HFHS Employee Portal Instructions

This document assumes that you already have an HFHS Corp ID to access the Henry Ford Health System (HFHS) network. If you do not have a HFHS Corp ID, contact the HFHS IT Service Desk at 248-853-4900 or via email at helpdesk@hfhs.org. If you have an ID, but it is lacking the rights to sign-in to a remote access portal, your manager will need to submit an Access Request Form on your behalf. Access Request Forms can be located by going to OneHenry>IT Support and Training>User IDs and Access Request.

Application Disclaimers

- **Application Installation Requirement Pulse Secure:** To use Employee Portal, your device will need to have the Pulse Secure software installed. For Windows and Mac devices, it can be downloaded and installed by logging in to the Employee Portal for the first time. For phones and tablets, the Pulse Secure client can be downloaded via the Google Play store for Android devices or the Apple iTunes store for iPhone/iPad devices. ** The majority of HFHS laptops already have the Pulse Secure client preinstalled.

- **Application Installation Requirement Citrix:** To use Citrix applications (like those in Henry Apps), your device will need to have the Citrix Receiver application installed. For Windows and Mac devices, it can be downloaded and installed from the Citrix Website: https://www.citrix.com/products/receiver/. For phones and tablets, the Citrix Receiver can be downloaded via the Google Play store for Android devices or the Apple iTunes store for iPhone/iPad devices.
** The majority of HFHS laptops already have the Citrix Receiver preinstalled.

- **Be advised:** If you connect to other businesses using Citrix, we recommend that you contact them and check to ensure that the Citrix receiver installation will not impact your access to their systems. The intent of this documentation is to assist in configuring your device to connect to the Henry Ford Employee Portal, and does not address compatibility with other remote access or Citrix solutions.

Supported Operating Systems and Web Browsers

- **HFHS Preferred Device Configurations:** Understanding that the user community may have other combinations of Operating Systems and web browsers, HFHS will attempt to assist users with issues they may have in establishing connectivity to the portal. HFHS recommends the following Operating System and Web Browser configurations to ensure a reliable and consistent user experience:

Operating System	Web Browser
Windows 10*	Internet Explorer 11
Windows 7	Internet Explorer 11
Mac OS X 10.10 (or higher)	Safari Web Browser
iOS 9 (or higher) for iPhone/iPad	Safari Web Browser
Android 6x (or higher) for Android Devices	Chrome Web Browser

*Note - The Windows 10 default web browser **Edge** is **not** supported for Citrix.*

Pulse Secure is supported by a variety of earlier versions of operating systems and web browsers, additional information on Pulse Secure can be found at this link **here.**

Citrix receiver is supported by a variety of earlier versions of operating systems and web browsers, additional information on Citrix receiver versions can be found at this link **here.**

Also, Citrix provides an FAQ section that address many common questions and issues using Citrix receiver. The receiver FAQ can be found at this link **here.**

HFHS Employee Portal – One Time Install Instructions

*** The majority of HFHS Laptops already have the employee portal components pre-installed.*

- Launch your web browser and navigate to: http://www.henryfordconnect.com/
- Click the link for **Employee Portal**.

- Once on the https://employeeportal.hfhs.org/ site, you will be presented with a login screen. Please enter your HFHS Corp ID and password and then click the **Sign In** button.

