

Remote Work Step-by Step-Guide: Computers

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Please call the BMC Service Desk at 617-414-4500 with any questions or problems.

Setting Up a BMC-Issued Computer

Connect to the internet by plugging your Ethernet cable into your network router or through your wireless network. Then use Imprivata and Pulse to connect to BMC.

Enrolling in Imprivata for the First Time

If you currently use Imprivata for Box.com, VPN, or BMC webmail, skip to the next section. If you are remote, on your home network, and have never remotely connected to BMC from an offsite location or enrolled in Imprivata, please contact the BMC Service Desk at 617-414-4500 who will walk you through the following steps:

1. Download the Imprivata app on your iPhone or Android device from the App Store or Google Play Store. Launch the app after it installs. You will be prompted to **Enable** or **Skip** features. Enable “Fast Access” and Skip “Simplified E-Prescribing” and “Automatic Signout”. If you missed this step, open the app, select “Features” at the top right. You can set the features here.

2. Navigate to <https://citrix.mybmc.org>

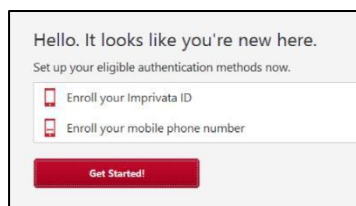
3. Log in with your BMC credentials

4. Click on the Imprivata Enrollment Application.

The Imprivata Enroll Authentication Methods window will open. This window will timeout and close after two minutes of inactivity. Log in with your BMC credentials. Have your smartphone ready at this time.

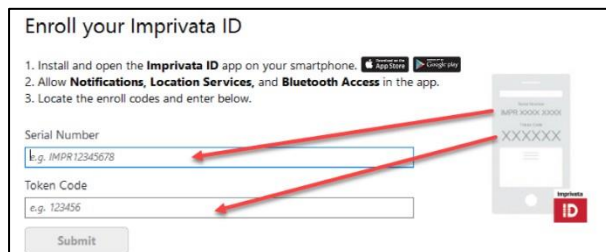


5. You will see the methods which you can use to enroll. Click Get Started.

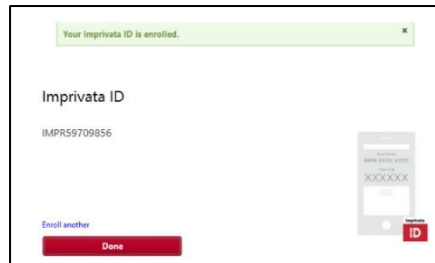


6. Open the Imprivata App on your phone.

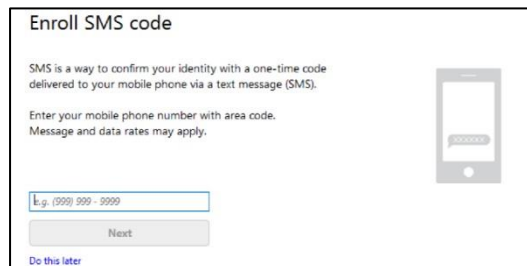
7. Enter in the serial number and token code from the enrollment app and click Submit.



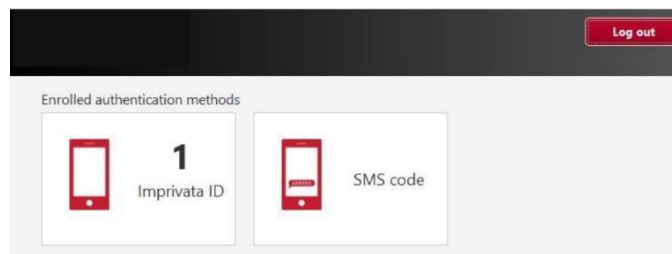
9. If enrollment was successful, you will see a green banner advising that you have enrolled. Click Done and move onto the next step.



10. Enroll in SMS (text messaging), enter your mobile number then click Next. On the next screen, enter the six digit code that was texted to you. Click Done.



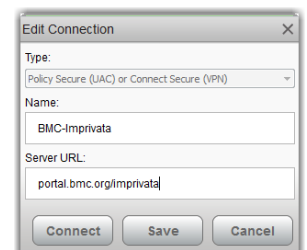
11. You will now see the results screen displaying your enrollment choices. Click Log Out.



