

Remote Work Guide (Windows)

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HOW TO: Request Installation of Encryption Software

Windows:

To request laptop encryption for Windows devices, please complete the **Laptop Encryption Request** form available at www.partners.org/isservicedesk > *Make a Request* > *Information Security* > *Laptop Encryption Request*.

This will open a request with the appropriate Research technician group.

Information Security

-  Cyberark Account Creation
-  Elevated Privilege Annual Attestation
-  ISPO Cybersecurity Risk Assessment Request
-  ISPO Cybersecurity Variance Request
-  Laptop Encryption Request
-  firewall exception (request)

PHONE-BASED VPN ACCESS: PHS MOBILE BUILD LAPTOPS


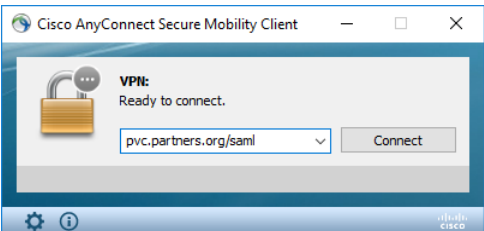
Learn how to connect to the Partners network from home or a remote location with phone-based VPN access on a Partners Mobile Build laptop. These devices have the Partners Applications menu in the start menu.

Note: Manager approval is required to use VPN. Learn more in IS Service Desk article [KB0018524](#).

WHAT IS PHONE- BASED VPN ACCESS?

Many Partners applications require you to enter a unique code to confirm your identity. This code is delivered via text message or phone call to a number you have pre-registered.

Tip! Be sure to have your phone nearby whenever you need to

CONNECT TO VPN	<p>Follow these steps each time you need to connect.</p> <ol style="list-style-type: none"> 1. In the taskbar notification area, click Cisco AnyConnect:  <ol style="list-style-type: none"> 2. In the connection window, enter pvc.partners.org/saml and click Connect: 
ACCESS PARTNERS APPLICATIONS H DRIVE & SFAS	<p>Your Partners Applications list may be empty or missing while connected to VPN. Go to the Partners Portal at http://portal.partners.org/vpn to:</p> <ul style="list-style-type: none"> • Access your Partners Applications • Connect your “H” (home) drive and Shared File Areas (SFAs) <p>Notes:</p> <ul style="list-style-type: none"> • Keep this site open to ensure your drives stay connected. • This site only works with Internet Explorer. Go to Workspace at
LOG OF	<p>In the taskbar notification area, <i>right-click</i> Cisco AnyConnect and select Disconnect.</p>

HOW TO: Map Network Drives in Windows 10

Requirements:

- Windows 10 Operating System
- Connection to the Partners network (Ethernet, PHSWifi3, CVO or VPN)

Instructions:

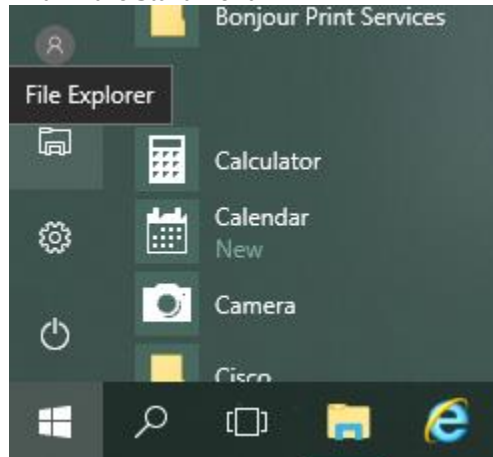
1. Open File Explorer

- File Explorer is available from:

