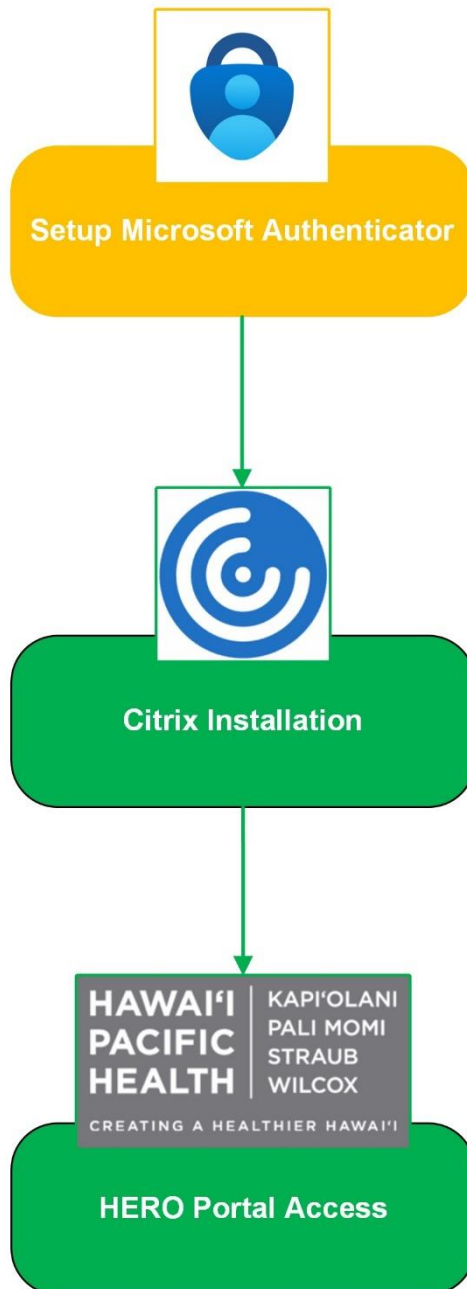


## HERO Portal Instructions

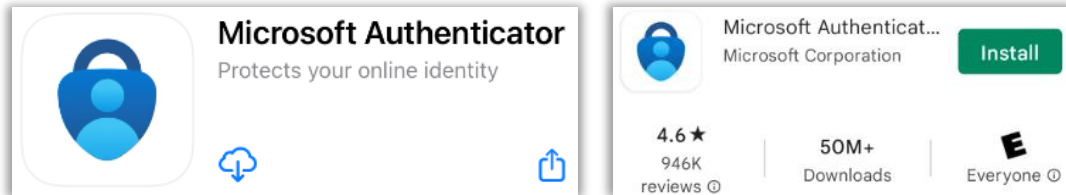
This guide will cover accessing the HERO portal website. Please have a **desktop/laptop** on hand, in addition to your **cellphone** to complete this process; otherwise, you'll be unable to access the HERO website. **Click on the icons** in the flowchart below to be redirected to that section for further details.



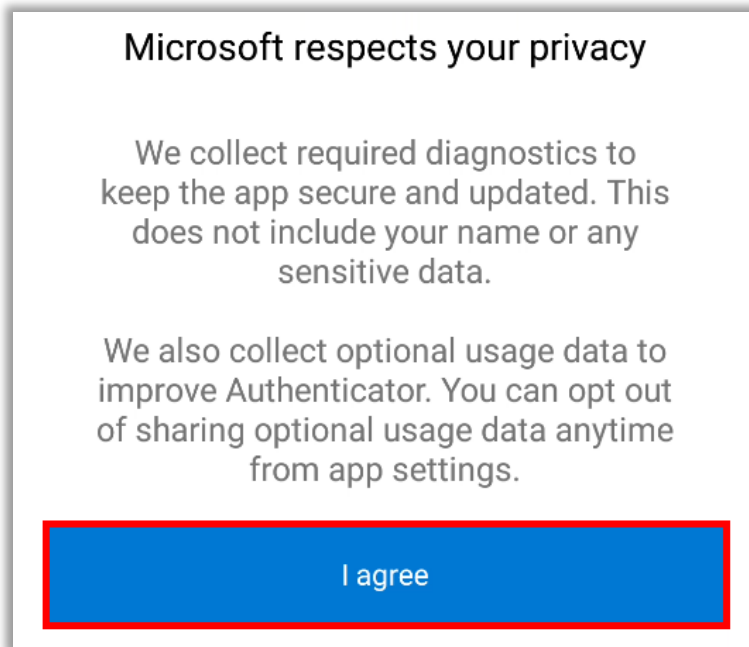
## Microsoft Authenticator Registration

Please have a **desktop or laptop** accessible to complete the registration.

1. On your cellphone, open the App Store/Play Store to search for “Microsoft Authenticator” and install the program

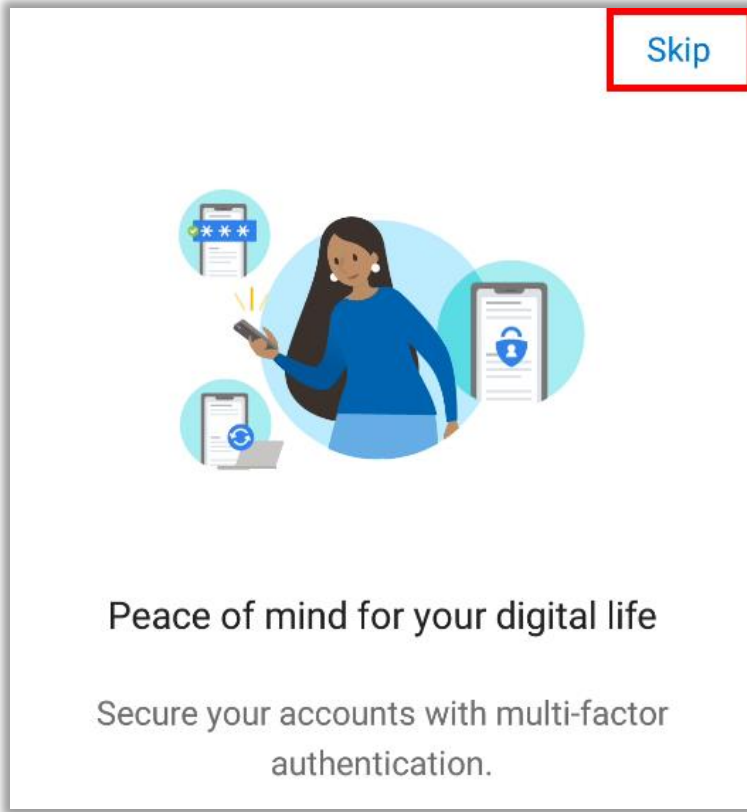


2. Open the application and select **I Agree** on the Microsoft privacy page

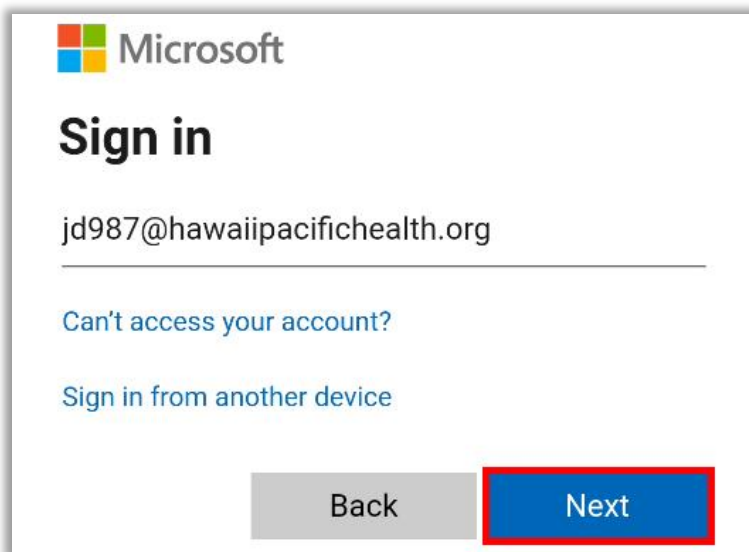


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3. Select **Skip** on the first-time setup page. The main page will then load

