Using WebVPN

Connecting to BCH when you are working remotely

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About WebVPN

Use WebVPN to connect to hospital resources remotely. The resources you can access include:

- **Web Bookmarks**: Access internal resources such as the Children's Today and Kronos.

- **Windows file shares**: Access your S and P drives.

- **Remote Desktop**: Connect to your work computer remotely.

Requirements

Before you can use WebVPN, you need to have Remote Access permissions enabled for your BCH account, a valid cell phone number in PeopleSoft and Duo Mobile installed and registered your cell phone.

To obtain Remote Access permissions and a registration link to Duo Mobile, have your manager complete an OAR form on your behalf.

Accessing WebVPN

Use Duo Mobile to access WebVPN. Follow these steps:

1. Open your browser, and enter *https://webvpn.childrens.harvard.edu*

2. Enter your BCH username and password.

3. Click [Sign In]. The Duo Mobile screen appears.
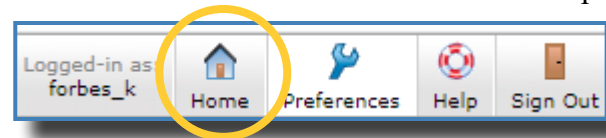
4. Click [Send Me a Push].

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A notification appears on your phone.
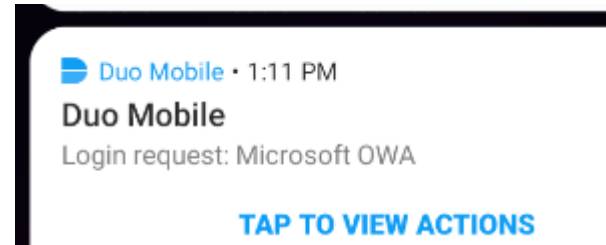
5. Open the notification on your phone, and click **Accept**. You are automatically logged into WebVPN. The WebVPN Home page appears.
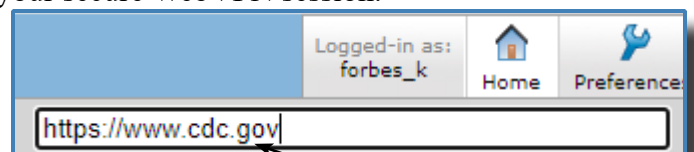
Using WebVPN

The WebVPN toolbar appears at the top of the page. Use this toolbar to return to the WebVPN home page.

Securely browsing with the Browse field

Use the Browse field to securely browse the web from your secure WebVPN session.

Browse field

To browse to an external site

1. In the Browse field, type the URL. For example, type https://www.cdc.gov.

2. Click [Browse].

3. To return to the WebVPN Home page, click [§].

Browsing your shared drive

You can also use the Browse field to quickly navigate to your shared or personal drive.

Note: Remember, shared drive names are case-sensitive. If your shared drive name is MYTEAM, then myteam will not work.

To browse your shared drive

1. In the Browse field, type the path to your share. For example, type \\Clinical\9East\doe_j.

2. Click Browse .

3. When prompted, enter your BCH username and password.

4. If prompted for a domain, enter either CHBoston or Cardio.

5. Click Continue .

Note: To create a permanent link to your shared drive, see *Connecting to your shared drives*.

Accessing web sites

Use the WebVPN Home page to create links to frequently accessed websites.

About the Web Bookmarks section

The Web Bookmarks section of the home page allows you to easily access web pages. By default, the bookmarks that you have created appear at the top.

By default, bookmarks created by ISD appear below the ones that you have created.

About icons that appear in the Web Bookmark section

Dark gray icons appear in the first Web Bookmark row, and light gray bookmarks appear after each individual bookmark. There are also screen icons before each bookmark.

Icon	What it means
	Add a new bookmark.
	Use the dark gray edit icon to change panel preferences.
SharePoint	A single screen icon in front of a bookmark indicates that the link will open in the same window.
PMO Site (Hoteling)	A double screen icon in front of a bookmark indicates that the link will open in a new window.
	Force the bookmark to open in a new window, regardless of the default setting.
	Use the light gray edit icon to edit the bookmark settings.
	Delete the bookmark.

To access a web page

1. Log into WebVPN.

2. In the Web Bookmarks section, click a link.

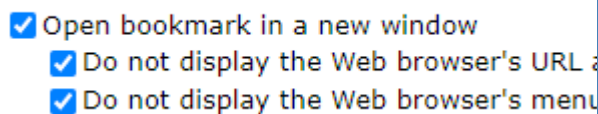3. To return to the WebVPN Home page, do one of the following:

   • If the bookmark opened a new window, click ✕ to close the window and return to the home page.

