

CentraCare Remote Access Portal Reference Guide

CONTENTS

- Introduction [Page 1](#)**
- Two-Step Verification Enrollment [Page 1](#)**
- Access the CCH Remote Access Portal [Page 1](#)**
- Installing Citrix Workspace App [Page 2](#)**
- Exit the CCH Remote Access Portal [Page 2](#)**
- Modify Two-Step Verification Information [Page 2](#)**
- Using the Microsoft Authenticator App [Page 3](#)**

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Introduction

The CentraCare Health (CCH) remote access portal allows you to access CCH applications from outside of the CCH computer network on your device. This guide outlines the steps necessary to successfully log in and launch CCH applications via the remote access portal.

Two-Step Verification Enrollment

CCH leverages Microsoft's Multi-Factor Authentication (MFA) system for two-step verification. Before you can log into the CCH remote access portal, you need to complete the two-step verification enrollment process. If you have not already completed that process, enrollment instructions can be found [here](#).

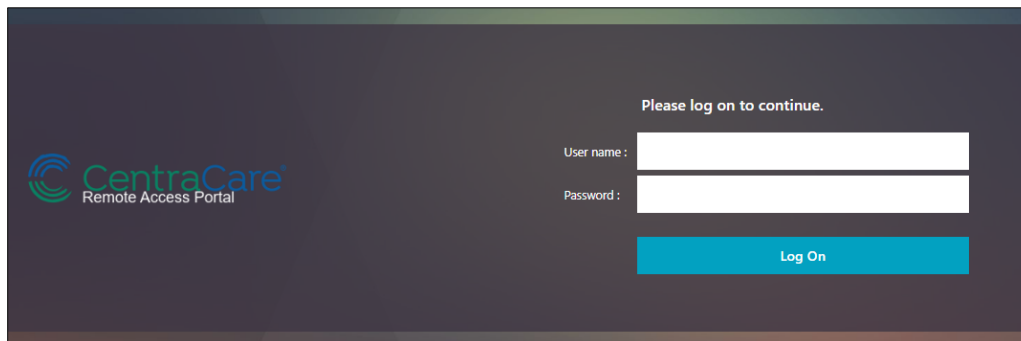
Access the CCH Remote Access Portal

You may access the CCH remote access portal via <https://www.centracare.com>

- Click **For Employees** at the bottom of the home page
- Click **CentraCare Remote Access Portal**

Alternately, you may access the portal by entering <https://cchspportal.centracare.com> into your web browser.

The CCH remote access portal screen will display.



Enter your CCH network username and password in the appropriate fields.

- Microsoft's sign-in verification system will call or text to confirm your login.
- Answer your phone; press the # sign when prompted
IMPORTANT: You should only press the # sign if you're currently attempting to log in to the remote access portal. If you're not attempting to log in, please report this potential fraud to the I.S. Service Desk at 320-656-7066.
- End the call.

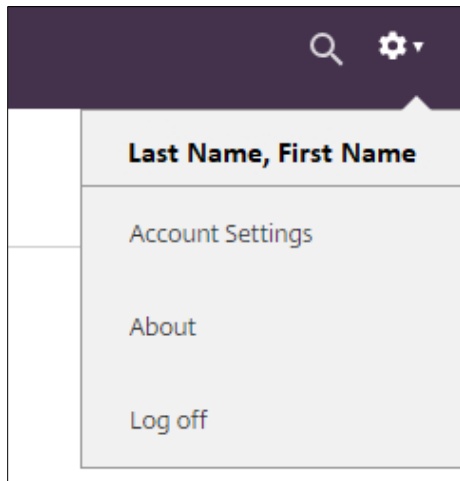
You will now be presented with your CentraCare Health applications.

Installing Citrix Workspace App

If you do not already have Citrix workspace app installed on your device, you will need to install workspace app. Navigate to <https://www.citrix.com/downloads/workspace-app/> and choose the appropriate download for your device's operating system.

