

Introducing Pineapple Workspace Access (PWA): Unlock a New and Dynamic Portal from Non-Baptist Health Hardware (External)

What's New?

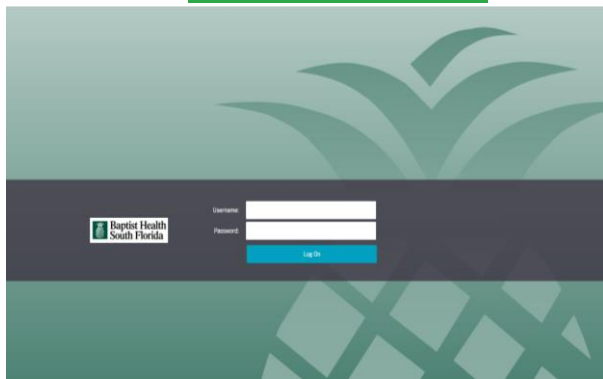
The current remote access portal (portal.baptisthealth.net) is being phased out.

Experience an all-new portal at workspace.baptisthealth.net

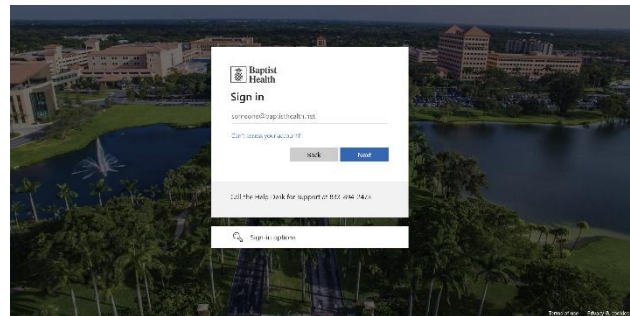
Be sure to save it to your favorites! This link will provide you with a new method to access Baptist Health remotely, presenting a desktop image that closely matches what you see in our facilities. Utilize your Baptist Health network credentials (*hint*: USERNAME@BaptistHealth.net) to log in.

The new workspace offers heightened security while still providing access to essential applications.

Old: portal.baptisthealth.net



New: workspace.baptisthealth.net



How Do I Access?

To access the new portal, follow these steps:

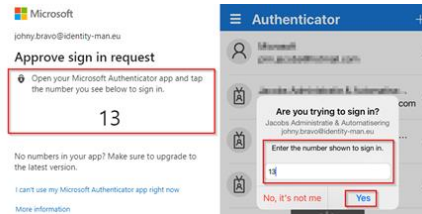
1. **Install the new app, VMWare Horizon Client – see page 3** of this document for installation instructions. Please note, you will not have access to the new workspace unless the installation is successful.

Important to note: While VMWare Horizon Client software is required for Pineapple Workspace Access functionality, do not uninstall the Citrix application as it will continue to be required for access to a few applications.

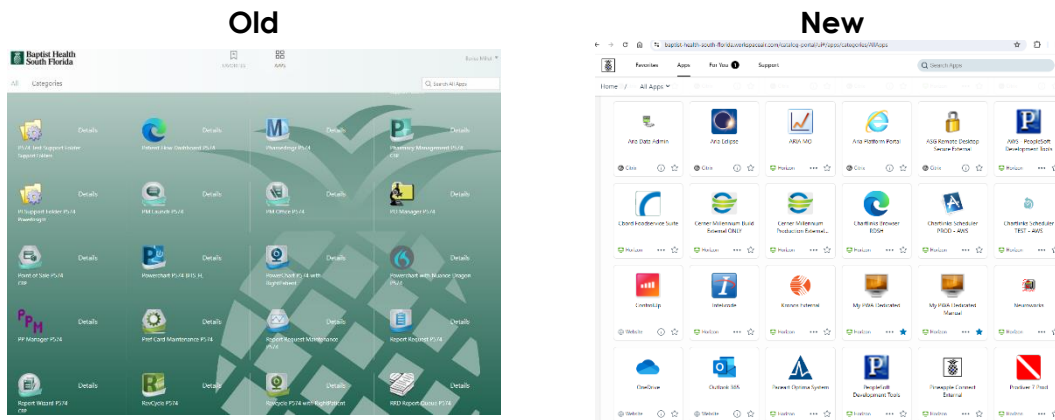
2. **After installation, visit workspace.baptisthealth.net.**

- Follow the prompts to **authenticate** and insert your Azure MFA (Multi-Factor Authentication) credentials. For step-by-step instructions to enroll in Azure MFA Authenticator, see [Azure MFA and SSPR Enrollment Job Aid](#).

