



Remote Access, I-Connect and Outlook



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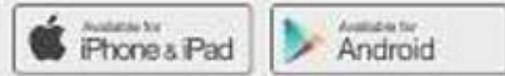
PingID Installation and Registration Steps

PingID is used for multi-factor authentication at Novant Health.
PingID will be a required application through September 2025.

PingID Installation and Registration Steps

Install App on phone

1. On your phone search **PingID** in App Store or Google Play store (it will be the first app available)

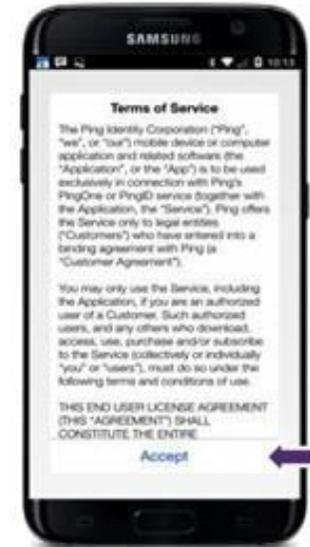


If you do not have an iOS or Android device call the DPS Service Desk at 866-9-NOVANT (1-866-966-8268) for assistance

2. Install & Open PingID App

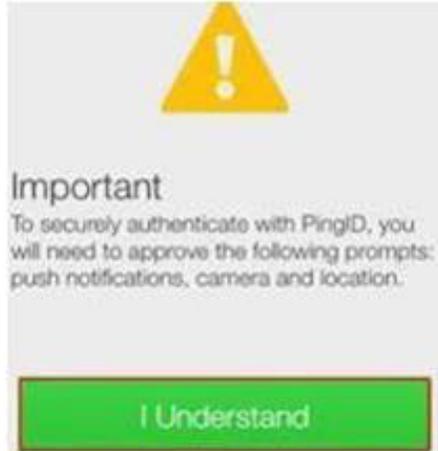


3. Read & click **Accept** for Terms of Service

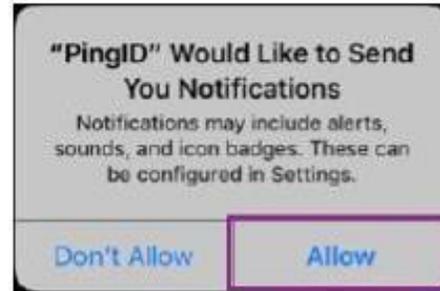


PingID Installation and Registration Steps

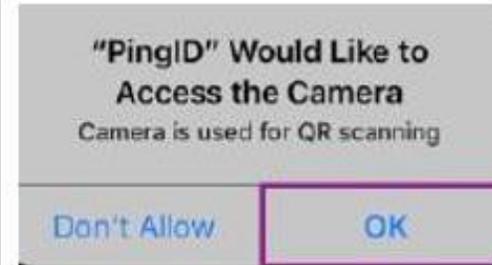
4. Click **I Understand** indicating you will allow push notifications, camera and location for set up



5. Click **Allow** Notifications
**message varies by device

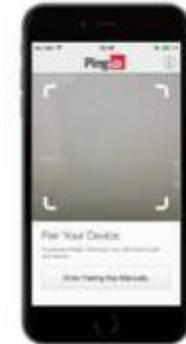


6. Click **Allow** for camera access *if requested*
**message varies by device



If you do not allow you will be required to enter the 15 character pairing key later

7. App Install Complete!



Proceed to step 8 from your desktop/laptop to finish registration

PingID Installation and Registration Steps

<p>Register from your Desktop/Laptop</p>  <p>You <u>CANNOT</u> register from your mobile device</p>	<p>8. Click the link below to access the PingID Registration page.</p> <p>PingID Registration Link</p> <p>(Ctrl + Click to follow link)</p> <p><i>Do not close the browser until registration is complete.</i></p>	<p>9. Sign in with your CorpID, click Sign On and then click Start.</p>  	<p>10. Scan QR Code on your screen using your phone</p>  <p><i>If your camera is not enabled or will not scan the QR code enter the 15 character pairing key</i></p>
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PingID Installation and Registration Steps

11. Click **allow** for location
**message varies by device



Location will only be used to reduce authentication frequency

12. **Enter** nickname (e.g. first name), click **Done** then wait for next prompt



13. On your phone **swipe up** when prompted



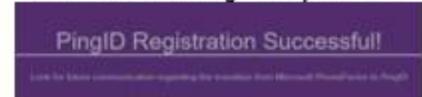
If you denied notifications enter the 6 digit code from your phone

14. You have successfully registered for PingID! Be on the lookout for go-live dates in future



communications!

If you denied notifications you will not see this on your phone but you are still registered if you see the success message on your PC.



Close the PingID app and browser.

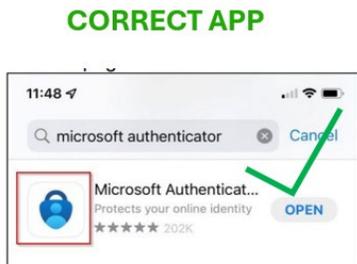


Microsoft Authenticator Registration

Microsoft Authenticator is used for multi-factor authentication at Novant Health.

