

Procedure Title	Severe Weather Event Procedure	
Department	Operations	
Status	Collaboration	
Owner Approval	Sarah Baylous	Not Set
CEO Approval	Lisa Aquino	Not Set
Board Resolution		12/01/2023

I. INTRODUCTION

To provide guidance for staff to follow in the event inclement weather causes disruption in the ability to safely report to Center for work. Unless there is risk in going into the building, ANHC will remain open to patients. Department directors will adjust, as needed.

II. PROCESS

A. In the event there is a severe weather alert, and/or act of nature that could impede the ability for staff to report to work, the following will occur:

1. Email and text message sent to all staff with the following:
 - a) We will remain open to serve our patients
 - b) Check emails and texts throughout the day for any updates
 - c) We understand safety may be of concern and support employees to use their better judgement
 - d) If you cannot come to work and/or will be late, reach out to your supervisor
 - e) If you have the ability to work remote and have supervisor permission:
 - (1) **See Addendum A – Remote Work**
 - f) Direct any questions to your supervisor

2. A remote huddle will be held by SLT and other necessary leaders the morning of the severe weather event, before the Center opens

Addendum A – Remote Work

Remote Access Setup Checklist

- **Manager Responsibility**
 - HR Approval submitted to IT: This enables the service desk to add specific permissions and licensing.
 - Verify equipment eligibility requirements.
- **Employee Responsibility**
 - Employee must install Imprivata OneSign (MFA) install on their mobile phone. (Enable all notifications)
 - Apple Store: <https://apps.apple.com/us/app/imprivata-id/id991327711>
 - Google play store: <https://play.google.com/store/apps/details?id=com.imprivata.imprivataid>
 - Employee should enroll the Imprivata app from their work desktop.
 - Employee should know their ANHC password. Contact Service Desk for assistance 907-743-7333.
 - Employee must have a computer at home running: Microsoft Windows 10 or higher or MacOS 10.13.X or higher.
 - Find your version of Windows: [Which version of Windows operating system am I running? - Microsoft Support](#)
 - Find your version on Apple: [Find out which macOS your Mac is using - Apple Support](#)
 - Employee should install Horizon Client for the best experience. Notate the server name, employee will be asked for it during installation.
 - horizon.anhc.org

Comprehensive Guide

To begin setup for your remote access, you will need to install the “Imprivata ID” on your personal mobile phone. This is used for Multi-Factor Authentication. When logging in remotely you will be prompted to approve the access via this app. Please call the service desk if you require assistance.

Steps completed on mobile phone

Apple Devices

Apple Store: <https://apps.apple.com/us/app/imprivata-id/id991327711>

Android Devices

Google play store:

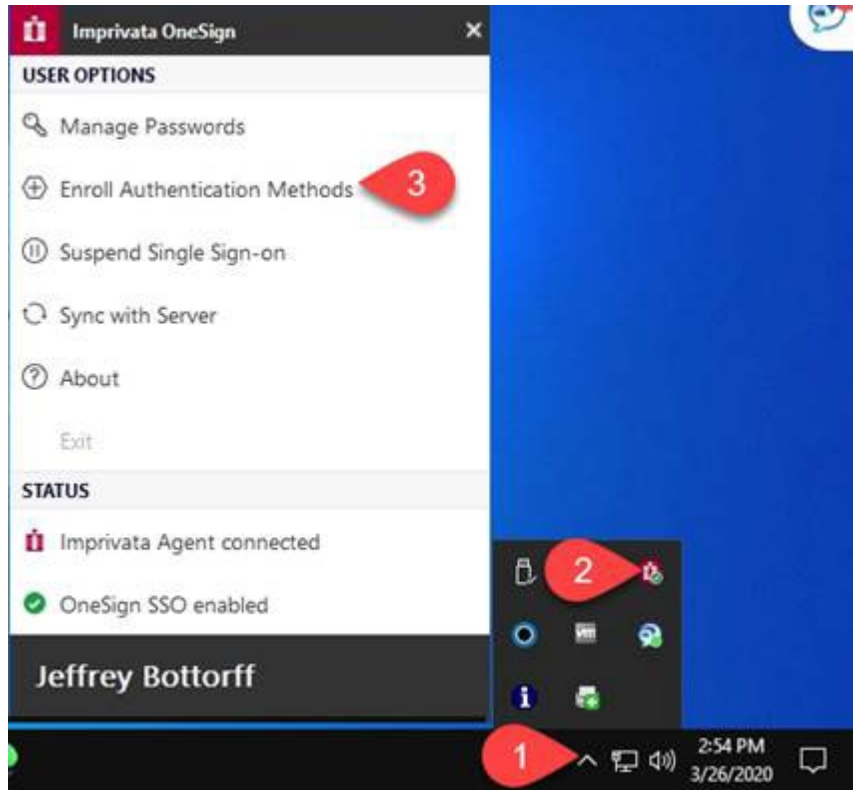
<https://play.google.com/store/apps/details?id=com.imprivata.imprivataid>

