

CentraCare Health
Remote Access Portal
Reference Guide

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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 Professionals** on blue toolbar at the bottom of the home page
- Click **"New" CentraCare Health 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.

Please log on to continue.

User name

Password

Log On

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.

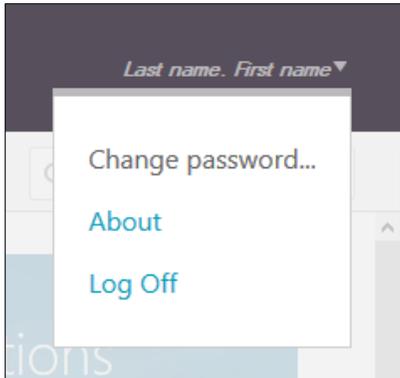
You will now be presented with your CentraCare Health applications.

Installing Citrix Workspace App

If you do not already have Citrix receiver or workspace app installed on your device, you will need to install workspace app. Navigate to <https://receiver.citrix.com>. The Citrix website will present a download button for your device. Follow any prompts to download, run and/or install workspace app.

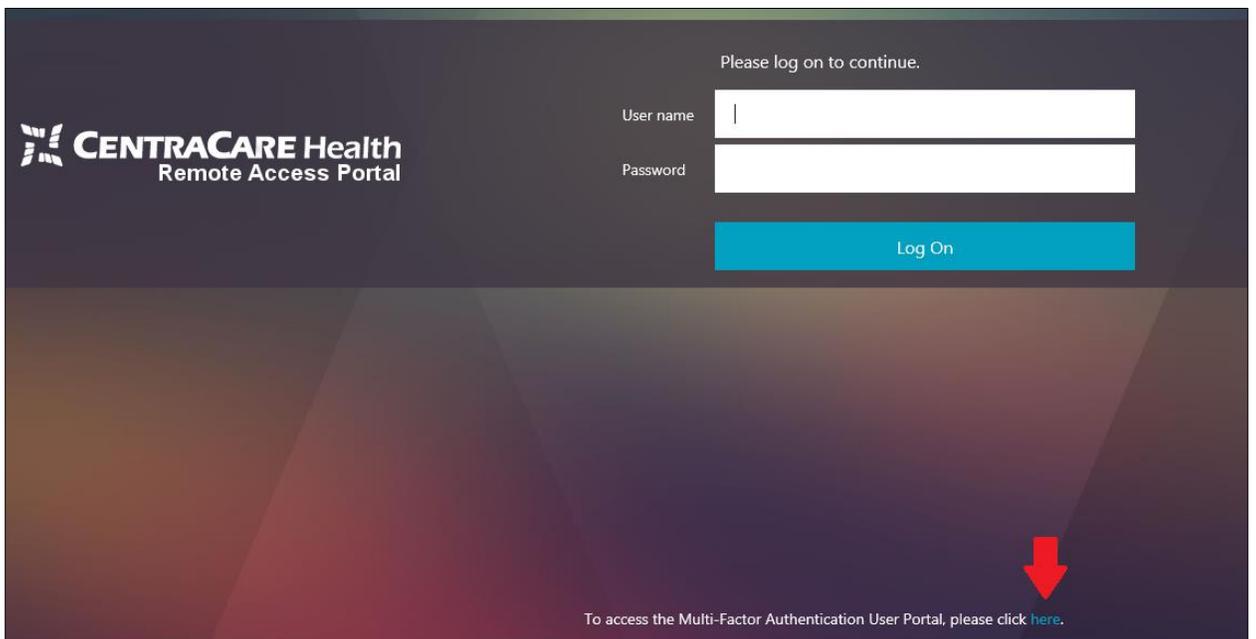
Exit the CCH Remote Access Portal

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



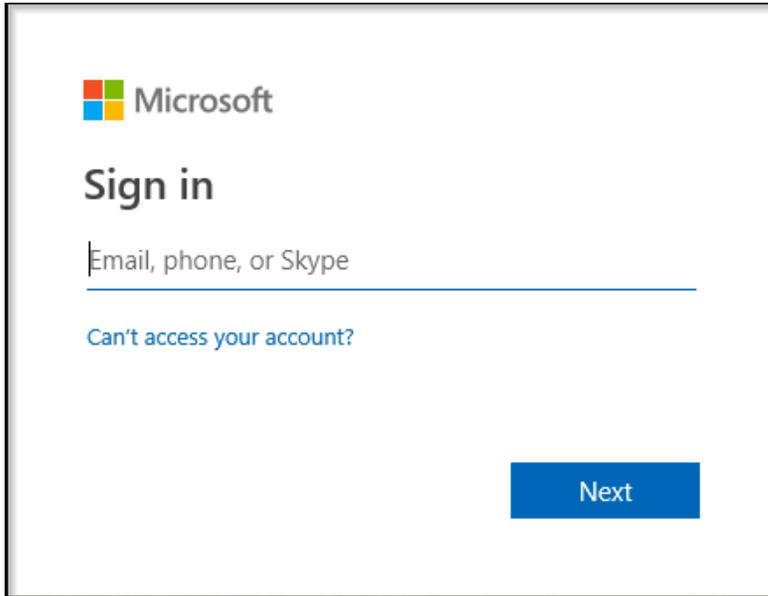
Modify Two-Step Verification Information

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.

**Please note, users that do not have a CentraCare Office 365 email account must use their Epic User ID with @centracare.com appended to it (ex. abc123@centracare.com)*



The image shows a Microsoft sign-in page. At the top left is the Microsoft logo. Below it is the heading "Sign in". Underneath is a text input field with the placeholder text "Email, phone, or Skype". Below the input field is a link that says "Can't access your account?". At the bottom right of the page is a blue button labeled "Next".

After logging in, you may add additional security info or change your default authentication method.



