

A man with glasses and a dark sweater over a collared shirt is looking at a whiteboard. The whiteboard has text on it. The background is a modern office with large windows and shelves.

# Computer Literacy: Basic Computer Skills

BROUGHT TO YOU BY THE OFFICE OF  
HR, WORKFORCE DEVELOPMENT  
HOME OF THE LEARNING ACADEMY  
[MyLearning@nychhc.org](mailto:MyLearning@nychhc.org)

# The Learning Academy Your One Stop Shop for Learning



Workforce Development > NYC Health + Hospitals Learning Academy

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## LEARNING ACADEMY

Live Your Healthiest Life. NYC HEALTH+ HOSPITALS

**Welcome!** The Department of Workforce Development at Central Office is located at 55 Water Street on the 25th floor. We offer a variety of services, online and classroom-based training classes, and workshops for NYC Health + Hospitals employees. Please click through the links below to learn more about the current learning opportunities and take advantage of the services to further your professional development and growth.

SEXUAL HARASSMENT PREVENTION TRAINING

ONLINE-LIVE COMPUTER SKILLS TRAINING

REMOTE HOSPITAL CHAPLAINCY VOLUNTEER PROGRAM DIRECTORY

COVID-COMMUNITY ENGAGEMENT PPE RESOURCE DOCUMENTS

TRAINING DASHBOARD REQUIRED TRAINING

EMPLOYEES

CONTINGENCY WORKFORCE

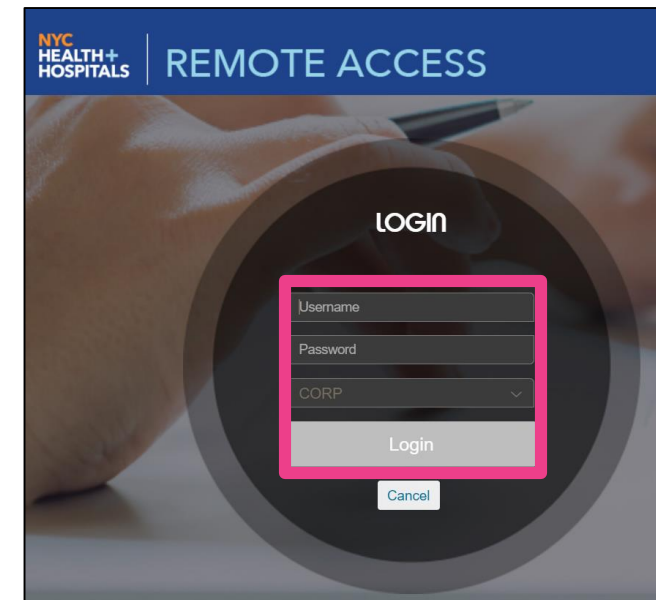
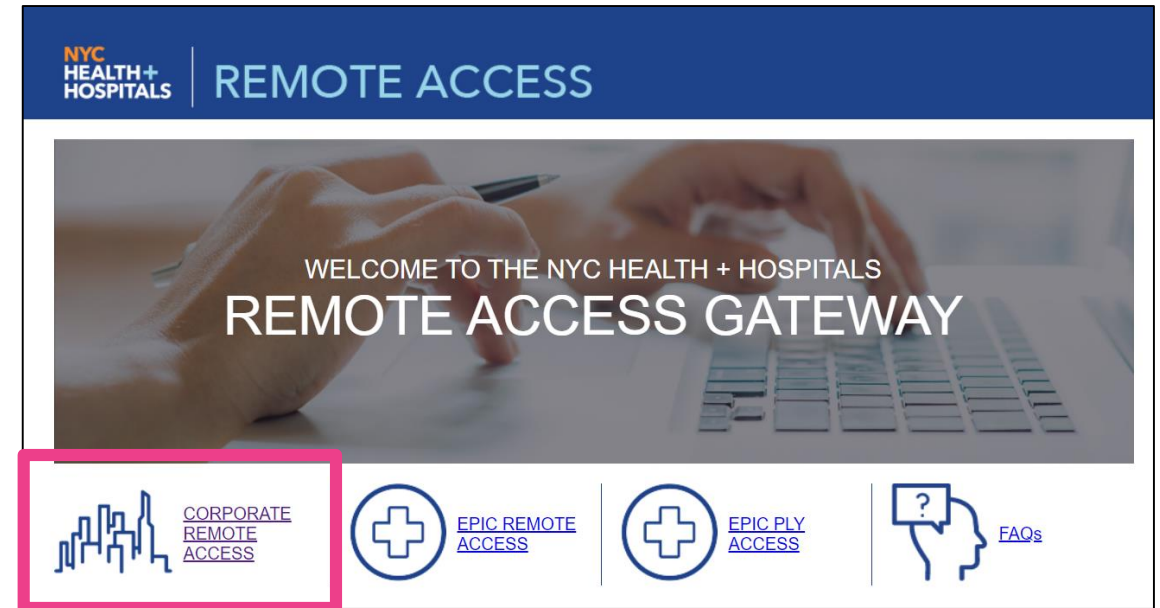
START LEARNING NOW  
via NYC Health + Hospitals PeopleSoft

