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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 Junos Pulse to connect to BMC.

Enrolling in Imprivata for the First Time

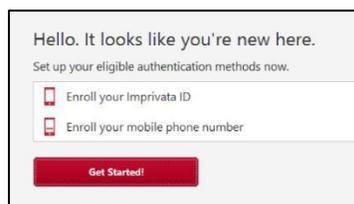
If you currently use Imprivata for Box.com, VPN, or BMC webmail, skip to the next section. If you are remote, on your home network, and have never remotely connected to BMC from an offsite location or enrolled in Imprivata, please contact the BMC Service Desk at 617-414-4500 who will walk you through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

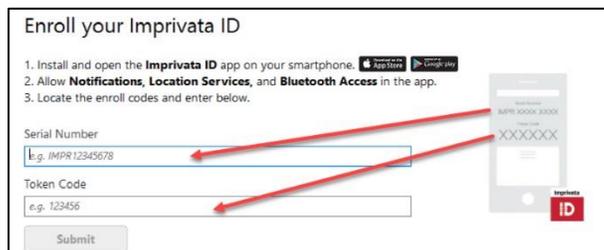
The Imprivata Enroll Authentication Methods window will open. This window will timeout and close after two minutes of inactivity. Log in with your BMC credentials. Have your smartphone ready at this time.



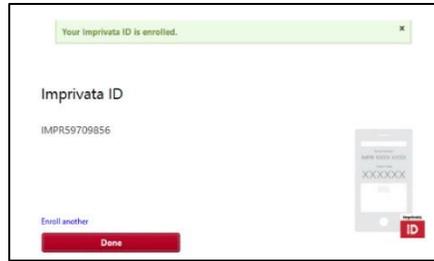
5. You will see the methods which you can use to enroll. Click Get Started.



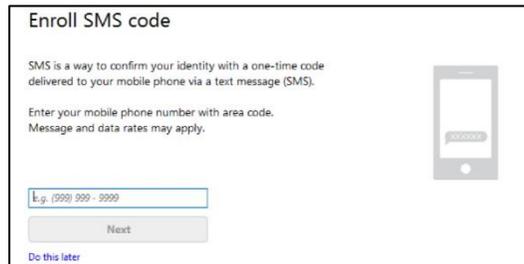
6. Open the Imprivata App on your phone.
7. Enter in the serial number and token code from the enrollment app and click Submit.



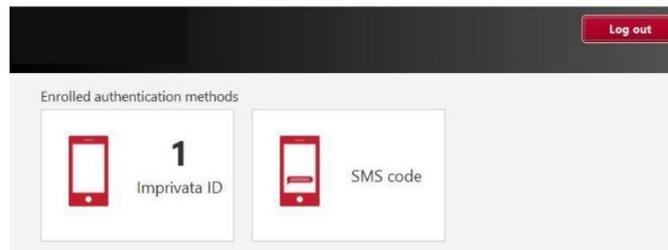
- If enrollment was successful, you will see a green banner advising that you have enrolled. Click Done and move onto the next step.



- 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.



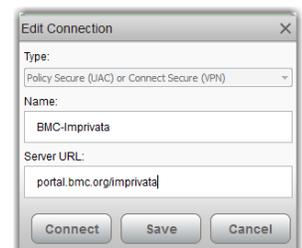
- You will now see the results screen displaying your enrollment choices. Click Log Out.



Using Imprivata and Junos to Access the BMC Network

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

- Verify that Junos Pulse Secure is installed on your computer. If it isn't installed go to <http://www.bmc.org/hd> to download the application.
- 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.
- 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. Select "Save Settings, then Connect. Enter the token code from your enrolled app when prompted, and click "Connect"

The image displays four sequential screenshots of the Pulse Secure application interface, illustrating the steps to connect to BMC-Imprivata resources. Each screenshot is accompanied by a blue callout box with white text providing instructions.

