Cook Children's

Which to Use: VPN or MyAccess?

NOTE: *Please do NOT use both VPN & MyAccess at the same time due to license distribution.*

Cook Laptop Pathway	Personal Device Pathway

I have a Cook Laptop and Internet Access

I just need Outlook, Skype or Internet Web Apps

1. If you predominately only use Outlook, Skype and need to get to internet based web applications like ZenDesk.

   - All you need to do is connect your Cook Laptop to the internet and the above apps will work.

I need other Applications, Internal Web Apps and my Mapped Drives

2. If you need to use other applications on your laptop (Epic), web applications on the Cook Network (CookNet) or require access to your mapped drives (M N L S), then please use Cook VPN for these services.

   - Instructions below, as well as links to pertinent articles will guide you through making sure you have the Cisco AnyConnect Client installed and how to launch the client.
   - *** AnyConnect Client must be installed on your Laptop while on a Cook Network before you go home ***

I am having problems or cannot get to everything I need on VPN

3. If you have problems on VPN or you cannot get to everything you need then please try MyAccess or MyAccessDR.

   - Instructions below, as well as links to pertinent articles will guide you through getting connected.*Disconnect from VPN*

I have a Personal Device and Internet Access

I just need my Cook Email, Calendar and Internet Web Apps

1. If all you need is your Cook Email and Calendar (webmail.cookchildrens.org) or other Internet based web apps then try using your device with internet access.

I need a Desktop or other applications and have a Windows or MAC Computer at home

2. If you have a Windows 7, 8, 10 or macOS Catalina, Mojave, High Sierra computer you should be able to download the Citrix Workspace Client and connect to MyAccess or MyAccessDR.

   - Instructions below, as well links to pertinent articles will guide you through installing the Citrix Workspace Client and using MyAccess and MyAccessDR to connect to a **Cook Desktop** or published applications like **Epic**.

I have an IOS, Android or Chromebook Device

3. If you have a recent version of IOS, Android, or Chromebook device you should be able to install the Citrix WorkSpace App from the applicable app store and connect to MyAccess or MyAccessDR.

   - Instructions below, as well as links to pertinent articles will guide you through installing the Citrix Workspace App and using MyAccess and MyAccessDRto connect to a **Cook Desktop** or published applications like **Epic**.

Installing VPN on Cook Laptop

For Detailed Instructions Click [Here](#)

1. Once you receive notice that you've been granted access to VPN, you will need to log out of your laptop and back in.
2. Once logged back in, go to the START menu, and click on ALL PROGRAMS.
3. Open the CISCO folder.
4. Double click on Cisco AnyConnect VPN (Install Only) to begin the install process.

5. Select CONTINUE in the install popup window.

6. A status popup window will then appear to show you the status of the install.

7. When finished, select FINISHED-EXIT to close the popup. NOTE: you are not required to reboot your laptop, but it is strongly recommended you reboot as soon as you can to clear up any cached installation files, temporary files, etc

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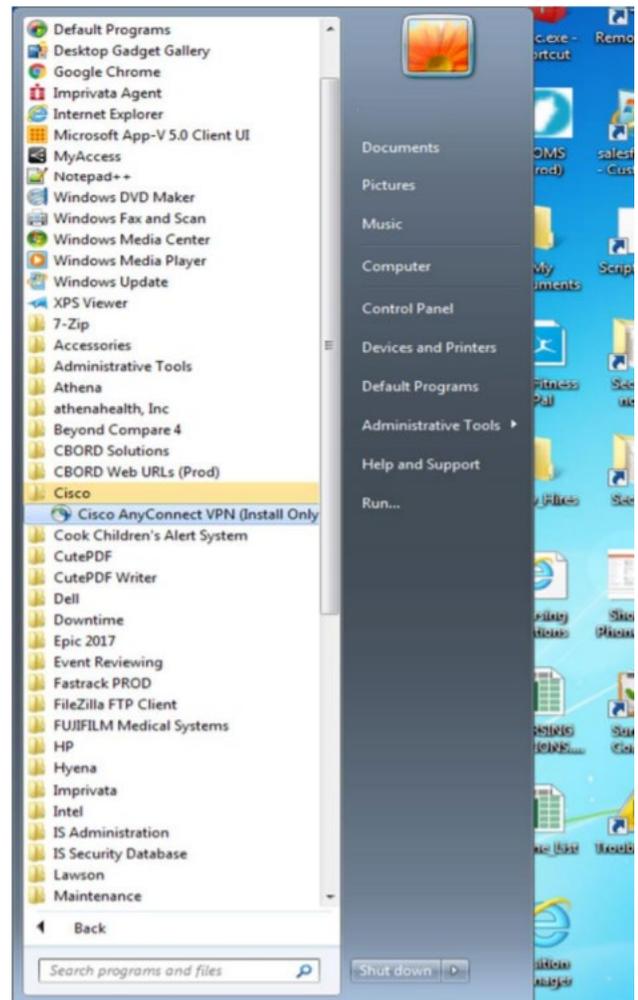
# Launching VPN

For Detailed Instructions Click Here

1. When you are ready to use VPN from a remote location, find the Cisco folder in ALL PROGRAMS.
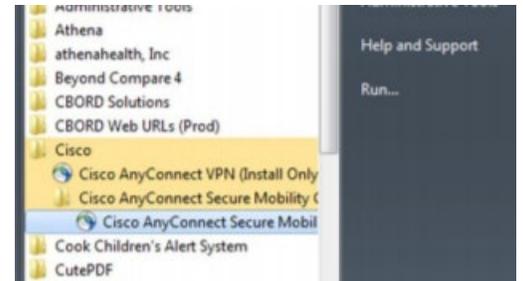
2. Click to open CISCO ANYCONNECT SECURE MOBILITY CLIENT folder.