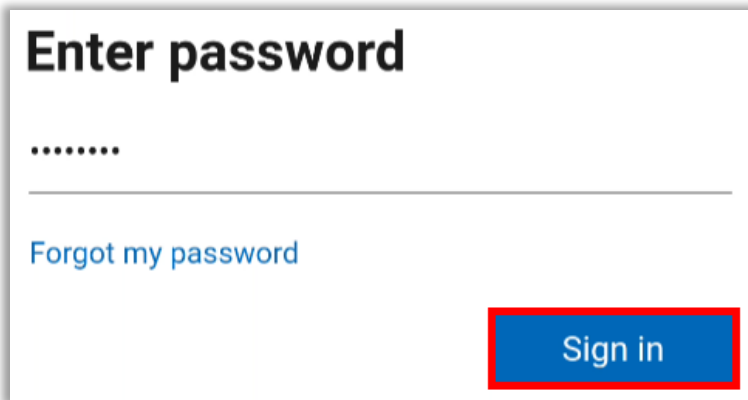


4. From your **desktop or laptop**, open a web browser (e.g. Chrome, Edge, etc.) and access <https://aka.ms/mfasetup>
5. Enter your HPH account name (**network ID@hawaiipacifichealth.org**) and select **Next**



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6. Enter the password for your HPH **network ID** and select **Sign In**



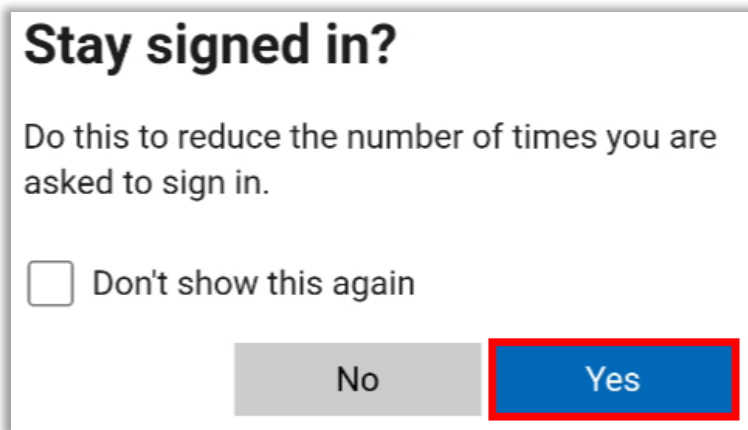
**Enter password**

.....

[Forgot my password](#)

**Sign in**

7. Select **Yes** on the next page



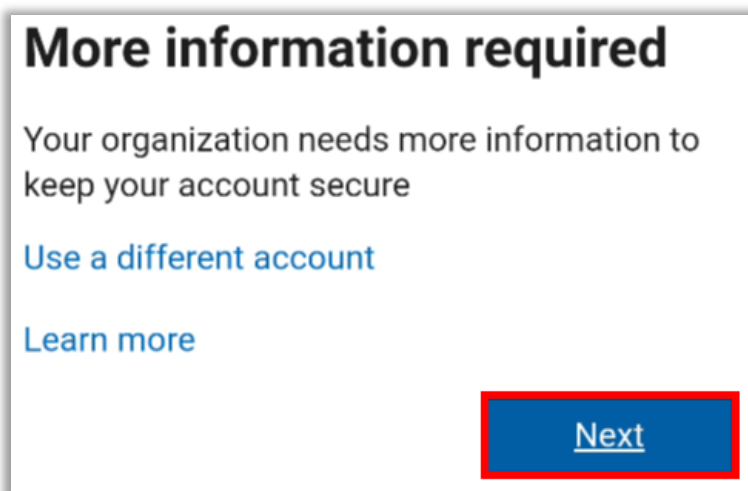
**Stay signed in?**

Do this to reduce the number of times you are asked to sign in.

Don't show this again

No **Yes**

8. Select **Next** on the more information required page



**More information required**

Your organization needs more information to keep your account secure

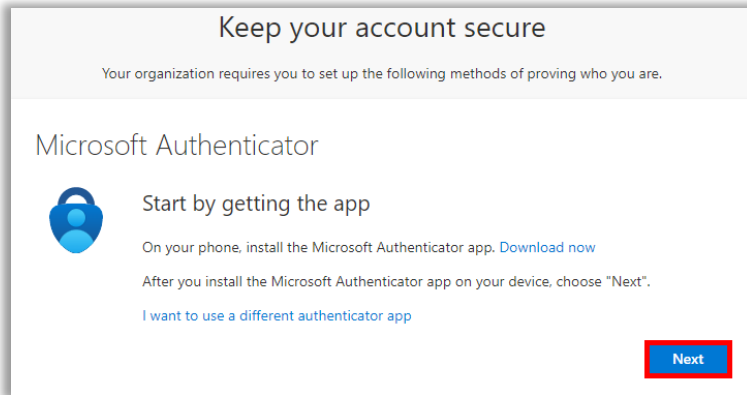
[Use a different account](#)

[Learn more](#)

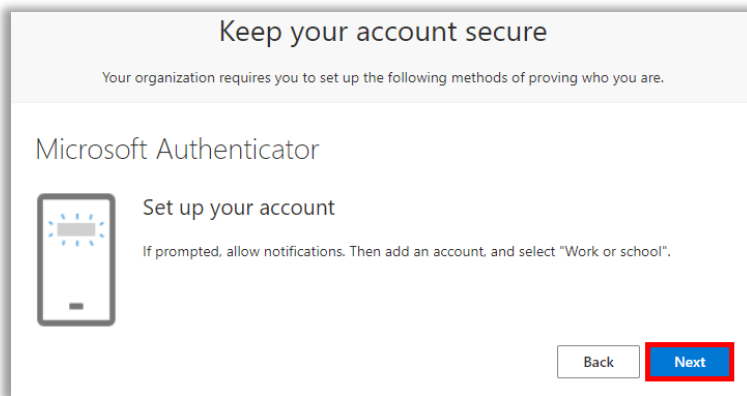
**Next**

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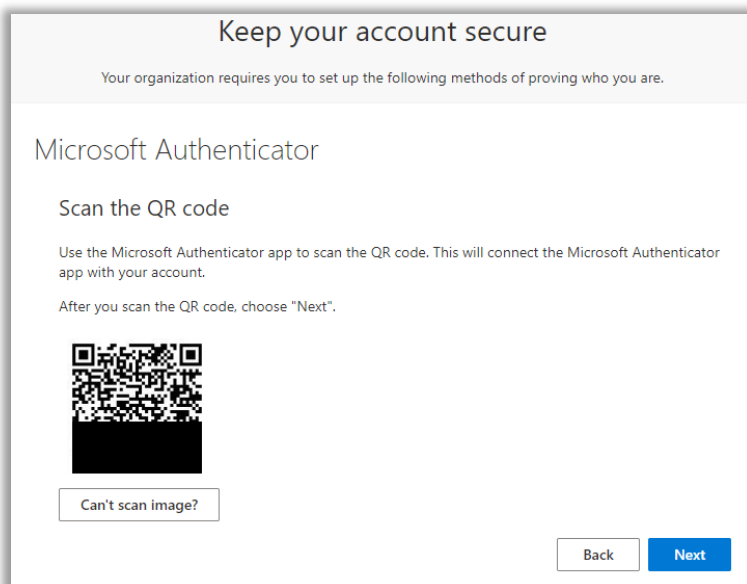
### 9. The Keep Your Account Secure page will open, select **Next**



