MNHC VPN **or** EPIC Remote Access Requests Form – Instructions

Please complete the MNHC VPN or EPIC Remote Access Request Form before initiating any remote work. Below are important guidelines regarding the form submission and process:

- The processing time for this request is 5-7 business days. The form was sent to your email on day one as an attachment titled *MNHC VPN or Remote Access Form.pdf*.

- **EPIC Remote Access Requests:** Submit an EPIC ticket requesting EPIC remote credentials and attach the completed form to the ticket. **EPIC Remote does Not need a VPN.**
- MS Authenticator is the 2-Step authentication app used for remote access to EPIC.
- [Microsoft Authenticator Setup Steps](#)

- **VPN Access Requests:** Please send the completed form to Jacqueline Castro, clearly indicating that the request is for VPN access only and not for EPIC.
- You will need to register with the DUO application. DUO is the 2-Step authentication app used to access network drives or other MNHC applications or resources remotely.
- [DUO Registration](#)

- If you use a **personal** (NON-MNHC) laptop for remote work, a support program must be installed. Please submit a DAS ticket requesting assistance with this installation.
  - **Do NOT send the completed form to the IT department**.

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POLICY AND PROCEDURE

Policy Name: Virtual Private Network (VPN) and Remote Access
Original Date: August 1, 2012   Revision Date: September 15, 2014, April 19, 2018, July 15, 2019, January 29, 2024
Department(s)/Site(s):
Document Owner: Chief Operating Officer
Approved By: Chief Executive Officer/Executive Director
Relevant Law / Standard:

Purpose:

The purpose of the VPN and Remote Access policy is to ensure the integrity of and protect the MNHC computer network system and patient health information (PHI) from potential data loss.