



Catholic Health Associate HUB Portal – Remote Access Instructions

Step 1) Open a web browser (i.e. Google Chrome, Microsoft Edge, Safari or Firefox) and go to: <https://portal.chsbuffalo.org> . You will be taken to <https://catholic-health-system.chsbuffalo.org>. **Internet Explorer will not be supported as of May 2022.**

Step 2) You will first be prompted for your username. Please enter your ‘AD’ username in the ‘Enter your username’ field and click ‘Next.’ **Note: only enter your username, do not enter your email address or put anything before your username.**

Step 3) You will next be prompted for your password. Please enter your ‘AD’ password in the ‘password’ field and click ‘Sign in.’

Step 4) If you have already enrolled in Duo, continue to the next step. If you have not enrolled in Duo, you will be prompted to do so. Follow the Duo Enrollment Guide found under the ‘Logins’ section of <https://www.chsbuffalo.org/associates>

Step 5) After you set up Duo with your phone number, you will be able to authenticate using Duo

→ **Send Me a Push:** use if you have the Duo Mobile app, then click “Accept” on your smartphone

→ **Call Me:** use if you have a home phone, desk phone, or flip phone to get a phone call, then hit any key on the phone

→ **Enter a Passcode:** use if you have a non-smartphone, then click the “Text me new codes” button to get a SMS test message with a one-time Passcode

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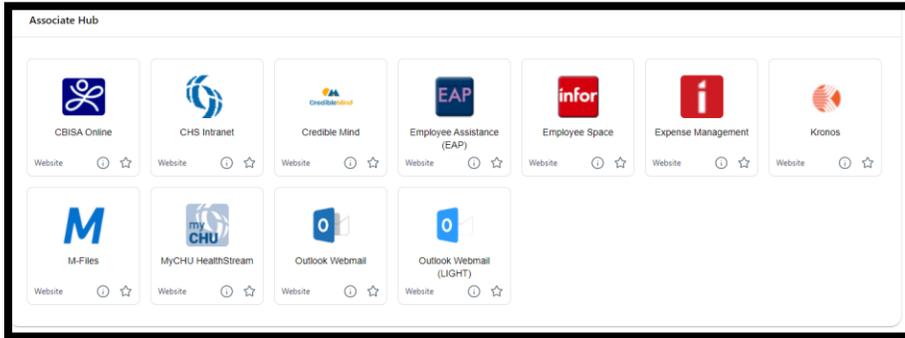
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Step 6) After Duo Authentication, click on 'Apps' at the top of the page.

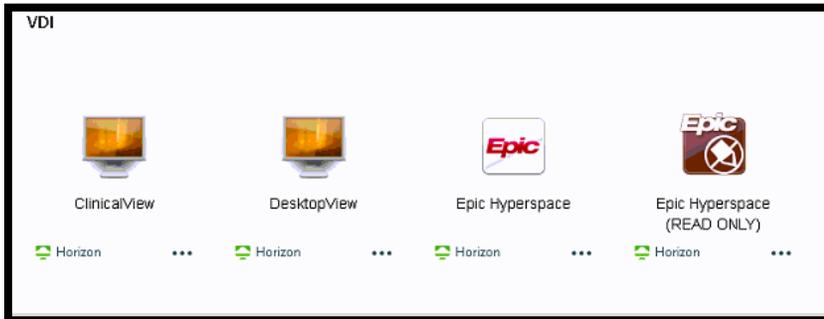


You will be presented with the Workspace One Access Catalog.

For accessing Associate/Employment related items (Intranet, Lawson, Kronos, MyCHU), see the 'Associate Hub' section. Single-click on the resource(s) you need.



For accessing remote access items like Virtual Desktops or Published Applications, see the 'VDI' section. Single-click on the resource(s) you need. (Application/Desktop availability will differ based on requested access). **NOTE: If you do not already have the VMware Horizon Client installed, please click on the link for 'VMware Horizon Client Download' then download and install the appropriate version (Windows, Mac, etc.)**.



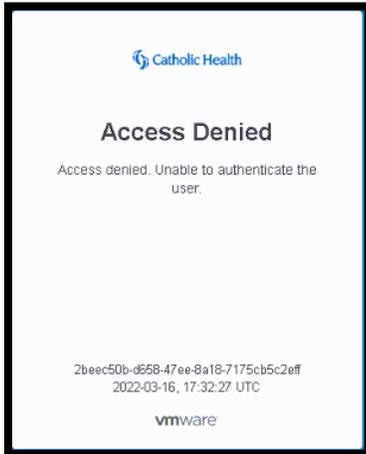
You may be prompted to 'launch' the VDI desktop/application, click 'Launch'.