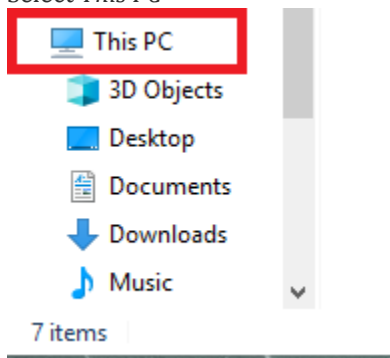
- The taskbar



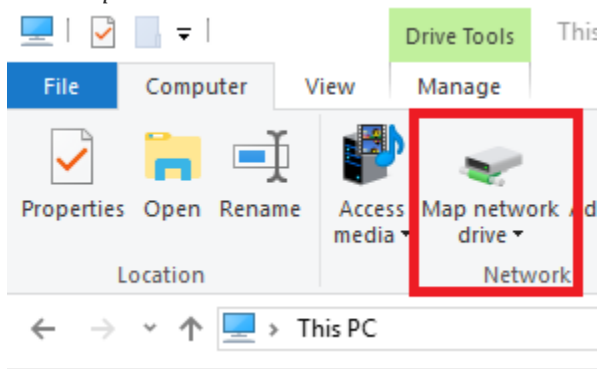
- Within the Start Menu



2. Select *This PC*

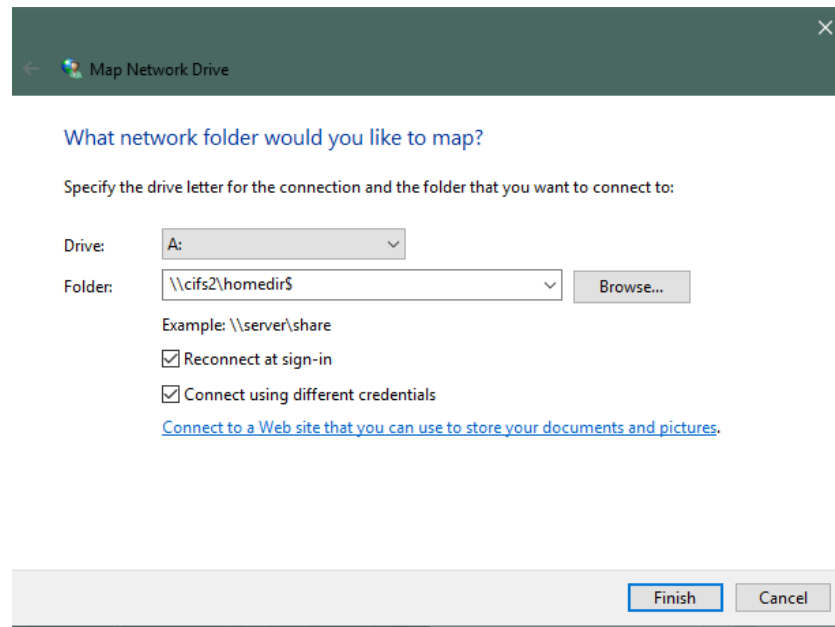


3. Click *Map Network Drive*



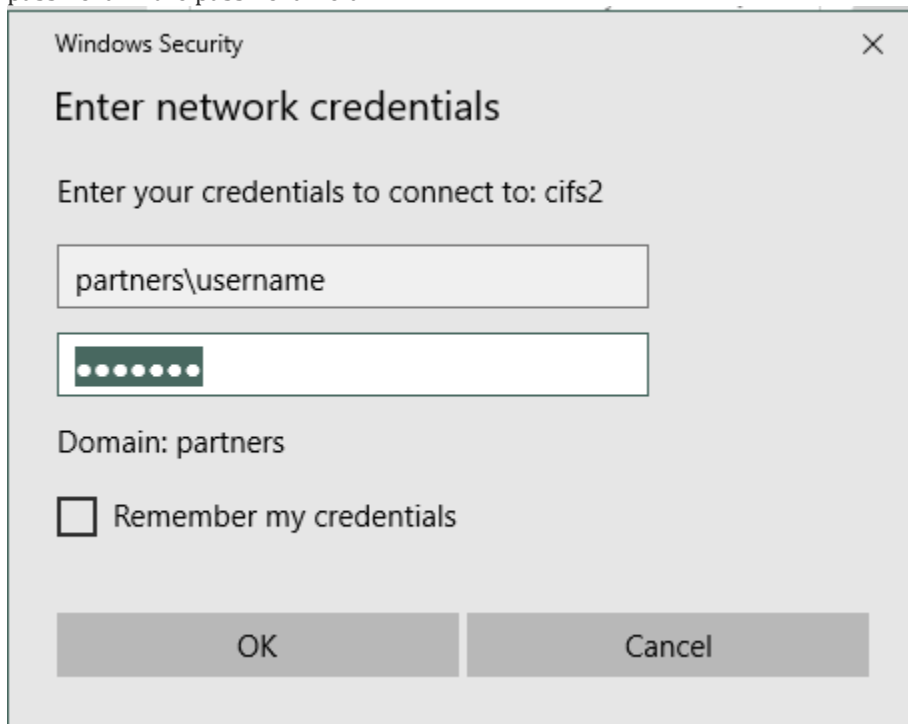
4. Choose an available drive letter.

5. Type in the network path for the network drive into the "Folder:" text field:
 - Home Drive - \\cifs2.partners.org\homedir\$
 - SFAs: \\cifs2.partners.org\sfname\$ -
 - PEC SFAs: \\peccifs2.partners.org\sfname\$
 - RFAs: \\rfawin.partners.org\rfaname (rfaname will be typically be INSTITUTION-LABNAME, IE. BWH-TIMI)
 - To look up what drive you have access to, please see: [INFO: Where can I find what SFAs I have access to?](#)
 - MAD3: See <https://rc.partners.org/kb/article/2733>

