Job Aid: Trinity Access Gateway

TRINITY ✸ HEALTH
Novi, Michigan

In this Job Aid you will learn how to log in to Phone Factor and set up your Phone Factor account for remote access. You will also learn how to log in to Trinity Access Gateway (TAG) and authenticate your account so you can access your applications. If you are not near your phone to authenticate to TAG, you will also learn how to complete a one-time bypass.

Log In to Phone Factor	Learner Notes

Internet Explorer

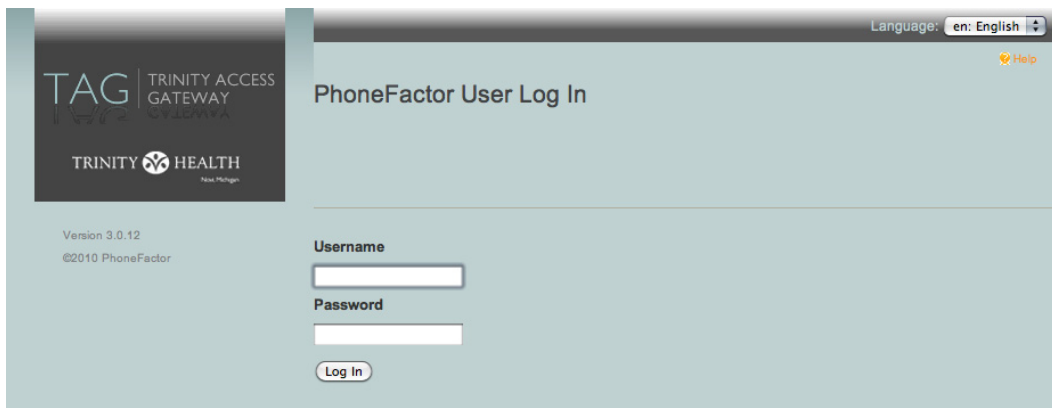1. Type **https://tag.trinity-health.org**. The **Citrix Access Gateway** page will display.

Citrix Access Gateway Page

2. At the bottom of the page, click **Click here to manage your PhoneFactor Account**. The **PhoneFactor User Log In** page will display.

Note: The page may take up to a minute to load.

PhoneFactor User Log In Page

3. Type your Network (Active Directory) **Username** and **Password**.

4. Click **Log In**. The **PhoneFactor User Set Up** page will display.

Set Up Your Account	Learner Notes

To enable Phone Factor for your account, you will type your Phone Number and a PIN to use for authentication to the Trinity Access Gateway. If you do not have your Primary Phone with you when you log on to TAG, the system will call the Backup Phone Number.

Phone Factor User Set Up Page

1. Type the **Primary Phone Number** including the area code.

2. Type the **Backup Phone Number** including the area code. This step is optional.

3. Create your four-digit **PIN**.

Set Up Your Account (Cont.)

4. Type the four-digit PIN again to confirm.

5. Click **Call Me Now**. Your phone will ring.

6. Enter your **PIN** and press **#**. The **Security Questions** page will display.

Security Questions Page

7. In the **Question 1** drop-down list, select the first question.

8. Type an **Answer** for the selected question.

9. Repeat steps six and seven for the remaining questions.

10. Click **Continue**. The **Account Configuration Complete** page will display.

Account Configuration Complete Page

Your account is now set up. You can return to Phone Factor at any time to change your phone number, PIN, security questions, or to obtain a one-time bypass.

11. In the top toolbar, click **Log Out**.

12. Close the window to return to the **Citrix Access Gateway** page.

Log On to Trinity Access Gateway

Now that you have created your Phone Factor account, you can log on to the Trinity Access Gateway and access your applications.