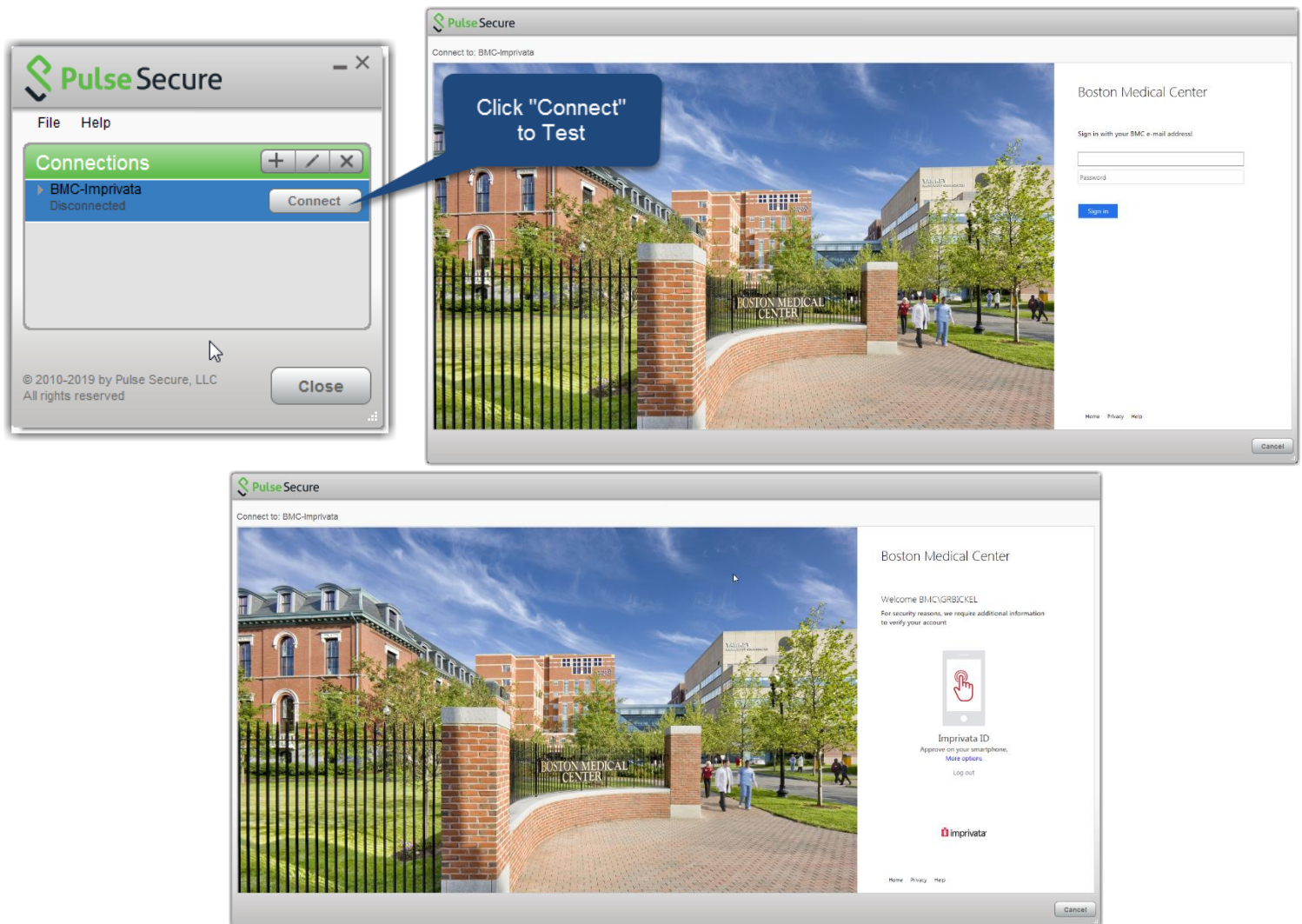
Using Imprivata and Pulse to Access the BMC Network

Note: You must enroll your smartphone in Imprivata by following the steps above first.