   • If the bookmarked opened in the same window, click to return to the home page.

Bookmarking websites

In the Web Bookmarks section, there are bookmarks created by ISD and there are bookmarks created by you. You cannot edit or delete bookmarks created by ISD, but you can add, edit, and delete your own bookmarks.
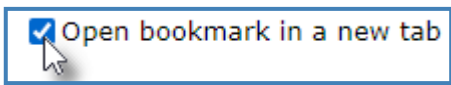
To create a bookmark

1. Access the WebVPN home page.

2. In the Web Bookmarks title bar, click ➕. The Add Web Bookmark page appears.

3. In the Bookmark Name field, enter a name for your bookmark, for example, CDC Website.

4. In the URL field, type or copy the URL for your bookmark, for example https://www.cdc.gov.

5. To force the bookmark to open in a new window, check the **Open bookmark in a new window** box.
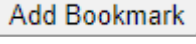
    ☑ Open bookmark in a new window
    　☑ Do not display the Web browser's URL a
    　☑ Do not display the Web browser's menu

    The two options below the checkbox are automatically checked. Do not uncheck them.

6. To open the bookmark in a new browser tab, check the **Open bookmark in a new tab** option.

    ☑ Open bookmark in a new tab

    All previously checked options are unchecked.

7. Click Add Bookmark. The WebVPN home page reappears and your bookmark is added to the Web Bookmarks section.

To edit a bookmark

1. Access the WebVPN home page.

2. In the Web Bookmarks section, find the bookmark to edit, and click ☰. The Edit Bookmark page appears.

3. Make your changes and click Save Changes.

To delete a bookmark

1. Access the WebVPN home page.

2. In the Web Bookmarks section, find the bookmark to delete, and click 🗑 .

Sorting bookmarks
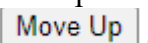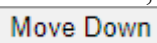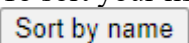
You cannot sort the permanent bookmarks ISD created for you, but you can sort or rearrange your own bookmarks.

To sort your bookmarks
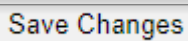
1. From the WebVPN home page, in the Web Bookmark title bar, click ☰.

    The Panel Preferences page appears.

2. To move a bookmark up or down in the list, select it, and then click Move Up or Move Down.

3. To sort your list alphabetically, click Sort by name.

4. If you want your personal bookmarks to appear below the bookmarks that ISD created, check the **Display my web bookmarks before my permanent web bookmarks** box.

    Options
    ☑ Display my web bookmarks before the per

5. Click Save Changes.
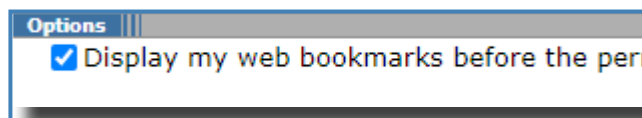
Accessing your email

1. Access the WebVPN home page.

2. Click the **Outlook Web Access** link, as shown below.

    Outlook Web Access
    Web access to Exchange
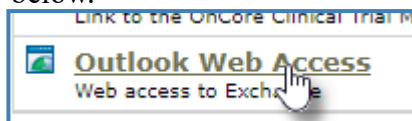
3. Enter your BCH Username and password, and click **Sign in**.

Connecting to your shared drives

Your P drive automatically appears when you log into WebVPN, but you need to create a link to your shared drives and folders. To bookmark your shared drive, you need to know the full path to your drive. If you are working on an eWorker laptop from home, you can figure out the path to your shared drive from home. If you are not working on a BCH laptop, you may need to use Remote Desktop to map your drive, or contact the Help Desk.

Note: For more information about Remote Desktop, see *Using Remote Desktop*.

To find the full path of your shared drive

1. From your BCH eWorker laptop or from a Remote Desktop session, press the **Windows Key** + **<R>**. The Run window opens.

2. Type `cmd` and press **<Enter>**. The Command window opens. A list of all mapped drives appears.
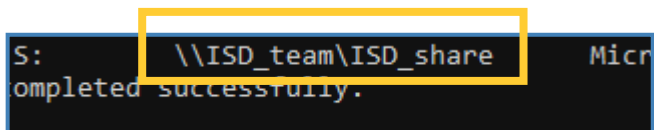
3. Type `net use` and press **<Enter>**.

Note: Net use is two words.

4. Note the path of your shared drive, and write it down.

Note: It is important to note the backward slashes and the capitalization.

