can complete this install from home.</i></li> <li>2. Once you have Forti-Token, we recommend installing <b>Forti-Client VPN</b> on your UHT/SMH Laptop. This allows you to virtually remote into the network and simulates your work environment at home. See instructions below – you will be required to come on site for the install.</li> <li>3. Did you know that the hospital has a secure Chat Room software called <b>Cisco Jabber</b>? It's the only hospital secure chat product available for corporate communications that do NOT include Personal Health Information (PHI). <i>Only approved messaging apps (i.e. SPOK) may be used to transmit PHI.</i> It offers similar features to Slack or Microsoft team. See instructions below– you will be required to come on site for the install.</li> </ol>	<ol style="list-style-type: none"> <li>1. You'll need a <b>Forti-Token</b>. This allows for a more secure way to access the network than just logging in through Citrix. <i>To access clinical applications you must have a Forti-Token. See instructions below – you can complete this install from home.</i></li> <li>2. Once you have a Forti-Token, we recommend using <b>Remote Desktop Portal (RDP)</b>. This allows you to remote into your UHT/SMH computer located on site and provides you with access to your desktop in the same way at home from your personal device. See instructions below – while this step can be completed from home it does require that your work device be turned on and is connected to the network (i.e., not sleep mode or turned off).</li> <li>3. Did you know that the hospital has a secure Chat Room software called <b>Cisco Jabber</b>? It's the only hospital secure chat room product available for corporate communications that do NOT include Personal Health Information (PHI). <i>Only approved messaging apps (i.e. SPOK) may be used to transmit</i></li> </ol>

### Forti-Token, Forti-Client VPN & Cisco Jabber Instructions

1. To obtain a Forti-Token please send:
  - i. A list of users (Name, User ID & UHT/SMH Asset ID#) to [remotehelp@unityhealth.to](mailto:remotehelp@unityhealth.to).
  - ii. Please indicate in the email that users require a Forti-Token
  - iii. Users will then receive instructions to install the token on their smart phone (If user, does not have a smart phone than a hard token can be arranged)
  
2. To obtain Forti-Client VPN & Cisco Jabber please:
  - i. Email an installation request to the [Helpdesk](#) specifying UHT/SMH Asset ID# and contact information. Please indicate in the email that users will require Forti-Client VPN and Cisco Jabber\*. *Please note that older laptops with Windows 7 32bit may not work Forti-Client*
  - ii. A member of the SMH-Software team will contact the user asking them to bring laptop on site and connect to SMH PRIME. Once the laptop is online the SMH-Software team will push the software to the laptop.
  - iii. Please note
    - That if you are driving and park near the hospital you can likely access SMH Prime from your car.
    - If your laptop has NOT been on site and connected to SMH Prime for a while than it may take several minutes to download all the latest back-ups.
    - Once you have Forti-Client VPN installed you will be able to complete back-ups remotely

*PHI.* It offers similar features to Slack or Microsoft team. See instructions on how to install Jabber – you will not be required to come on site but to access Cisco Jabber you will need to use Remote Desktop Access.

### Forti-Token & Remote Desktop Instructions

1. To obtain a Forti-Token & Remote Desktop Access please send:
  - a. A list of users (Name, User ID & UHT/SMH Asset ID# for device located at work) to [remotehelp@unityhealth.to](mailto:remotehelp@unityhealth.to).
  - b. Please indicate in the email that users require both a Forti-Token & Remote Desktop
  - c. Users will then receive instructions to install the token on their smart phone as well as instructions for Remote Desktop access. (If user, does not have a smart phone than a hard token can be arranged)
2. In addition to above, please arrange to have your work device located on site to be turned on (not sleep mode)

### Cisco Jabber Instructions

1. Email an installation request to the [Helpdesk](#) to have the software pushed to your UHT/SMH device. Please request Cisco Jabber and provide them with SMHPCID# as well as the name of the User. Please ensure your work device located on site is turned on.
2. To access Cisco Jabber you will need to use Remote Desktop Access.

\*Cisco Jabber can also be installed on your smart phone by downloading the Cisco Jabber App and logging in with your unity health email and password.

from home

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**Accessing a Home Printer with your UHT/SMH Laptop**

- If the user also needs to access a home printer, they can contact the [Help Desk](#) for assistance. In order to connect to a Home Printer the user will have to be using and have installed Forti-Client (See Above)

For more information, please visit: <https://remote.unityhealth.to/howto/>