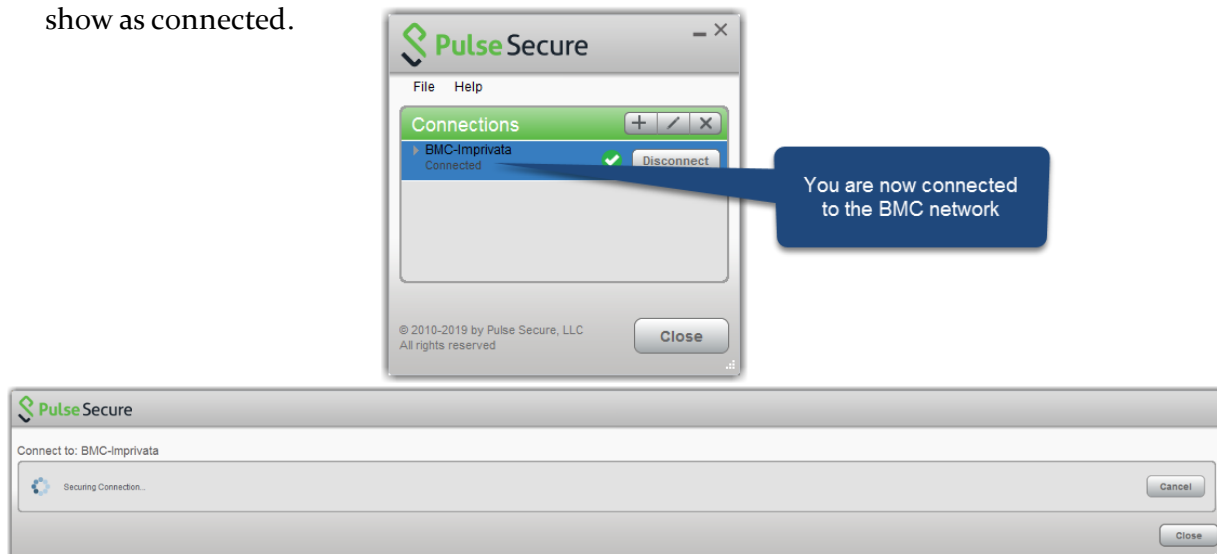
1. Verify that Pulse Secure is installed on your computer. If it isn't installed go to <http://www.bmc.org/hd> to download the application.
2. The BMC Custom Pulse Secure VPN client installer will automatically install the appropriate (32 or 64) client installer. After installing, this will configure the BMC-Imprivata Connection.
3. After the Pulse Secure client is installed and configured, open Pulse Secure and confirm that the BMC- Imprivata connection was created. If it was not, click the + icon and add a connection. Name the connection BMC-Imprivata and enter portal.bmc.org/imprivata as the connection URL.



4. Test by clicking Connect. You will be taken to the BMC Login page. Enter your BMC email address and password. You will then be prompted to approve the login with Imprivata.



After approving the login, you should see “Securing Connection” for a few seconds, then the client will show as connected.



Using your Computer Next Time

Once you've enrolled in Imprivata and installed Pulse on your BMC computer, connecting to the BMC network the next time you use your computer is simple:

1. Open Pulse Secure on your computer and confirm that the BMC-Imprivata connection is available.
2. If it is not, click the + icon and add a connection. Name the connection BMC-Imprivata and enter portal.bmc.org/imprivata as the connection URL.
3. Click Connect. Enter your BMC username and password. You will then be prompted for the token code displayed on your Imprivata ID App on your smartphone.
4. You will have access to all BMC network resources

Please call the BMC Service Desk at 617-414-4500 with any questions or problems.

Using Your Personal Computer: Windows

Connect to internet by plugging your Ethernet cable into your network router or through your wireless network. Then decide which connectivity method works best for you:

1. Pulse Portal
 - Allow remote access to a BMC Desktop Computer
 - Allows access to:
 - BMC Intranet – internal.bmc.org
 - BMC paging directory – directory.bmc.org
 - Online web based services
2. Mybmc.org through Citrix “Clinical Applications”
 - Allow access to your specific applications published to you
 - Most clinical applications are accessed in this manner

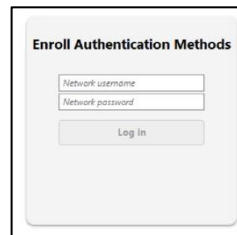
Enrolling in Imprivata for the First Time

If you currently use Imprivata for Box.com, VPN, or BMC webmail, skip to the next section. If you are remote, on your home network, and have never remotely connected to BMC from an offsite

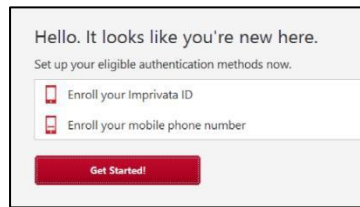
location or enrolled in Imprivata, please contact the BMC Service Desk at 617-414-4500 who will walk you through the following steps:

8. Download the Imprivata app on your iPhone or Android device from the App Store or Google Play Store. Launch the app after it installs. You will be prompted to **Enable** or **Skip** features. Enable “**Fast Access**” and Skip “Simplified E-Prescribing” and “Automatic Signout”. If you missed this step, open the app, select “Features” at the top right. You can set the features here.
9. Navigate to <https://citrix.mybmc.org>
10. Log in with your BMC credentials
11. Click on the Imprivata Enrollment Application.

The Imprivata Enroll Authentication Methods window will open. This window will timeout and close after two minutes of inactivity. Log in with your BMC credentials. Have your smartphone ready at this time.



