March 27, 2020

Topic: Working from home: Remote access and telephone encounters

Many clinicians already have their personal computer set up for home access. Since one of our strategies is moving a portion of clinicians home during COVID-19, here are brief instructions for those who are not set up. The IS Help Desk is not equipped to assist you with your personal computer set up, so please do not call them.

Note: If you do not have a computer that meet minimum requirements (see below), GHS has a limited number of laptops to borrow. You must have your Administrative Director assess your unique situation and then if appropriate, submit a service request for "Provider Work from Home Laptop". Reminders:

- Your first login with a GHS laptop must be inside a GHS building (on the GHS network)
- You may be asked to share this laptop with another employee when you are in clinic and he/she is at home

Listed are the steps to set up your computer at home:

1. Go to our external web: gundersenhealth.org. Scroll to the very bottom. Click "For Employees"

Professional Resources

For Clinicians & Professionals
For Employees ⬅
For Employers

2. Scroll to the last item under Additional resources: "Remote Access". This is your main page for information.
3. Under "Personal Computer Updates", choose Macintosh or Windows and ensure your computer meets the minimum standards and update your system.
4. Under "Browser" make sure you use Google Chrome (even for Macintosh) and update to the latest version. You will have to do this every month or so moving forward.
5. Under "Enrolling in Duo", follow the instructions to enroll in Duo which includes step-by-step instructions. Then download the Duo Mobile app on your phone and follow the instructions
6. On the "For Employees" page, choose "Gundersen Health System Applications" and log in. You will receive a Duo alert on your phone that you have to accept.
7. At the very top-middle, choose "Desktops", then "eDesktop+" to complete your login.
8. Outlook (email) is accessed separately on the "For Employees" page under "Outlook Web Access"

To receive work calls on your cell phone:

1. Download the Cisco Jabber app onto your phone.

2. Below is a video on how to install Cisco Jabber on your personal smart phone. If you have any questions about installing Jabber or need assistance, please email avsupport@gundersenhealth.org and provide a phone number where you can be reached.
   https://mediasite.gundluth.org/Mediasite/Play/ee244124abae4bd6ad6175fec8a187231d

   Username: email address
   Password: normal network password

3. You should have already provided your email, extension, and if you have iPhone or Android to your manager. This will get you set up internally to use Jabber.

4. Your medical assistant will be able to transfer patient calls to you using your work extension within this app.