



Description

This document will cover the process and settings needed to establish a successful connection using remote.bhsi.com on the APM appliance.

Supported Web Browsers

- On the Windows platform, IE11 is the only supported web browser.

Connecting with IE11 on the Windows OS

- Launch IE11 and go to the site <https://remote.bhsi.com/>. For help finding IE11, please reference the Appendix at the end of this document.

Logo: BAPTIST HEALTH

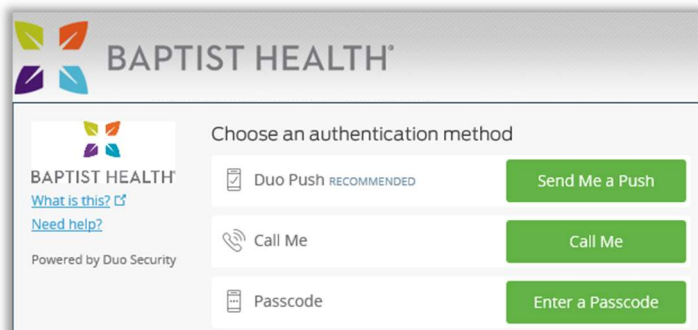
Welcome to Baptist Health
[Reset Password](#)

Username

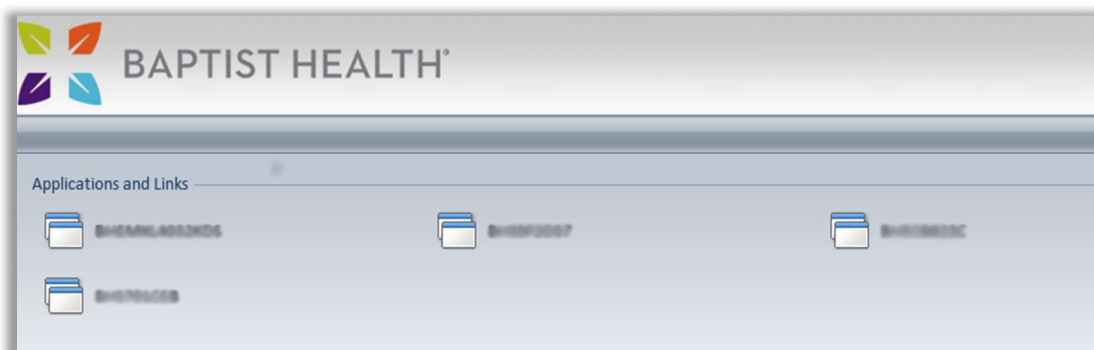
Password

Logon

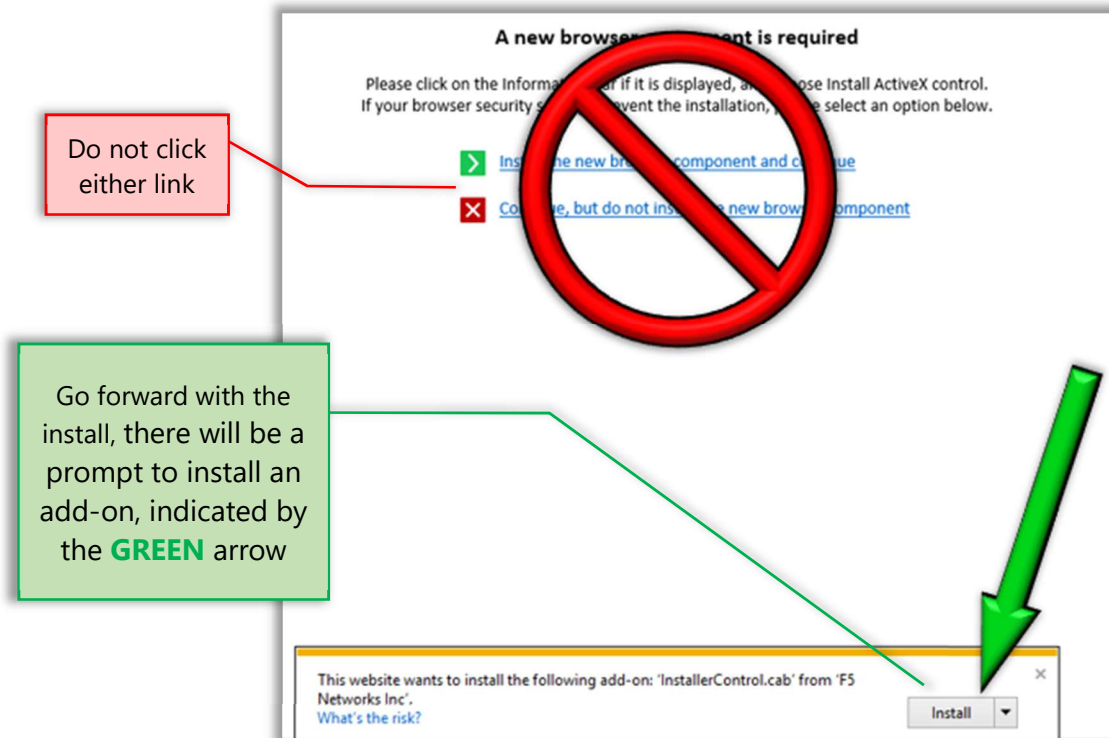
- Enter your Baptist Health user ID and password.
- After entering your Baptist Health credentials, the Duo prompt will appear. Select your authentication method. If you have not set up Duo, please contact the Service Desk at 800-315-3020 for assistance.



