MyPractice Community

4CornersHome Remote Access Instructions

MPC Help Desk: 216.442.0440 *or*
mypracticecomm@ccf.org

| User: |
| Login Name: |

You have been granted remote access via the 4Corners Home remote access portal, intended for use on personal computers. 4Corners Home requires your MPC Portal login and password, along with a code from the Symantec VIP app on your smartphone for logging into the system. Contact the MPC help desk if a smartphone is not available.

STEP 1: DOWNLOAD THE VIP ACCESS APP

2.1   Download and install the **VIP Access app** from the Apple app store (iOS), Google Play Store (Android) and the Windows Mobile App Store (Windows).

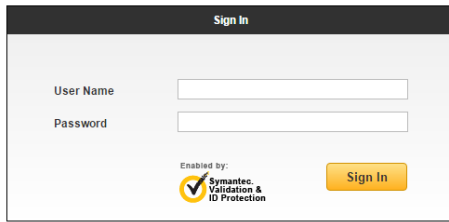**2.2**   After opening the VIP Access app, the screen should look as follows:
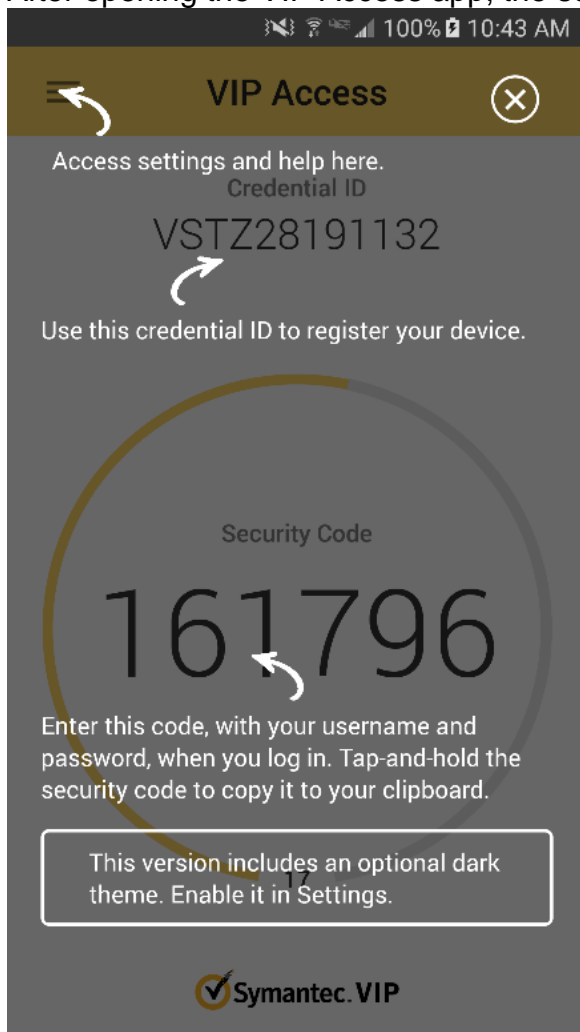
STEP 2: REGISTER YOUR MOBILE DEVICE CREDENTIALS

2.1 To begin enrollment, visit https://vipssp.ccf.org from any internet connection. Login with your MPC Portal credentials.

2.2 On the screen for VIP Credential, click "Register."
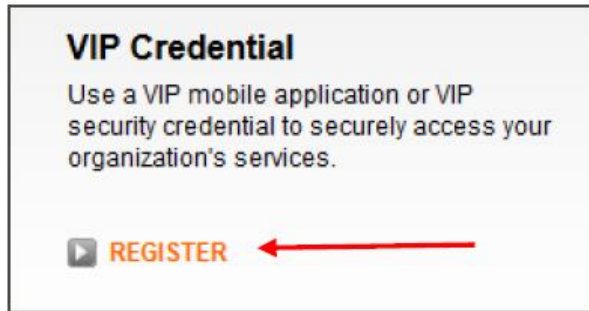
2.3 Complete **Register Your Credential** as follows:

2.4 Click **Submit**. Look for a confirmation message indicating you have successfully registered your credentials.

> ✓ You have successfully registered CCF iPhone.
> Enter a security code from this credential the next time you Sign In.

STEP 3: INSTALL CITRIX RECEIVER SOFTWARE ON YOUR COMPUTER

The Citrix Receiver software can be used on either Mac OSX or Windows. Use the same installation.