See next page for troubleshooting.

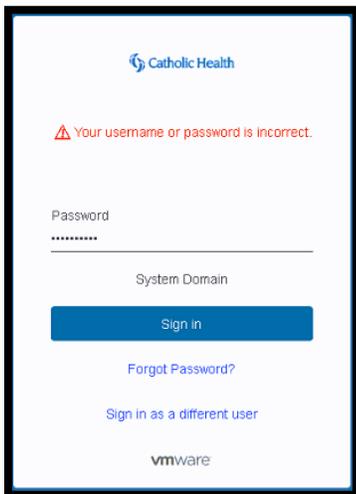


Troubleshooting:

- You receive the error message below after entering your username and did not receive a prompt for password; If your account was just created at Catholic Health, please try again after a minimum of two hours. If you have retried after two hours or your account is not new, you may not have Duo access groups. **Please contact the CHS Help Desk (information below) to confirm access/next steps.**



- You receive the error message below after entering your username and password; Confirm you are entering your username correctly. If your account was just created at Catholic Health, please try again after a minimum of two hours. If you have retried after two hours or your account is not new, your account may not be synced with the portal. **Please contact the CHS Help Desk (information below).**

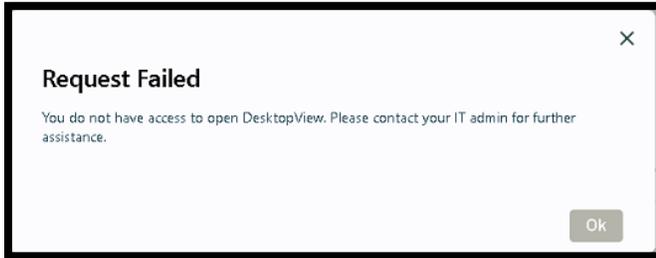


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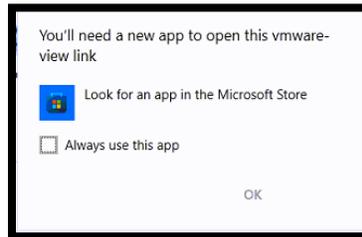


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- You receive an error message similar to below when you try to click on an app under ‘VDI’ in the Portal Catalog; this is due to not having Remote Access privileges beyond standard Associate access. **If you believe you require full remote access, please discuss with your supervisor or Catholic Health resource to request ‘Duo Remote Access’.**



- You receive a message similar to below after launching a VDI desktop/application or it appears to launch but the VDI desktop/application does not open after clicking the ‘launch’ button; This is most likely due to not having the VMware Horizon Client installed. Confirm you have the VMware Horizon client installed - **At the top of the application portal ‘apps’ page is a link to download the VMware Horizon Client.**



- Unsure of your Active Directory Username or Password?
 - Active Directory username/password are used for all of the following:
 - Logging into a Catholic Health or Trinity Medical computer
 - Logging into Epic Hyperspace
 - Logging into Syngo or MergePACs
 - If you know your username and password for one of these, you know your Active Directory username and password.
 - **If you are still unsure, please contact the CHS Help Desk (information below).**

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- Why can't I download or use the "Duo Mobile" app on my smartphone?
 - Verify you are searching on the App Store/Play Store for "Duo Mobile" (**not the Google Duo app, which will not work with CHS remote access**).
 - You may need to enter your Apple or Google email address or password while trying to download the Duo Mobile app. If you do not know your Apple or Google password, you may need to contact their support for assistance (**CHS cannot assist with resetting your Apple or Google password**).
 - If your phone asks you for payment method information while downloading the "Duo Mobile" app you can usually use the "Skip" option to enter the information at a later time. **Duo does not require any kind of payment information to operate.**
 - "Camera permission" is **REQUIRED** for the Duo Mobile app barcode scanner to work while syncing your CHS Duo account. Please grant access to your camera when installing the app.
 - Make sure your smartphone date and time are correct and verify that the date and time phone settings are set to automatic/sync if necessary.

- What happens if I get a replacement smartphone?
 - Use Apple or Android backup and restore feature to automatically get the Duo Mobile app back on your phone. The Duo Mobile app will ask you to sign in to CHS login page so that it can verify your identify and restore your settings.
 - If you are unable to restore the app and have no other devices set up with Duo, please contact the CHS Help Desk (information below) to have your Duo account reset and then follow the Duo Setup instructions above to re-install and re-setup your Duo Mobile app.

If you have any issues or questions, please contact the Catholic Health Help Desk at (716) 828-3600