3. Double click on CISCO ANYCONNECT SECURE MOBILITY CLIENT to launch VPN.

4. Please Select **Cook Children's Lewisville VPN** first because we have more capacity at this location.
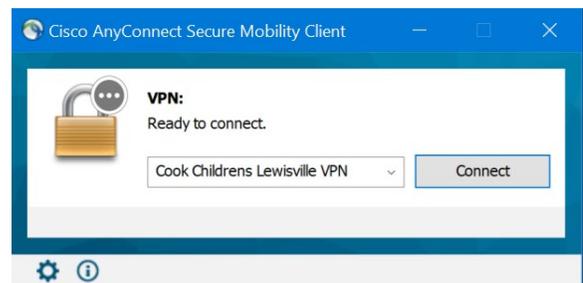
   If you have issues connecting to the **Lewisville VPN** then select **Fort Worth VPN** and try this one.

5. Click CONNECT in the popup window. NOTE: you do not need to change the connection name.

6. Enter your Cook login credentials.

7. After credentials accepted, you'll need to ACCEPT the terms (EULA).

8. You are now connected to VPN! To verify, you can check your System Tray for the Cisco AnyConnect globe icon. Hover over to see if it is in a connected or disconnected state.
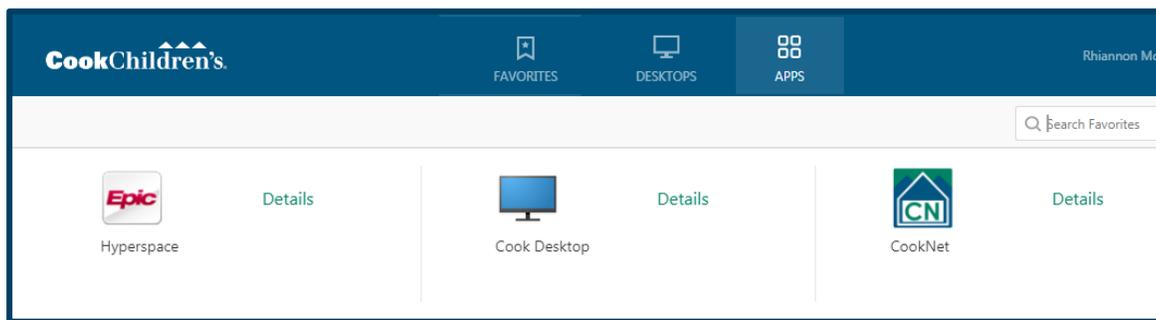
![Cook Children's logo]
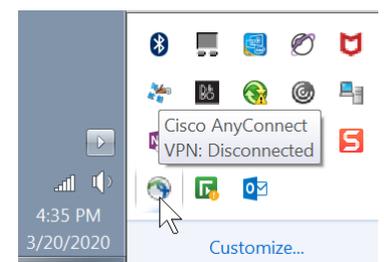
MyAccess Instructions

1. **On a Cook Laptop?** Go to Step 4

2. **Using a Personal Windows or MAC PC?** Click Here to insure your PC has the proper Citrix Workspace Client. Follow the instructions on the Citrix website.

3. **Using IOS(iPhone), Android or Chromebook?** Click Here to insure your device has the proper Citrix Workspace App. Follow the instructions for your device type.

4. From Chrome, IE or Safari: Go to myaccess.cookchildrens.org
   (Note: There is also **Instructions** and **Workspace** buttons on the site to help guide you.)

5. Login with your Cook username & password

6. Check the box that you accept the Terms & Conditions.
   (Note: You should read the Terms & Conditions before accepting)

7. If you are already enrolled in Imprivata 2 Factor then you should receive an alert on your smart phone to confirm the login or be requested to type in a code to complete the login process.
   (Note: If you are not enrolled in 2 Factor then proceed below to MyAccess: 2 Factor Authentication)

8. If you'd like to open a specific application, such as Epic Hyperspace or CookNet, go to the APPS tab and double click the icon.

9. You can also select the DESKTOP tab to open a Cook Desktop.

10. We also have MyAccessDR.cookchildrens.org
(Note: This site only has one publish for Cook Desktop DR with a capacity of 500 desktops.)

MyAccess: 2 Factor Authentication

1. When logging into MyAccess, you will likely need to perform a 2-factor authentication. This added step best protects Cook users from cyber-attacks.

2. Download the free Imprivata ID app from iTunes App Store or Google Play on your phone.

3. The first time you login to MyAccess, it will prompt you to enter an Imprivata serial number from your Imprivata app.

4. Include the "IMPR" in the number you enter.

5. Next, you'll be prompted to enter the 6 digit token code from Imprivata.

6. For future logins to MyAccess, it will ask you via Imrpivata to approve or deny access.