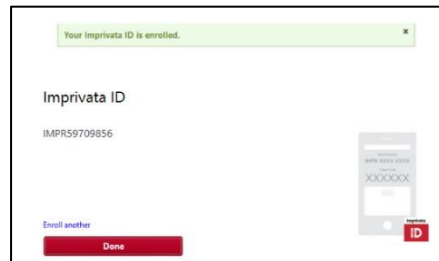
12. You will see the methods which you can use to enroll. Click Get Started.



13. Open the Imprivata App on your phone.
14. Enter in the serial number and token code from the enrollment app and click Submit.

This is the "Enroll your Imprivata ID" form. It includes instructions: "1. Install and open the Imprivata ID app on your smartphone.", "2. Allow Notifications, Location Services, and Bluetooth Access in the app.", and "3. Locate the enroll codes and enter below." The form has two input fields: "Serial Number" with a placeholder "e.g. IMPR12345678" and "Token Code" with a placeholder "e.g. 123456". To the right is a graphic of a smartphone displaying the Imprivata ID app interface. A red arrow points from the "Serial Number" field to the app's display, and another red arrow points from the "Token Code" field to the app's display. At the bottom is a "Submit" button.

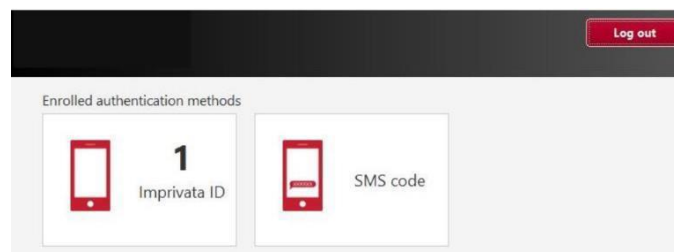
15. If enrollment was successful, you will see a green banner advising that you have enrolled. Click Done and move onto the next step.



16. Enroll in SMS (text messaging), enter your mobile number then click Next. On the next screen, enter the six digit code that was texted to you. Click Done.

This is the "Enroll SMS code" form. It includes instructions: "SMS is a way to confirm your identity with a one-time code delivered to your mobile phone via a text message (SMS).", "Enter your mobile phone number with area code.", and "Message and data rates may apply." There is an input field for the phone number with a placeholder "e.g. (999) 999 - 9999". Below the input field is a "Next" button. At the bottom is a link "Do this later". To the right is a graphic of a smartphone displaying a text message.

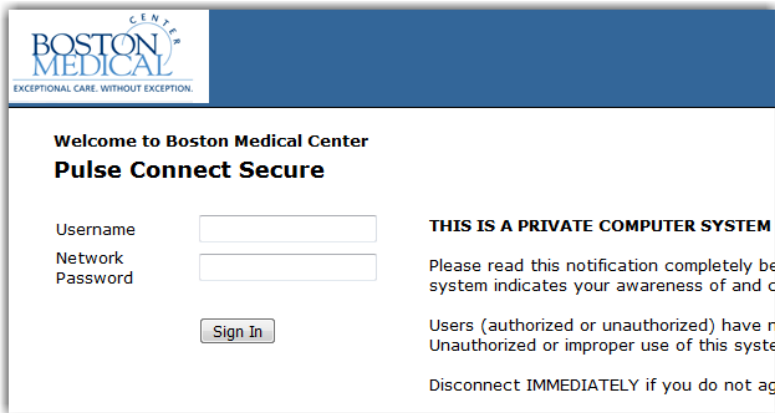
17. You will now see the results screen displaying your enrollment choices. Click Log Out.



Using Imprivata and the Pulse Portal to Access the BMC Network

Note: You must enroll your smartphone in Imprivata by following the steps above first.

1. Using the Web Browser of your choice, browse to <https://portal.bmc.org>
2. Sign into the Pulse Portal Page with your BMC username and password. Then, you will be prompted to enter your Imprivata token code.