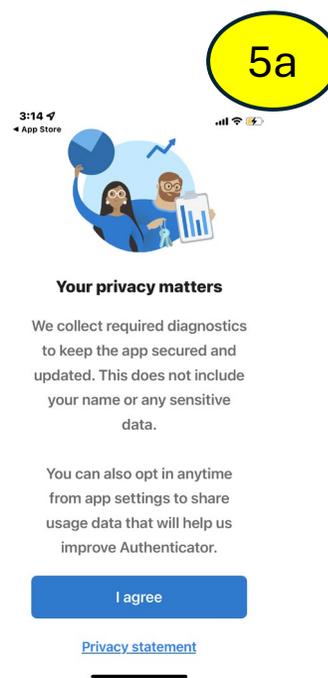
Microsoft Authenticator – App Installation

Step 1: Open the App Store (iPhone) or Google Play Store (Android) on your mobile device.
Step 2: Search for "Microsoft Authenticator."



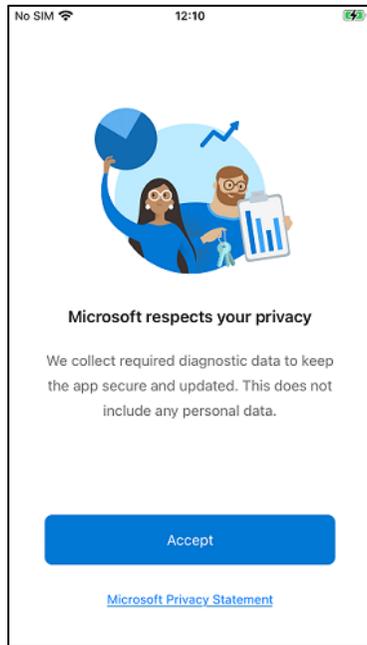
Step 3: Tap Install (Android) or Get (iPhone).
Step 4: Once installed, open the Microsoft Authenticator app.

Step 5a: Tap I agree to accept terms, if prompted.
Step 5b: Tap Allow to "Authenticator" Would Like to Access the Camera," if prompted.

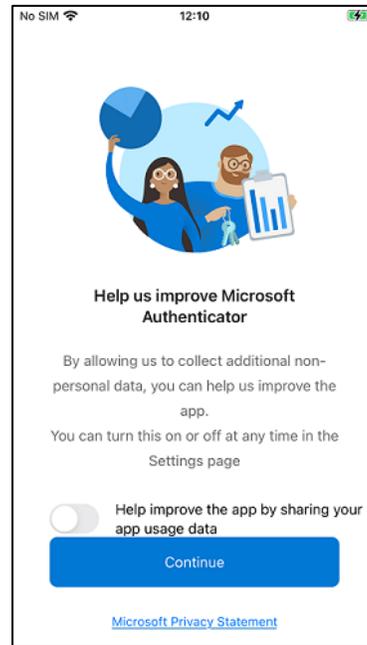


Microsoft Authenticator – App Installation

Step 6: Tap Accept to “Microsoft respects your privacy.”



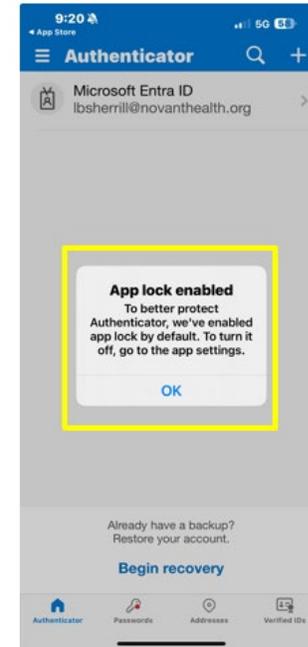
Step 7: Tap Continue to “Help us improve Microsoft Authenticator.”



Step 8: Tap Skip on “Secure Your Digital Life.”



Step 9: Tap OK on “App lock enabled,” if prompted.

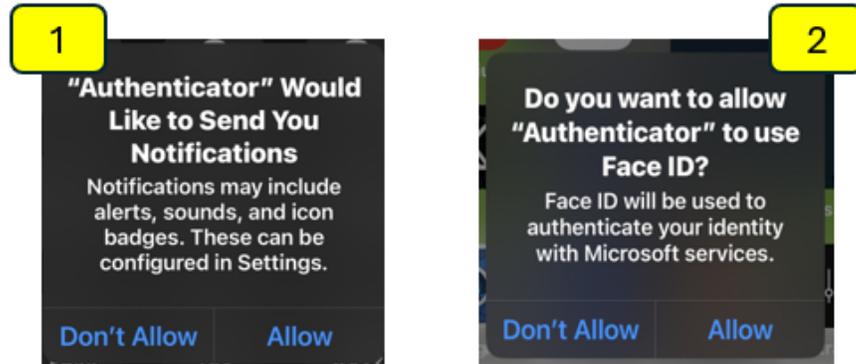


Microsoft Authenticator – App Installation

Step 10: Choose *Allow* or *Don't Allow* to the following:

- (1) “Authenticator” Would Like to Send You Notifications
- (2) “Do you want to allow “Authenticator” to use Face ID?”