START LEARNING NOW  
via OneCity Health

To access the Learning Academy, click on the following link  
<http://hhcinsider.nychhc.org/corpoftices/WD/Pages/HHC-Learning-Portal.aspx>

## Remote Access Gateway

- If you are working remotely and need access to your office computer or shared drive you will need to use **Remote Access Gateway**  
<https://epicremotedesktop.nychhc.org/>
- From here you can click **Corporate Remote Access**
- Then you will **login** in using your work **username and password**
- **However**, before you can log in you will need to create a **Duo account** using **your cell phone**

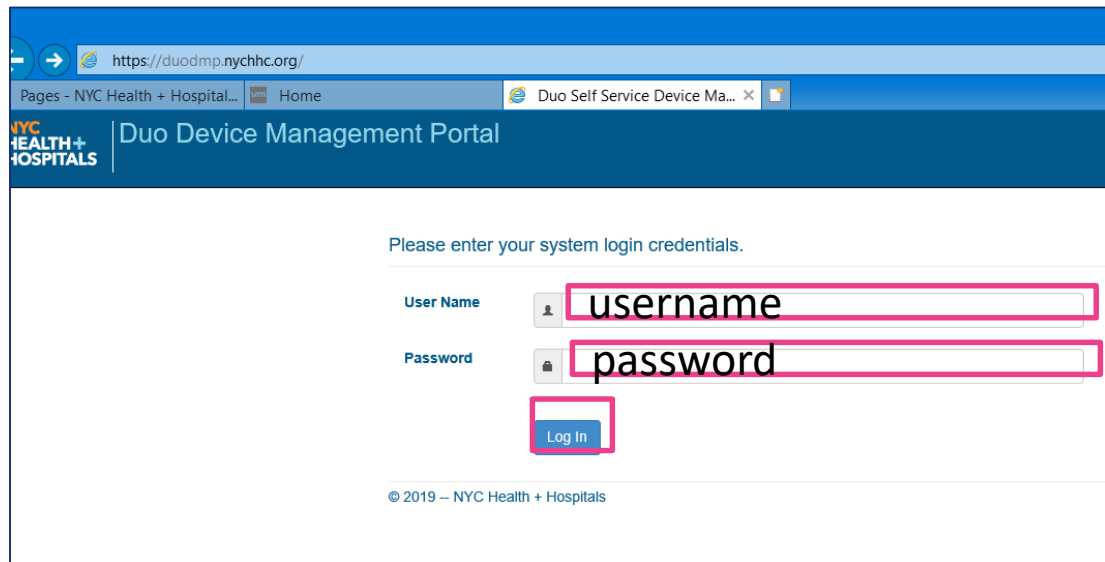


# How to enroll the Duo mobile application

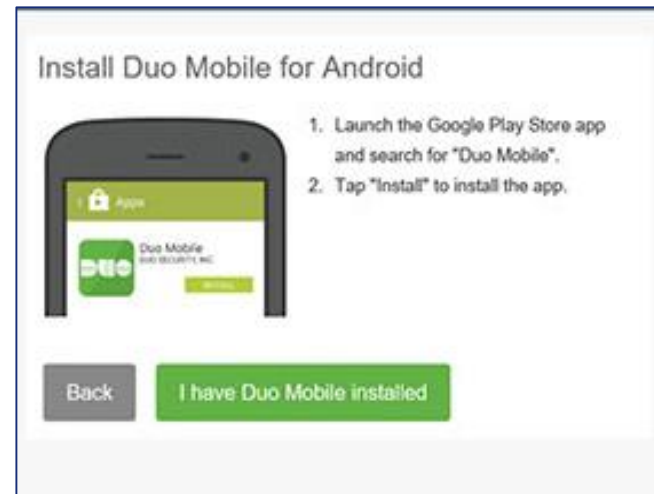
*Please Note: To complete this process, you will need to have your phone and computer with you at the same time.*

Launch a web browser (Google Chrome) and navigate to <https://duodmp.nychhc.org>

- - a. Enter your **NYC H+H username and password** in the labeled fields and click **Log In**
- c. Go to your cell phone and download DUO Mobile App



The screenshot shows a web browser window with the address bar displaying <https://duodmp.nychhc.org/>. The page title is "Duo Device Management Portal". Below the header, there is a login form with the text "Please enter your system login credentials." The form contains two input fields: "User Name" with the text "username" and "Password" with the text "password". Both fields are highlighted with pink boxes. Below the password field is a "Log In" button, also highlighted with a pink box. At the bottom of the page, there is a copyright notice: "© 2019 -- NYC Health + Hospitals".