### 10. Select **Next** again

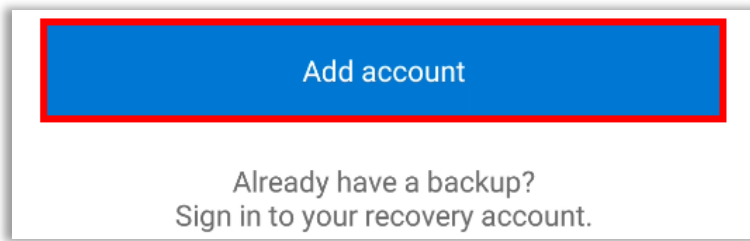


### 11. The page will update with a QR code. **Leave this window open** on your desktop or laptop

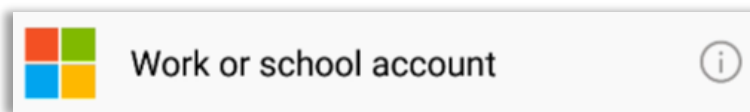


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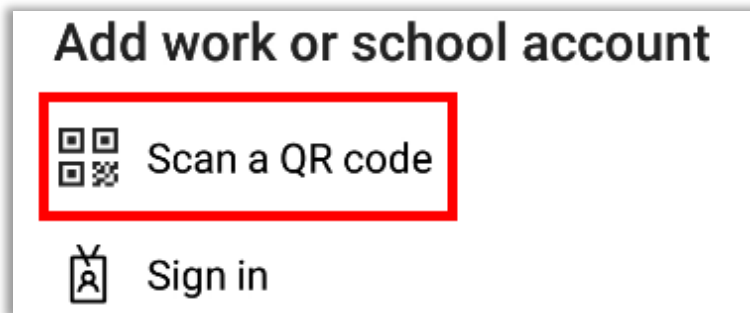
12. Switch to your **cellphone**, open the Microsoft Authenticator app and select **Add Account**



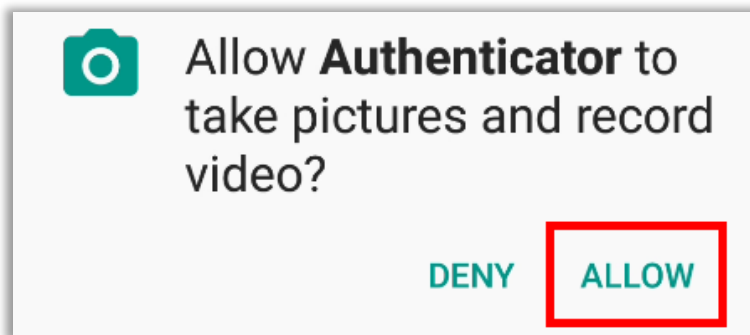
13. Select **Work Or School Account** from the list



14. Select **Scan a QR code** from the popup

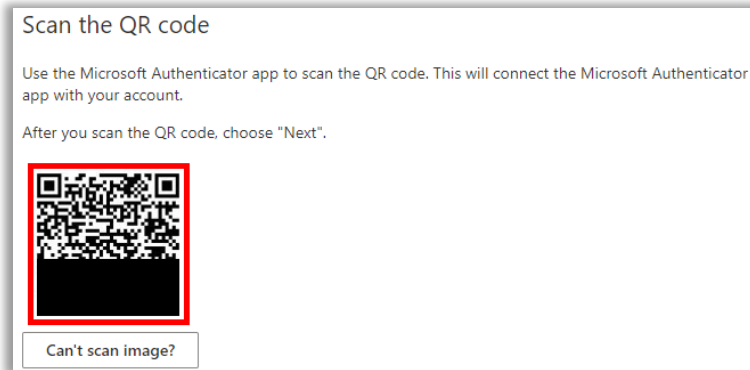


15. **Allow** access to your cellphone's camera if a popup appears for camera permissions

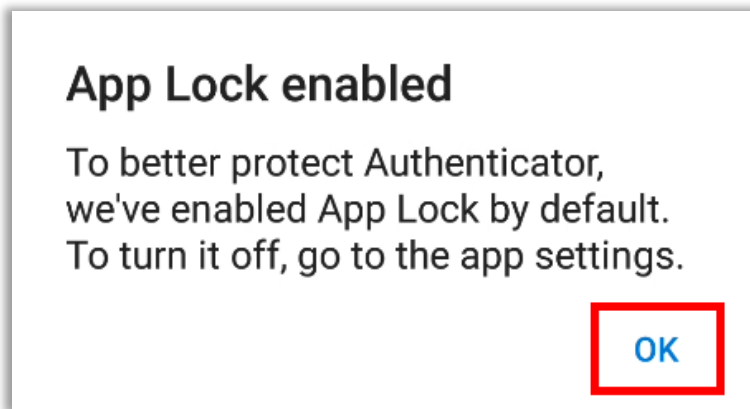


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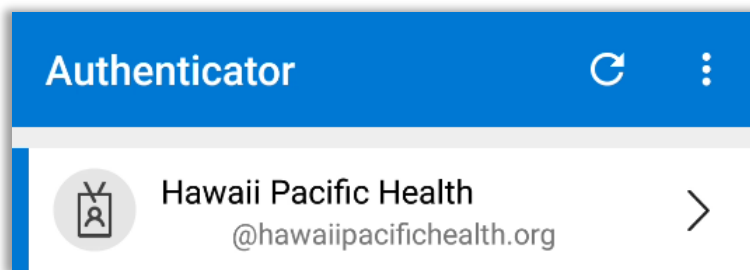
16. Use your cellphone's camera to scan the QR code on your **desktop or laptop** monitor



17. Return to your **cellphone** and select **OK** on the app lock enabled popup

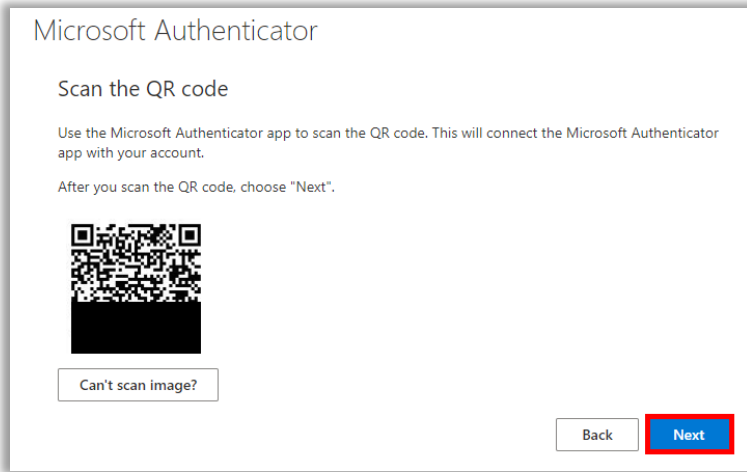


18. If the registration was successful, your cellphone will now display your HPH account under the main menu

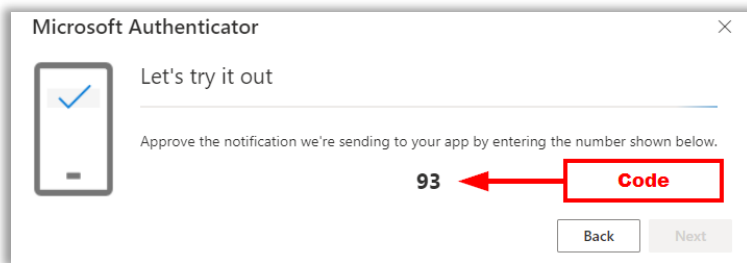


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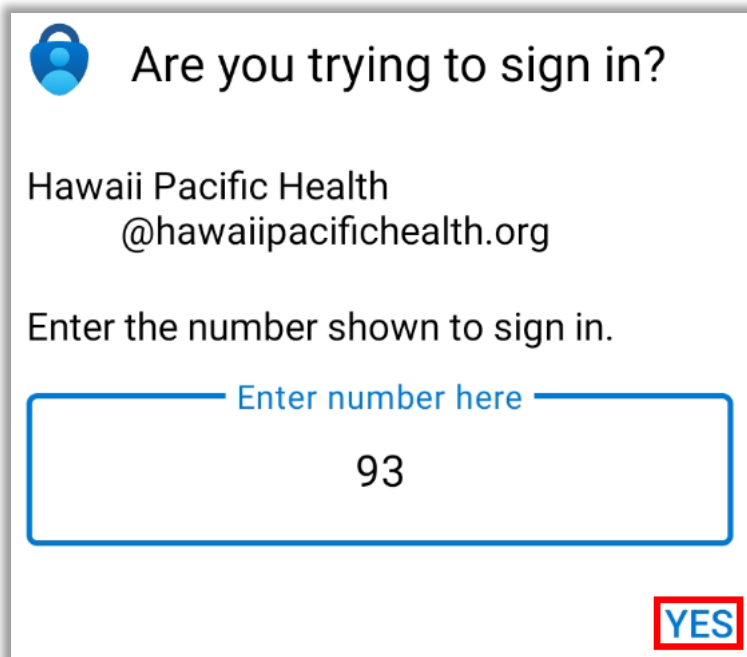
19. Return to your **desktop or laptop** and select **Next**