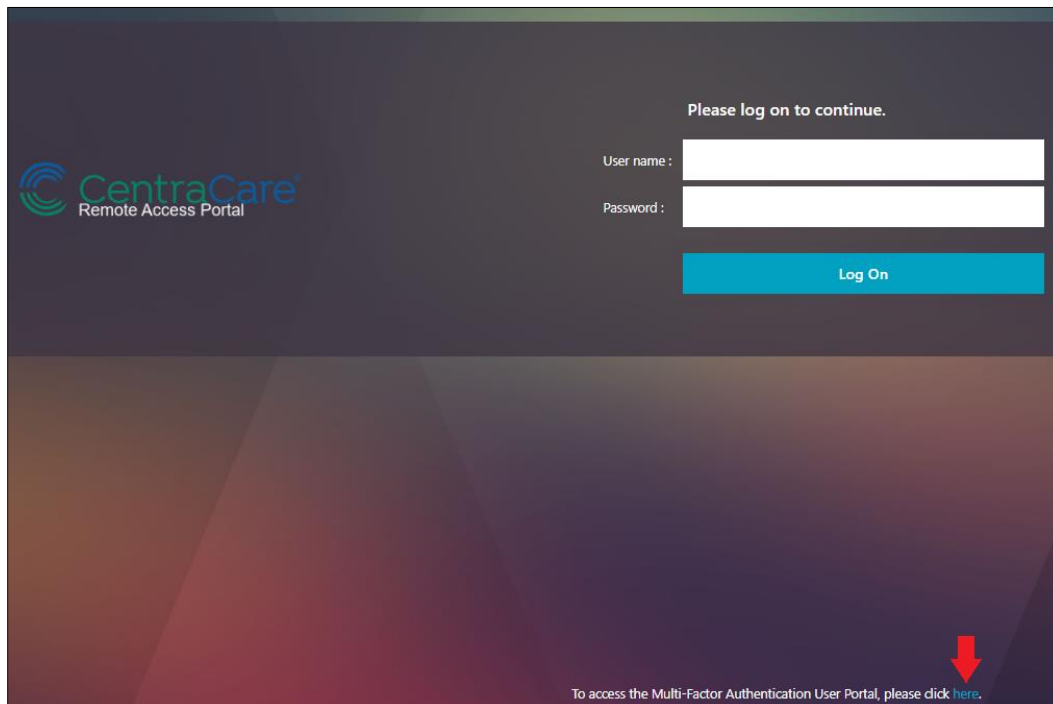
Exit the CCH Remote Access Portal

To exit the CCH remote access portal, click **Log Off** in the top right corner of the portal page.



Modify Two-Step Verification Information

You may modify your Microsoft MFA security information at any time. To do so, click the link at the bottom of the CCH remote access portal.



Alternately, you may update your security information by entering <https://aka.ms/setupsecurityinfo> into your web browser.

After logging in, select **Security info**. Here you may add additional sign-in methods or change your default sign-in method.

Using the Microsoft Authenticator App

The Microsoft Authenticator app offers additional authentication options.

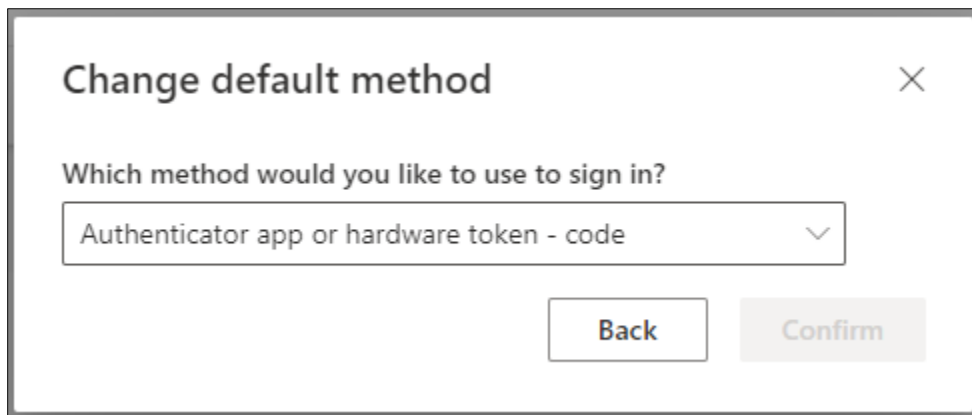
- **Sign-in Notification**
Instead of placing an automated phone call or text to you during login, Microsoft will send a notification to the Microsoft Authenticator app on your smartphone or tablet requesting approval.
- **Verification Code/One Time Password (OTP)**
Instead of placing an automated phone call or text to you during login, the CCH remote access portal will prompt you for your Microsoft verification code. The verification code is provided by the Microsoft Authenticator app.

Microsoft Authenticator app setup instructions can be found [here](#). After clicking the link, select **Download Mobile App > Mobile App**.

To change your default authentication method to the Microsoft Authenticator app, enter

<https://aka.ms/setupsecurityinfo> into your web browser and log in.

After logging in Select **Security info** and then select **Change** to the right of Default sign-in method. From the drop-down menu, select **Authenticator app or hardware token – code**.



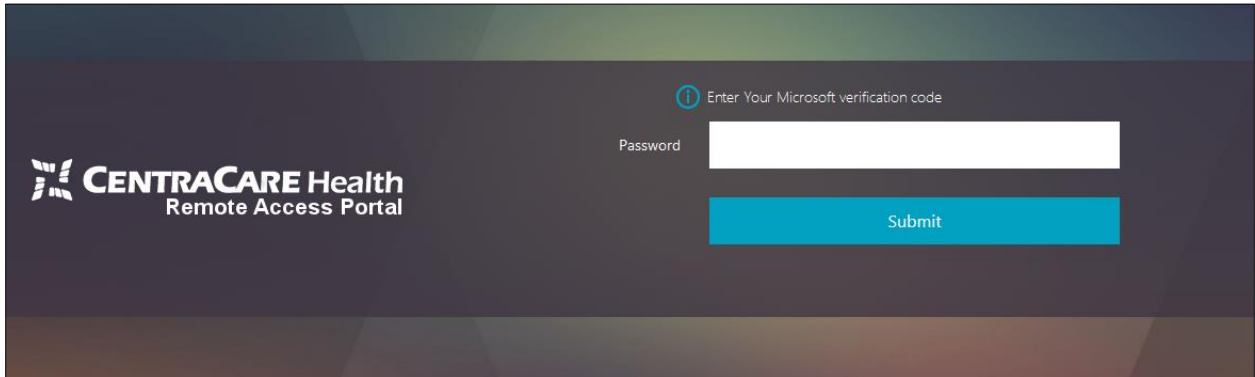
Change default method ✕

Which method would you like to use to sign in?

Authenticator app or hardware token - code ▾

Back Confirm

As stated previously, choosing **Enter a code from my authenticator app or token** will result in the portal prompting you to enter your Microsoft verification code.



The code can be found by opening the Microsoft Authenticator app and selecting CentraCare Health.