Note: *Either response is your preference and will not affect the functionality of the Microsoft Authenticator installation.*

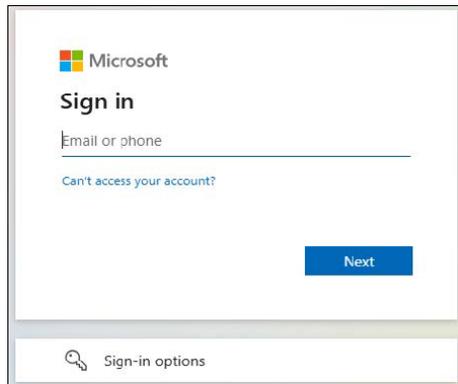


Step 11: You have successfully installed the Microsoft Authenticator application! Your next step is to register your Microsoft account.

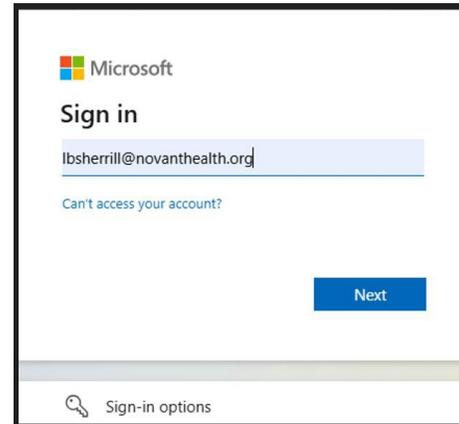
Microsoft Authenticator – Account Registration

Note: These instructions are for registering an account OFF the Novant Health network. If you are on the Novant Health network, follow these instructions to the [Ping to Microsoft Authenticator Transition](#) resource page.

Step 1: Go to the Microsoft login page at <https://myaccount.microsoft.com>



Step 2: Enter your Novant Health email address and click "Next."

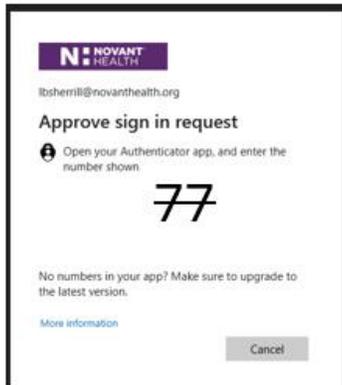


Step 3: Enter your Novant Health password and click "Sign in."

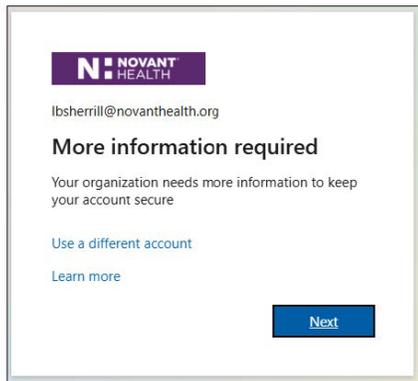


Microsoft Authenticator – Account Registration

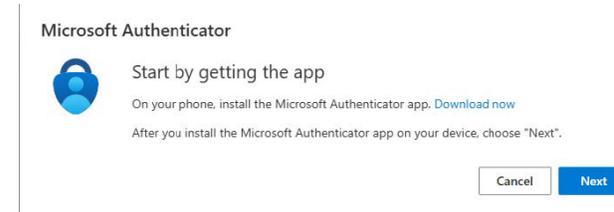
STEP 4: If you have already registered for Microsoft Authenticator, you will receive an “Approve sign in request” window as shown below. **Move to Step 11** if you see the “Approve sign in request” window. If you do not see “Approve sign in request window,” proceed to Step 5.



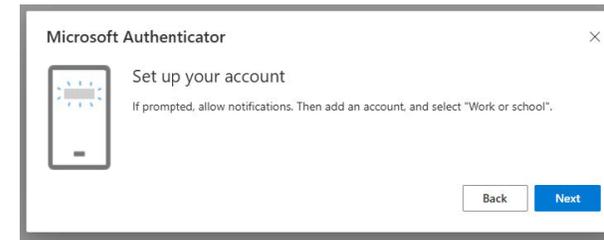
Step 5: Select “Next” in the “More information required” window.



Step 6: Click “Next” in the “Start by getting the app” window.



Step 7: Click “Next” in the “Set up your account” window.