- First Screenshot:** The main Pulse Secure window shows a list of connections. "BMC-Imprivata" is listed as "Disconnected". A "Connect" button is visible next to it. A callout box points to this button with the text: "Click 'Connect' to Test".
- Second Screenshot:** A dialog box titled "Connect to: BMC-Imprivata" is shown. It contains fields for "User Name:" (with "grbickel" entered) and "Password:" (with masked characters). There is a "Save settings" checkbox and "Connect" and "Cancel" buttons. A callout box points to the "Save settings" checkbox with the text: "Enter your BMC Username and Password, then select 'Save Settings' and Connect".
- Third Screenshot:** The same dialog box is shown, but now it prompts for secondary credentials. It says "Provide the following credentials to complete the connection." and has a "Secondary User Name:" field (with "grbickel" entered) and a "Please enter your secondary token information:" field. A callout box points to the token information field with the text: "Enter the displayed token code from your enrolled Imprivata App."
- Fourth Screenshot:** The main Pulse Secure window shows the "BMC-Imprivata" connection status changed to "Connected" with a green checkmark. A "Disconnect" button is now visible. A callout box points to this status with the text: "You will see 'Connecting' for a few seconds. When you see 'Connected' you are ready to access BMC Resources".

Using your Computer Next Time

Once you've enrolled in Imprivata and installed Junos 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. Junos Pulse
 - Allow access to shared resources such as network drives
 - 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

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 for the First Time

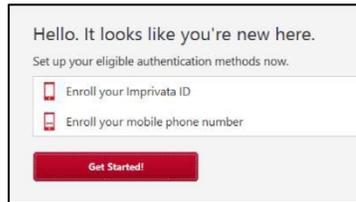
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8. Download the Imprivata app on your iPhone or Android device from the App Store or Google Play Store. Launch the app after it installs. You will be prompted to **Enable** or **Skip** features. Enable “**Fast Access**” and Skip “**Simplified E-Prescribing**” 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.



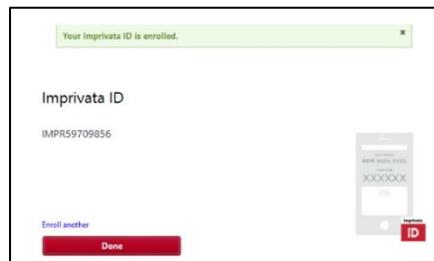
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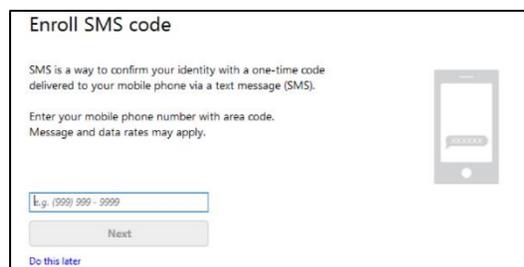
13. Open the Imprivata App on your phone.
14. Enter in the serial number and token code from the enrollment app and click Submit.



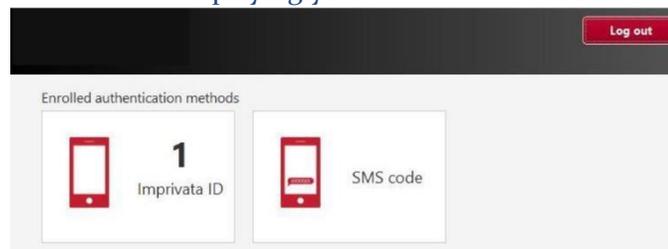
12. If enrollment was successful, you will see a green banner advising that you have enrolled. Click Done and move onto the next step.



13. 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.

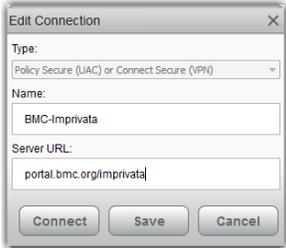


14. You will now see the results screen displaying your enrollment choices. Click Log Out.



Using Imprivata and Junos to Access the BMC Network

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

5. Verify that Junos Pulse Secure is installed on your computer. If it isn't installed go to <http://www.bmc.org/hd> to download the application.
6. 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.
7. 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.
8. Test by clicking Connect. Enter your BMC username and password. Select "Save Settings, then Connect. Enter the token code from your enrolled app when prompted, and click "Connect"



Click "Connect" to Test

Enter your BMC Username and Password, then select "Save Settings" and Connect

Enter the displayed token code from your enrolled Imprivata App.