Download current version of Citrix Receiver: http://receiver.citrix.com

Installation of software usually requires administration privileges on the computer.

STEP 4: CONNECT TO THE CLEVELAND CLINIC WITH 4CORNERS HOME

4.1 Open any web browser (Internet Explorer, Chrome, FireFox, Safari).
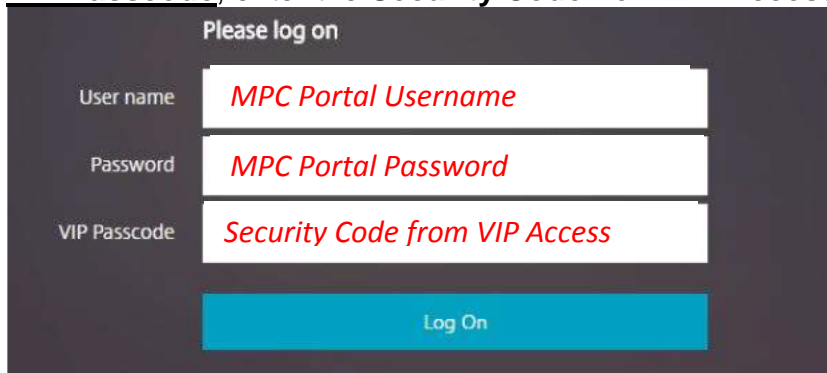
4.2 Go to 4cornershome.ccf.org

4.3 Turn to your mobile device, and open the **VIP Access** app to obtain your **Security Code** for the next step.

4.4 Return to your computer, and enter your MPC Portal **Username** and **Password**. In the field for **VIP Passcode**, enter the **Security Code** from **VIP Access**.

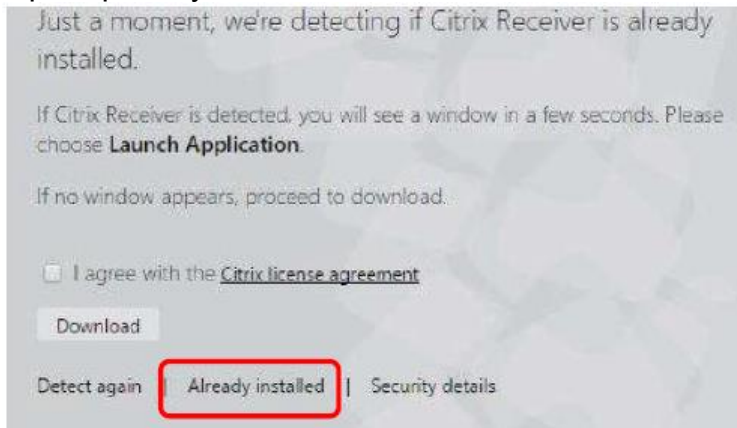| Please log on	
User name	*MPC Portal Username*
Password	*MPC Portal Password*
VIP Passcode	*Security Code from VIP Access*
	Log On

4.5 If prompted by a "Welcome to Citrix Receiver" screen, click the button that says "Detect Receiver".

Cleveland Clinic Welcome to Citrix Receiver
Use Citrix Receiver to access your applications and desktops.
[Detect Receiver]

4.6 If prompted by a "Just a moment …" screen, click "Already Installed."

Just a moment, we're detecting if Citrix Receiver is already installed.

If Citrix Receiver is detected, you will see a window in a few seconds. Please choose **Launch Application**.

If no window appears, proceed to download.

☐ I agree with the Citrix license agreement

Download

Detect again | Already installed | Security details

4.7 The Bookmarks screen should now be displayed.

Bookmarks

Enterprise Applications

OWA

Cleveland Clinic Bookmarks

|

Intranet
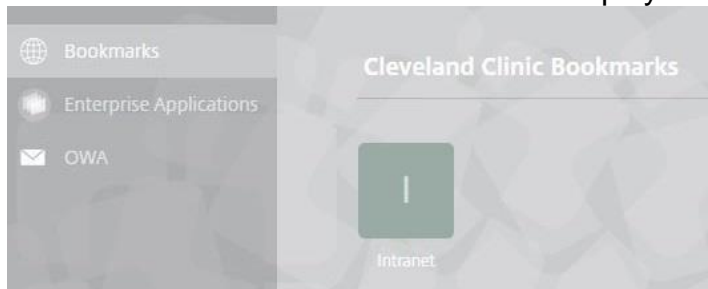
4.8 Epic can be reached by clicking the link on the left-hand side that says "Enterprise Applications"