- After you sign in you will need to allow the Application Launcher to install.
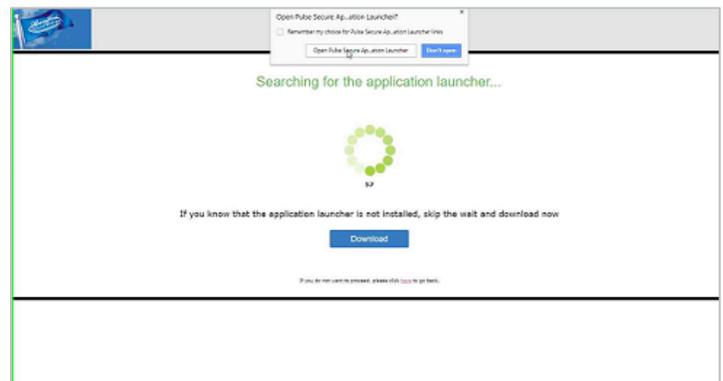
- Once that has completed, you will need to allow the Pulse Secure client to install.
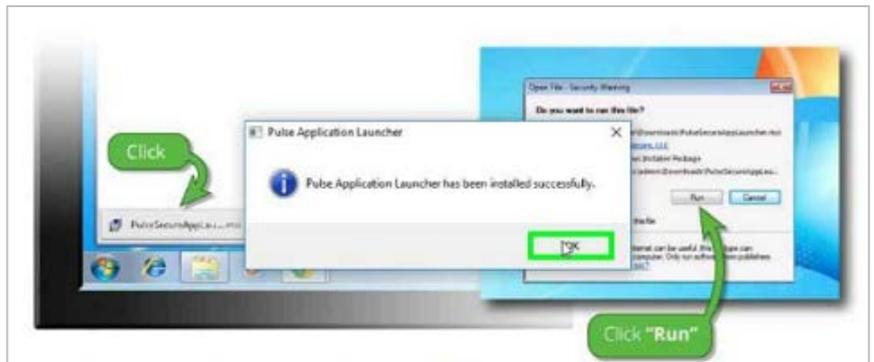
- You will be prompted to download, install and/or execute the file.
- Selecting **Always** or **Yes** should begin the download process.
- This process may take several minutes.

- When the download has completed, the application will begin to install.
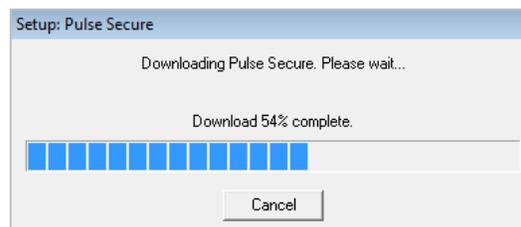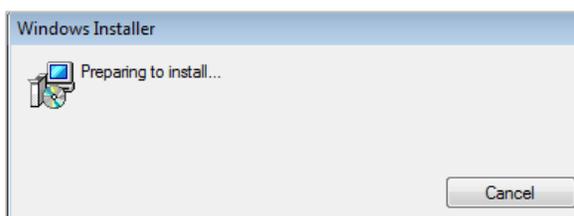
- After the Pulse Secure client has finished installing, you should see the following icon in   the system tray section of the screen (typically lower right corner).
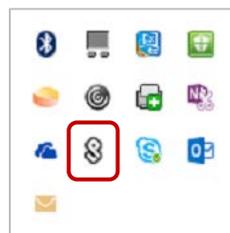
- After the installation is completed the Pulse Secure application will launch automatically.

- Please close the application and return to https://henryford.com/connect and click on the Employee Portal/Remote Access link again to login.
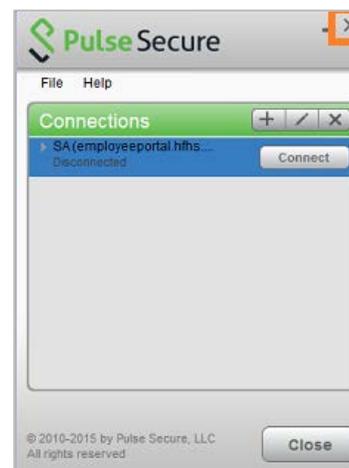
How to Connect to the Employee Portal
Method 1 - For Home Computers (Getting the Web Bookmarks Welcome Screen)

- Launch your web browser and navigate to: http://www.henryfordconnect.com/

- Click the link for **Employee Portal**.

- Once on the https://employeeportal.hfhs.org/ site, you will be presented with a login screen. Please enter your HFHS Corp ID and password and then click the **Sign In** button.