The image shows a "Keep your account secure" screen. At the top is the heading "Keep your account secure". Below it is a horizontal line. Underneath is a section for "Phone" with a phone icon and a redacted number. To the right of the phone number are edit and delete icons. Below this section are two links: "Add security info" and "Change default (Mobile phone call)", both of which are highlighted with red boxes. At the bottom left is a link that says "Get help".

Using the Microsoft Authenticator App

The Microsoft Authenticator app offers additional authentication options.

- **Notification through mobile app**
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 from mobile app**
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.

Installing the Microsoft Authenticator App

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

Note: Installation of the Microsoft Authenticator app is optional. It's only necessary if you'd like to use the notification or verification code authentication option in place of a phone call or text message.

Changing Your Default Authentication Method

To change your default authentication method to the Microsoft Authenticator app, follow the instructions in the **Modify Two-Step Verification Information** section to access your security settings. Select **Change default** and then choose **Approve a notification from my authenticator app** (Figure 1) or **Enter a code from my authenticator app or token** (Figure 2).



Change default security info

How do you want to prove who you are when you sign in?

Approve a notification from my authenticator app

Enter a code from my authenticator app or token

Figure 1. Mobile App Notification Option



Change default security info

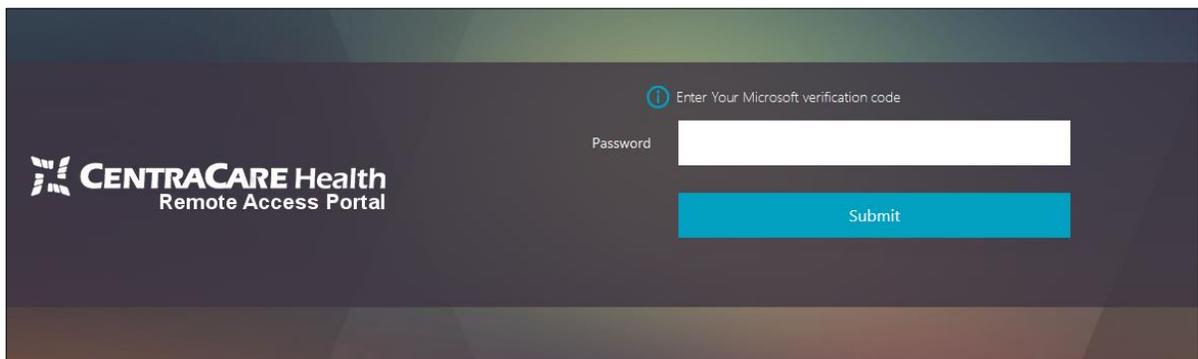
How do you want to prove who you are when you sign in?

Approve a notification from my authenticator app

Enter a code from my authenticator app or token

Figure 2. Mobile App Verification Code Option

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.



Enter Your Microsoft verification code

Password

Submit

CENTRACARE Health
Remote Access Portal

The code can be found by opening the Microsoft Authenticator app.