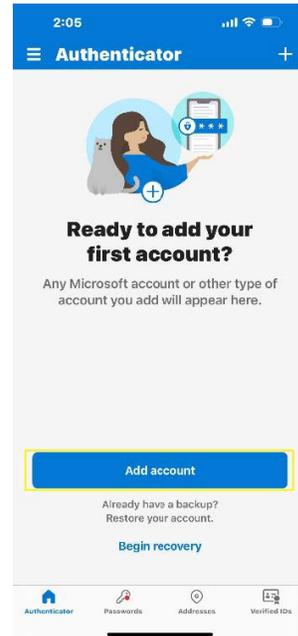


Microsoft Authenticator – Account Registration

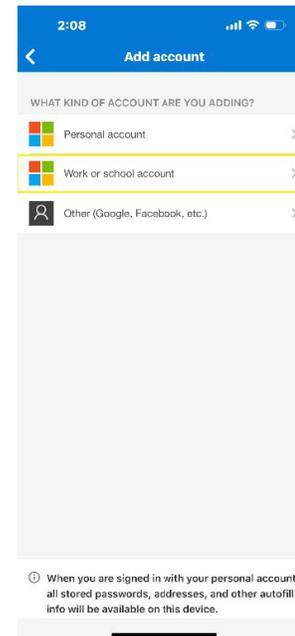
Step 8: The “Scan the QR code” window will display on your computer screen.



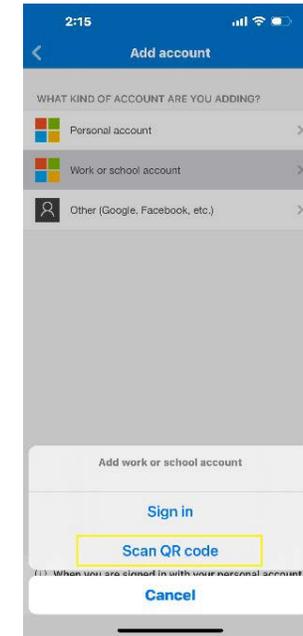
Step 9: Open the Authenticator app on your phone and tap “Add account.”



Step 10: Tap “Work or school account.”

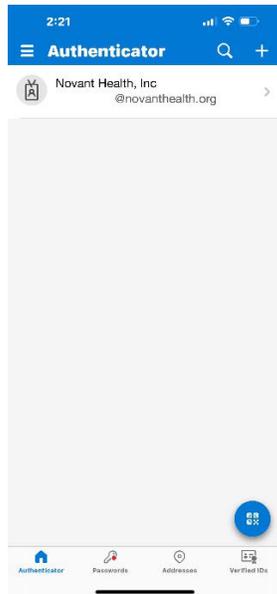


Step 11: Tap on “Scan QR code.”

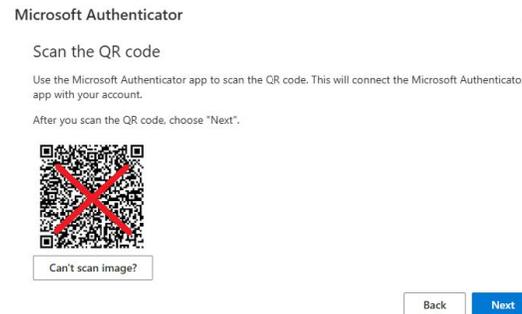


Microsoft Authenticator – Account Registration

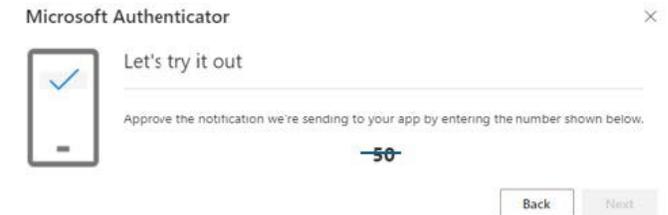
Step 12: Then with your phone, scan the QR code displayed on your computer screen. (If your Phone prompts you with *“Authenticator’ Would Like to Send Your Notifications,”* then choose *“Allow.”*) Once scanned, verify that your NH email displays on your phone like below.



Step 13: Click *“Next”* to the *“Scan the QR code”* window on your computer screen.

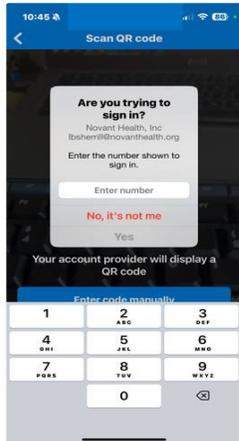


Step 14: You will see a *“Let’s try it out”* window appear along with a number on your computer screen.



Microsoft Authenticator – Account Registration

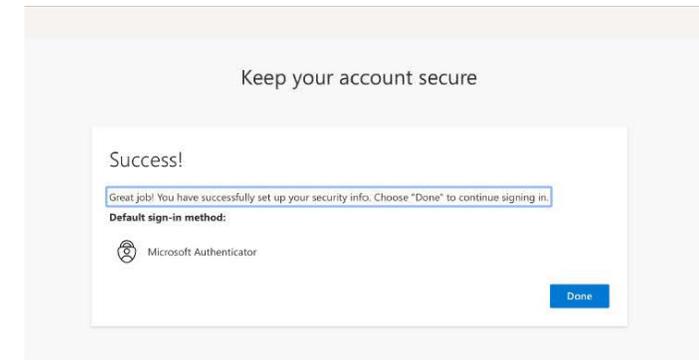
Step 15: On your mobile device, enter the number that is displayed on your computer screen and tap Yes.