20. The next page will send you a Microsoft Authenticator notification and a **code** to enter on your cellphone



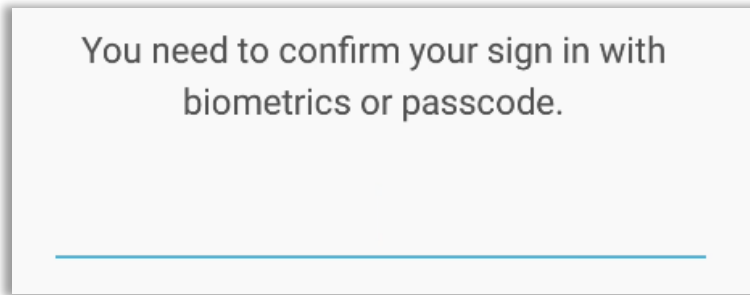
21. Return to your **cellphone** to find the notification, enter your code, and select **Yes**



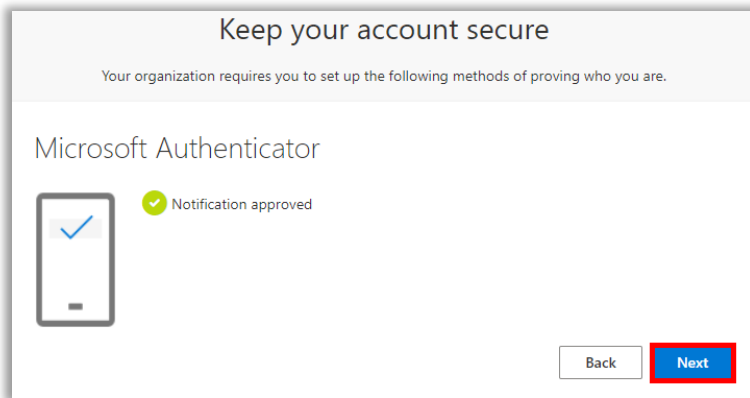


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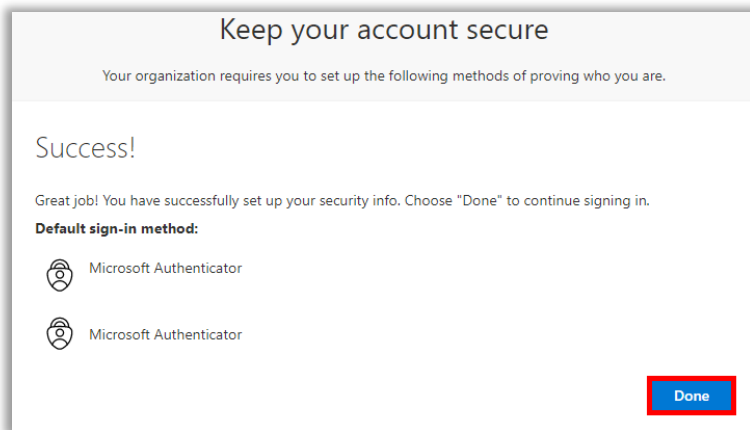
22. Authenticate with your cellphone's **personal** password/code/biometric on the confirm sign in screen



23. Return to your **desktop or laptop** and select **Next**

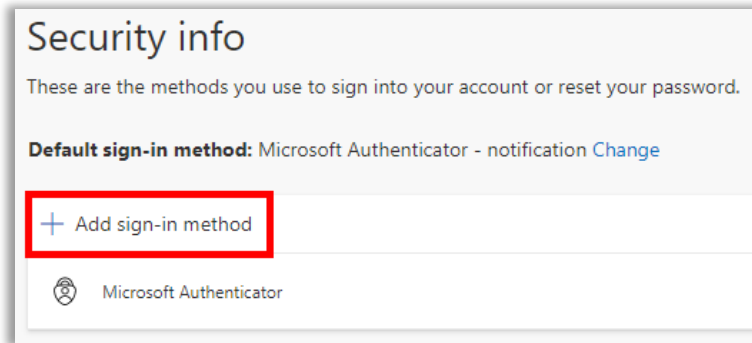


24. Select **Done** on the success page

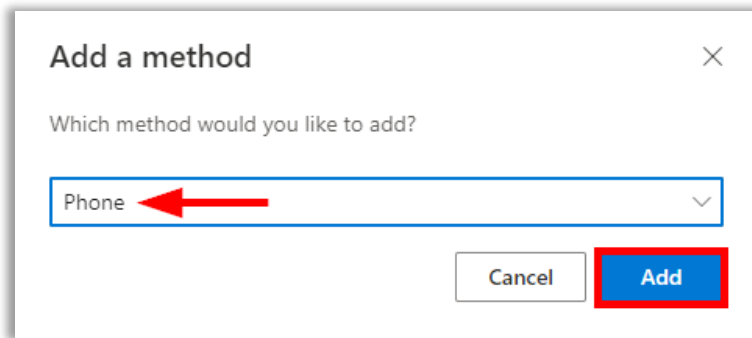


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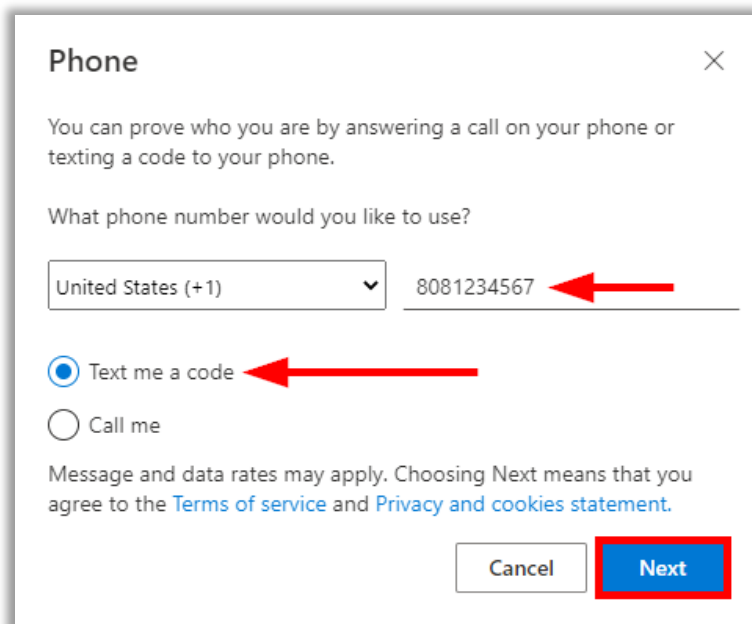
25. The **Security Info** page will now load, click **Add Sign-In Method**