1. Launch the app, when prompted select “This is my first time using this app”
-

2. You will be prompted to enable or do not use two separate options. (Eprescribing & auto lock) We do not want to use these.
3. The app should now load, you will see an IMPR number and token code. You will need these in future steps.

On your work computer

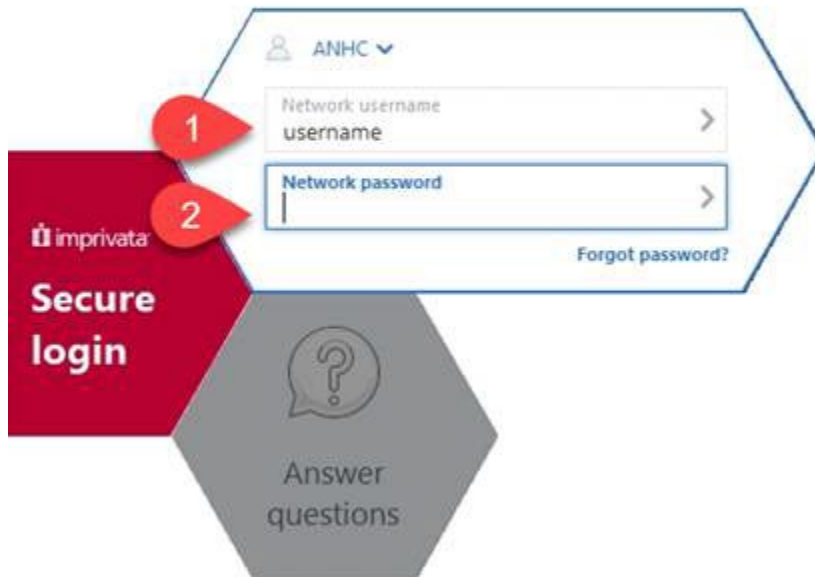
1. Click the action center icon,
2. Click on the “Imprivata ID” icon,
3. Click “Enroll Authentication Methods”.



