



# Work From Home Job Aid

Last Updated: March 18, 2020  
9:03 p.m.



Hackensack  
Meridian *Health*

# What To Do Right Now

- Enroll in the multi-factor authentication process (DUO – see below) if you have not already done so in order to access any of these work from home options. Access the portal via [MYDUO.HMHN.ORG](https://MYDUO.HMHN.ORG) to complete your enrollment. This can be done from an HMH device or from your personal device.
- Test out your work from home option so you have the opportunity to address issues before you are requested to work at home.
- If you do not have a HMH laptop to take home, you can use your personal computer. If you have not logged into HMH from home before, see below for instructions on how to log in and the minimum requirements for versions of Windows or Mac OS.
- Review the instructions on how to forward phones and retrieve voicemail remotely are included below.

## Remote Access

### Q. How can I work remotely?

- If you have an HMH-issued laptop or other portable devices, please use device for remote work. If you do not have an HMH-issued laptop or other portable, you can install Citrix on a home computer, laptop or other device. **If you already use VMWare on your HMH-issued laptop or on your home device, continue to use it.**

### Q. What is the minimum operating system and amount of memory my home computer must have?

<p><b><u>Minimum OS Version</u></b></p> <p>Windows 7 Mac OS X Yosemite (10.10.x) Mac OS X El Capitan (10.11) macOS Sierra (10.12) macOS High Sierra (10.13)</p> <p><b><u>Minimum Memory</u></b></p> <p>2GB</p>
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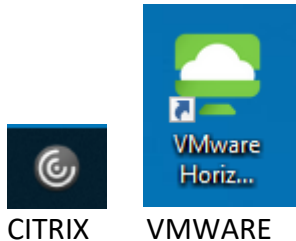
### Q. How do I install Citrix on my home computer?

- To access the HMH systems from a non-HMH device, you will first need to install Citrix from [connect.hmhn.org](https://connect.hmhn.org). To install Citrix, [click here](#) for instructions.



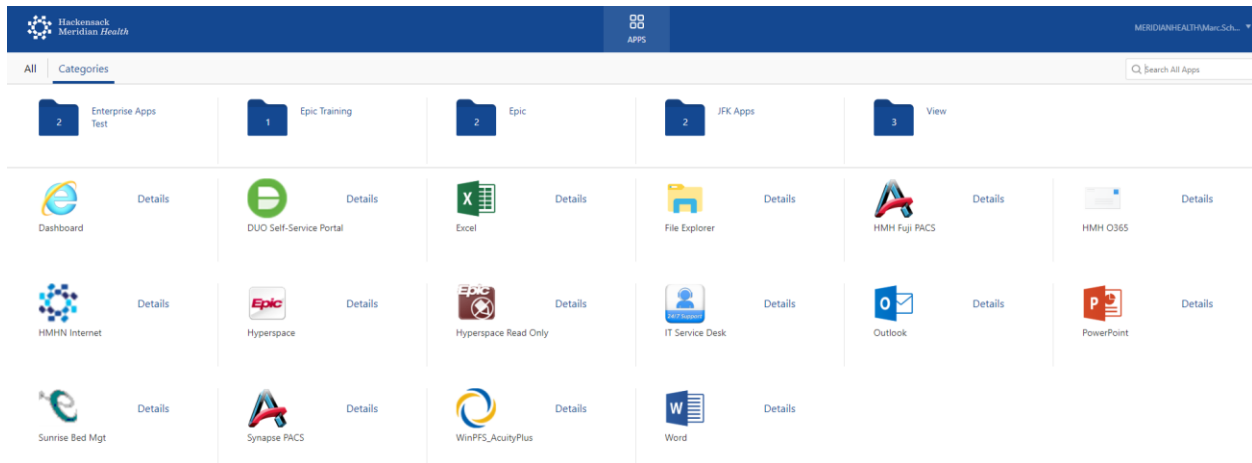
## Q. How do I log in remotely from home using either my HMH-issued laptop or my home computer, laptop or device?

- To log in remotely from home using either your HMH-issued or home computer, laptop or other device, first ensure that the device is connected to the internet. Once connected, open the Citrix icon or VMWare Horizon View icon. Follow the log in instructions and complete the Duo authentication.