26. A popup will appear. Click on the dropdown, select **Phone**, then click **Add**

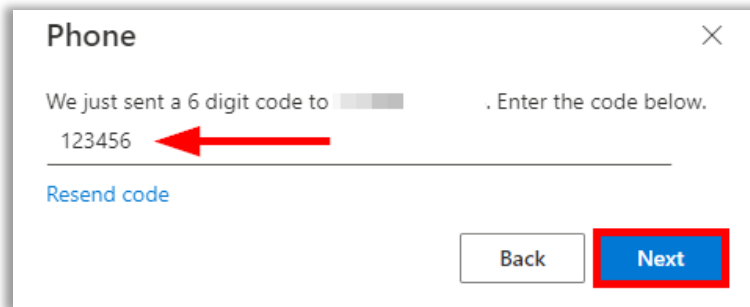


27. Enter your 10-digit mobile phone number, select **Text Me a Code**, then click **Next**



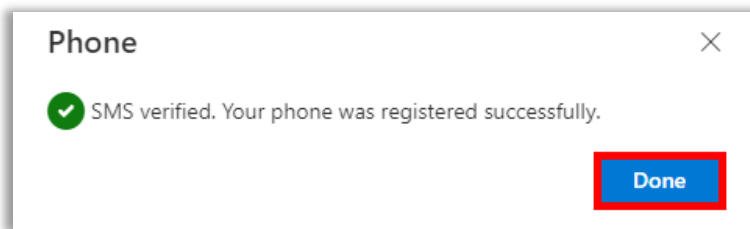
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28. The system will now text you a code. Check your **cellphone** for a 6-digit code, enter it, and select **Next**



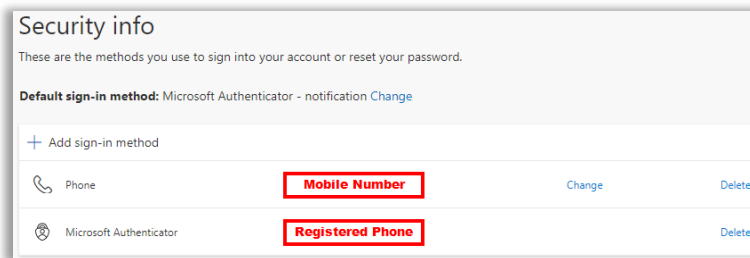
A popup window titled "Phone" with a close button (X) in the top right corner. The text inside reads: "We just sent a 6 digit code to [redacted] . Enter the code below." Below this, the code "123456" is displayed in a text input field, with a red arrow pointing to it from the right. Underneath the input field is a blue link that says "Resend code". At the bottom of the popup are two buttons: a white "Back" button and a blue "Next" button with a red border.

29. Select **Done** on the next popup



A popup window titled "Phone" with a close button (X) in the top right corner. It features a green checkmark icon followed by the text: "SMS verified. Your phone was registered successfully." In the bottom right corner, there is a blue "Done" button with a red border.

30. The Security Info page will open again, your mobile app and cellphone number are both registered. The setup is **finished** and you can close the page on your desktop



The "Security info" page shows the methods used to sign into an account. It states: "These are the methods you use to sign into your account or reset your password." The default sign-in method is "Microsoft Authenticator - notification". Below this, there is a section for "Add sign-in method" with two entries:

Method	Status	Change	Delete
Phone	Mobile Number	Change	Delete
Microsoft Authenticator	Registered Phone		Delete

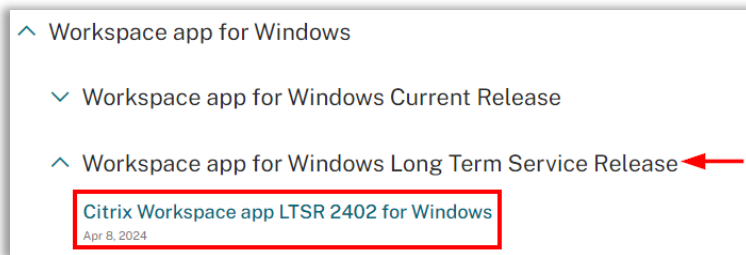
## HERO Access From Portal

Accessing HERO offsite requires you to register Microsoft Authenticator and to download the Citrix Workspace client onto your personal computer. Check the [Citrix website](#) periodically for new software releases. Please navigate to the appropriate section if you have a [Windows](#) or [Mac](#) device.

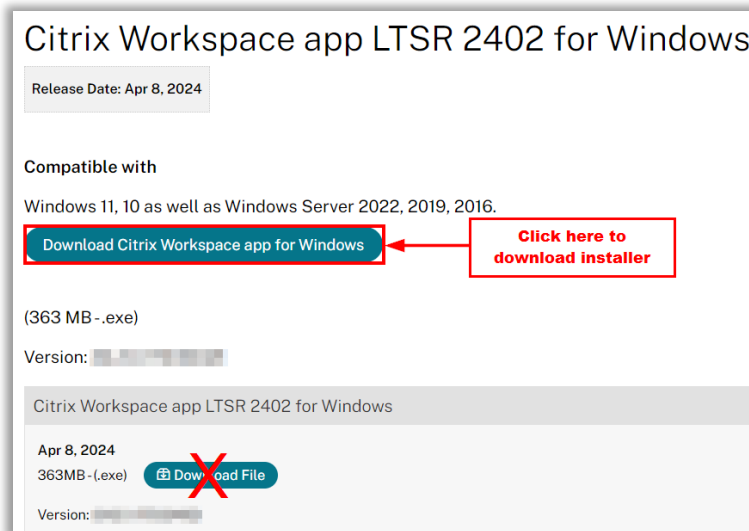
## Citrix Installation On Windows

Ensure you have permissions to install programs on your device.

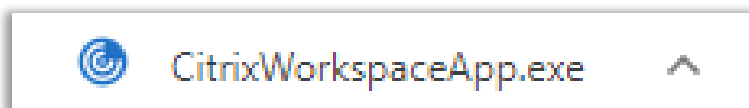
1. Navigate to <https://www.citrix.com/downloads/workspace-app/>
2. Expand the section for Windows, expand the section for **Workspace app for Windows Long Term Service Release**, and click on the **blue link**



3. Click the **Download Citrix Workspace app for Windows** button



4. Check your **Downloads** folder and open **CitrixWorkspaceApp.exe**



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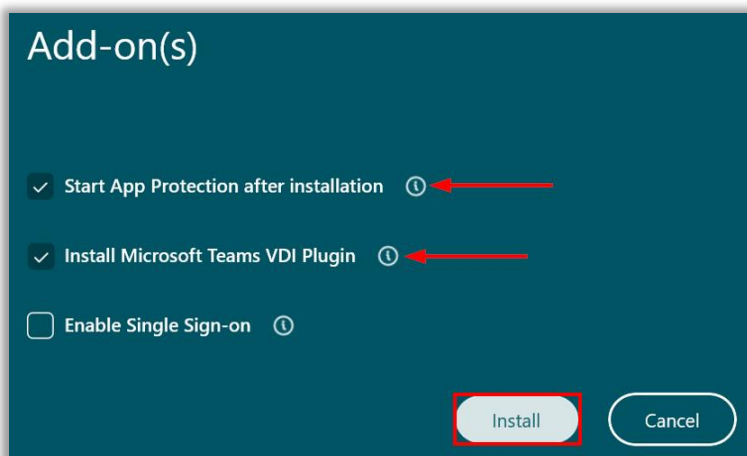
5. Select **Continue** on the welcome page



6. **Check** the license agreement box and select **Continue**

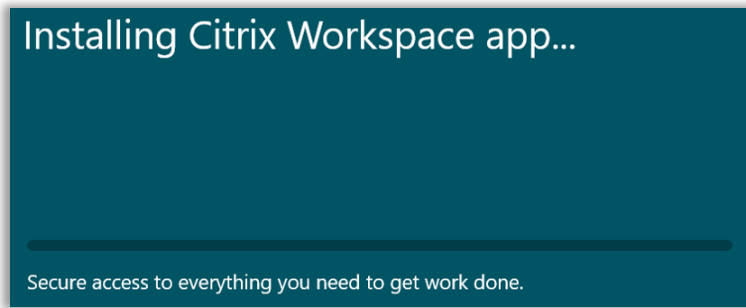


7. **Check** the app protection and Microsoft Teams boxes. **DO NOT** check the enable single sign-on box and select **Install**