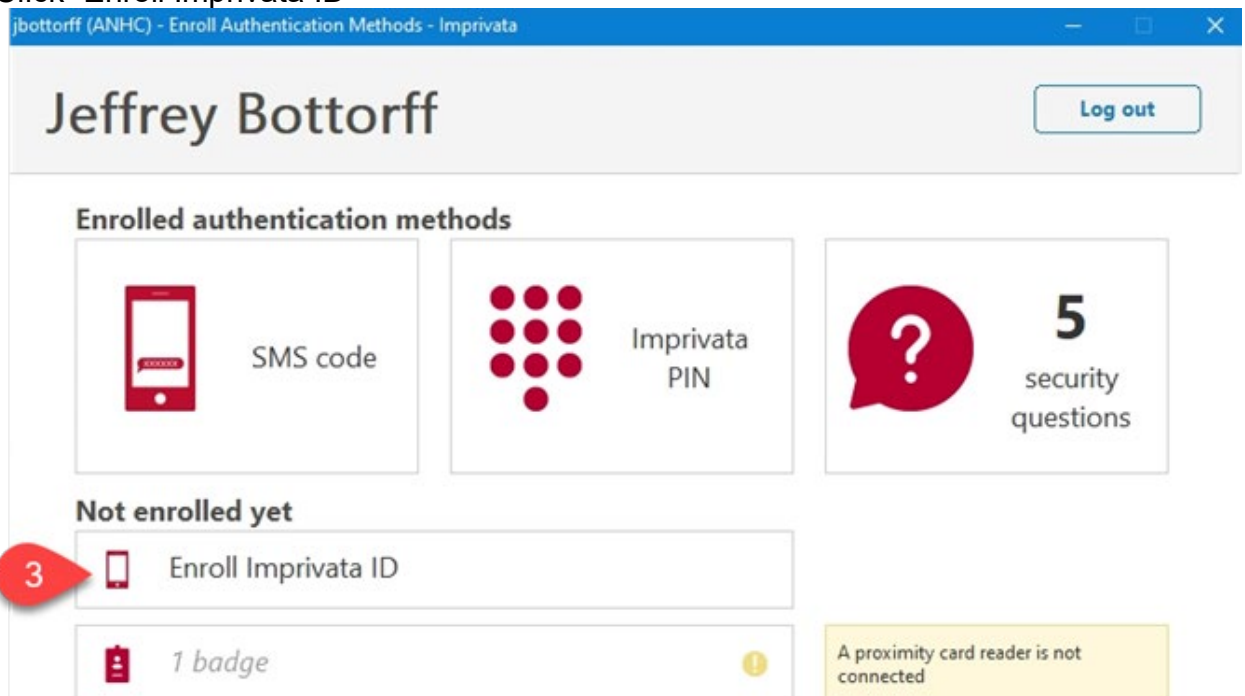
4.

You will be prompted to enter your user name and password

1. Click on the “Network user...” field and either your user name, enter your password



- 2.
3. Click "Enroll Imprivata ID"




4. In the Serial number field, enter the serial number from the app on your phone: include the "IMPR"
5. Enter the token code
6. Click the submit button.


jbottorff (ANHC) - Enroll Authentication Methods - Imprivata

Jeffrey Bottorff


Enroll Imprivata ID


1. Open the **Imprivata ID** app on your smartphone.
If you don't already have the **Imprivata ID** app, install it. 
2. In the app, allow **Notifications**, **Location Services**, and **Bluetooth Access**.
3. In the app, locate the **Serial Number** and **Token Code**, and enter them below.


Serial Number

Token Code

[Enroll later](#) 



7.

On your home computer

Below are the instructions on how to connect remotely going forward. The instructions are also located on our home page under the "For Employees" link in the bottom right corner of www.anhc.org.

Quick Instructions:

1. Go to <https://horizon.anhc.org/>
2. Click the "Install VMware Horizon Client" link.



- a.
3. You will be asked to select the version of system you are running.
 - a. Click [HERE](#) for instructions on finding what version of Windows you are running
Note: Microsoft Windows versions prior to Windows 10 are not supported
 - b. Click [HERE](#) for instructions on finding what version of MacOS you are running
Note: MacOS versions older than 10.13.X (High Sierra) are not supported
 4. To install on Windows, follow VMWare's instructions;
<https://docs.vmware.com/en/VMware-Horizon-Client-for-Windows/5.1/horizon-client-windows-installation/GUID-6ACAF8A-44BF-476C-BDA0-AF5C19553614.html>
 5. To install on MAC; <https://docs.vmware.com/en/VMware-Horizon-Client-for-Mac/5.1/horizon-client-mac-installation/GUID-4A43EAD3-CFCF-41C9-A645-974ABCC38263.html>

After restarting your computer & opening the Horizon client application, you will be asked for the primary server: <https://horizon.anhc.org>
Your credentials will be your e-mail address and your computer password.

Note

You're welcome to try iOS, Android, or Chrome OS clients but they are not supported by the ANHC Service Desk.

MacOS Users: You will be presented with several security warnings and need to enter your MacOS password at least two times. It's normal to get a pop-up warning that the application was downloaded from the web (prior to letting you install the application). Because the Horizon Client has options for connecting to local USB devices and drives there is another security prompt that will take you to the MacOS System Preferences under Security & Privacy asking you to approve the Horizon Client. This is all covered in the installation guide provided in step 5 by VMWare.

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