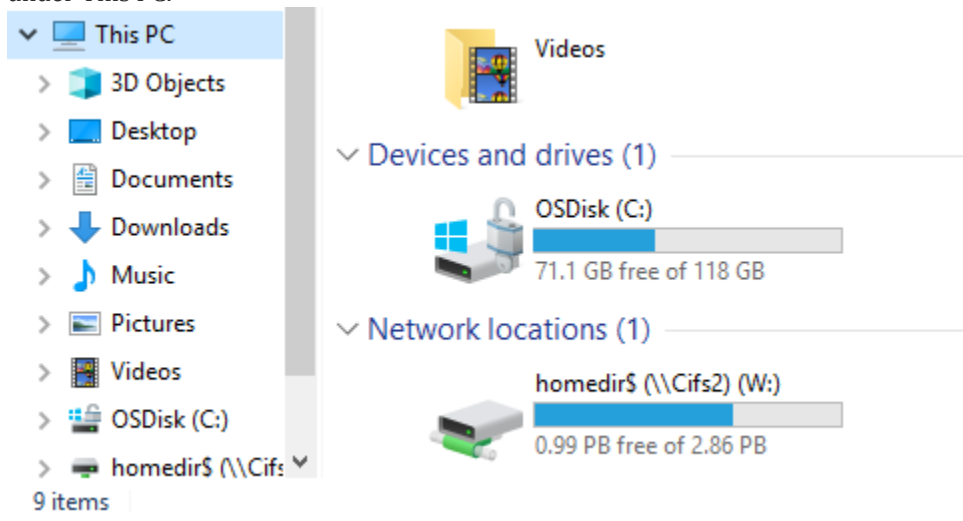


6. Select *Connect using different credentials*
7. Click *Finish*

8. When prompted to login, enter *partners\username* for the username field and your Partners password in the password field.



9. The drive will appear on the left hand side underneath This PC and underneath Network Locations under This PC.

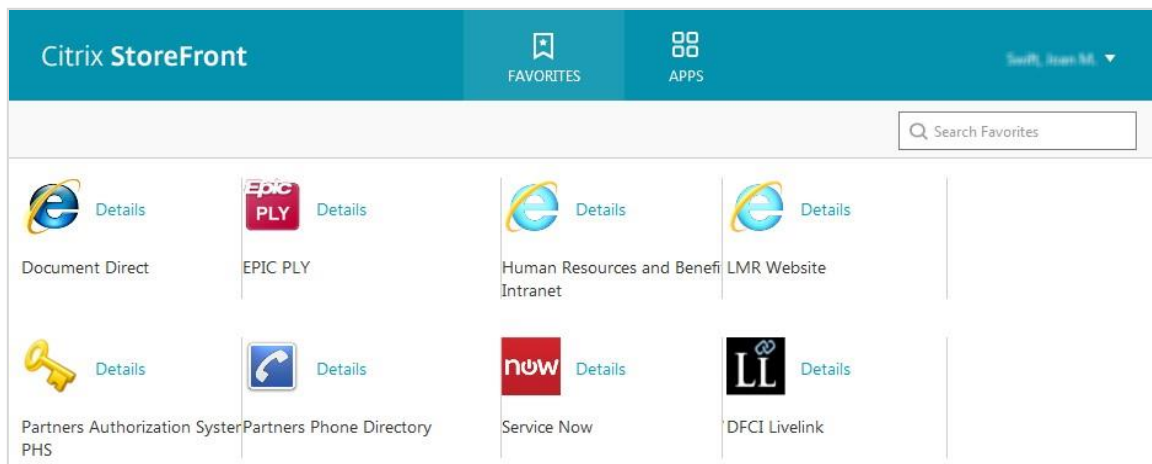


Workspace for Windows

1 OVERVIEW OF WORKSPACE

Workspace provides remote access to many Partners applications over the internet, including:

- Epic Hyperspace
- PeopleSoft
- Outlook Web App
- Partners Phone Directory
- SharePoint sites
- [View Complete List](#)



2 ACCESSING WORKSPACE

1. Open a web browser and go to <https://workspace.partners.org>
2. Enter your **Partners user name** and **password**. Click **Log On**
3. If you are outside the Partner network, enter a confirmation code. This code will be delivered via text message or phone call to a number you have pre-registered.
4. If prompted, install Citrix Receiver
 - a. In the Citrix Receiver window, check **I agree with the Citrix License Agreement**. Click **Install**
 - b. In the File Download window, click **Run**
 - c. In the Internet Explorer window, click **Run**
 - d. In the Citrix Receiver window, click **Install**
5. Click **Log On**

3 FAVORITES

The Favorites tab provides quick access to commonly used applications. Some applications are pre-populated since they are useful to all users.

To add a Favorite:

- Click on the **Apps** tab
- Click the **Details** link next to the application
- Click **Add to Favorites**

Tip: For an easy way to access your favorites on a Partners workstation, navigate to:



Start > All Programs > Workspace Favorites

4 LOGGING OUT

It is important to log off at the end of your session:

- On the top menu bar, click the drop-down arrow next to your name. Click **Log Off**.

5 FAQs

Does my device need to be encrypted to access Partners Workspace?

Yes, your device must be encrypted.

Do I need to be connected to VPN or GoToMyPC to get to access Partners Workspace?

No. Workspace is an alternative to using these other remote access solutions.

Do I have access to my Home drive or Shared File Areas (SFAs)?

No. Home drives and Shared File Areas are not generally accessible from the Workspace.

Why can't I see all the available applications?

You only see the Partners applications that you have been given permissions to use. These are the same applications you use when working onsite at a Partners HealthCare location.