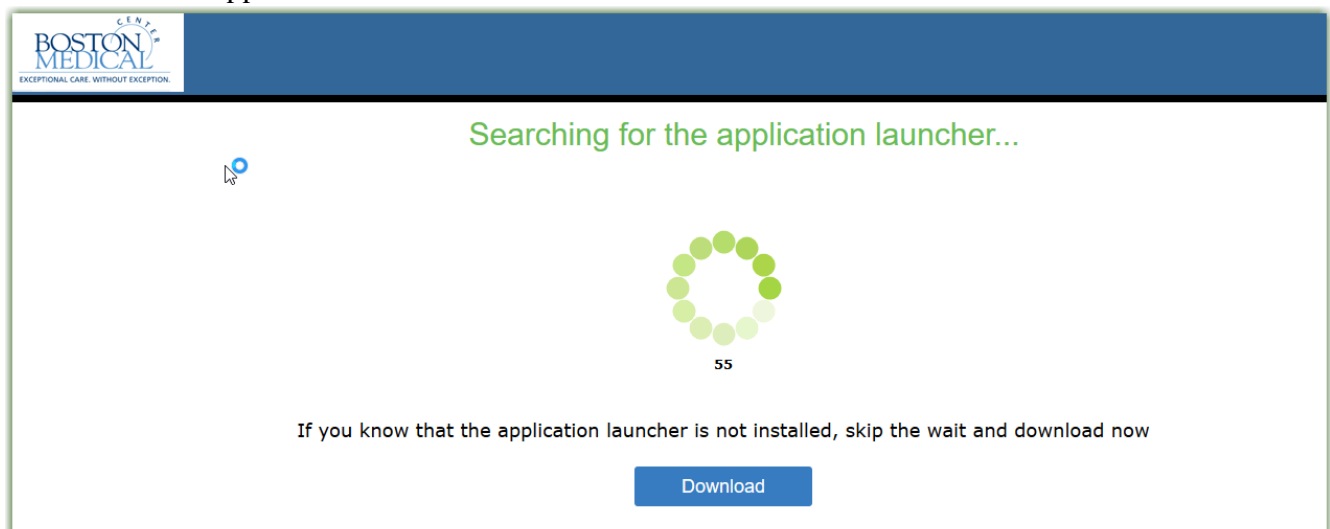
3. Within the Portal Page, the Terminal Sessions is, by default, in the top-right corner. To add a new shortcut to your BMC computer, click on the icon of the computer with a plus. This will take you to the Add Terminal Services Session screen.



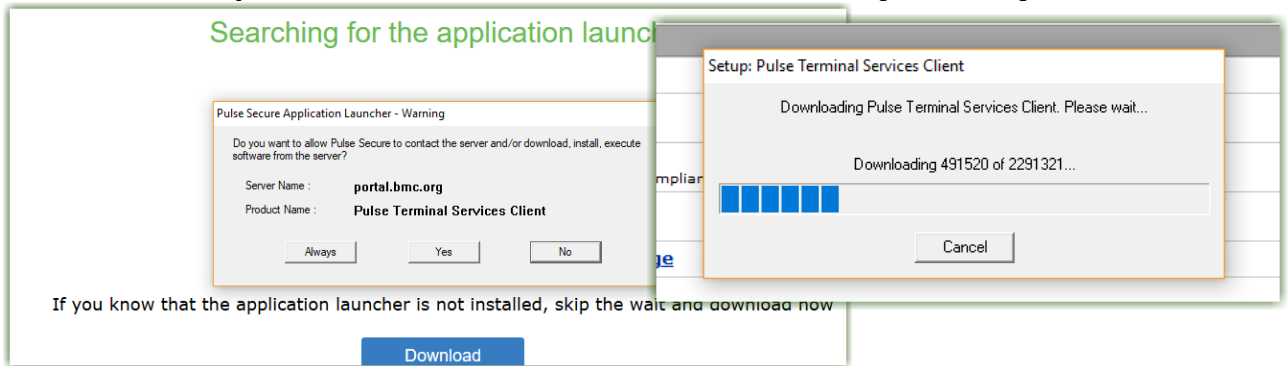
4. On the Add Terminal Services Session screen, you only need to enter a few items of information.
 - The Bookmark Name can be whatever you'd like to call it. "Work PC" is the default, but if you connect to multiple computers throughout the campus, you can label it by the location if preferred.
 - The Host is the name of the computer you want to connect to. The easiest way to find this information is by looking at the My Computer icon on the computer desktop.
 - The final item is the Color Depth. This is simply how many colors the connection will display. Select 24- or 32-bit color depth. Click on Add when you're finished.
 - Do NOT enter a Username and Password on this screen as it could cause your account to become locked

The screenshot shows a web browser window with the URL <https://portal.bmc.org>. The page is titled "Add Terminal Services Session". It contains several sections: "Session Type" (set to "Windows Terminal Services"), "Bookmark Name" (with a red arrow pointing to the input field), "Description" (a text area), "Settings" (with fields for "Host" (red arrow), "Client Port", "Server Port", "Screen Size" (set to "Full Screen"), and "Color Depth" (set to "8-bit" with a red arrow), "Authentication" (with "Username" and "Password" fields), "Start Application" (with a checkbox for "Launch seamless window" and fields for "Path to application" and "Working directory"), and "Display Settings". At the bottom, there are "Add" and "Cancel" buttons. A red arrow points to the "Add" button.

