

## 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.

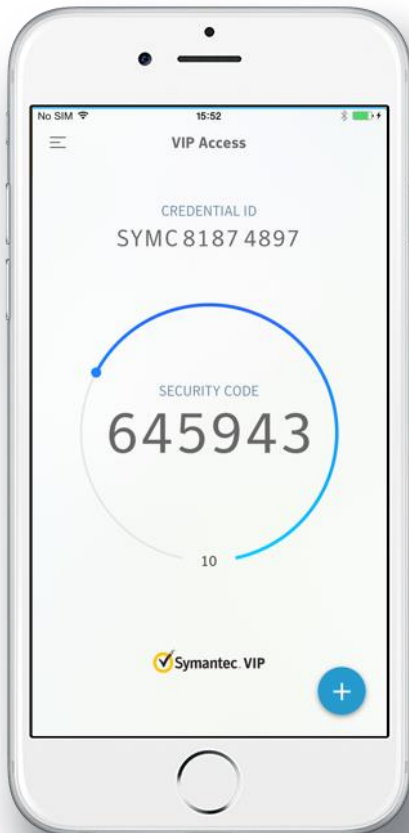
Please follow the steps below to register Symantec VIP on your smartphone.

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

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Skip

Add

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

Friendly Name \*

My VIP Access Mobile

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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.

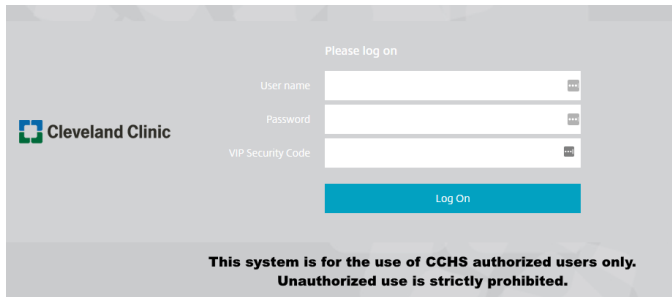
### STEP2: LOGGING IN

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 2 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.

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