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## *Enroll a New Device to use Citrix Netscaler*

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The section covers the following items:

1. What is Citrix Netscaler?
2. Device requirements
3. Enrolling the device using Citrix Netscaler
4. Enrolling the SMS text features
5. Future workflow

1. What is Citrix Netscaler? Citrix Netscaler is the gateway to PowerChart. It is the only way to be able to access PowerChart and other CHKD applications while logging in outside of the CHKD network. Imprivata is one of the Mobile Apps that we will be using to allow you to connect to the resources that you need.

2. Device Requirements

**NOTE:** If you are using a different phone that is not registered in Imprivata ID, you must contact the IS Service Desk at (757) 668-7075 to have the previous phone removed, prior to re-enrolling. Due to security precautions, you will be asked specific security questions prior to removal.

- a. Apple iPhone Requirements:

- i. Ensure your device has iOS8 or later installed. (This is the Operation System (OS) that the phone needs to have, not the application that needs to be installed)
- ii. Download and install the Imprivata Confirm ID mobile app (available in the iTunes App Store)
- iii. Ensure the app permissions are set to allow notifications (Settings>Imprivata ID): Notifications enabled and configured

- b. Android Requirements:

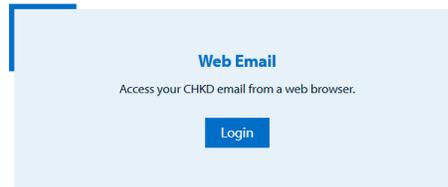
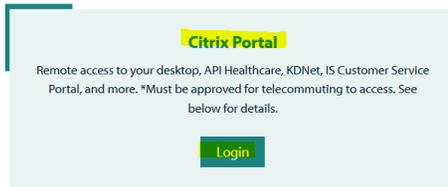
- i. Ensure your device has Android "KitKat" OS or later installed. (This is the Operation System (OS) that the phone needs to have, not the application that needs to be installed)
- ii. Download and install the Imprivata Confirm ID mobile app (available in the Google Play Store)
- iii. Ensure the app permissions are set to allow notifications



3. Enroll your Imprivata ID using Citrix Netscaler

a. Verify that you have access to the Citrix Netscaler site. It can be accessed two different ways.

- i. <https://kdremote.chkd.org/vpn/index.html>
- ii. <https://www.chkd.org/employees/>  
-Click on “CHKD Extranet (2-Factor Authentication)”



**EMPLOYEE PROGRAMS**

[Employee Referral Program](#)  
You could be eligible for a referral bonus!

[Employee Giving Campaign](#)  
Join our tradition of employees giving back to the kids.

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**QUICK LINKS (SOME LINKS WILL ONLY WORK INSIDE THE CHKD NETWORK)**

### Telecommuting Guidance

Before you may begin telecommuting, you must complete the online telecommuting request form. Instructions for accessing and completing the form can be found [here](#).

Below are the requirements for using a personal PC to remotely access CHKD resources:

- Updated Anti-Virus
- Windows 10 or Higher, Fully Patched
- MAC OS Catalina 10.15 or Higher
- Firewall Enabled on Modem/Router
- Wireless Must Be WPA/WPA2 With Password
- No Public Computers (Library Etc.)
- No Printing or Copying Files

All individuals who access our network remotely are required to [use two-step authentication. Learn more here.](#)

## Two-Factor Authentication Information

### In This Section

- Employee Giving Campaign
- Employee Referral Program
- Respiratory Season Policies and Guidelines for Employees

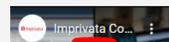
### Contact Information Services Support

[\(757\) 668-7075](tel:(757)668-7075)

### Documentation

[Device Enrollment Guide for Citrix Netscaler](#)

### Imprivata Confirm ID for Remote Access



### Device Requirements

#### Apple iPhone Requirements

1. Ensure your device has iOS 8 or later installed. (This is the Operation System (OS) that the phone needs to have and not the application that needs to be installed.)
2. Download and install the Imprivata Confirm ID mobile app (available from the iTunes App Store.)
3. Ensure the app permissions are appropriately set to allow notifications (Settings > Imprivata ID): Notifications enabled and configured.

#### Android Requirements

1. Ensure your device has Android “KitKat” OS or later installed. (This is the Operation System (OS) that the phone needs to have and not the application that needs to be installed.)
2. Download and install the Imprivata Confirm ID mobile app (available from the Google Play Store.)
3. Ensure the app permissions are appropriately set to allow notifications