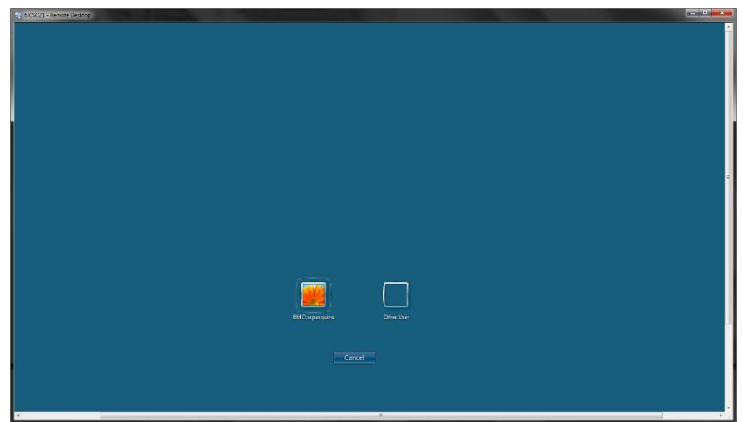
5. You'll be returned the main page. Clicking on the link you created will launch the Terminal Session. The first time you use Terminal Sessions, you may be prompted to download and install the Pulse Secure Application Launcher.



6. After downloading, locate and run the downloaded file “PulseSecureAppLauncher.msi”. Select Yes or Always to allow the installer to download and install required components.



7. With the client installed, a full-screen window will open up as it connects to your computer.
8. If successful, you’ll be prompted to sign in. Through this window, you’ll have full access to your computer to complete your work. When done, you can log off of the computer or simply click on the X in the top-right. The monitor connected to your computer will show the Ctrl-Alt-Del message; no one will be able to view what is on your screen while you work.



Using mybmc.org to Access the BMC Network

As an alternative to using Pulse Secure, you can also access many BMC applications by visiting www.mybmc.org from your home network. Once you have selected the application (i.e. Workday or Clinical Applications), you will need to authenticate through Imprivata.

Using your Computer Next Time

Once you’ve enrolled in Imprivata and decided which connection method (Pulse Portal vs mybmc.org) is right for you, connecting to the BMC network the next time you use your computer is simple:

Pulse Portal:

1. Browse to portal.bmc.org
2. Enter your BMC username and password. You will then be prompted for the token code displayed on your Imprivata ID App on your smartphone.
3. Click on the Terminal Sessions bookmark to access your BMC computer

Mybmc.org:

1. Browse to www.mybmc.org from your home computer.
2. Once you have selected the application (i.e. Workday or Clinical Applications), you will be prompted for the token code displayed on your Imprivata ID App on your smartphone.

Please call the BMC Service Desk at 617-414-4500 with any questions or problems.

Using a Personal Computer: Mac

Connect to internet by plugging your Ethernet cable into your network router or through your wireless network. Then decide which connectivity method works best for you:

3. Pulse Portal
 - Allows remote access to a BMC Desktop Computer
 - Allows access to:
 - BMC Intranet – internal.bmc.org
 - BMC paging directory – directory.bmc.org
 - Online web based services
4. Mybmc.org through Citrix “Clinical Applications”
 - Allow access to your specific applications published to you
 - Most clinical applications are accessed in this manner

Please note that these connectivity options will not provide users with the ability to access Microsoft Office applications such as Word, Excel, PowerPoint, or Outlook. Information Technology Services is actively looking at ways to allow for home use of these important tools.

Enrolling in Imprivata

If you currently use Imprivata for Box.com, VPN, or BMC webmail, skip to the next section. If you are remote, on your home network, and have never remotely connected to BMC from an offsite location or enrolled in Imprivata, please contact the BMC Service Desk at 617-414-4500 who will walk you through the following steps:

1. Download the Imprivata app on your iPhone or Android device from the App Store or Google Play Store. Launch the app after it installs. You will be prompted to **Enable** or **Skip** features. Enable “**Fast Access**” and Skip “Simplified E-Prescribing” and “Automatic Signout”. If you missed this step, open the app, select “Features” at the top right. You can set the features here.
2. Navigate to <https://citrix.mybmc.org>
Note: You must be on the BMC network to connect
3. Log in with your BMC credentials
4. Click on the Imprivata Enrollment Application.



The Imprivata Enroll Authentication Methods window will open. This window will timeout and close after two minutes of inactivity. Log in with your BMC credentials. Have your smartphone ready at this time.