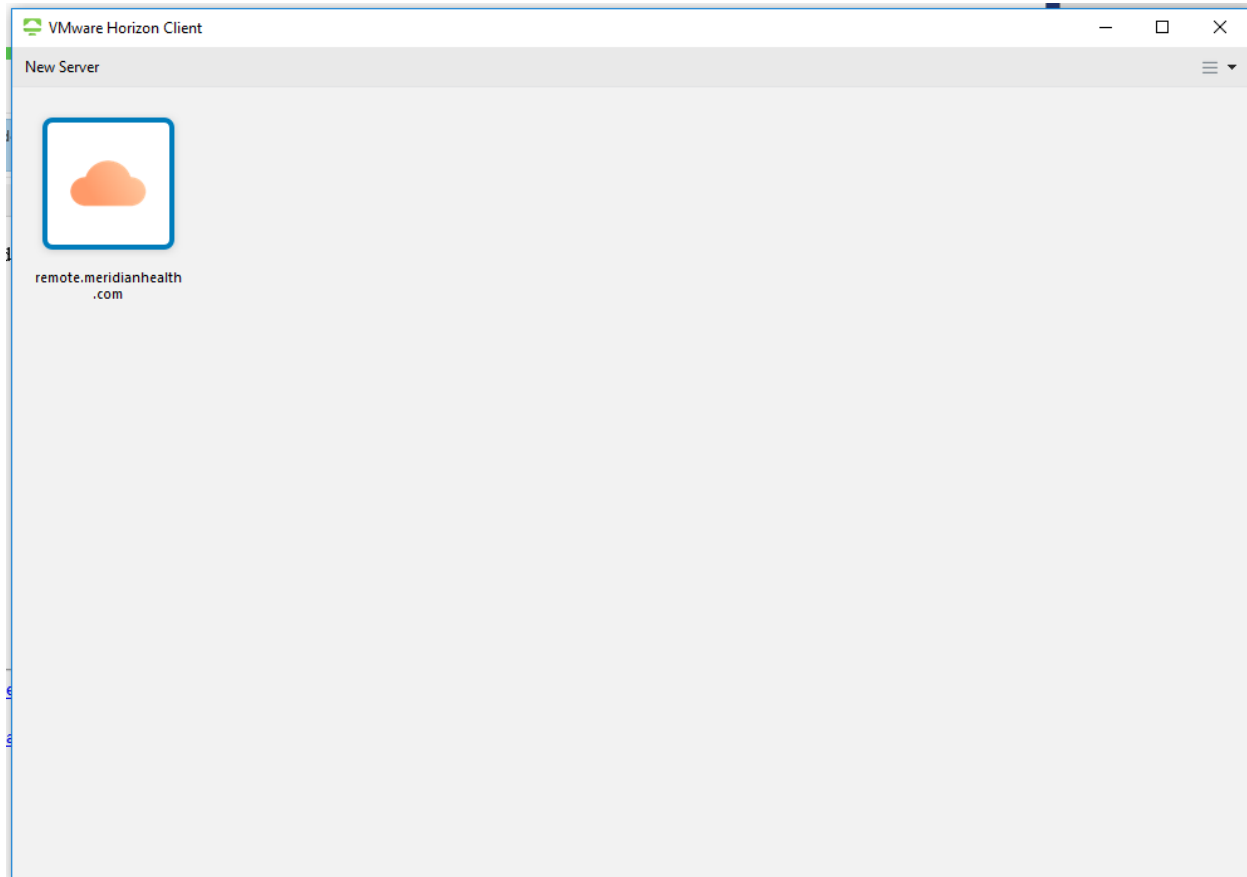


When you log in remotely from an HMH-issued laptop or from your home computer, laptop or device, you will have access to the applications and your screen will look similar to the screen shot below. It will not look like your desktop if you use Citrix. Click on the application you would like to use, such as Epic, PeopleSoft, Outlook, or other Microsoft products. Once you are in the applications, you should be able to access your information and documents as you would on your desktop.

## CITRIX VIEW



## VMWARE VIEW



### Q. Logging in remotely requires DUO. How do I register for DUO?

- Two-Factor Authentication (2FA) requires users to verify their identity with their mobile device before logging in. This additional step adds a second layer of security that prevents unauthorized access to your HMH account, even if your password has been compromised. [Click here](#) for a step-by-step guidance for enrolling with Duo Security, as well as separate guides for using the app on both iPhone and Android devices.

### Q. Should I bring my laptop home every day?

- Yes. Since we never know when an event may require you to work from home, it is best practice to bring your laptop home every night.