You will see "Connecting" for a few seconds. When you see "Connected" you are ready to access BMC Resources

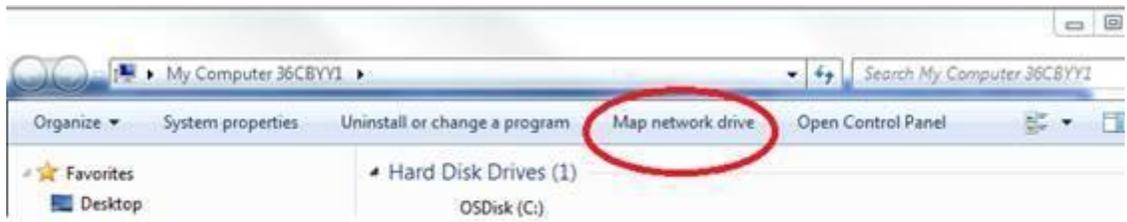
Using mybmc.org to Access the BMC Network

As an alternative to using Junos 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. Note that if you have not yet done so, you will need to download and install Citrix Receiver for Windows from <https://www.citrix.com/downloads/citrix-receiver/windows/receiver-for-windows-latest.html> before launching Clinical Applications.

Mapping Network Drives Manually

On Windows 7

1. Open My Computer
2. Click **Map Network Drive**, found at the top of the window.

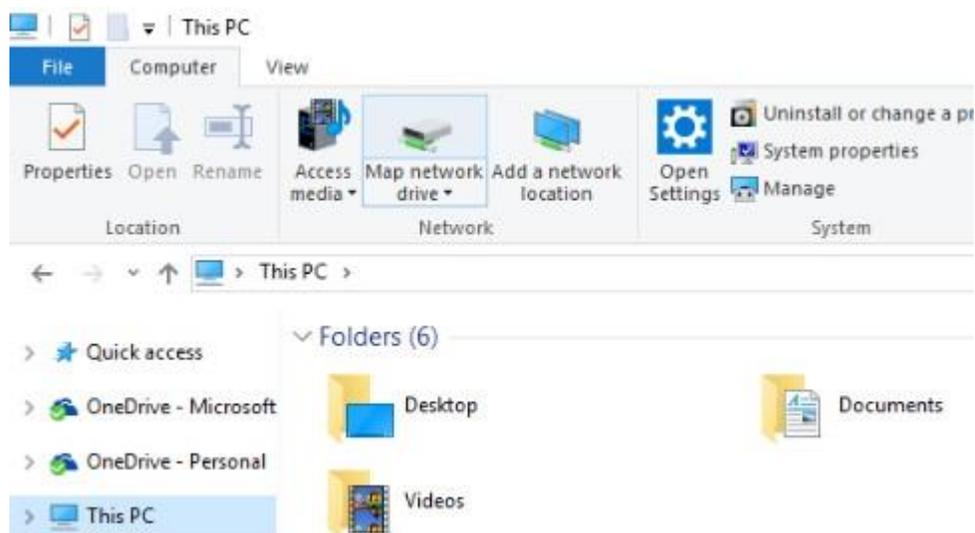


3. Choose the desired drive letter and type in the folder path. Some common shared drives include:
 - a. Home Drive: [\\emcnas-home/home](http://emcnas-home/home)
 - b. Department Drive: [\\emcnas-home<department>\\$](http://emcnas-home/<department>$) (where <department> is your department name)
4. Check the Reconnect at Logon box (should already be checked).
5. Click Finish



On Windows 10

1. Open **File Explorer** from the taskbar or the **Start** menu, or press the **Windows logo key + E**.
2. Select **This PC** from the left pane. Then, on the **Computer** tab, select **Map Network Drive**.



3. In the **Drive** list, select a drive letter.
4. In the **Folder** box, type the path of the folder or computer, or select **Browse** to find the folder or computer. To connect every time you log on to your PC, select the **Reconnect at sign-in** check box. Some common shared drives include:

- Home Drive: <\\emcnas-home\home>
- Department Drive: [\\emcnas-home\<department>\\$](\\emcnas-home\<department>$) (where <department> is your department name)

5. Select **Finish**.

Using your Computer Next Time

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

Junos:

1. Open Pulse Secure on your computer and confirm that the BMC-Imprivata connection is available. 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.
2. 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.
3. You will have access to all BMC network resources

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. Junos Pulse
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4. Mybmc.org through Citrix “Clinical Applications”
 - Allow access to your specific applications published to you
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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' form. It contains two input fields: 'Network username' and 'Network password', followed by a 'Log In' button.

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

A screenshot of the Imprivata enrollment options screen. It displays the message '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.

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

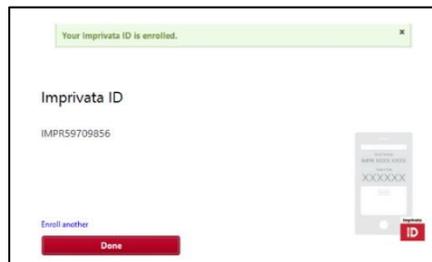
Enroll your Imprivata ID

1. Install and open the **Imprivata ID** app on your smartphone. [App Store](#) [Google Play](#)
2. Allow **Notifications**, **Location Services**, and **Bluetooth Access** in the app.
3. Locate the enroll codes and enter below.