Step 16: You should receive the Notification approved message and click “Next.”



Step 17: The “Success!” window will display on your computer screen. Then click “Done.”



Step 18: Close out browser window on your computer and you have completed registration for Microsoft Authenticator.

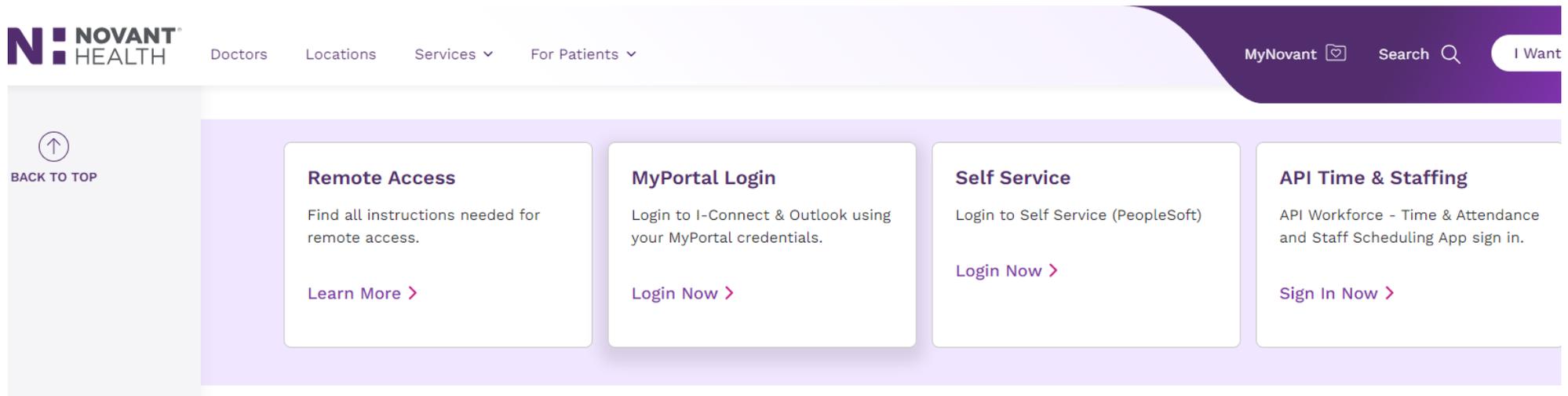
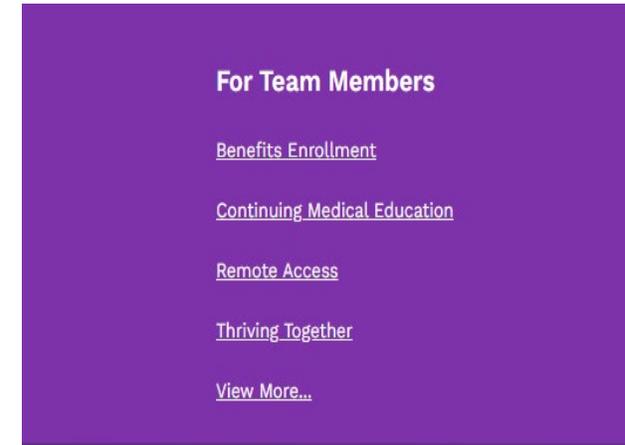


Network Access via Citrix (MyPortal)

The Citrix (MyPortal) application is one of the remote access methods used by Novant Health.

