

Follow the steps below to activate 4Corners Home remote access to connect to Cleveland Clinic's network when working off-site.

Only caregivers that have been pre-authorized to use 4Corners Home can enable remote access using these instructions.

If you've already installed the VIP Access App to your mobile device, and installed the Citrix Receiver software to your computer, please bypass Steps 1-3.

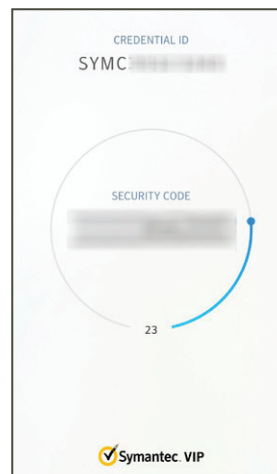
Step 1: Download the VIP Access App

Access to your Cleveland Clinic email will be required to initially register for your VIP credential registration.

The Remote Access support team recommends that you use a smartphone to manage VIP access.

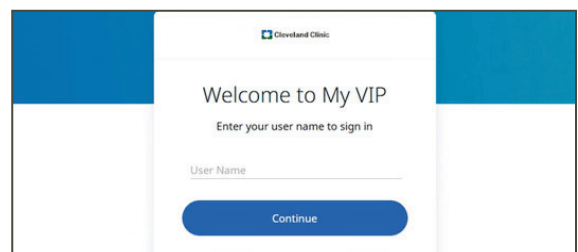
Contact remoteaccess@ccf.org if you don't have access to a smartphone.

- 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).
- 1.2. After opening the **VIP Access app**, the screen shown on the right should appear.



Step 2: Register Your Mobile Device Credentials

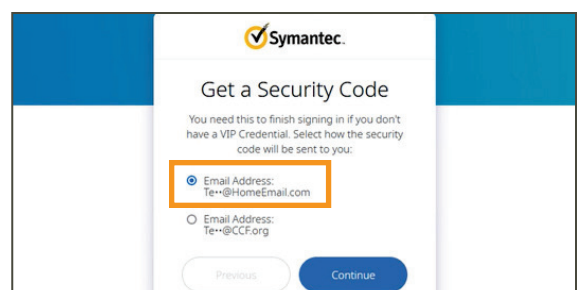
- 2.1. To begin enrollment, visit <https://vipssp.ccf.org/myvip/> from any internet connection. Login with your Cleveland Clinic network username and ID credentials.



- 2.2. You will then be prompted to send a temporary security code to your Cleveland Clinic email.

Cleveland Clinic caregivers only have the option to send the temporary security code to their Cleveland Clinic email address.

Non-employees should send the temporary security code to the same email address they provided for their SilkRoad onboarding information.

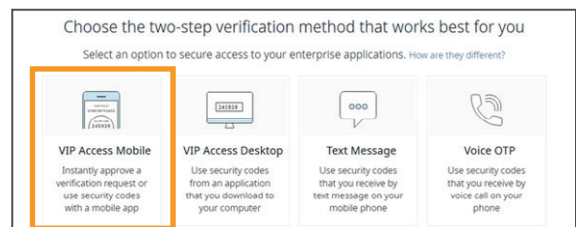


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2.3. Enter the temporary security code from your email to complete the sign-in.



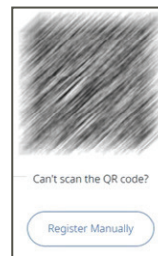
2.4. Choose the two-step verification method that works best for you. We recommend **VIP Access Mobile**. Select an option to secure access to your enterprise applications.



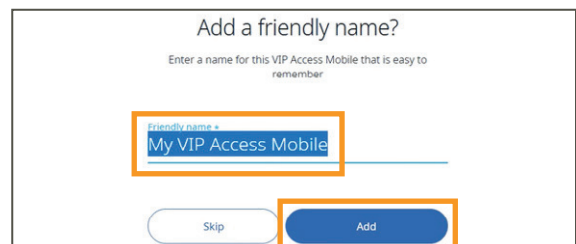
2.5. Click **Continue** if you have already installed the VIP Access app to your device outlined in Step 1. If you have not installed the app, follow the directions on the screen to download the app to your device.

2.6. Scan the QR code on the screen. Open the **VIP Access app** and tap the icon **VIP +** to scan the QR code.

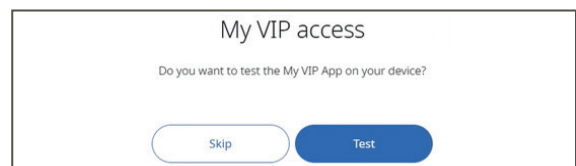
Can't Scan the QR code? Click Register Manually and follow the instructions on screen.



2.7. Enter a name for this VIP Access Mobile that is easy to remember and click **Add**.



2.8. Click **Test** to test the My VIP on your device. Approve the push notification on your mobile device to complete verification.



2.9. Click **Done**. You have successfully registered your credentials.

