Accessing Voalte Messenger Remotely – Windows 10

If you need to access Voalte when you are working remotely, you need to be connected to VPN. Please follow these instructions for connecting to VPN and how to access Voalte Messenger once you're connected. Please note: there are a few ways to access Voalte Messenger once you're connected to VPN. Those options are outlined below.

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CONNECT TO VPN

Follow these steps each time you need to connect.

NOTE: Many Partners applications require you to enter a unique code to confirm your identity. This code is delivered via text message or phone call to a number you have pre-registered.

Tip! Be sure to have your phone nearby whenever you need to connect to VPN.

Not sure if you have a phone number registered? Go to https://myprofile.partners.org.
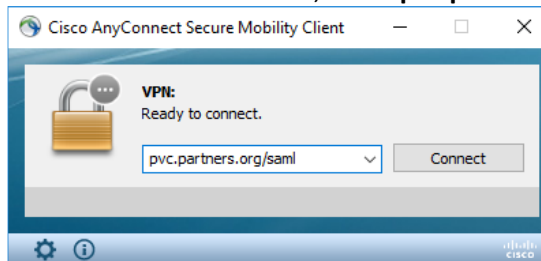
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STOP You need to first have Cisco AnyConnect (VPN) installed on your computer. If you do not have the Cisco AnyConnect icon in the notification area, you may search for it using the magnifying glass in the lower left corner of your computer. If you are not able to find it, please contact the help desk to have it installed.

1. In the taskbar notification area, click **Cisco AnyConnect**:

2. In the connection window, enter **pvc.partners.org/saml** and click **Connect**:
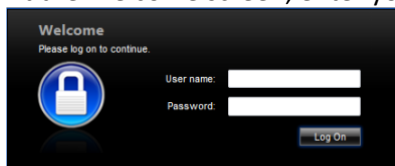

3. In the Partners sign in window, enter your Partners username and password
4. Confirm your identity with a code sent to your pre-registered phone number

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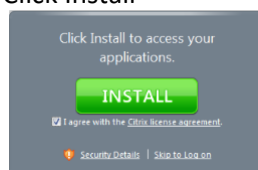| **CONNECT TO VOALTE MESSENGER VIA PARTNERS APPS MENU**	Once logged into VPN, you will be able to access Voalte Messenger from the Partners apps menu. 1. From the START menu [icon], click on Partners Applications 2. Click on Voalte-MGH [Voalte-MGH icon] 3. Voalte Messenger should open up in a browser and ready for you to log into your account
CONNECT TO VOALTE MESSENGER USING A BROWSER	Once logged into VPN, you will be able to access Voalte Messenger from a browser. 1. Open a browser of your choosing and paste the following URL: https://voalte3.partners.org/messenger/#/login 2. Once open, you can log into your account 3. For easy access in the future, you may bookmark the URL
CONNECT TO VOALTE MESSENGER USING CITRIX WORKSPACE	**STOP** If you do not have Citrix Workspace installed, please follow the instructions on the next page. If having trouble installing or are unsure you have it installed, please contact the help desk. 1. Open a browser of your choosing and paste the following URL: https://workspace.partners.org 2. If prompted, enter your Partners username and password 3. Click on APPS 4. Search for Voalte-MGH [Voalte-MGH icon] 5. Click Open 6. Once open, you can log into your account 7. For easy access in the future, click Add to Favorites so the app will be on your homepage

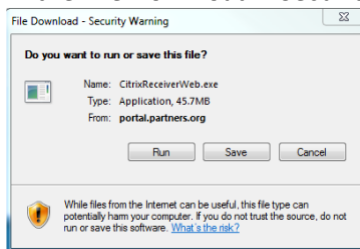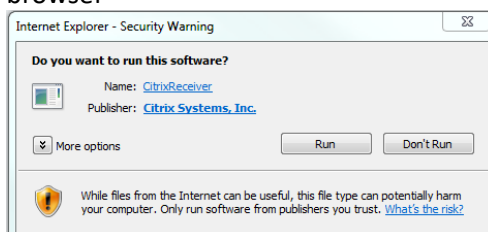| HOW TO INSTALL THE CITRIX RECEIVER	The Citrix receiver is required in order to access the Citrix Workspace.
	1. Open a browser of your choosing and paste the following URL: https://workspace.partners.org
	2. At the Welcome screen, enter your Partners username and password
	3. In the Citrix Receiver window, check *I agree with the Citrix License* Agreement
	4. Click Install
	5. In the File Download – Security Warning window, click Run
	6. In the Internet Explorer – Security Warning window, click Run. <u>Note</u>: this may be a bit different depending on which browser is used, however, Internet Explorer is the preferred browser
	7. In the Citrix Receiver window, click Install

8. You will see the progress bar. This will disappear when the installation is complete, and you will be redirected to a website with all your published applications and can launch Voalte (follow steps for how to connect to Voalte Messenger using Citrix Workspace)