**ATTENTION: DUO** will only work if your cell phone uses a **6 digit security code**. It will **not** work with a phone using facial recognition or swiping security protocol. Please update your phone to accommodate.

# How to set up DUO to give you access to Remote Desktop

Click to **Start Set up**

NYC HEALTH+HOSPITALS

Protect Your NYC HHC Account

Two-factor authentication enhances the security of your account by using a secondary device to verify your identity. This prevents anyone but you from accessing your account, even if they know your password.

This process will help you set up your account with this added layer of security.

[What is this? Need help?](#)

Powered by Duo Security

[Start setup](#)

Select **Mobile phone** as the type of device to add and **Click Continue**.

NYC HEALTH+HOSPITALS

What type of device are you adding?

☒ Mobile phone RECOMMENDED

☐ Tablet (iPad, Nexus 7, etc.)

[What is this? Need help?](#)

Powered by Duo Security

[Continue](#)

Select your **device type**.

NYC HEALTH+HOSPITALS

What type of phone is 917-854-1296?

☐ iPhone

☒ Android

☐ Windows Phone

☐ Other (and cell phones)

[What is this? Need help?](#)

Powered by Duo Security

[Back](#) [Continue](#)

Enter your mobile device **phone number** in the empty field and check the **checkbox** below.

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Enter your phone number

United States

+1 9178541296 ✓

Example: (201) 234-5678

☒ You entered (917) 854-1296. Is this the correct number?

[What is this? Need help?](#)

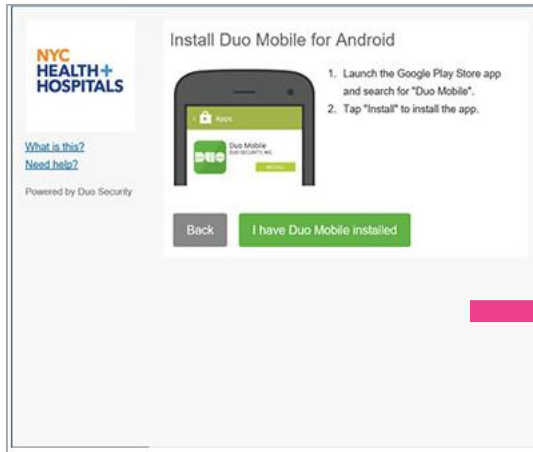
Powered by Duo Security

[Back](#) [Continue](#)



# How to set up DUO to give you access to Remote Desktop

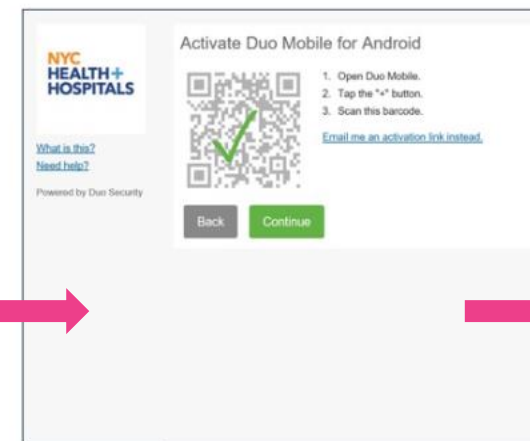
Read and follow the instructions on the screen to install the **Duo Mobile for Android**



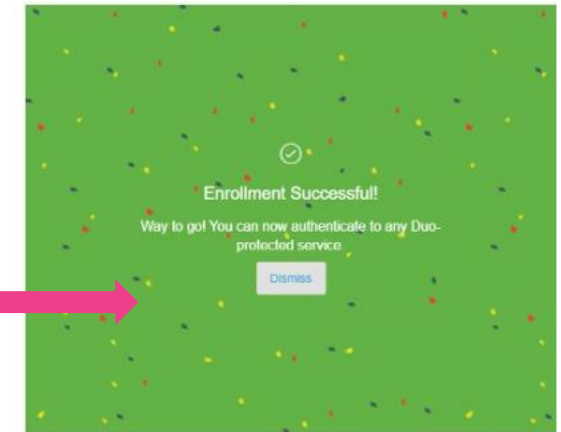
Open the **Duo Mobile** application to **scan** the on-screen barcode (Read the instructions on the left of the barcode for more details.)



Click **Continue** to complete the setup.