Serial Number

Token Code

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. 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.

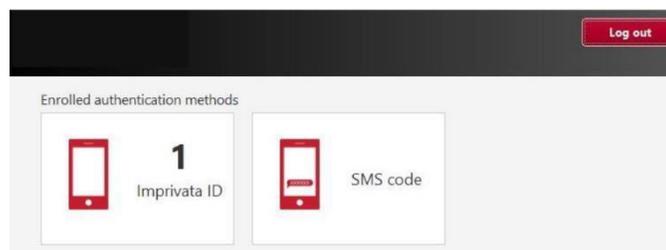
Enroll SMS code

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.

[Do this later](#)

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



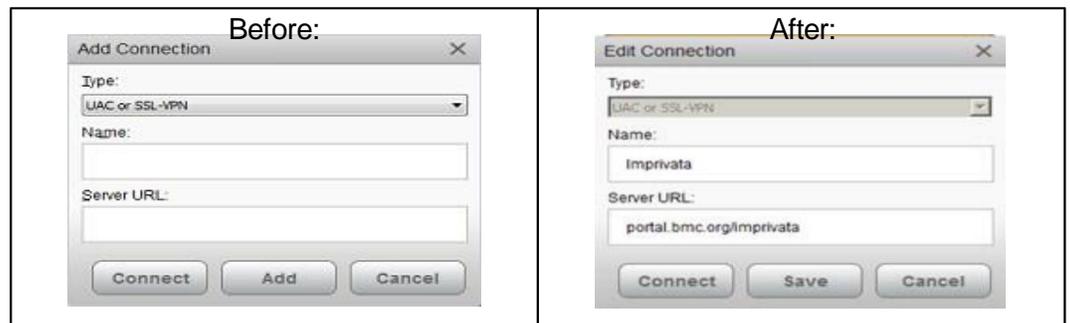
Using Imprivata and Junos to Access the BMC Network

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

1. On your laptop or desktop, open Junos 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. Select “Save Settings, then Connect. Enter the token code from your enrolled app when prompted, and click “Connect”
5. You will then be connected to the BMC Network.

Using Junos Pulse on your Mac

1. The Junos 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 Junos and fill in the following information:
 - Type: UAC or SSL-VPN
 - Name: This can be anything, but we prefer your enter Imprivata
 - Server URL: `portal.bmc.org/imprivata`
 - Click Add



Using mybmc.org to Access the BMC Network

As an alternative to using Junos 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. Note that if you have not yet done so, you will need to download and install Citrix Receiver for MacOS from <https://www.citrix.com/downloads/citrix-receiver/mac/receiver-for-mac-latest.html> before launching Clinical Applications.

Mapping Network Drives Manually

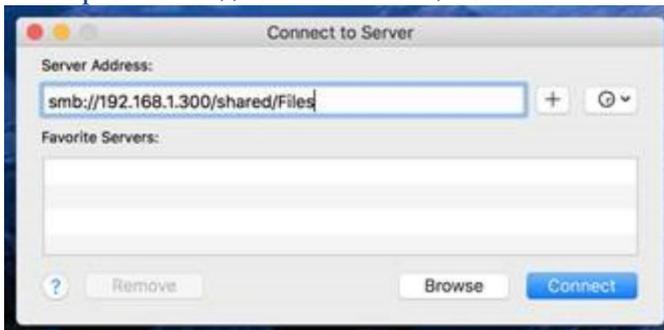
1. Launch the **Finder** (Blue/White face on the dock)

2. Click **Go – Connect to Server**



2. Enter the path of the network drive you're trying to map. The path will have to begin with `smb://`

- Example - `smb://emcnas-home/iss`



3. Enter your login details and password then click **Connect** to mount the network drive

4. Once the network drive has been mapped, it will appear under your desktop as a mounted drive or under your Locations menu in any **Finder** window.

- If you typed the path correctly and the share is available, it will open.
- If you get a box asking for the user's credentials, then either they do not have permission to that share, or they are not on the BMC network (directly or VPN).
- The H drive path will always be `\\emcnas-home\home`
- The department drive path will be in the format of `\\emcnas\<department-name>$`

Using your Computer Next Time

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

Junos:

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

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.

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