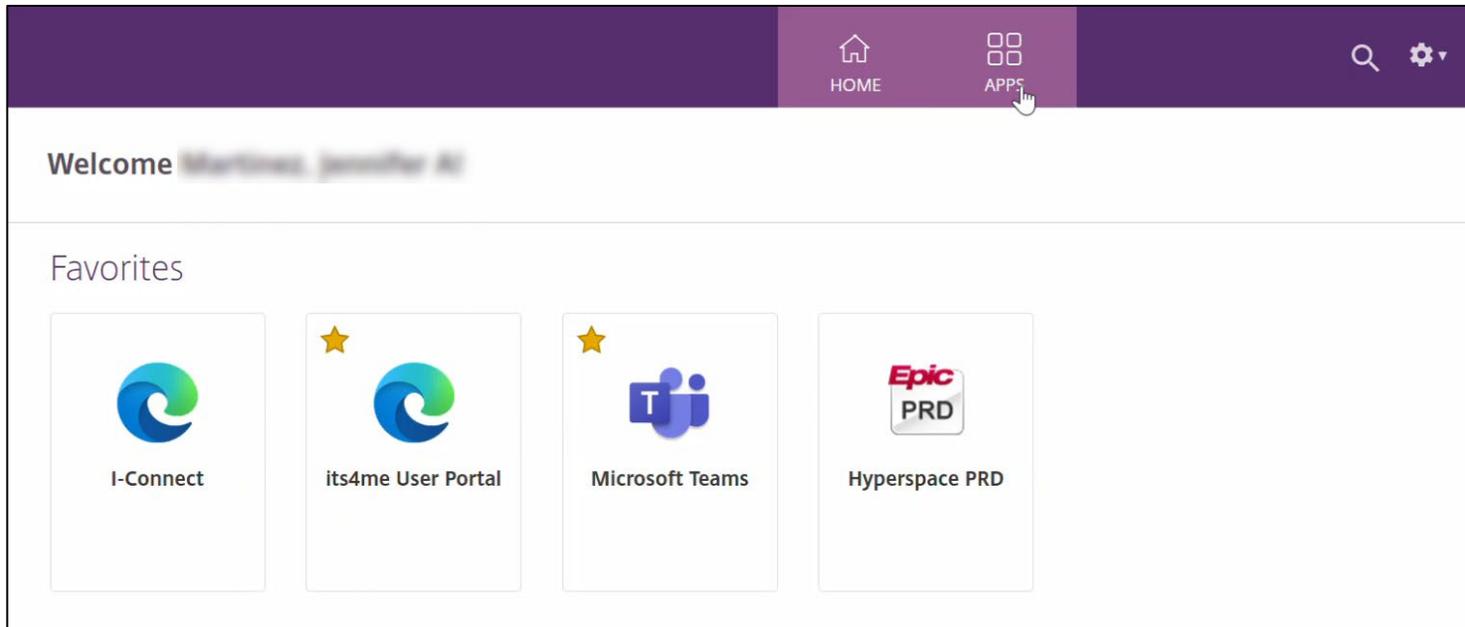
Logging in via Citrix

- In the web browser address bar, type **novanthealth.org**.
- Scroll to the bottom of the page and select the **For Team Members** heading OR click the **View More...** link at the bottom of the team member section.
- Scroll to the **MyPortal Login** button and click to open.



Logging in via Citrix

- Enter the **Corp ID** and **Password** and click Log On.
- A notification from PingID (or Microsoft Authenticator) will be sent to the registered mobile device. Accept this notification.
- This will open the Citrix window.
 - **Note:** Depending on the device used, the Citrix window may have some visual differences.





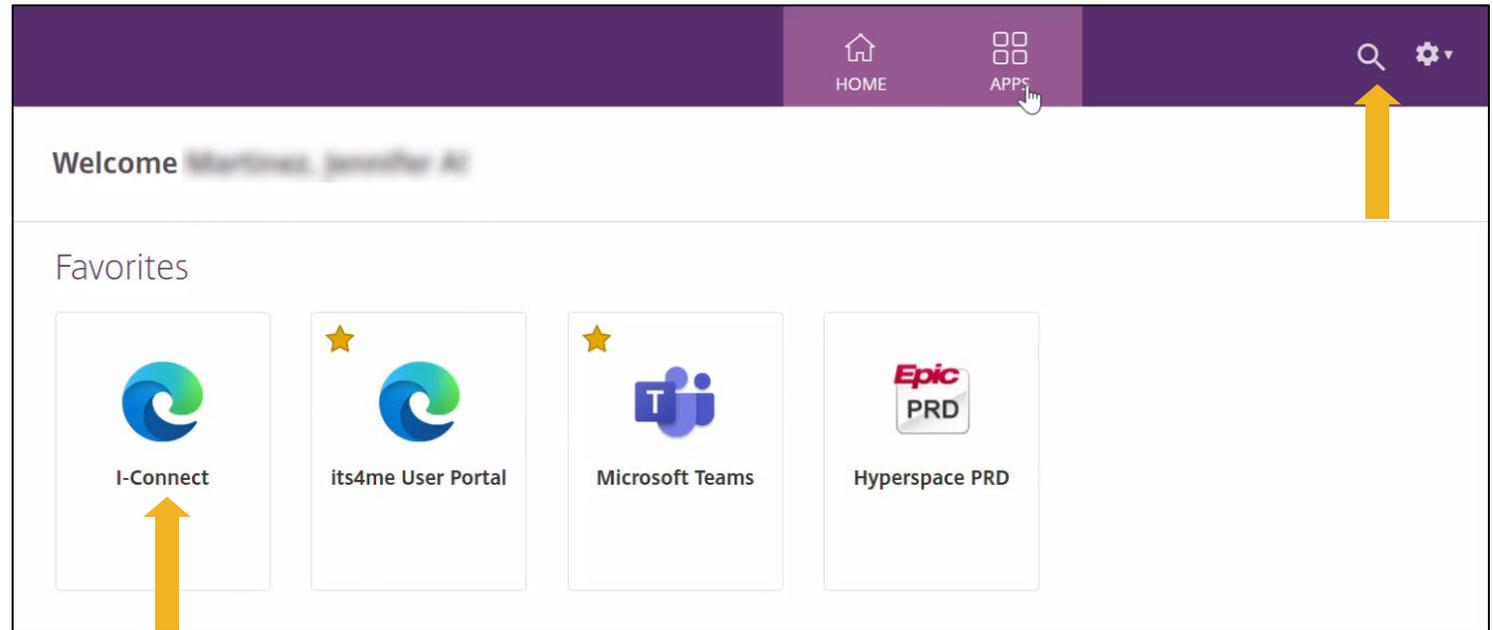
Citrix Dashboard

The Citrix Dashboard contains applications used by Novant Health.