- You will then be prompted to verify your identity with **Duo 2-Step Verification**.
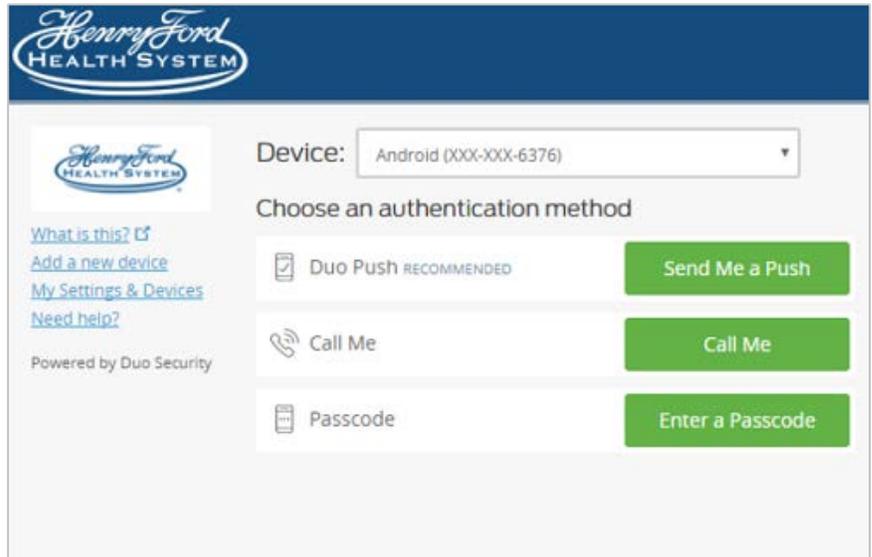
Please contact the Service Desk if you have difficulties enrolling in or using the Duo two-step verification process.

- Once successfully connected, you should see the Web Bookmarks page below. You are now connected to the **Employee Portal VPN**.
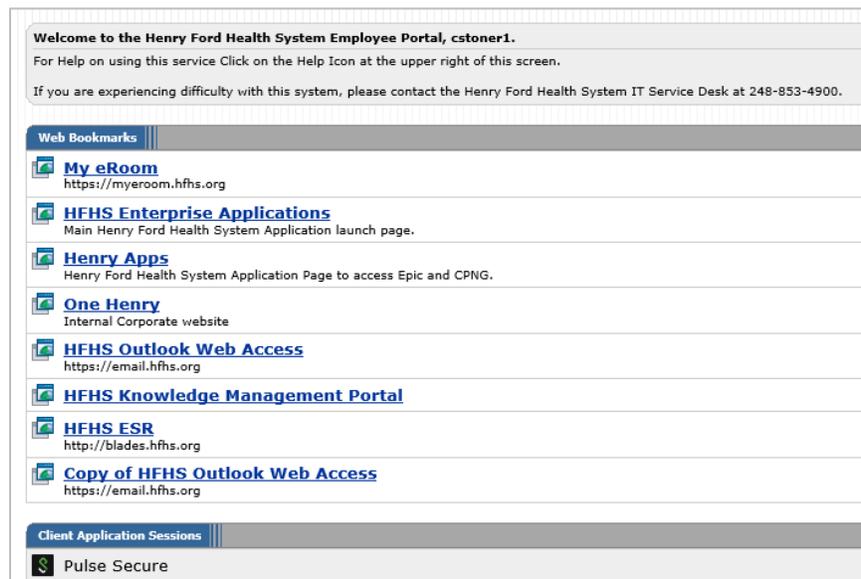
- If using an **HFHS laptop**, you can now minimize the above screen and use the laptop as if you were in the office.

- Make sure you're connected to the internet.