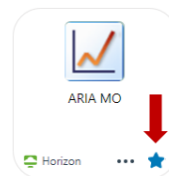
Tip: If you use the Microsoft Authenticator App, enter the number on your screen into the Authenticator App on your phone. If you authenticate via phone call, press # when you receive the call.



- Pineapple Workspace Access runs on the software **VMWare Horizon Client**. If a pop-up box reminding you to install the Horizon Client appears, click "Launch."
- You will be **granted access** to an external desktop icon as seen below:

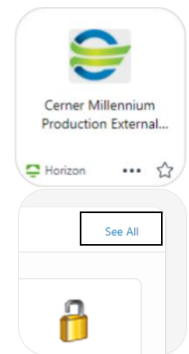


Tip: To favorite apps, select the star icon.



Important to Note: To access Cerner applications, click the "Cerner Millennium Production External ONLY" app from within your Pineapple Workspace Access storefront.

Important to Note: To access additional rows of applications in your workspace, you may need to click "See All" at the top right corner.



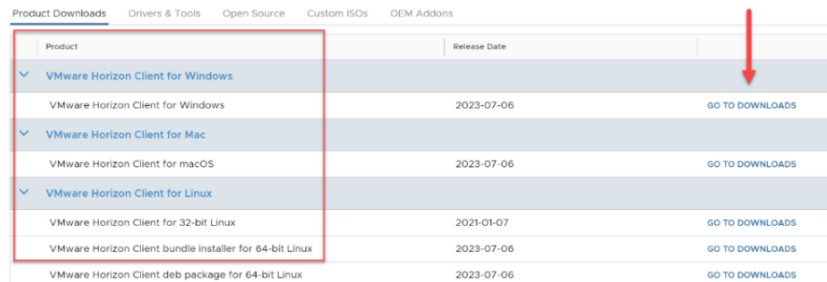
Where Can I Get Assistance?

Practitioners: Please call the **24/7 Practitioner Support Line** at **833-764-2156**.
Employees: Please call the **Help Desk** at **833-894-2473**.

Installing the VMWare Horizon Client

To install the VMWare Horizon Client, click [here](#) and follow these steps:

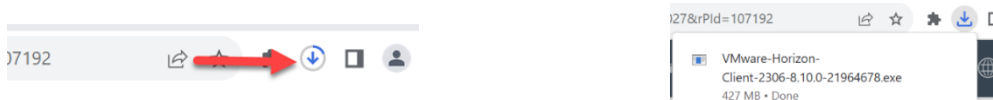
1. You will be redirected to the VMware Horizon Client downloads page and given the option to select an installation file. Select the appropriate installation file based on your current device and Operating System (OS). Then, click on the text that reads, "GO TO DOWNLOADS".



2. Select the blue "Download Now" button on the right-hand side of your screen.



3. Once the download of the installation file is complete, a pop-up message may appear in the right-hand corner of your Internet browser's address bar as pictured below:

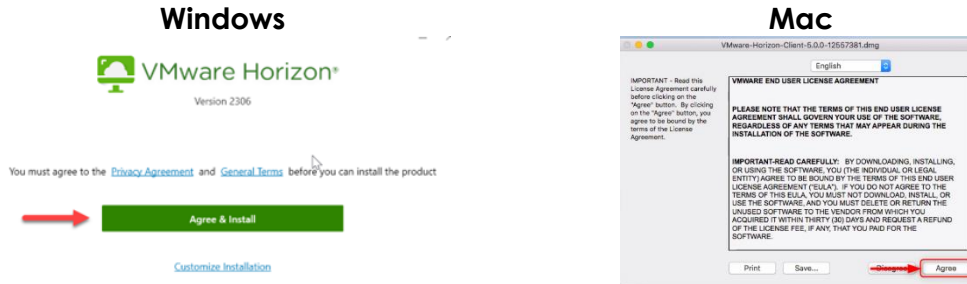


4. Select the pop-up message to open the installation file after download is complete.
5. Once opened, a pop-up window will appear on your screen as pictured below:



Fill in your device's username and password, then follow the prompts to continue.

- Another pop-up menu may appear asking you to agree to the Privacy Agreement and General Terms to continue installation. If this happens, select the button to agree to the terms. The software will then begin installation.



- Once the process is complete, if prompted, select the "Finish" button.



- If you are using a Windows OS, another pop-up window may appear, stating that you must restart your system to properly run the application after initial installation. If you receive this message, select the "Restart Now" button.



Your computer will then restart, completing the installation.