Citrix Access Gateway Page

1. Type your Network (Active Directory) **User name** and **Password**.

2. Click **Log On**. You will receive a phone call from Phone Factor to authenticate your account.

3. Answer your phone.

4. Enter your **PIN** and press #. Phone Factor will authenticate your account and automatically log on to TAG. The **Citrix XenApp – Application** page will display. You can now access your Trinity Health applications.
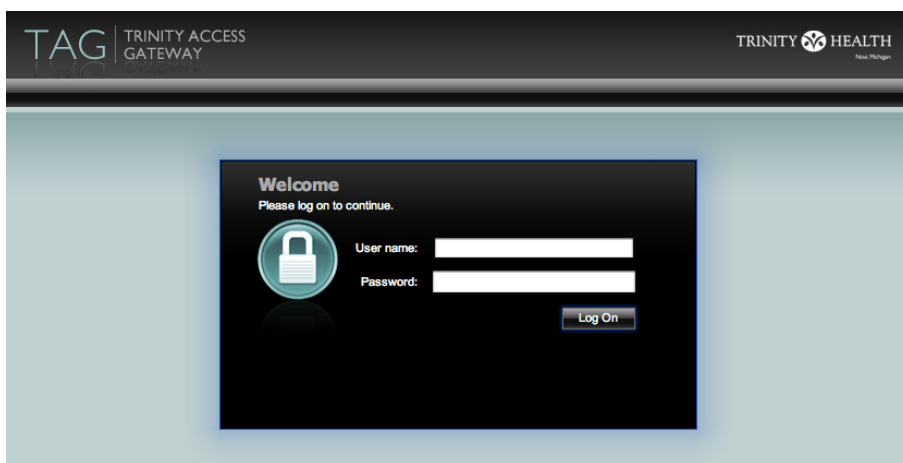
One-Time Bypass

Once your Phone Factor account is created, there may be times where you are not near your Primary Phone or your Backup Phone. For those situations, you can request a one-time bypass. The bypass will expire after five minutes.

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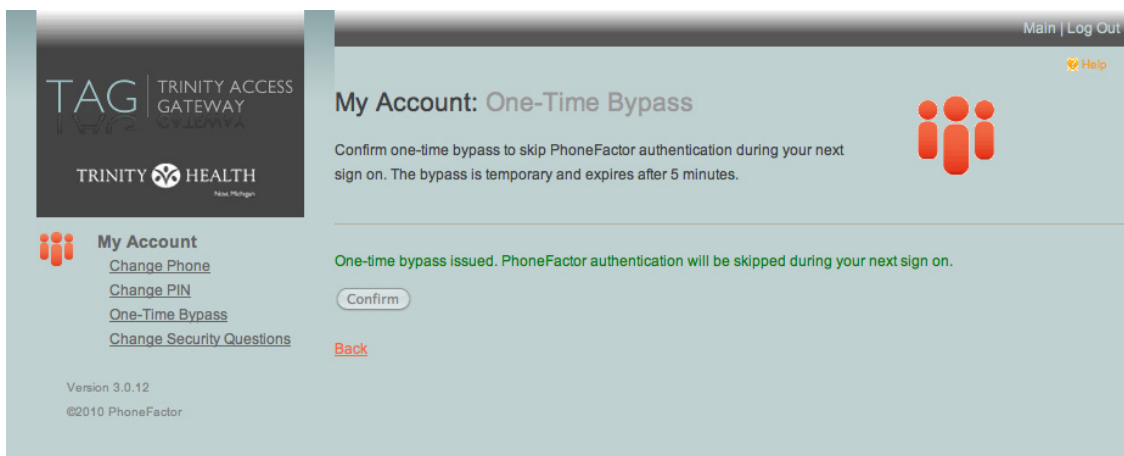
Note: The page may take up to a minute to load.

PhoneFactor User Log In Page

3. Type your Network (Active Directory) **Username** and **Password**.

4. Click **Log In**. The **Welcome** page will display.

5. Click **One-Time Bypass**. The **My Account: One-Time Bypass** page will display.

My Account: One-Time Bypass Page

6. Click **Confirm**. The one-time bypass confirmation will display.

7. Close the window to return to the **Citrix Access Gateway** page.

Citrix Access Gateway Page

8. Type your Network (Active Directory) **User name** and **Password**.

9. Click **Log On**. The **Citrix XenApp – Application Page** will display. You can now access your Trinity Health applications.