A screenshot of the 'Enroll Authentication Methods' window. It contains two input fields: 'Network username' and 'Network password', followed by a 'Log in' button.

5. You will see the methods which you can use to enroll. Click Get Started.

A screenshot of a welcome screen with the text 'Hello. It looks like you're new here. Set up your eligible authentication methods now.' Below this are two options: 'Enroll your Imprivata ID' and 'Enroll your mobile phone number', each with a red icon. At the bottom is a red 'Get Started!' button.

6. Open the Imprivata App on your phone.
7. Enter in the serial number and token code from the enrollment app and click Submit.

Enroll your Imprivata ID

1. Install and open the **Imprivata ID** app on your smartphone.

2. Allow **Notifications**, **Location Services**, and **Bluetooth Access** in the app.

3. Locate the enroll codes and enter below.

Serial Number
e.g. IMPR12345678

Token Code
e.g. 123456

[Submit](#)

8. If enrollment was successful, you will see a green banner advising that you have enrolled. Click Done and move onto the next step.

Your Imprivata ID is enrolled.

Imprivata ID

IMPR59709856

[Enroll another](#)

[Done](#)

9. If you wish to enroll in SMS (text messaging), enter your mobile number then click Next. On the next screen, enter the six digit code that was texted to you. Click Done. If you do not wish to enroll in SMS, you can click Do This Later. Enrolling in SMS will prompt Imprivata to authenticate you with a text message code.

Enroll SMS code

SMS is a way to confirm your identity with a one-time code delivered to your mobile phone via a text message (SMS).

Enter your mobile phone number with area code.
Message and data rates may apply.

e.g. (999) 999 - 9999

[Next](#)

[Do this later](#)

10. You will now see the results screen displaying your enrollment choices. Click Log Out.

[Log out](#)

Enrolled authentication methods

1 Imprivata ID

SMS code

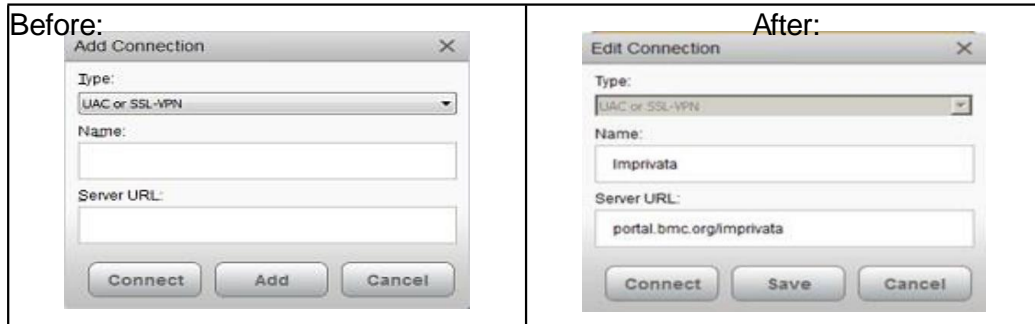
Using Imprivata and Pulse to Access the BMC Network

Note: You must enroll your smartphone in Imprivata by following the steps above.

1. On your laptop or desktop, open Pulse Secure.
 - a. If Pulse Secure is not installed on your computer, go to <https://www.bmc.org/hd> to download the application.
2. The BMC Custom Pulse Secure VPN client installer will automatically install the appropriate (32 or 64) client installer. After installing, this will configure the BMC-Imprivata Connection.
3. After the Pulse Secure client is installed and configured, open Pulse Secure and confirm that the BMC-Imprivata connection was created. If it was not, click the + icon and add a connection. Name the connection BMC Imprivata and enter portal.bmc.org/imprivata as the connection URL.
4. Test by clicking Connect. Enter your BMC username and password. You will then be prompted for the token code displayed on your Imprivata ID App on your smartphone.
5. You will then be connected to the BMC Network.

Using Pulse on your Mac

1. The Pulse application can be downloaded from www.bmc.org/hd
2. If the connection is already showing when you open the application, simply click on the connect button.
3. Test by clicking Connect. You will be taken to the BMC Login page. Enter your BMC email address and password. You will then be prompted to approve the login with Imprivata.
4. If there are no connections showing, you will have to manually configure the connection. Click on the plus sign in Pulse and fill in the following information:
 - Type: UAC or SSL-VPN
 - Name: This can be anything, but we prefer you enter Imprivata
 - Server URL: portal.bmc.org/imprivata
 - Click Add