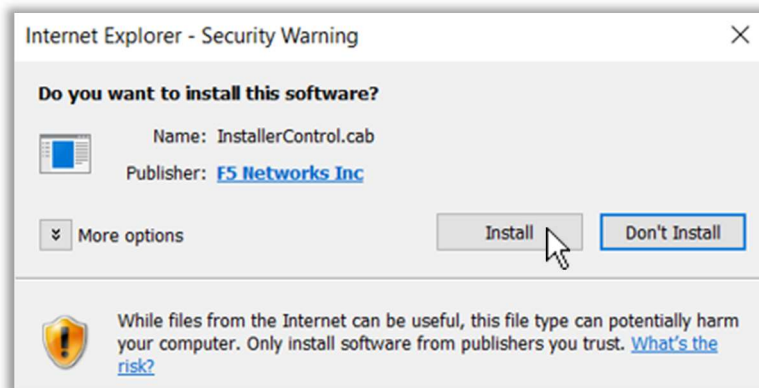
- Once logged in, the PC(s) configured for you to access will be displayed.



- Select a PC to connect to.
 - The **first time** you establish a connection:



- On the next pop-up box, click "install" to complete the installation.



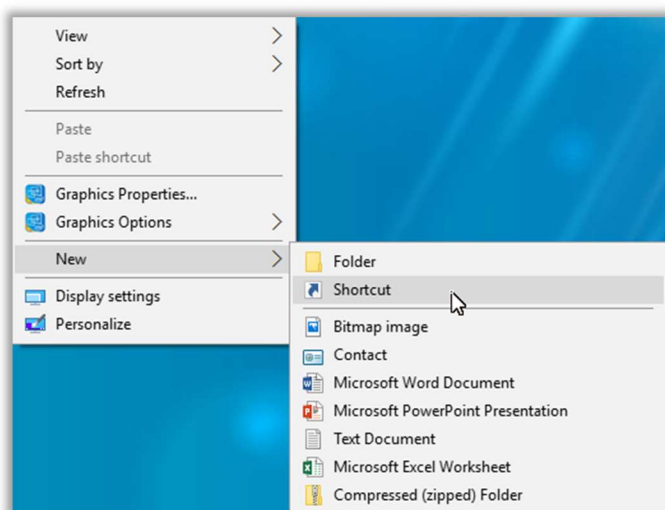
- Once the connection is established you will be presented with the typical Windows login prompt of your PC. You can now login and use your PC.
 - If the PC you are connecting to is the Windows 10 operating system, the remote desktop connection will not start in Full Screen mode. To make the connection full screen, press the **Ctrl+Alt+Pause/Break** keys together.