### Q. I haven't used my HMH-issued laptop recently. Is there anything I need to do?

- Turn it on and log in to make sure it has the most recent program updates. Bring it home and test that you are able to connect into the network from your home. If you encounter any issues, please reach out to the Help Desk ([see contact info at bottom of this document](#)).



### **Q. How do I access my email and calendar from my phone?**

- To retrieve emails on to your HMH issued phone, please go to the “Mail” application and click. In addition, you may download the Outlook application to access mail on your HMH issued phone. If you have a personal phone, it must be enrolled in the Airwatch program to allow you to access HMH mail on your phone. Please call the Help Desk ([see contact info at bottom of this document](#)) to get your phone enrolled in the program.

## Web Clock Instructions

- Please ask your leader for additional instructions that have been provide.

## Epic Access

### **Q. How do I access Epic remotely?**

- Access to Epic is like any other application. Please see instructions for logging in with your HMH-issued laptop or home computer.

## Microsoft Teams Access

### **Q. How do I access Microsoft Teams?**

- Microsoft Teams is now available to all team members. It allows for workplace chats with individuals and groups either in the office or from remote locations.

[Click here for step-by-step instructions on how to log in and use.](#)

## BlueJeans Access

### **Q. How do I access BlueJeans remotely by phone?**

- You can access a BlueJeans event by going to BlueJeans.com and clicking on Join Meeting and entering the event number. Similarly, you can download the BlueJeans application on your phone and enter meetings through the application.
  - For step-by-step instructions on how to use Blue Jeans as a participant: [Click here](#)
  - For step-by-step instructions on how to use Blue Jeans as a moderator: [Click here](#)



# Forwarding phone calls & retrieving voicemail

You can forward your office phone to a cell or land line phone in a remote work location. Please familiarize yourself with how to remotely pick up your voicemail in the event that a voicemail message is left before you can forward your phone.

HMH has multiple phone systems in the network, each of which has a different way of forwarding the incoming calls and picking up voicemails. [Click here to find your location](#) and then click on the link in the chart for instructions regarding how to forward your phone or pick up your voicemail.

## Update Contact Information

### Q. How do I make sure I receive emergency alerts sent out by the network?

- Emergency alerts through Everbridge use contact information from the MyWay -- PeopleSoft system. Therefore it is important that you keep your contact information up to date in MyWay – PeopleSoft. To check that your information is up to date or to update the information, log into MyWay and click on Team Member Self Service Tile, then click on CONTACT DETAILS.

Personal Details	Home	<b>Personal Details</b>
Talent Profile	Contact Details	To change your home address please click anywhere on the address box below. <b>Home Address</b>

- Then update the information.

Home	<b>Contact Details</b>								
<b>Contact Details</b>	<b>Instructions:</b> Click on the Add "+" button to add a new number or email. To change an existing contact detail click on the phone number or email you want to change and update the number/email and click "Save". To delete a contact detail select the number or email you want to delete and click "Delete" button.  Please note: Business email address changes when your name is changed in PeopleSoft. Personal cell phone and email addresses may be used for the disaster communications and internal job opening processes.								
Marital Status	<b>Phone</b>								
Name	<input type="text"/>								
Ethnic Groups	<input type="text"/>								
Emergency Contacts	<table border="1"><thead><tr><th>Number</th><th>Extension</th><th>Type</th><th>Preferred</th></tr></thead><tbody><tr><td><input type="text"/></td><td><input type="text"/></td><td><input type="text"/></td><td><input type="text"/></td></tr></tbody></table>	Number	Extension	Type	Preferred	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Number	Extension	Type	Preferred						
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Additional Information									

## Important Links

### Q. Where will I be able to find information while I work remotely?

- Here are links to key websites and information:
  - [TeamHMH.com](http://TeamHMH.com) - this web page provides information for employees



- <https://connect.hmhn.org/> -- this web page allows you to log into the HMH systems and access applications such as Epic, People Soft, Microsoft, Outlook and Footprints
- <https://remote.meridianhealth.com/> -- this web page allows you to log into the HMH systems and access applications such as Epic, People Soft, Microsoft, Outlook and Footprints



# IT Service Desk Contact Information

**Email:** [ITServiceDesk@hackensackmeridian.org](mailto:ITServiceDesk@hackensackmeridian.org)

**External Phone Number** - Please call the external phone number for your region.

- **North Region:** 551-996-4357 or 646-564-3813 (North Region)
- **South and Central Regions:** 848-237-3333 or 732-776-3333

**Internal Extension:** x3333