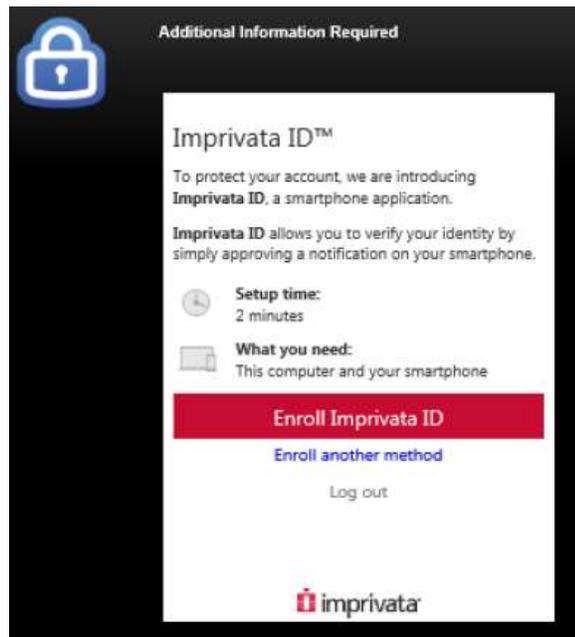
### FAQs

[What is two-factor authentication?](#)

- b. From your device, open the **Imprivata Confirm ID for Remote Access** app that
- c. Access the **Citrix Netscaler** Site and use your standard CHKD login and password.

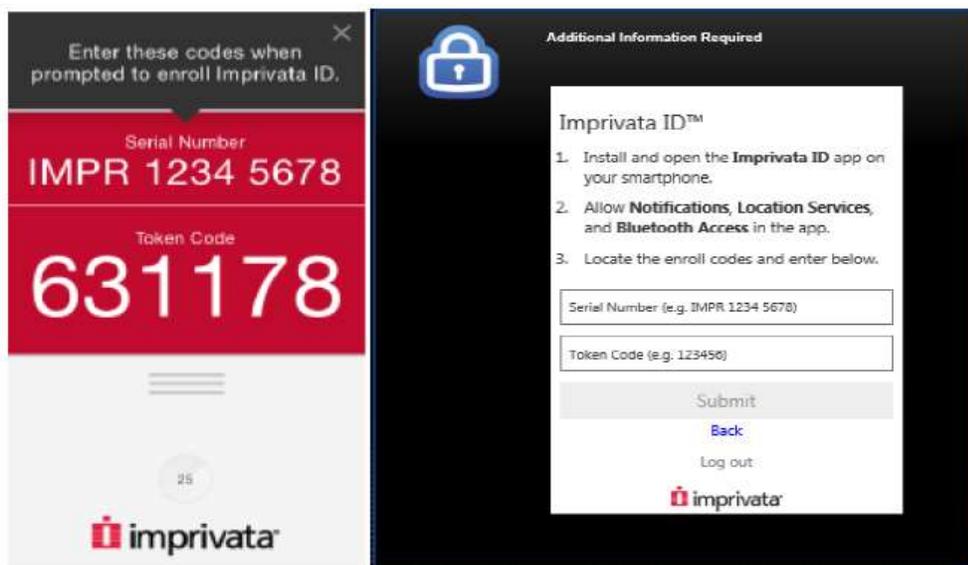


- d. Click Enroll Imprivata ID



*Note: If you do not wish to enroll through the Imprivata ID app or do not have a Smart Phone/Device, you have the option to enroll into Imprivata SMS (Text) only by selecting “Enroll another method” found under “Enroll Imprivata ID”.*

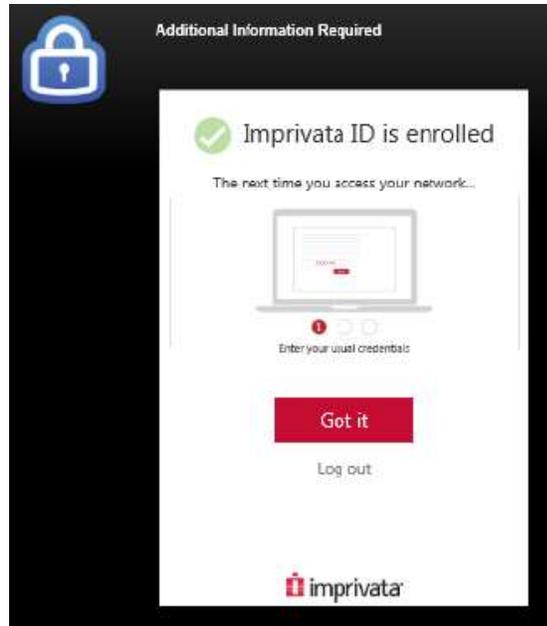
- e. On the next Imprivata ID screen, enter **the Serial Number (including the ‘IMPR’ and no spaces)** and **Token Code** that are displayed



