Accessing Hosted Applications* from Outside the Michigan Medicine Network

* Examples of Michigan Medicine–hosted apps include MiChart, MedView, Metriq, CVIS, and 3M Computer-Assisted Coding (3M-CAC) Apps.

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Overview

The University of Michigan has security measures in place to ensure that whenever you access Michigan Medicine–hosted applications, like MiChart*, you do so securely. That includes hosted applications you are accessing from outside the Michigan Medicine (MM) network. Previously, accessing these applications from outside the MM network has required you to use the Michigan Medicine VPN (virtual private network).

Users of hosted applications like MiChart no longer require you to use the VPN. Instead, a clientless Citrix Receiver combines with two-factor authentication (i.e., Duo) to provide access to a new Virtual Places website for accessing hosted applications and environments from outside the MM Network.

Your outside-the-network access requirements will depend on the type of computer or other device you are using to access the Michigan Medicine network.

* In addition to MiChart, other MM-hosted applications that this document applies to include MedView, Metriq, CVIS, and the 3M-CAC apps.

Which Set-Up Are You?

Based on the computer/device you’re using and what you need to accomplish, this guide presents three scenarios for accessing applications from outside the Michigan Medicine network.

### SCENARIO #1

Working outside the MM Network

Using a **personal** or **public** PC/device, such as one provided at a conference kiosk or hotel lobby

### SCENARIO #2

Working outside the MM Network

Using an **MM-owned CoreImage** PC/device

* A device that has the CoreImage installed already has the software tools, security features, and device management features that Michigan Medicine users need, including the Citrix Receiver.
Accessing Hosted Applications from Outside the Michigan Medicine Network

FROM A PUBLIC PC / DEVICE

Accessing Hosted Applications from a Public PC/Device Outside of the Network

Follow the steps in this section if you are accessing Michigan Medicine's hosted applications using a personal or public PC or device (i.e., one that is not owned by Michigan Medicine). Examples are your personally owned device, kiosk devices available at conferences, or shared devices available from a hotel lobby. You will access the Michigan Medicine network through a web browser.

NOTE: This scenario is also referred to as the "Clientless Access Scenario."

IMPORTANT: In a clientless setting, you will not receive client drive mappings. Therefore, for security reasons, you will not be able to save documents to local drives on the PC/device you are working on. You will also not be able to access printers with this method.

Access Michigan Medicine through the Web Browser on a Personally Owned or Public Device

1. Before opening a Web Browser to access the Michigan Medicine network, verify the PC, tablet, or other mobile device meets the following minimum system requirements.

   – **Supported Operating Systems.** One of the following is required:
     - Windows 7 (Service Pack 1), 8 Pro, 8 Ent, 8.1, or 10
     - Windows Server 2008 R2, 2012 R2, or 2016
     - Mac OS X 10.8 or later
     - iOS (latest version)
     - Android (latest version)

   – **Supported HTML 5 Clientless Browsers.** One of the following is required:
     - Apple Safari 7 or later
     - Google Chrome 50 or later
     - Microsoft Edge
     - Microsoft Internet Explorer 11
     - Mozilla Firefox 35 or later

2. Open your preferred browser.

3. Go to: [https://vplaces.med.umich.edu](https://vplaces.med.umich.edu)
A window similar to the following will be displayed:

4. Log into the Virtual Application Portal.
   - **User Name**: Type the uniqname portion of your Michigan Medicine login.
   - **Level 2 Password**: Type your Michigan Medicine Level 2 password.
   - **Duo Two Factor**: Use the drop-down menu in this field to select one of the following options, then use this same field area to type in the required Duo code:
     - Type the word **PUSH** if you’d like Duo to push a notification alert to whatever device you previously registered when you set up Duo (for example, to your personal cell phone). Subsequently, confirm the alert that is pushed to your Duo-registered device.
     - Type **PHONE** if you’d like the Duo system to call you on whatever phone you previously registered when you set up Duo (for example, to your personal cell phone). Subsequently, answer the phone call and follow the instructions you are given to confirm the phone alert.
     - Type **SMS** if you want Duo to send you a text message. Duo will send you a text containing multiple passcodes via SMS—short-message text. Type a valid passcode from the list Duo sends you into this SMS field. Note: The passcodes contained in the text message will expire in 12 hours.
     - You have the option of typing in a **Duo passcode** into this Duo Two-Factor field. To do this, open Duo on your smartphone or other device, click on the Duo key icon to view the actual passcode number, then type that number into the Duo Two Factor field.
If you happen to carry a Duo Security Token fob, you can type in the code from the fob into the **Duo Two Factor** field.

- Click **Log On**.

A list of apps available through Virtual Places displays, similar to the following. Use the launch icon to open the hosted application you want to use.