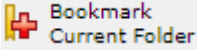### About bookmarking a shared drive

Bookmarking a shared drive is a little different than bookmarking a web page. You will have to browse for the shared drive first, and then bookmark it.

To bookmark a shared drive

1. Access the WebVPN home page.

2. In the Browse field, type the full path of your shared drive.
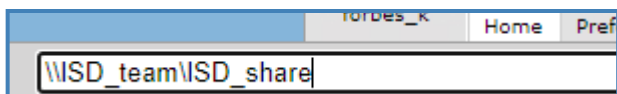
3. Click **Browse**.

4. When prompted, enter your username and password.

5. In the Domain field, enter chboston unless you work in the cardio domain, then enter cardio.

6. To bookmark one or more folders on your shared drive, do one of the following:

   - To bookmark the entire shared drive, click **Bookmark Current Folder**.

   - To bookmark one or more individual folders on the shared drive, check the folders to bookmark and click **Bookmark Selected...**.

To create a folder

1. Browse to your bookmarked shared drive.

Note: See *Connecting to your shared drives* for more information.

2. Click **New Folder...**.

3. In the Folder Name field, type a name for your folder.

4. Click **New Folder...**.

Uploading and downloading files

You can upload up to 5 files at a time to your shared drive. If you want to upload more than 5 files or an entire folder, you must create a .zip file.

Note: The file limit for uploading files is 500 mb.

1. Browse to your bookmarked shared drive.

2. Click **Upload Files...**. The Upload Files page appears.

3. Click **Choose File**. The Choose File window opens.

4. Navigate to the location of the file to upload.

5. Select your files and click **Open**.

Note: If you are uploading a zip file, check the **uncompress .zip** box to have the files automatically unzipped on upload.

rof...FR-LED.zip
☑ Uncompress .zip
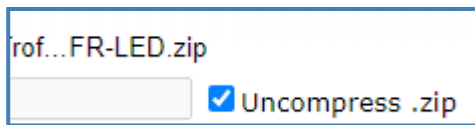
6. Repeat step 5 if necessary, to upload additional files.

7. To replace an existing file in your shared folder, enter the name of the file to replace in the Save As field.
For example, to replace a file called Budget2021 with a new file you are uploading, enter Budget2021 in the Save As field.

Save As: Budget 2021

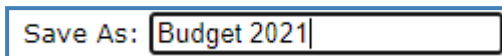*Note:* If you don't enter a name in the Save In field, and a file with the same name already exists, the uploaded file with have a time stamp appended to it. For example, Budget 2021 will be uploaded as Budget 02-01-2021-14-20.

8. To upload the file, click Upload . The Upload Status page appears. Your file is uploaded to the shared drive.

9. To close the Upload window, click Close .

Downloading files and deleting files

You can download one or more files at a time. If you download more than one file at a time, they will be downloaded as a zip file.

To download a file

1. Access the folder that has the file to download.

2. Click the file name.

3. If any on-screen prompts appear, follow the screen directions to save the file.

The file is downloaded to your computer.

To download multiple files a zip file

1. Access the folder that has the files to download.

2. Check the box before each file to download.

☑ test.pdf
☑ test.pdf.xlsx
☑ test.xlsx
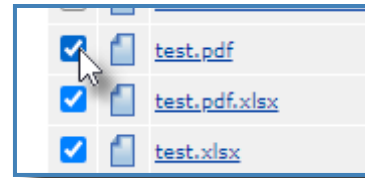
3. Click Download... . The Download Files page appears.

4. Enter a name for your zipped file.

5. Click Download Files .

6. If any on-screen prompts appear, follow the screen directions to save the file.

Deleting files

1. Check the box before the file or folder to delete.

2. Click Delete... . The Confirm Delete screen appears.

3. Click Yes to delete the folder or file.

Note: Once you delete a file or folder, it is permanently deleted and cannot be restored.

About your P drive

Your P drive appears automatically when you log into WebVPN. If it does not appear or if you accidentally delete it, contact the Help Desk.

Accessing hospital applications

You can use either Remote Desktop or Terminal Services to access an application.

• Use Remote Desktop to access content on your work computer if you have Remote Desktop User access. Remote Desktop is only available for users with a private computer.

• Use Terminal Services to access clinical applications such as PowerChart or FirstNet.

Using Remote Desktop

Use Remote Desktop to access your primary work computer. You need Remote Desktop Permissions to use Remote Desktop. To request Remote Desktop Permissions, have your manager complete the OAR form requesting access.

You must also have a private computer. You can not use Remote Desktop to access a Shared Computer.