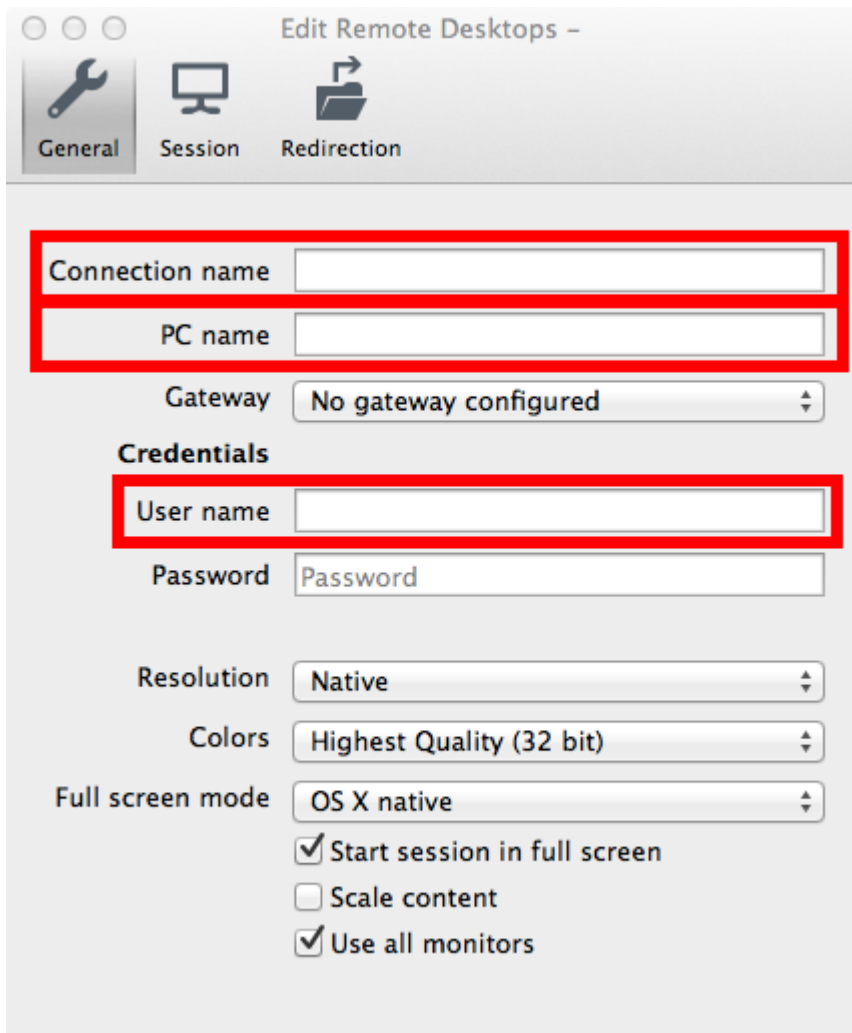


Using mybmc.org to Access the BMC Network

As an alternative to using Pulse Secure, you can also access many BMC applications by visiting www.mybmc.org from your home network. Once you have selected the application (i.e. Workday or Clinical Applications), you will need to authenticate through Imprivata.

Connecting to your BMC Computer

1. Download the Microsoft Remote Desktop Client from the Mac App Store.
2. Connect to the BMC network using Pulse
3. Launch the Microsoft Remote Desktop Client
4. The Information required are the following:
 - Your Connection name, which can be whatever you'd like
 - Your PC name, the name of the BMC computer you're trying to connect to
 - And your User name



Edit Remote Desktops -

General Session Redirection

Connection name

PC name

Gateway No gateway configured

Credentials

User name

Password Password

Resolution Native

Colors Highest Quality (32 bit)

Full screen mode OS X native

☒ Start session in full screen

☐ Scale content

☒ Use all monitors

Using your Computer Next Time

Once you've enrolled in Imprivata and decided which connection method (Pulse vs mybmc.org) is right for you, the next time you use your computer connecting to the BMC network is simple:

Pulse:

1. Open Pulse Secure on your computer and confirm that the BMC-Imprivata connection is available.
2. If it is not, click the + icon and add a connection. Name the connection BMC-Imprivata and enter portal.bmc.org/imprivata as the connection URL.
3. Click Connect. Enter your BMC username and password. You will then be prompted for the token code displayed on your Imprivata ID App on your smartphone.
4. You can then launch the Remote Desktop Client to access your BMC computer

Mybmc.org:

1. Browse to www.mybmc.org from your home computer.
2. Once you have selected the application (i.e. Workday or Clinical Applications), you will be prompted for the token code displayed on your Imprivata ID App on your smartphone.

Please call the BMC Service Desk at 617-414-4500 with any questions or problems.