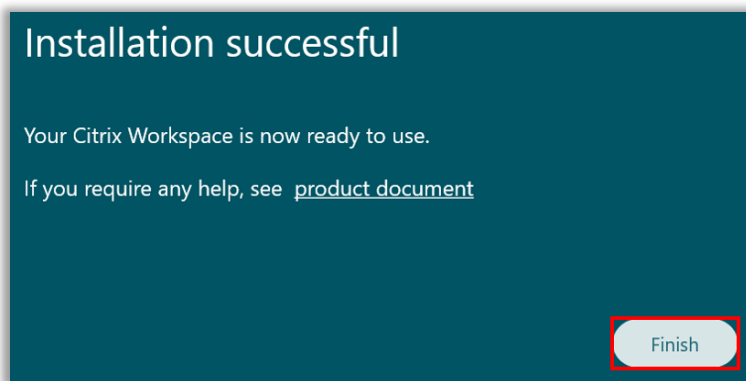


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8. Wait for the installation to finish



9. Select **Finish** to end the installation. You don't have to add an account if the program opens

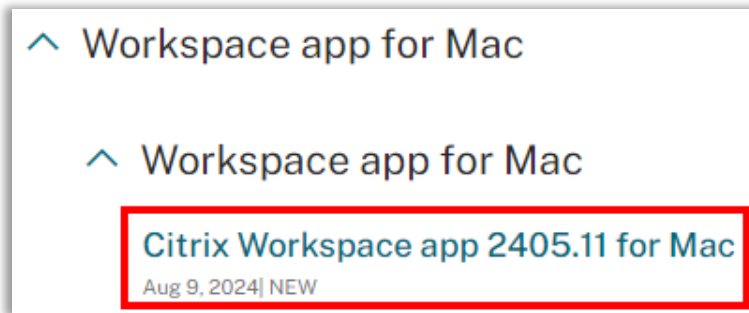


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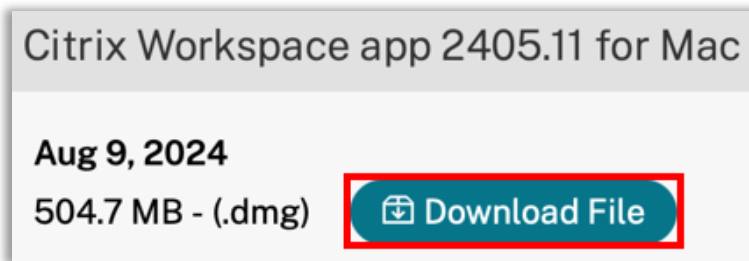
## Citrix Installation On Mac

Ensure you have permissions to install programs on your device.

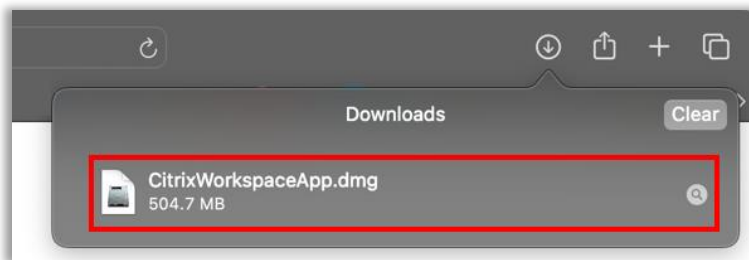
1. Navigate to <https://www.citrix.com/downloads/workspace-app/>
2. Expand the section for Mac, expand the section for **Workspace app for Mac**, and click on the **blue link**



3. Wait for the page to load and click on the blue **Download** button

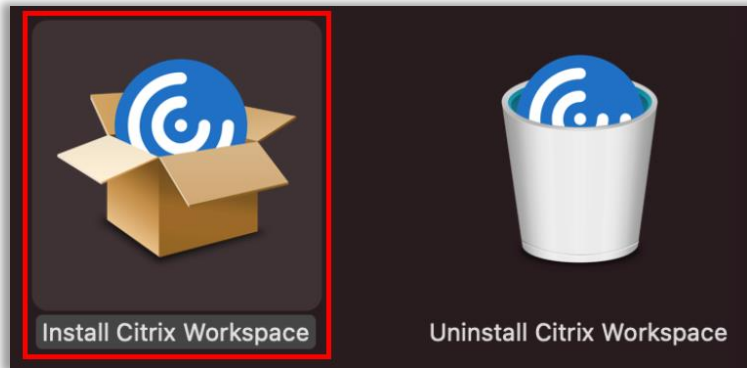


4. Check your **Downloads** folder and open **CitrixWorkspaceApp.dmg**

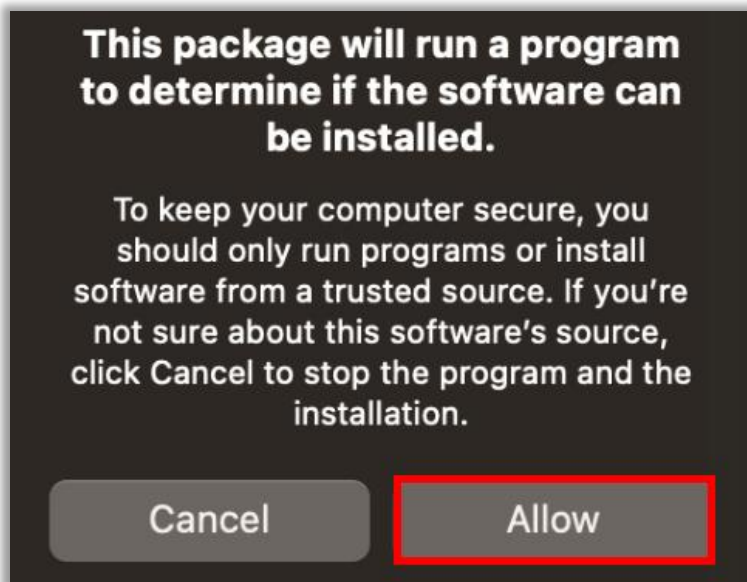


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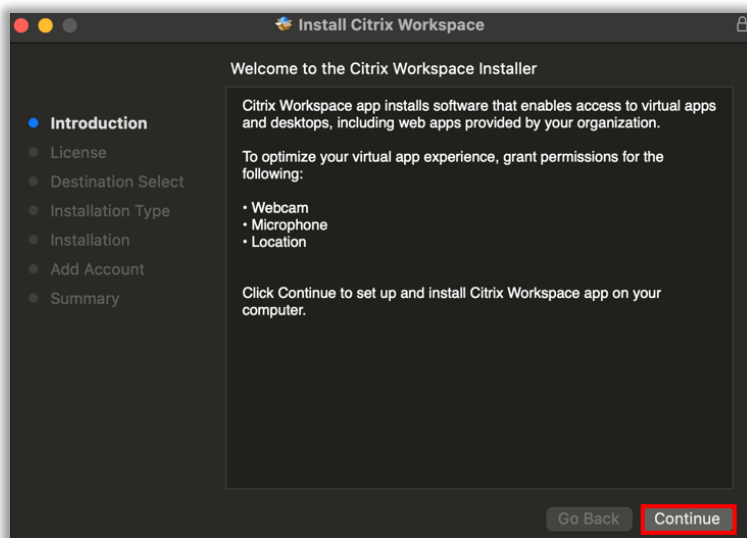
5. Select **Install Citrix Workspace** to begin the installation