Citrix Dashboard: I-Connect

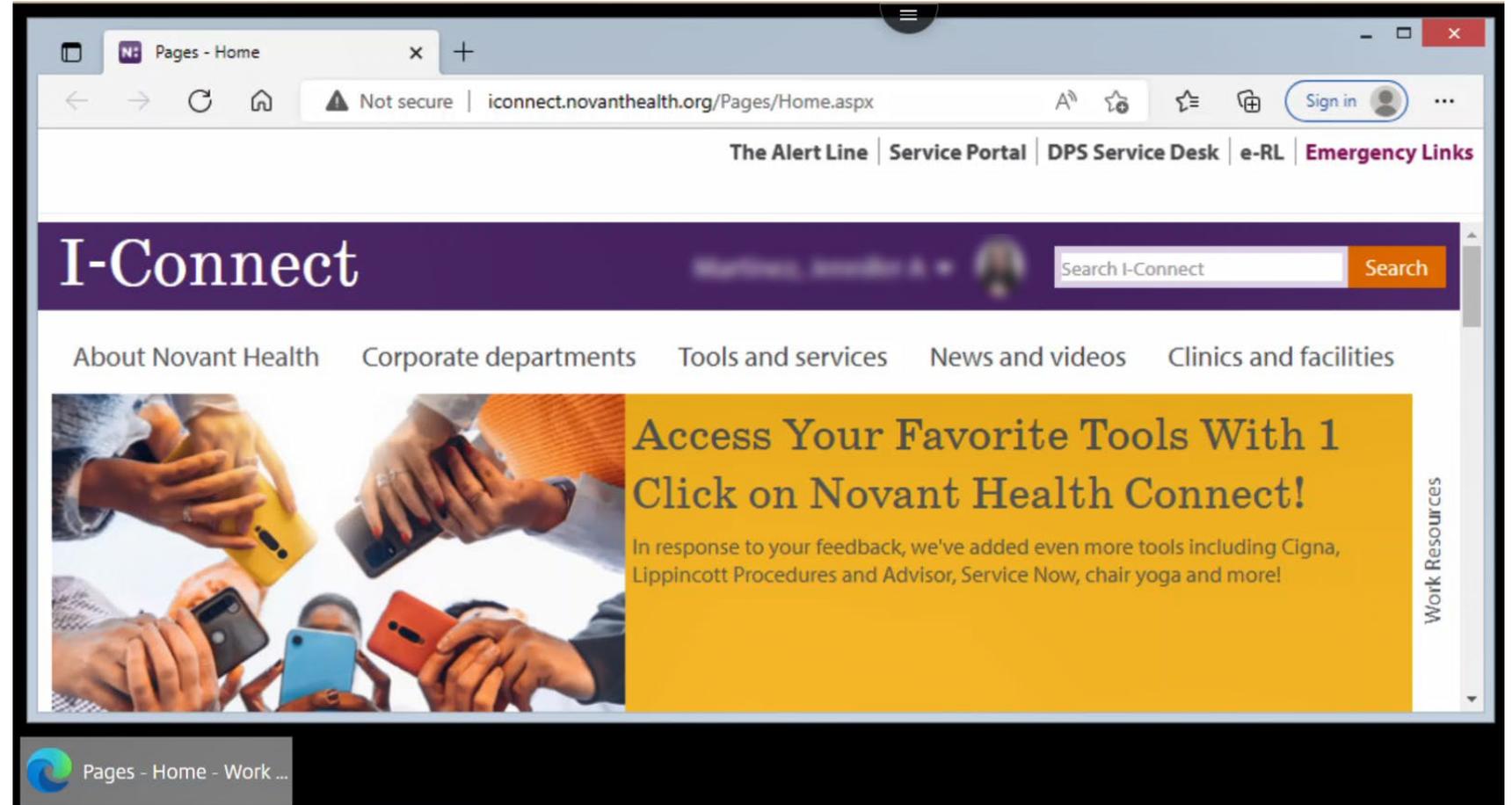
When Citrix opens, the dashboard will display.

Click I-Connect or use the search bar in the upper right corner to locate.



