

CORONAVIRUS DISEASE 2019 (COVID-19)



Work from Home Technology



Audience: All Colleagues

Revision Date: 3/16/2020

Version: Version #1

Trinity Health has several tools to help colleagues successfully work from home and maintain effective communication.

- **Remote network connection**

Colleagues connect to the Trinity Health VPN network from home via [Connect Portal](#). Connect Portal requires Multi-factor Authentication (MFA) to log in. Colleagues must set up their MFA information, if they have not already. Connect Portal provides the same network access as if you were connected to the network at your Trinity Health location such as access to the intranet and shared folders. Additional information is available on the [Remote Access Help Center](#).

Important manager action for WFH colleagues who have not completed MFA set up: Submit a System Access Request (SAR) for “On-Prem Azure MFA” via ServiceNow. It appears in the SAR tool like this:

490	On-Prem Azure MFA (for non-Office 365 authentication like Connect and Remote VPN access)	Azure MFA (formerly known as PhoneFactor or TAG) is the mult...	https://www.trinity-health.org/helpmeconnect
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The colleague will be granted immediate access and receive an email with [instructions for MFA set up](#). Upon completion, the colleague can connect to the network via Connect Portal.

- **Communication and collaboration apps such as WebEx**

After the colleague’s MFA is set up, the manager should ensure colleagues have access and know how to use other applications that will be used for virtual communication and collaboration such as WebEx and Microsoft Teams, as listed below:

Application	Purpose & Capabilities	How to get access	Where to learn more
Connect Portal Network VPN	Connect to the Trinity Health network remotely for access to ZenWorks apps, intranet, shared folders	Multi-factor Authentication (MFA) is required to log into Connect. Submit System Access Request (SAR) for “On-prem Azure MFA.” See MFA instructions .	Remote Access Help Center Connect Portal
WebEx virtual meetings	Host virtual meetings, including face-to-face video, with internal or external participants. Share applications, files and presentations from your desktop and mobile devices	Submit a SAR. Note: As of 3/16, Trinity Health is transitioning to a new version of WebEx with more capabilities.	WebEx info

Application	Purpose & Capabilities	How to get access	Where to learn more
Microsoft Teams collaboration hub for teamwork	<p>Easy project collaboration and file sharing</p> <p>Make internal video and voice calls to your colleagues with just a few clicks</p> <p>Instant message with colleagues</p> <p>Many Trinity Health departments using Teams have shared highly positive feedback, citing improvement in communication, project organization and engagement</p>	<p>Teams is part of Office 365. If you have migrated to Office 365, you already have access to Teams. MFA must be set up.</p> <p>See the Teams icon in your ZENworks window.</p>	Microsoft Office 365 Learning Portal
Halo secure text messaging	<p>Works on Trinity Health-owned or personal mobile devices or via a browser.</p> <p>It is as easy as traditional texting while ensuring that PHI data is encrypted and in compliance with HIPAA privacy and security rules.</p>	<p>Halo is available for most Health Ministries. Check the list. Submit a SAR if it is available at your ministry. Please do not submit a request if Halo is not yet available at your ministry.</p>	Halo Registration Guide
Jabber Instant messaging	<p>Instant message with colleagues</p> <p>Review and share documents, desktop sharing</p>	<p>Submit a SAR.</p>	Jabber info