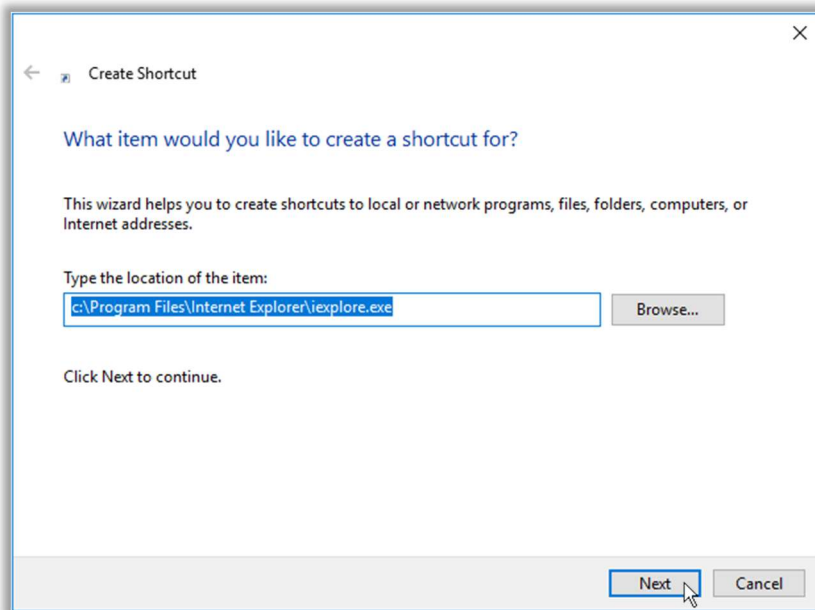
Appendix

How to find IE11 on Windows 10

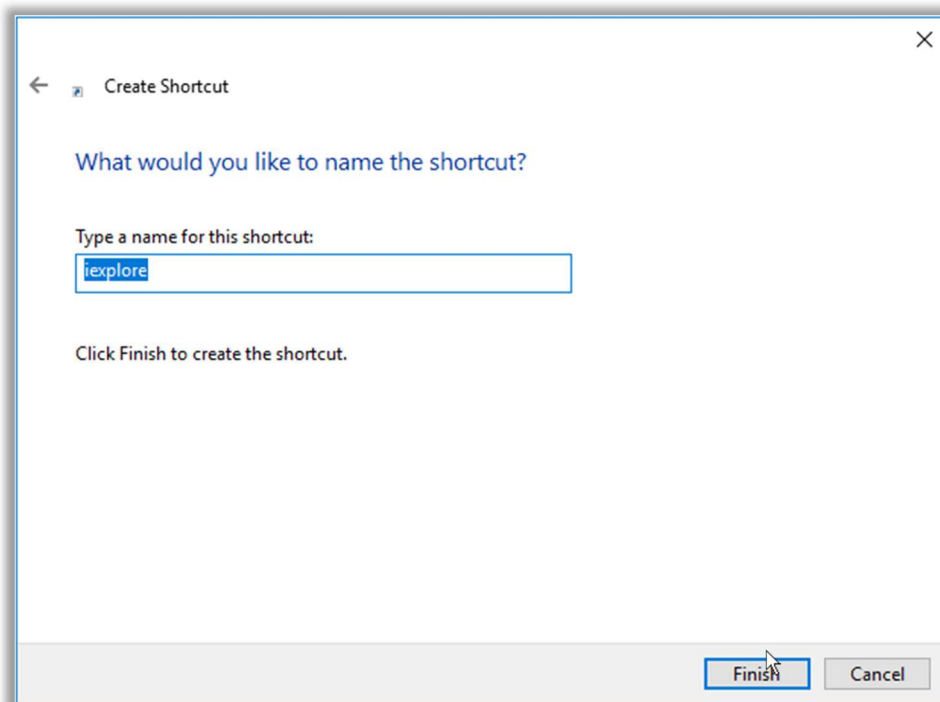
- Right-click on the Desktop, hover over “New” and select “Shortcut”.



- Enter the following specific text in the box, then click Next
 - C:\Program Files\Internet Explorer\iexplore.exe



- Click "Finish" to complete.

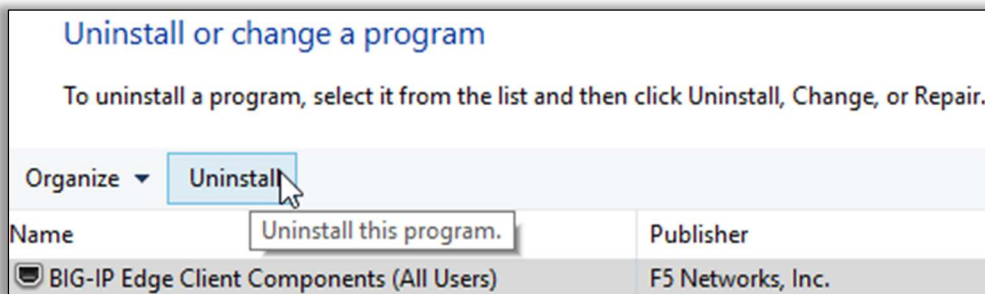




How to reinstall the “BIG-IP Edge Client Components” in Windows

This would need to happen if advised by technical staff or if you cannot connect to your PC after selecting it from the remote.bhsi.com webpage.

- Find the Control Panel
- Select “Uninstall a program” under the “Programs” heading
- Highlight “BIG-IP Edge Client Components” and select uninstall



- When the uninstallation is complete, login to remote.bhsi.com and connect to a PC
 - This will be like the first time remote.bhsi.com has been used and the prompts outlined previously in this document will appear. This process will reinstall the BIG-IP Edge Client Components.