I-Connect through Citrix

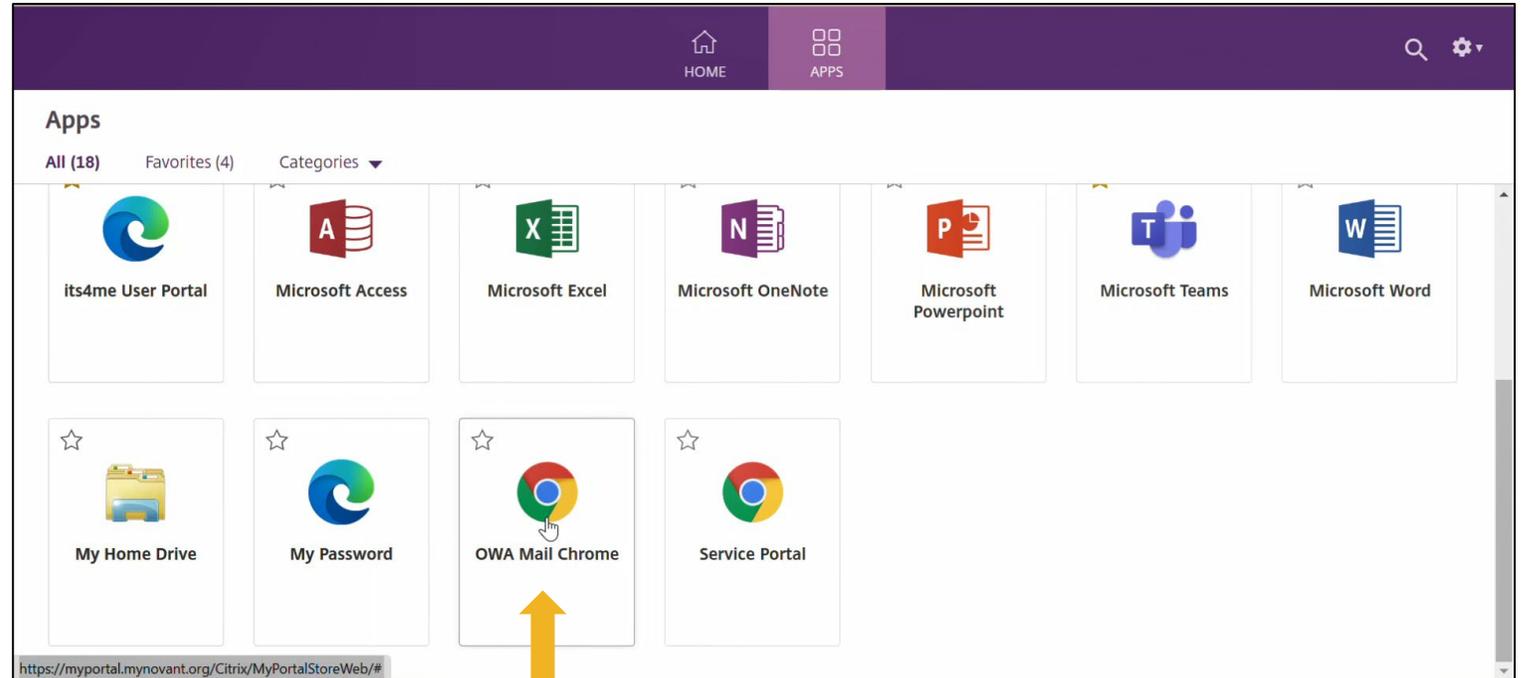
I-Connect will open in a separate tab.



Citrix Dashboard: Outlook Web Mail (OWA)

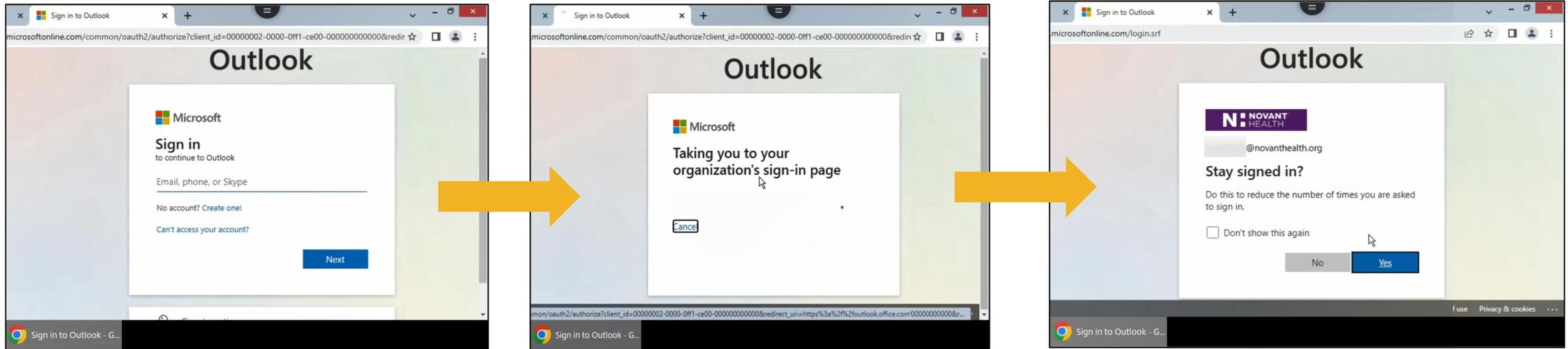
When Citrix opens, the App dashboard will display.

Click OWA Mail or use the search field in the upper right corner to locate.



Outlook through Citrix

A new tab will open in a separate tab with steps to log in using a Novant Health email address.



**Contact the Support Desk
for assistance.
866-966-8268**