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*Sample of Virtual Places in Windows*  
*iPhone apps (aka: Favorites) screen sample*
Accessing Hosted Applications from Outside the Michigan Medicine Network

FROM A MICHIGAN MEDICINE COREIMAGE DEVICE

Accessing Hosted Applications from a Michigan Medicine CoreImage Device

Michigan Medicine uses a standard “CoreImage” software configuration for desktop, laptop, and tablet devices. A device that has the CoreImage installed already has the software tools, security features, and device management features that Michigan Medicine users need. This includes the Citrix Receiver.

The procedure you use to open your applications from a CoreImage device depends on whether you are connecting from within the Michigan Medicine network or connecting from outside of this network.

Access Your Applications on a CoreImage Device from Within the Michigan Medicine Network

You are considered within the Michigan Medicine network if any one of the following apply to your situation:

- You are physically located at a Michigan Medicine facility and hard-wired to the network.
- You are connected to the UMHS-8021X WiFi network.
- You are connected to the Michigan Medicine VPN.

From within the Michigan network, you can simply open your applications (aka: apps) directly on your PC or device.

NOTE: If you’re on a Windows PC look for the application in your Windows Start Menu or on the task bar.

Access Your Applications on a CoreImage Device from Outside the Michigan Medicine Network

From outside the Michigan network, you can open your applications (aka: apps) directly on your PC or device.

NOTE: If you’re on a Windows PC look for the application in your Windows Start Menu or on the task bar.

However, from outside the Michigan Medicine Network you will be required to step through a Duo Two Factor authentication, like the following, before using the app.
You will be prompted with a Citrix Receiver Log On screen, similar to one of the following.

1. In the Citrix Receiver window, type in the following information to satisfy the requirements for logging in with two-factor authentication (i.e., Duo):
   - **User Name:** Type in the uniqname portion of your Michigan Medicine login (A).
   - **Password:** Type in your Michigan Medicine Level 2 password (B).
Accessing Hosted Applications from Outside the Michigan Medicine Network

- **Passcode / Token:** You have three options for what you can type into this field:
  
  - Type the word **PUSH** if you’d like Duo to push a notification alert to whatever device you previously registered when you set up Duo (for example, to your personal cell phone). Subsequently, confirm the alert that is pushed to your Duo-registered device.
  
  - Type **PHONE** if you’d like the Duo system to call you on whatever phone you previously registered when you set up Duo (for example, to your personal cell phone). Subsequently, answer the phone call and follow the instructions you are given to confirm the phone alert.
  
  - You have the option of typing in a Duo passcode into this **Passcode/Token** field. To do this, open Duo on your smartphone or other device, click on the Duo key icon to view the actual passcode number, then type that number into the **Passcode/Token** field.
  
  - If you happen to carry a Duo Security Token fob, you can in the code from the fob into the **Passcode/Token** field.
  
- **Domain:** Type **umhs** for your Domain name. **NOTE:** Not all devices will prompt for a Domain name.

2. After typing values into all the fields, click **Log On** or **Go** to open the application.
Troubleshooting

This section contains explanations for common errors as well as information for how to contact the service desk for assistance.

Resolving Common Errors

Below is an error you may encounter, along with a suggested resolution.

<table>
<thead>
<tr>
<th>Protocol Driver Error</th>
<th>This is a generic error that displays when you are not connected to the Citrix servers.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Resolution</td>
<td>Verify your network cable is plugged in tight and that your WiFi is working.</td>
</tr>
<tr>
<td></td>
<td>Verify you can access the Virtual Places website at <a href="https://vplaces.med.umich.edu">https://vplaces.med.umich.edu</a></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Citrix Receiver cannot create a secure connection</th>
<th>Citrix Receiver cannot create a secure connection.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Resolution</td>
<td>Step through each of the following network recommendations and then try again:</td>
</tr>
<tr>
<td></td>
<td>- If you are physically located at a Michigan Medicine facility, make sure you are not hard-wired to the network.</td>
</tr>
<tr>
<td></td>
<td>- Make sure you are not connected to the UMHS-8021X WiFi network. Make sure you are not connected to the Michigan Medicine VPN.</td>
</tr>
</tbody>
</table>
Contacting the HITS Service Desk
There are multiple ways to contact the HITS Service Desk.

WEB REQUEST FOR ASSISTANCE: SERVICENOW
Submit a ServiceNow ticket by clicking here.

PHONE CALL
For urgent issues and immediate concerns, please contact the HITS Service Desk at 734-936-8000. Service Desk assistance is available 24 hours a day, 7 days a week. Following are some of the prompts to help direct you to the appropriate person.

- Option 1: for MiChart non-providers
- Option 2: for clinical applications
- Option 3: for business applications and general computing
- Option 4: for MiChart providers

HELP ME NOW WALK-UP ASSISTANCE
Visit a Help Me Now walk-up location for in-person assistance. Click here for available locations.