**NOTE: The Token Code changes every 30 seconds**



- f. Once Enrolled, click **Got It**



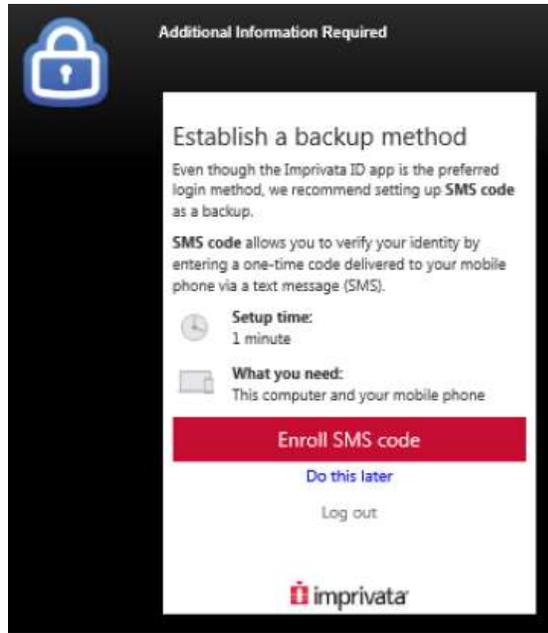
#### 4. SMS Text Message Enrollment

After setting up enrollment for the Imprivata Confirm ID app, you will then be prompted to enroll in Imprivata SMS (Text Message) as a backup method of authentication for the Imprivata Confirm ID App.

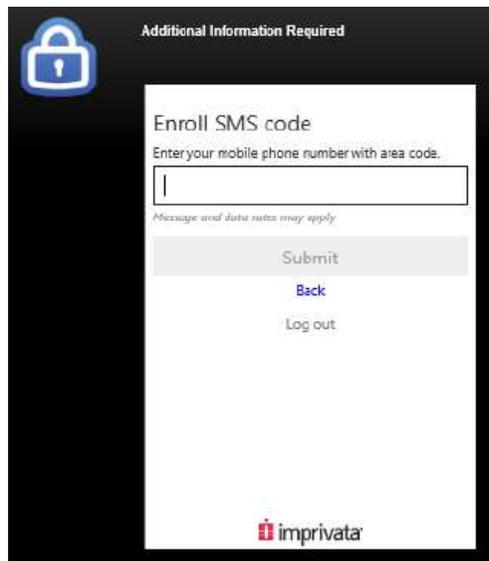
- a. Click **Enroll SMS code**



## 2 – Factor Authentication Enrollment



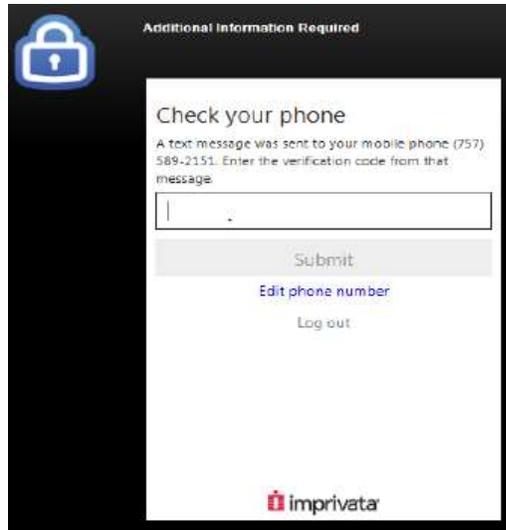
- b. Enter your mobile number including the **Area Code** and hit **Submit**



- c. You will receive a **Text (SMS)** message and a **6-digit code**. Enter that into the Code field and hit **Submit**.



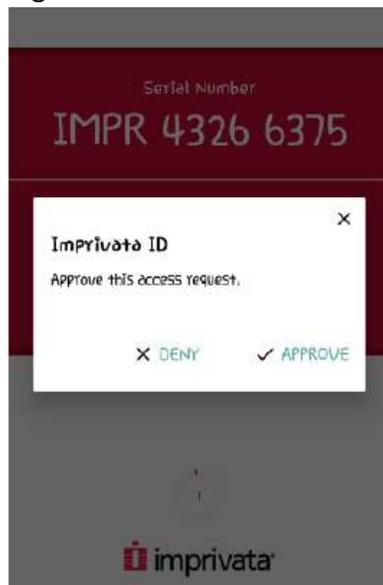
## 2 – Factor Authentication Enrollment



d. Enrollment is completed.

### 5. Moving Forward

- a. After you have successfully enrolled in the Imprivata ID application and/or SMS (Text), you will now receive a notification when attempting to login via AnyConnect VPN.
- b. Your smart device, from the Imprivata Confirm ID app, will receive a push notification and prompt to **Approve or Deny** access to the CHKD Network
- c. If enrolled in Imprivata SMS (Text) only, you will receive a Text message with a 6-digit code.



- d. If you receive the notification screen shot above, or a Text message with a 6-digit code, to your device after login to VPN, then you have successfully enrolled.



**NOTE: Ensure “Fast Access” is enabled in Imprivata Features.**

1. Tap “Features” in the top right of Imprivata
2. Ensure “Fast Access” setting is turned on.
3. Not having fast access enabled may cause issues with connecting remotely

**If needed, please contact Information Services for assistance at 757-668-7075.**