



Memorial Sloan Kettering  
Cancer Center

**DigITs**

DIGITAL, INFORMATICS, TECHNOLOGY

# Working Remotely

A Guide for Staff

DigITs IT Services

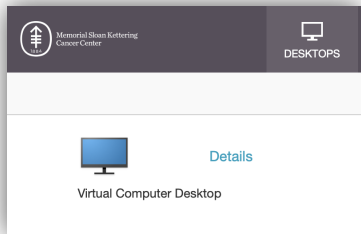


**Updated: April 2021**

# Your Remote Access Essentials: Virtual Desktop & PingID

These two key tools are essential for MSK staff who need to work remotely

## Virtual Computer Desktop (VCD)



- **What is it?** Virtual Computer Desktop (offered in Clinical and Non-Clinical variations) provides cost-efficient access to an MSK standard desktop on a shared, server-based platform, enabling remote access for a mobile and flexible workforce.
- **Who has it?** By default, all MSK employees have access to VCD. Depending on the job role, the Clinical or the Non-Clinical version of the VCD will be automatically presented.
  - If you are a Clinical user connecting to VCD from a remote location, “Remote HIS” approval is needed for accessing the Clinical version. Most clinicians (MDs, Nurses, APPs, etc.) are pre-approved.
  - Other clinical staff needing access to Clinical VCD remotely should request it from their manager, who is advised to make a single request to the Help Desk.

## PingID



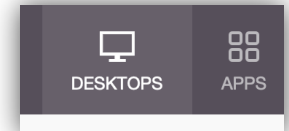
- **What is it?** PingID is a two-factor authentication app for your smartphone. It is your key to remote (off-site from MSK) access to a variety of critical applications and websites including your MSK email/calendar, OneMSK, Workday, MSK Time, ezNotify, and others.
- **Who has it?** All MSK employees can register for PingID and put it on their smartphone. If you have never registered for PingID, please contact the Help Desk at 646-227-3337 or use the [PingID registration site](#) while on the MSK network.

# How to get set up

If you are registered for PingID, follow these [2 steps](#) to conduct work remotely:

If you have not registered for PingID, please contact the Help Desk at 646-227-3337 (off-site) or [enroll your device](#) (on-site).

1. **Access your Virtual Desktop** here: <https://start.mskcc.org>. Once logged in, select the “DESKTOPS” icon in the top bar of the screen [Tip: If it doesn’t load the desktop, refresh the page]



To access your virtual desktop, you will need the following:

- A personal or MSK-issued Desktop or Laptop (PC or Mac) with any Internet browser
- The latest **Citrix Receiver client** (v4.12 or later recommended for Windows) available here: <https://citrix.com/receiver>. This install may take several minutes. [Tip: you can skip the Citrix receiver installer step that asks you for your email]

2. **Once you are in your VCD**, open a web browser (Internet Explorer and Google Chrome are both available) or application of choice to begin working remotely.

If you still need help with these steps, the **Help Desk** is open 24x7 at **646-227-3337**

# Other Resources Available to Support Remote Access

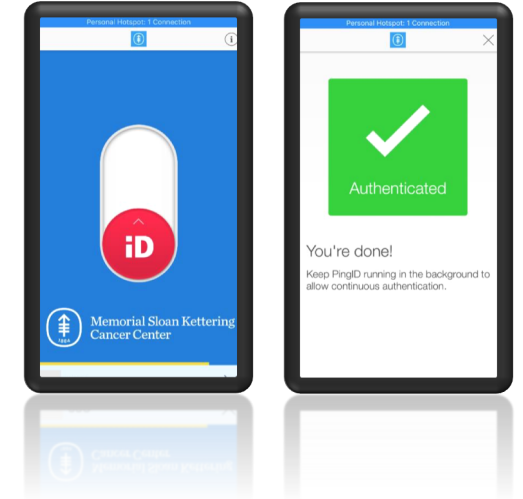
If you need to...	You can...
Call or page someone	Dial 646-227-3333 and be connected through voice prompts.
Enter your time	Go to <a href="https://mskoffice.mskcc.org">https://mskoffice.mskcc.org</a> and click on MSK Time.
Check email	Go to <a href="https://mskoffice.mskcc.org">https://mskoffice.mskcc.org</a> and click on Outlook.
View OneMSK	Go to <a href="https://mskoffice.mskcc.org">https://mskoffice.mskcc.org</a> and click on OneMSK.
Use Workday	Go to <a href="https://mskoffice.mskcc.org">https://mskoffice.mskcc.org</a> and click on Workday.
Access Video Central	Log on to your Virtual Computer Desktop
Request Vendor Remote Access	Submit a <a href="#">Third Party Remote Access Request via The Spot</a> or call the Help Desk.

Note: You will need to set up PingID on your phone to access the above (see slides 2-3 for enrollment details).

[VideoCentral](#) must be accessed from the MSK network using either a virtual desktop or VPN

For clinicians (VCD only), [here is a cheat sheet](#) on how to access clinical applications

MSK VPN is available for technical support staff and users that have requirements not suitable for a Virtual Desktop. If you need VPN, please contact the Help Desk at **646-227-3337**.



# Other Resources Available to Support Remote Access

## Need to set up a phone or web conference?

- Teams, Zoom, and Webex meetings can be scheduled from Outlook
- Teams chat, audio, and screen sharing (from Desktop to Desktop) can be started from the Desktop
  - Zoom: <https://meetmsk.zoom.us>
  - Webex: <https://onemsk.webex.com>
- Managed, facilitated MSK Webex and Zoom meetings are available. Call 646-888-3750 or email [video@mskcc.org](mailto:video@mskcc.org) for details.

### How will MSK contact me if they need to?

MSK uses **ezNotify** – a critical communications solution. Messages will be sent to any device you registered – MSK email, personal email, MSK cell phone, personal cell phone, MSK text, personal text, and pagers. If you have not registered your devices, please do so today at <https://eznotify.mskcc.org>.

Submit a request for help on [The Spot](#) or call the Help Desk at 646-227-3337



# Turning vision into action



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