

Saint Elizabeth Regional Medical Center

REMOTE ACCESS - PhoneFactor

Prior to accessing one of Saint Elizabeth Regional Medical Center's Information Technology Services (ITS) systems remotely via PhoneFactor, call the ITS Department (402-219-7411) to be set up in the PhoneFactor system providing your primary and secondary phone numbers.

Step 1. Accessing Saint Elizabeth Regional Medical Center

1. Open Internet Explorer and navigate to <https://citrix.stez.org>
2. If you see an error in the Message Center which states 'you do not have the MetaFrame Presentation Server Client (Plugin) for 32 bit windows installed on your system' proceed to **Step 2**. If there are no errors, proceed to **Step 3**.

Step 2: Installing the Citrix Client (If applicable)

1. Click on the link that states, 'Click here to download the Saint Elizabeth Regional Medical Center Citrix Client.'
2. A file download window will appear. Click on the 'Run' button.
3. Answer 'Yes' to installing the Citrix ICA client.
4. Answer 'Yes' on the Citrix License Agreement Dialogue.
5. Click 'Ok' when installation is complete.

Step 3: Accessing Saint Elizabeth Regional Medical Centers ITS Systems via the Internet

1. Enter your active directory user name (e.g. jdoe... all lowercase letters).
2. Enter your active directory password.

- If you do not have (or know) your active directory user name and password, contact the ITS Department (402-219-7411) to complete your initial set-up or to reset your password.
 - Once set-up, reset your temporary active directory password via the following website: <http://home.catholichealth.net/>
 - User name should be typed as first letter of your first name and your entire last name.
 - Temporary password will be set to the word **onetime** (all one word all lowercase letters).
 - System will prompt for a password reset. The password must meet the following criteria: It **cannot** contain all or part of the user's account name, must be at least **6** characters in length and contain characters from **3 of the following 4 categories** – uppercase character (A-Z), Lowercase character (a-z), Number (0-9), a non-alphanumeric character (e.g. !,\$,#,%).
3. The system will then call your primary phone number, and if no answer your secondary phone number.
 4. Once answered, select # on your phone to authenticate or listen for further instructions.
 5. Once logged in you will see the application icons (e.g. ChartMaxx, Meditech, PACS, OBTraceVue); choose the application you need to access and utilize the same user name and password remotely as you use while at Saint Elizabeth Regional Medical Center.

Additional Information:

- ✓ Save the website as an internet 'favorite' on your computer and as a shortcut on your desktop.
- ✓ If you forget your active directory password contact the ITS Help Desk at 402-219-7411.
- ✓ To change your primary phone number, utilize the prompts in phone factor or call the ITS Help Desk at 402-219-7411.
- ✓ Active directory password may be referred to as AD Password.

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