Enrollment is now **complete**



## Go back to Remote Access Gateway

1. Now that your DUO is set return to **Remote Access Gateway**  
<https://epicremotedesktop.nychhc.org/>
2. From here you can click **Corporate Remote Access**
3. Then you will **login** in using your work **username and password**
4. **Duo Mobile** application) will receive a pop up message on your mobile phone to confirm your identity. Click **Approve**
5. Once **confirmed** you can proceed to work as usual

1

NYC HEALTH+ HOSPITALS | REMOTE ACCESS

WELCOME TO THE NYC HEALTH + HOSPITALS  
**REMOTE ACCESS GATEWAY**

2

 **CORPORATE REMOTE ACCESS**  **EPIC REMOTE ACCESS**  **EPIC PLY ACCESS**  **FAQs**

3

NYC HEALTH+ HOSPITALS | REMOTE ACCESS

**LOGIN**

Username  
Password  
CORP  
Login  
Cancel

4

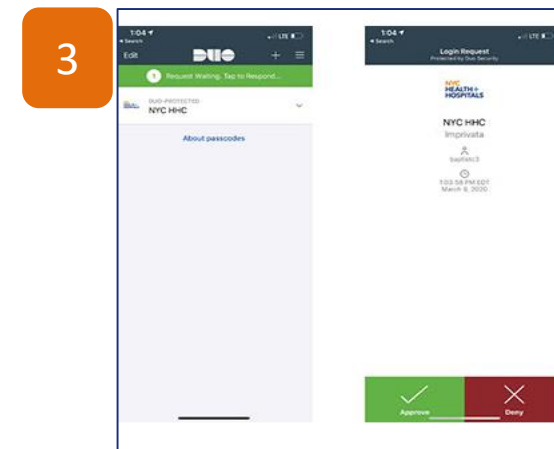
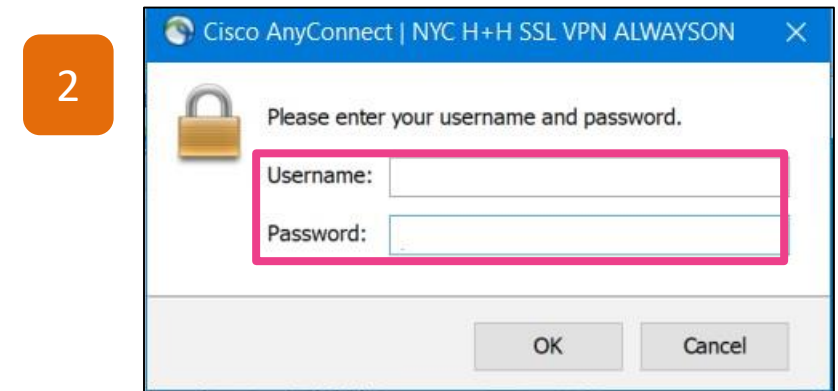
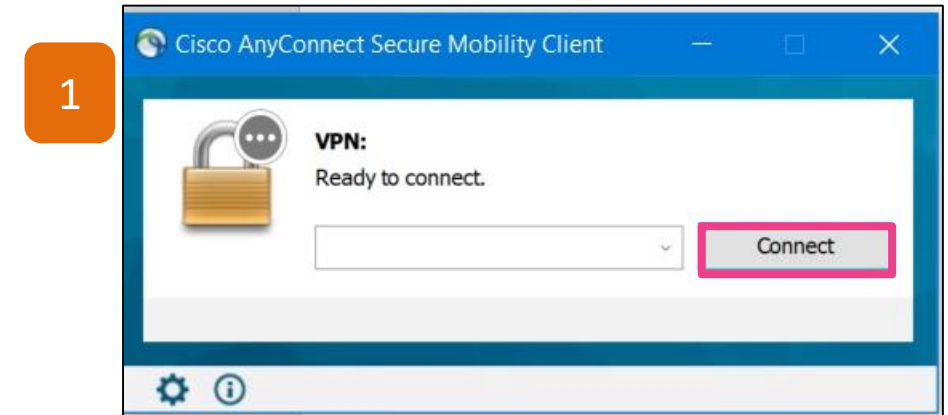
5

Is that you?

Approve Deny

## Work remotely using Cisco AnyConnect & Duo (MFA) if using a NYC H+H computer

1. On your computer, Cisco AnyConnect will ask you to click **Connect**
2. Then **Cisco AnyConnect** will ask you to **log in** to their system
3. **Duo Mobile** application) will receive a pop up message on your mobile phone to confirm your identity. Click **Approve**
4. Once **confirmed** you can proceed to work as usual





***Thank You!***

**Visit The  
LEARNING ACADEMY**

**If you have any questions or comments**

**Email: *MyLearning@nychhc.org***

