



Memorial Sloan Kettering  
Cancer Center

**DigiT**s

DIGITAL, INFORMATICS, TECHNOLOGY

# Working Remotely

A Guide for Staff

DigiT's IT Services



March 2020

# Your Remote Access Essentials: Virtual Desktop & PingID

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

- **Virtual Clinical Desktop (VCD) and Virtual Non-Clinical Desktop (VND)**



- **What is it?** Authorized staff can access MSK clinical applications through a Virtual Clinical Desktop (VCD) or non-clinical applications through a Virtual Non-Clinical Desktop (VND), depending on job role. The VCD and VND are exact replicas of the MSK standard clinical and non-clinical desktops. Both have access to the MSK network, however, you cannot print locally or save files to a USB/CD.
- **Who has it?** By default, all clinicians (MDs, Nurses, APPs) are pre-approved for access to VCD. Non-clinicians needing access to VCD or VND (depending on job role) should request it from their Managers who are advised to make a single request to the Help Desk.

**Note:** For COVID-19 response, most staff have been pre-approved for remote VCD or VND and can register using instructions on the next slide without contacting 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, MSKTime, EzNotify, and others.
- **Who has it?** All MSK employees can register for PingID and put it on their smartphone. Note: If you need to enroll in PingID and are already using a remote VCD/VND or are on the MSK network, skip to step 3 on the following slide

# How to get set up

Following these [3 steps](#) will provide you with access to conduct work remotely:

1. **Create a PIN** for Virtual Desktop access here: <http://ezpin.mskcc.org>
2. **Access your Virtual Desktop** using your PIN 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]
3. **While in your VCD or VND, open a web browser** (Internet Explorer and Google Chrome are both available) and **Set up PingID** here: <http://pingid.mskcc.org>. Follow the instructions for Ping enrollment (video tutorial available [here](#))

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 MSKTime.
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 Desktop or VPN.
Request Vendor Remote Access	Submit a “Third Party Remote Access Request” via MyIT or call the Help Desk.



Note: You will need to set up PingID on your phone to access the above (see slide 3 for enrollment instructions).

[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?

- WebEx meetings can be scheduled from Outlook  or from <http://onemsk.webex.com>
- Skype sessions (from Desktop to Desktop) can be started from the Desktop or from Outlook 
- Teams chat, audio, and screen sharing (from Desktop to Desktop) can be started from the Desktop 
- Managed, facilitated MSK WebEx Meetings are available (can include up to 60 participants connecting to a conference room or 500 WebEx users). Call 646-888-3750 or email [video@mskcc.org](mailto:video@mskcc.org).

## • What do I do if I need help setting up my ez2Factor or PINGID?

- **DigiTs staff will be at all the clinical locations ready to assist. M-F 9:00-5:00**
- **Look for the sign “DigiTs – Employee Remote Access Support)**
  - Koch – 73<sup>rd</sup> St. entrance
  - 1275 – Main Entrance Lobby @ York
  - 1275 - C Entrance @68<sup>th</sup> St.
  - Outpatient A building - Main entrance
  - 53<sup>rd</sup> St. – Lobby Main Entrance
  - Josie - Lobby Main Entrance
  - Kimmel – Lobby Main Entrance
  - 1133 – 1<sup>st</sup> Ave Entrance – Main Lobby

### 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>.

# Turning vision into action



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