6. Select **Allow** on the package installation popup



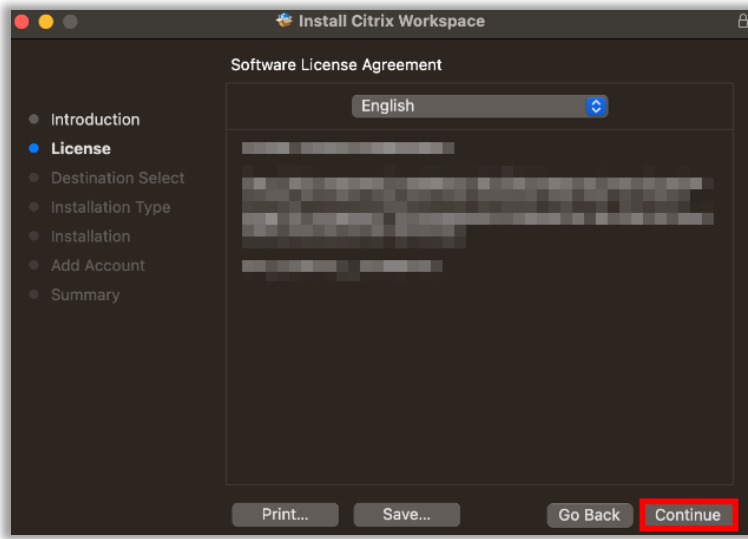
7. Select **Continue** on the welcome page



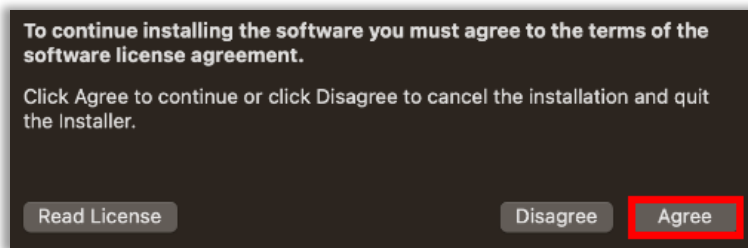


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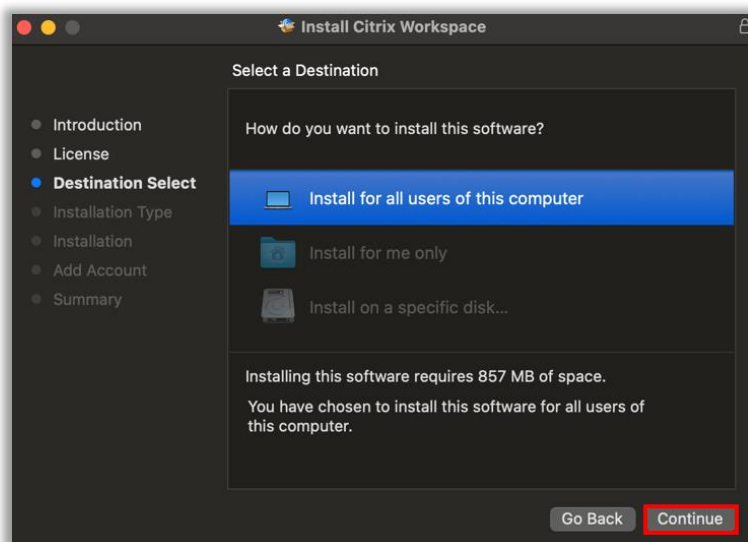
8. Select **Continue** on the software license agreement page



9. Select **Agree** on the software license agreement page

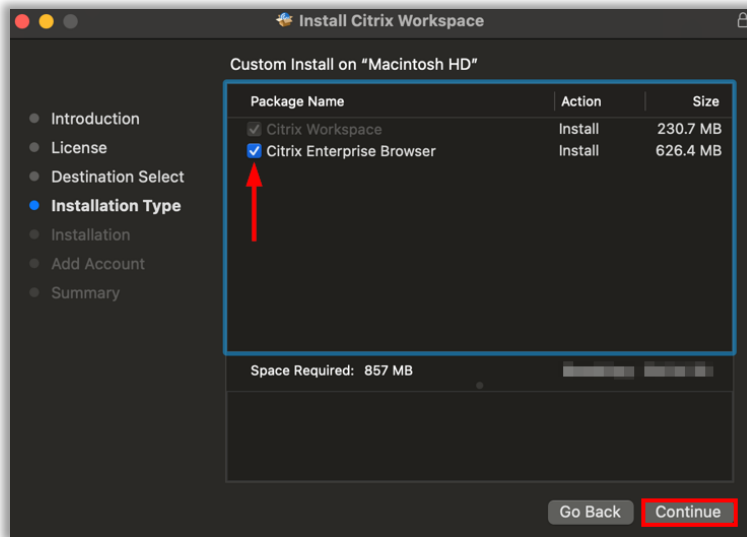


10. Select **Install for all users** on the destination page and select **Continue**

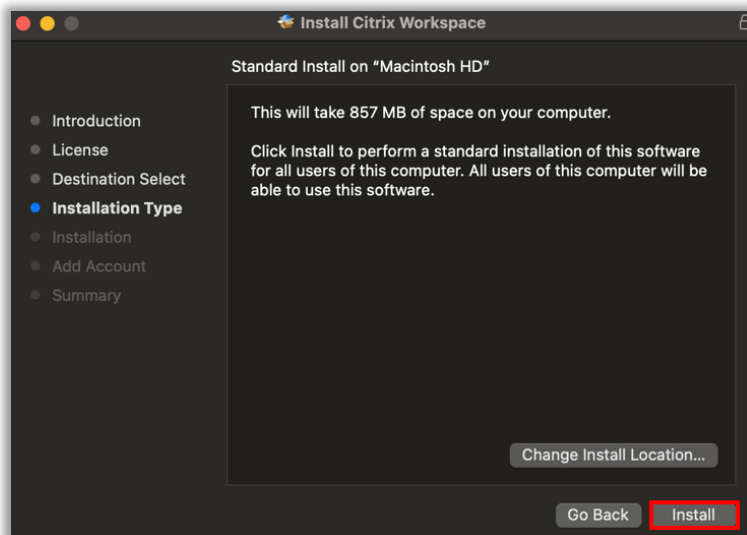


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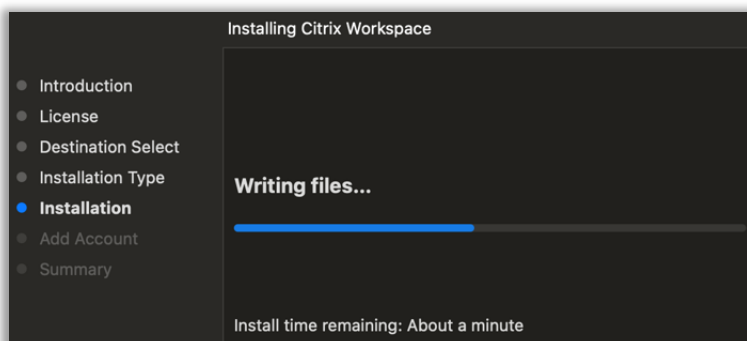
### 11. Check both boxes and select **Continue**