Note: These are basic instructions for using Remote Desktop. For complete instructions, see *Using Remote Desktop.*

To use Remote Desktop

1. From the WebVPN home page, in the Terminal Sessions section, click ⬚. The Add Terminal Services Session page appears.

2. In the Session Type field, verify that **Windows Terminal Services** is selected, as shown below.
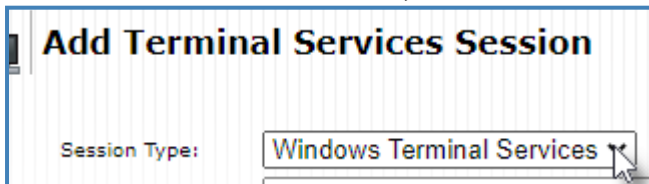

3. In the Bookmark Name field, enter the bookmark name for your computer, for example, Work Computer.

4. In the Host field, enter the name on the BCH tag affixed to your computer. For example, enter PVTW1012345.chboston.org.

Note: For more information about finding the name of your computer, see *Using Remote Desktop*.

5. In the Color Depth field, select 32-bit, (True Color).

6. In the Connected Devices section, do one or more of the following:

    • To be able to hear sound from your remote computer, check the **Connect Sound Devices** box.

    • To print to work computers, check the **Print to local printers** box.

• To enable copying between your work computer and remote computer, check the **Allow clipboard sharing** box.

7. To create the connection, click Add .

Using App Launcher

App Launcher is an application that WebVPN uses to create a connection to a remote computer or to Citrix.

To verify if App Launcher is already installed on your computer

If App Launcher is already installed on your computer, the remote session will begin when you click the bookmarked link, or, the **Open Pulse Secure Application** button will appear, as shown below.
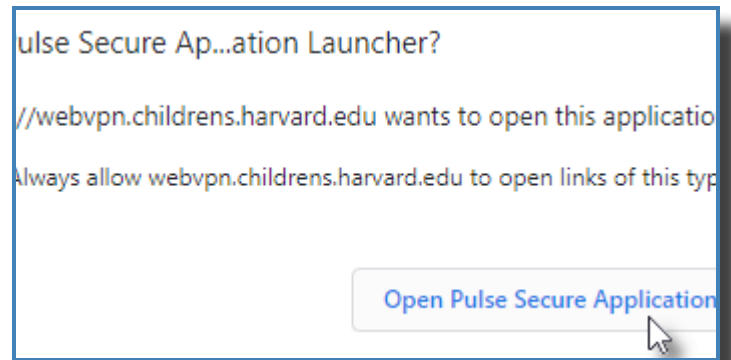
If the session does not start, or, the button does not appear, you may need to install App Launcher.

Note: Before you download and install App Launcher, try accessing WebVPN from another browser. Sometimes a security update to your browser may temporarily stop WebVPN from finding an installed App Launcher.

To install App Launcher

1. Click the bookmark you just created to your work computer.

2. If the session doesn't start or the App Launcher button does not appear, click

    Download .

3. Click the downloaded file to open it, and follow the on-screen instructions.

6

Accessing Citrix

Citrix Applications such as FirstNet and PowerChart have already been bookmarked for you in the Terminal Services section of WebVPN.

App Launcher is required to access Citrix from WebVPN. See *Using App Launcher* for more information.

To launch a Remote Desktop session or Citrix application for the first time after installing the App Launcher

1. After you have downloaded an installed App Launcher, you are ready to access your work computer or a Citrix application.

2. Access the WebVPN home page.

3. Click the bookmarked link to your work computer or to a Citrix application.
   A pop-up window appears.

4. To navigate directly to the remote session next time, check the **Always allow webvpn.tch. harvard.edu to open links of this type** box.

5. Click Open Pulse Secure Application Launcher .

6. If prompted, enter your username and password to start the session.

Note: You may need to enter your username and password again to log into your work computer.

To access Citrix

1. Access the WebVPN home page.

2. In the Terminal Sessions section, click a link to a Citrix application. For example, click PowerChart.

3. If prompted, enter you username and password.

Logging out

You will automatically be logged out of WebVPN after 15 minutes of inactivity. To manually log out of WebVPN, click **Sign Out**, as shown below.
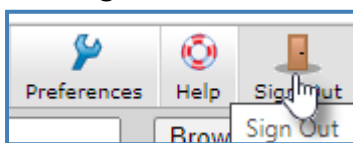
Getting more help

To get more help, contact the Help Desk at extension 5-4357, or call 617-355-4357 if you are outside the hospital. You can also send an email to help.desk@ childrens.harvard.edu.