

## How to Access Connect.Lifespan.Org

**Description:** This document outlines the process on how to log on your Citrix session remotely using <https://connect.lifespan.org>. If you do not have Citrix Workspace installed, please review the Citrix Workspace installation guides based on your device. You will be prompted for your MFA code when you access <https://connect.lifespan.org> outside of a Lifespan facility.

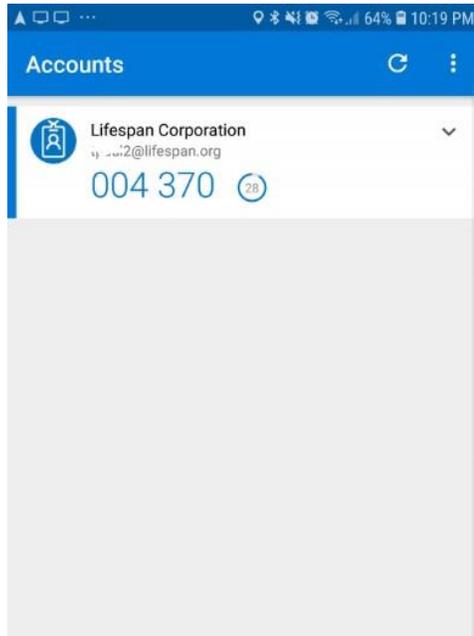
1. Enter <https://connect.lifespan.org> in your browser.
2. Login with your Lifespan ID and Password.



After you click the Log On button, you will need to complete the MFA challenge.

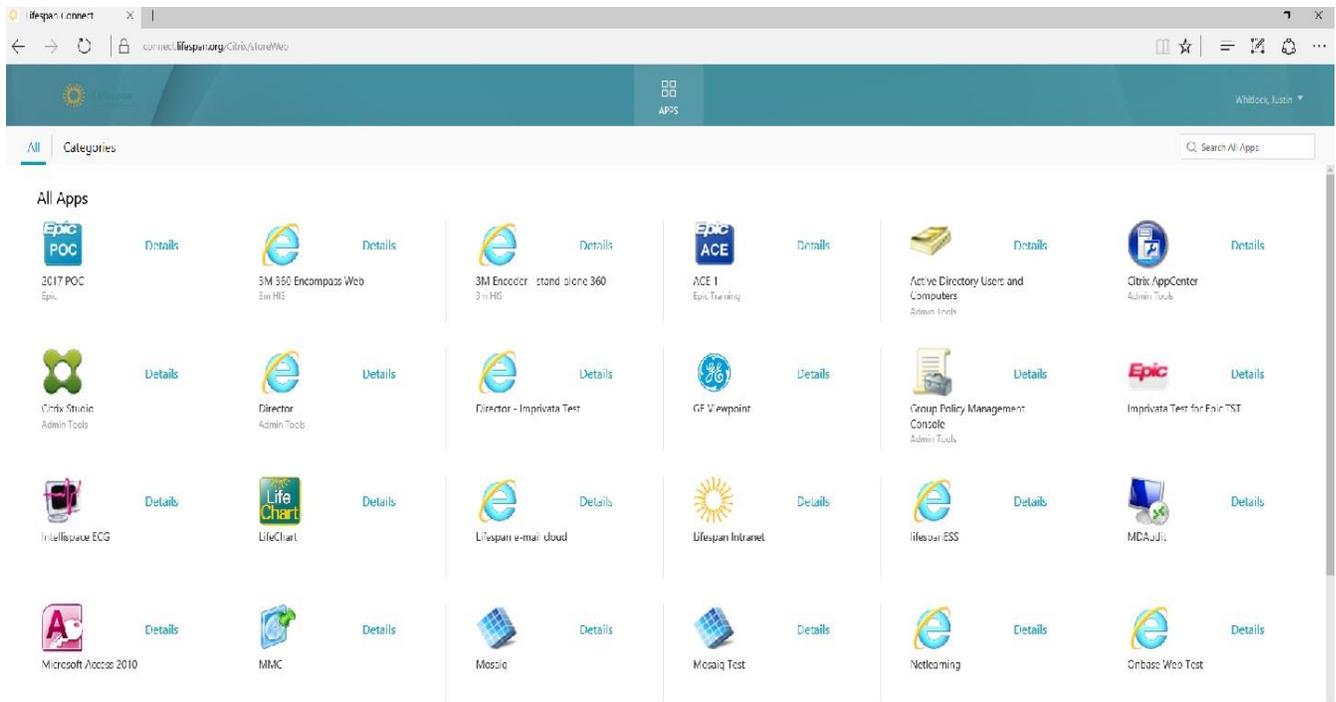
3. You will need to reply with one of the **4 possible MFA responses** to complete the MFA challenge:
  - Press “Approve” on your phone’s notification or open the Authenticator App and press Approve
    - i NOTE: There will be NO change on your computer screen until after you click Approve on your phone
  - Open the Microsoft Authenticator App and read the 6 digit “Code” from the app and key that Code into the form that opened on your computer.
    - i Note that you must key the code into your computer and click the Verify button on your computer BEFORE the small countdown timer gets to 5. If you do not get the Verify button clicked in time, read the new/next code from your phone key that into your computer.