- Right-click on the Pulse Secure icon in the system tray and select **Open Pulse Secure**.
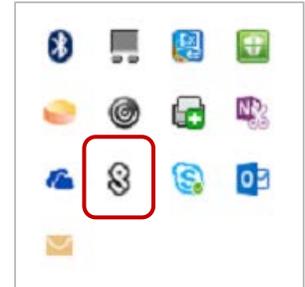
- Click **Connect**.
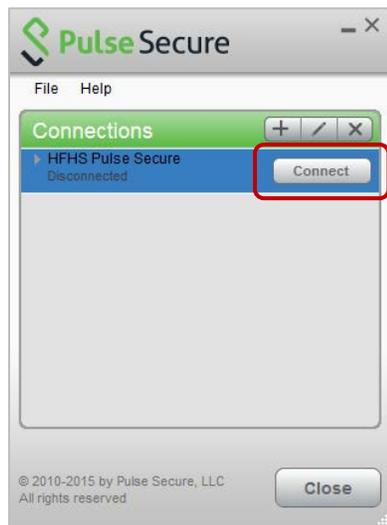
- A window prompting for your User Name and Password will appear, please enter your **HFHS Corp ID** and **Password.**
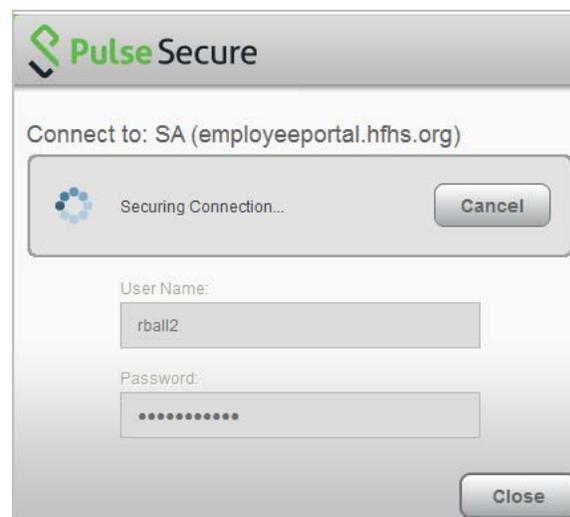
- After logging in to the Pulse Secure application using your login ID and password, you will see a **Secondary Password** field.

- The **Secondary Password** field is the method that Duo will use for the second step in the two-step verification process.

  The most common method will be typing the word *push* into this field. This will cause Duo to send a push notification to your smart phone's Duo app.

Other options you may type into the secondary password field are listed below:

Type...	To...
A passcode	Log in using a passcode, either generated with Duo Mobile, sent via SMS, generated by your hardware token, or provided by an administrator. Examples: "123456" or "1456789"
push	Push a login request to your phone (if you have Duo Mobile installed and activated on your iOS, Android, or Windows Phone device). Just review the request and tap "Approve" to log in.
phone	Authenticate via phone callback.
sms	Get a new batch of SMS passcodes. Your login attempt will fail — log in again with one of your new passcodes.

Note: You also can add a number to the end of these factor names if you have more than one device registered. For example, push2 will send a login request to your second phone, phone3 will call your third phone, etc.

- The PulseSecure client will then begin to connect. Once connected the Pulse Secure icon in the system tray should have a **green arrow** on it.

- You are now connected to the **Employee Portal VPN**.

- You can now use your laptop as if you were at the office.

How to Disconnect from the Employee Portal

If you used Method 1 to connect:

- To disconnect from the Henry Ford Employee Portal click the **Sign Out** button in the upper right-hand corner of the web bookmarks welcome screen.
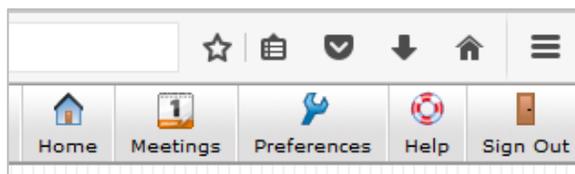
If you used Method 2 to connect:

- To disconnect from the Henry Ford Employee Portal, right-click on the Pulse Secure icon in the system tray and select **Open Pulse Secure**.

- Click **Disconnect**. After disconnecting, it is advised to close all of your web browsers.