

## INTRODUCTION

This document describes the steps that need to be followed to activate Symantec VIP for multi-factor authentication at the Cleveland Clinic.

These instructions will only work for individuals that have been pre-authorized for Symantec VIP. Therefore, the instructions should not be shared.

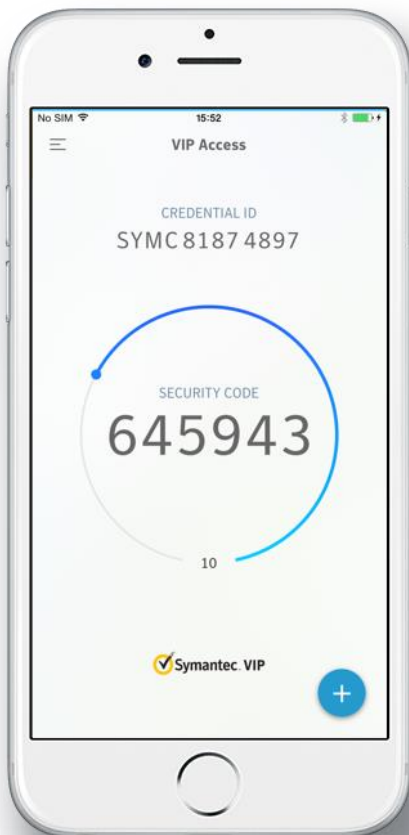
Please follow the steps below to register Symantec VIP on your smartphone.

### STEP 1: DOWNLOAD THE VIP ACCESS APP

*The Cleveland Clinic support team recommends that a smartphone be used to manage VIP access. Contact 216-444-4357 if a smartphone is not available.*

1.1. Download and install the VIP Access app from the Apple app store (iOS), Google Play Store (Android) or the Windows Mobile App Store (Windows). **Note: For Cleveland Clinic issued iPhones this may already be installed.**

1.2. 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/myvip> from any internet connection. Login with your regular CC Network ID credentials.



## Welcome to My VIP

Enter your user name to sign in

User Name 





Continue

2.2 Once Logged in Select **Get Started**.

2.3 Next. Choose the two-step verification method that works best for you. **We recommend VIP Access Mobile.** Select an option to secure access to your enterprise applications.

Choose the two-step verification method that works best for you

Select an option to secure access to your enterprise applications. How are they different?

|  |  |   |   |
|--|--|---|---|
|                           |                   |            |  |
| <b>VIP Access Mobile</b><br>Instantly approve a verification request or use security codes with a mobile app | <b>VIP Access Desktop</b><br>Use security codes from an application that you download to your computer | <b>Text Message</b><br>Use security codes that you receive by text message on your mobile phone | <b>Voice OTP</b><br>Use security codes that you receive by voice call on your phone   |

2.4. After installing the VIP Access app, click **Continue** to register.

2.5. **Tip: If you selected VIP Access Mobile** Start your registration by scanning the QR code below. Open the VIP Access app and tap the icon VIP + to scan the QR code.



Can't Scan the QR code?  
Please follow the instructions on screen to enter manually.

2.6 Enter a Friendly Name  
Enter a name for this VIP Access Mobile that is easy to remember.

Friendly Name \*

My VIP Access Mobile

---

Skip

Add

2.7 Once Complete: You can test the MyVIP on your device.

Friendly Name \*

My VIP Access Mobile

---

Skip

Add

2.8 Once You select Done you have successfully registered your Credentials.



Your device is working correctly.

Done

## LOGGING INTO 4CORNERSHOME

This document describes the steps that need to be followed in order to login to the 4cornershome portal at the Cleveland Clinic.

### STEP1: PRE-REQUISITES

1.1. In order to use 4corners home we need to ensure you have Citrix workspace/receiver installed. You can get the most up to date version here:

<https://www.citrix.com/products/receiver.html>

1.2. Once downloaded, follow the prompts to install it on your personal pc.

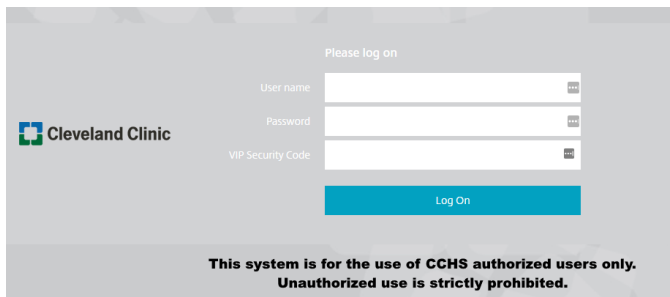
### STEP2: LOGGING IN

**Please note: 4Corners Home is optimized for use on personal computers.**

2.1 Open a browser and navigate to:

<https://4cornershome.ccf.org/vpn/index.html>

2.2 After browsing to the site above the screen should look as follows:



2.3 There are 3 fields that will need to be completed in order to access 4cornershome.

**Username:** This is the name you use for logging into Cleveland Clinic computers.

**Password:** This is your network password.

**VIP Security Code:** This is the security code that is generated in your Symantec VIP mobile app. It is 6 digits in length.

## STEP3: APPLICATION ACCESS

3.1. Once you are logged into the portal on the left column you will see 3 separate tabs. They are explained below:

**Bookmarks:** This contains the link to our internal intranet. There are many links on the intranet page which are very useful to employees. **Note: This is not available externally.**

**Enterprise Applications:** This is where you will find any applications that are currently provisioned for your account. The + Sign on the left expands and you can add shortcuts to each one on the main menu screen.

**OWA Outlook Web Access:** This is our web-friendly outlook client. Send/Receive Email, Check your Calendar. Please use your standard Cleveland Clinic credentials to login.

**If you require assistance after reviewing this process, please contact our Service Desk at 216-444-4357.**