ii If the Authenticator App does not show the code, press on the down arrow



to "Show code"

- Answer the phone call to your phone and press the # key, wait 5 seconds and hang up the call.
    - i NOTE: There will be NO change on your computer screen until after you press the # key on your phone
  - Read the code in the Text message received on your phone and key that code into the form on your computer.
3. At the next screen you should see all your applications. To launch an application, click on the icon.



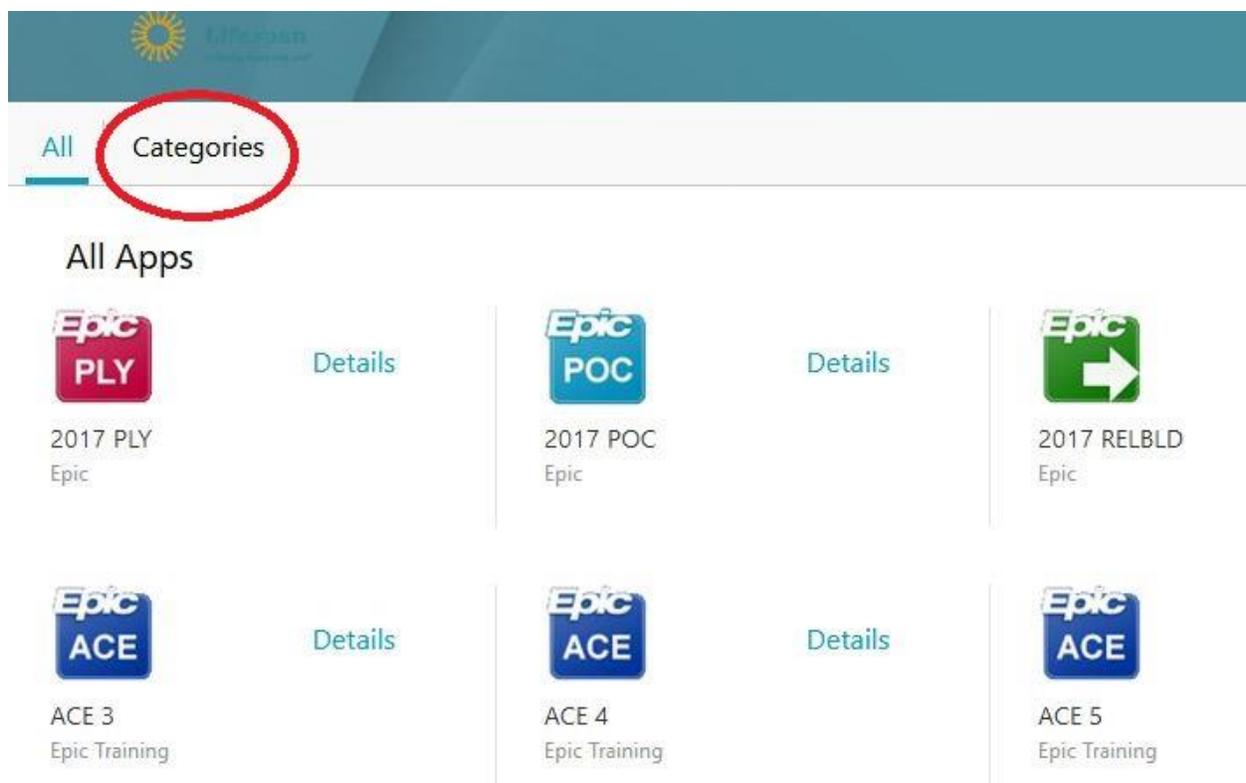
4. After launching an application, you may see the below message



If you see this please check off “Do not ask me again for this site.” And then hit “Permit use”



**\*\*\*Note\*\*\*** By default it shows the All Apps view. If you prefer a more classical folder type view, click the Categories tab at the top left.



In Categories view, the applications that do not have folders can still be accessed by clicking on their icons. For the applications that have folders, click the folder and then click the application



APPS

All Categories

2 3m HIS

8 Admin Tools

2 Epic

1 Epic Training

 Details  
Director - Imprivata Test

 Details  
GE Viewpoint

 Details  
Imprivata Test for Epic TST

 Details  
Intellispace ECG