



Working Remotely: Devices & Access

February, 2021

What type of user are you?

Category	Description	Access
#1 Occasional Remote Work	Working remotely on a non-recurring occasional basis	Your own laptop or computer device with access through Citrix
#2 Routine Partial Remote Work/ Partial On-Site Work	Routinely working remotely 1 to 4 days per week with the remaining days scheduled on -site	Unity Health Laptop or Desktop connecting through Forticlient
#3 Routine Full Remote Work	Routinely working remotely for all scheduled hours	

Occasional Remote Worker

Access through Citrix using your own laptop or computer
or with a Unity Health computer (if provided)



Workspace



ST. JOSEPH'S
UNITY HEALTH TORONTO

<https://remote.stjoe.on.ca/>



ST. MICHAEL'S
UNITY HEALTH TORONTO

<http://angel.smh.ca>
<http://angel1.smh.ca>



PROVIDENCE
UNITY HEALTH TORONTO

<https://fortiportal.unityhealth.to/>

Routine Partial/Full Work From Home

Access through FortiClient VPN using Unity provided device

Once connected through VPN, user can leverage:



Applications
& Shared Drives



Jabber
Office Phone Extension & Instant
Messaging



Zoom
Videoconferencing

Office

Home



Connecting as an Infrequent Remote Work from Home User



Citrix is a tool that will allow you to securely connect to your Unity Health PC with your own Personal PC.

- For **SMH/SJ** users on your Personal PC
 - You will need **Google Chrome**
 - Add “Citrix Workspace” to your Chrome Browser through this link [here](#)
- After Installing follow these instructions to continue to access your work PC remotely
 - Guide on Using [Citrix](#)
- For **Providence** Users please connect remotely through <https://fortiportal.unityhealth.to/> using your FortiToken
 - For assistance with Fortitoken, please contact HelpDesk@UnityHealth.to

Connecting to Work Remotely as a Frequent Work From Home User



Forticlient is the recommended way users should connect remotely to the hospital.

- This will be **Pre-Installed** onto Unity Health Laptops
- FortiClient will be found in the **VPN folder** on the Home Screen
- For Assistance, please email HelpDesk@UnityHealth.to



FortiToken will be **required** to use Forticlient. It will provide a code used to login to the Forticlient and allow you to connect remotely

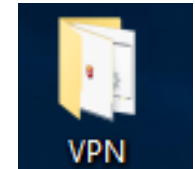
- This will be installed on your **Personal Phone**
 - Please download it from either the **Google App Store** or the **Apple App Store**

To **Complete FortiToken Setup**, please refer to the email sent by fortiauthenticator@unityhealth.to to your Unity Health Email

- You will have to scan the QR Code to complete the setup process.
- Please refer to <https://remote.unityhealth.to/howto/> for additional information
- For further assistance, please contact HelpDesk@UnityHealth.to

Connecting to Work Remotely

1. To use Forticlient, open the VPN Folder on your home screen on your Unity Health Laptop and double click on "[Forticlient VPN](#)"



2. Follow the picture below to login into Forticlient and connect remotely to the hospital network

3. Enter **Hospital Username** but place site first. (smh or stjoe)
Example: smh\username

4. Next Enter your **Hospital Password** and Connect

5. Then Enter **FortiToken** found on your **Personal Phone** and hit **OK**

6. For Assistance please contact HelpDesk@UnityHealth.to



VPN Name	SMH Remote	≡
Username		3
Password		4
Connect		

VPN Name	SMH Remote		
Username	smh\yiut		
Password		
Token			
5			
<table border="1"> <tr> <td>OK</td> <td>Cancel</td> </tr> </table>		OK	Cancel
OK	Cancel		

Your Hospital Extension and Remote Work



Jabber is a tool that can **connect** your **Unity Health Laptop**, your **Personal Cell Phone** or **Unity provided Cell phone** to your Work Extension

- For your **Unity Health Laptop**
 - Jabber will be pre-installed
 - For **First Time Setup**, please open a ticket with **HelpDesk**

- For your **Personal Phone**
 - Install Jabber onto your phone through the **Google Play Store** or **Apple App Store**
 - If your account has been created by Helpdesk, login with your hospital username and password in the app

- Additional Features
 - Connect with your Team through Jabber using the Message feature
 - Hold Teleconferences using Jabber
 - For more information, please refer to this site: <https://remote.unityhealth.to/howto>

Video Conferencing Tool



Zoom is your Video Conferencing Tool for meetings or calls

- It will be **Pre-Installed** onto your Unity Health Laptop
- You will have to *create your own account* on the Zoom website
 - Please refer to this guide [here](#)
- For additional assistance, please contact Zoom.Admin@unityhealth.to
- Additional Features of Zoom
 - Your **Personal Phone** can have Zoom as well using the account you created
 - Please install Zoom from the [Google Play Store](#) or [Apple App Store](#)

Where to get access and help



Need access?

HelpDesk@unityhealth.to



Need education?

<https://remote.unityhealth.to/howto>



Need support?

HelpDesk