### 12. Select **Install** on the next page

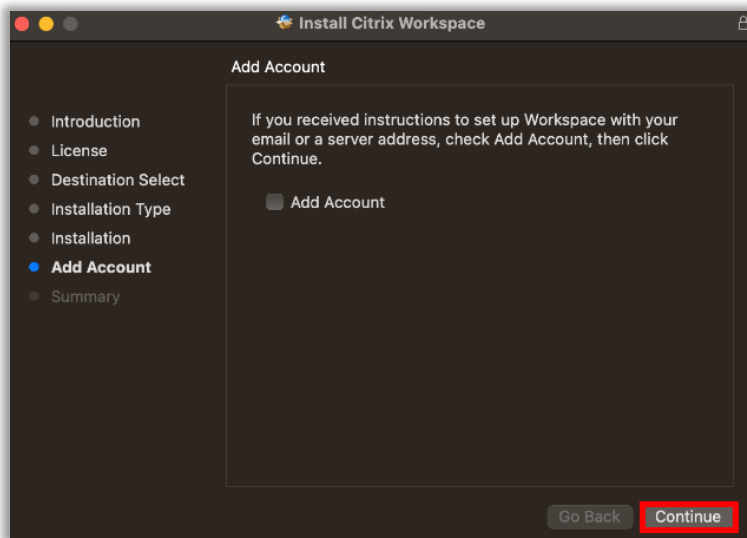


### 13. Wait for the installation to finish

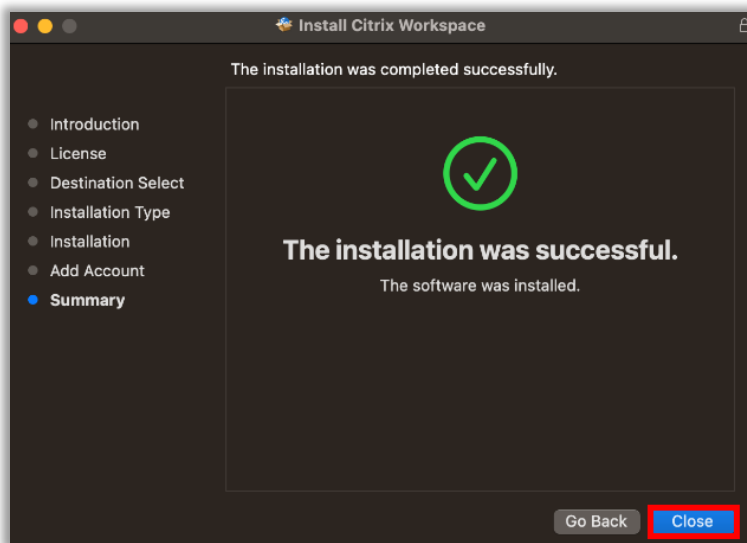


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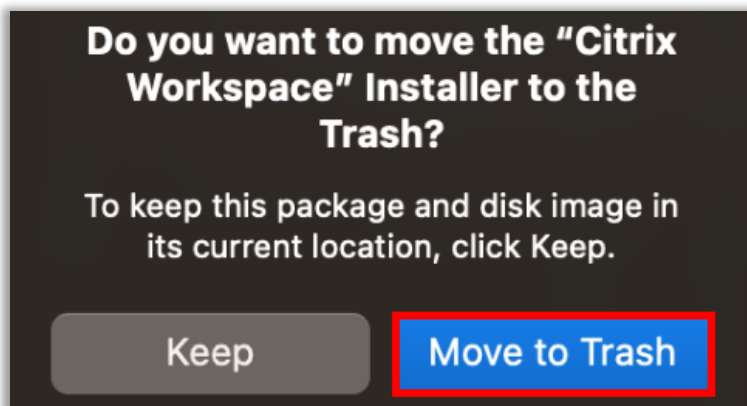
14. Select **Continue** on the add account page. **DO NOT** add an account



15. Select **Close** to finish the installation



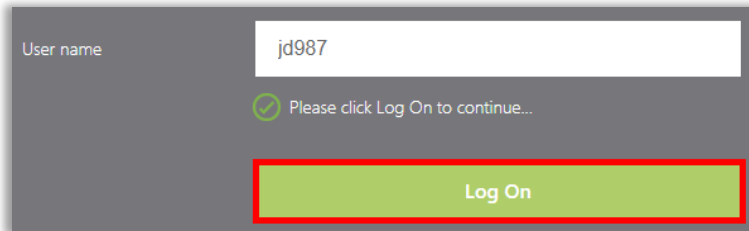
16. Select **Move to Trash** to remove the installer from your computer



## HERO Portal Access

This section will cover accessing the HERO portal website to launch HERO. Make sure you've registered [Microsoft Authenticator](#) and installed [Citrix Workspace](#).

1. Navigate to <https://employeehero.hawaiipacifichealth.org>. Enter your **Windows** username and select **Log On**

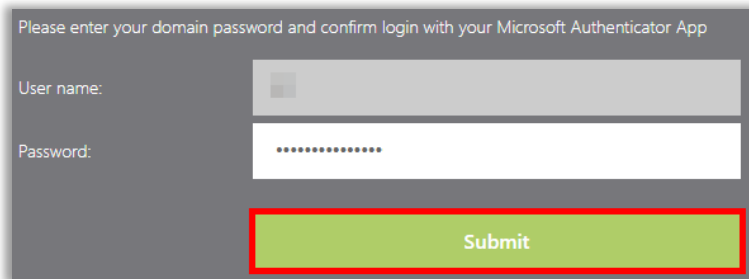


User name: jd987

Please click Log On to continue...

Log On

2. Enter your **password** into the second box and select **Submit**



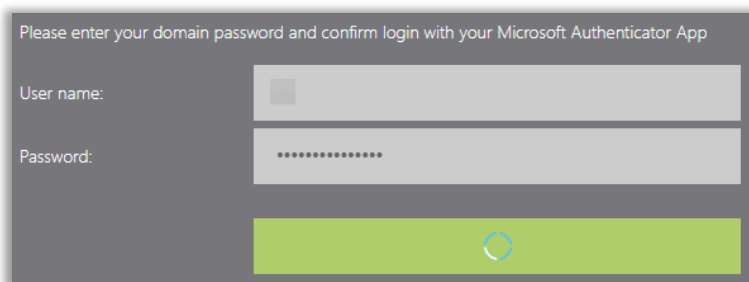
Please enter your domain password and confirm login with your Microsoft Authenticator App

User name:

Password:

Submit

3. The page will begin loading, awaiting your two-factor approval



Please enter your domain password and confirm login with your Microsoft Authenticator App

User name:

Password:

Submit

4. Switch to your cellphone and **Approve** the sign-in request



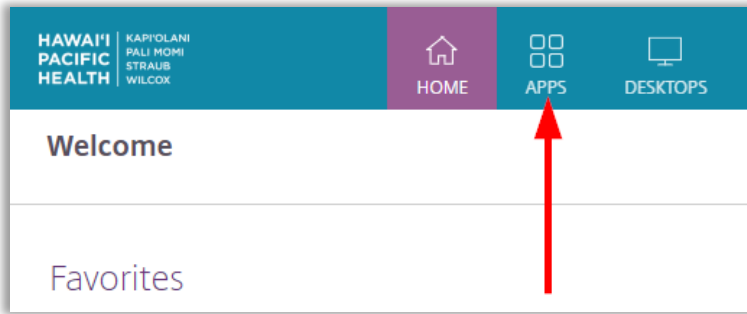
Approve sign-in?

Hawaii Pacific Health  
@hawaiipacifichealth.org

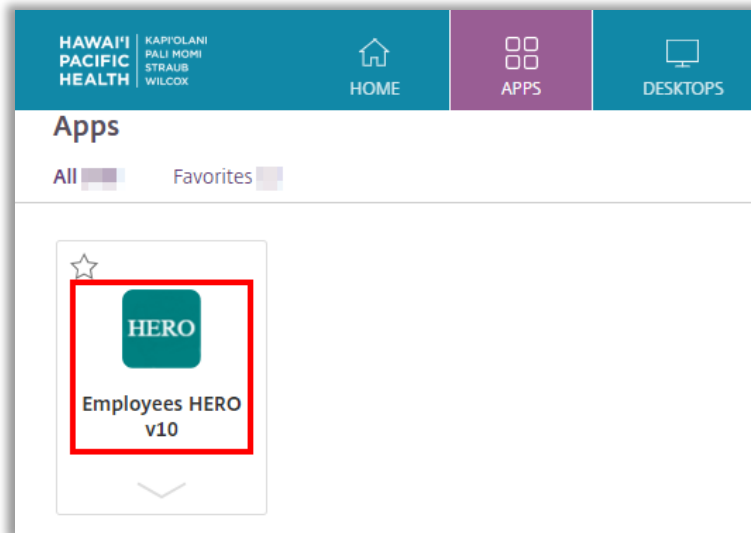
DENY APPROVE

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5. You will be redirected to the HPH Store page. Click on the **Apps** tab at the top



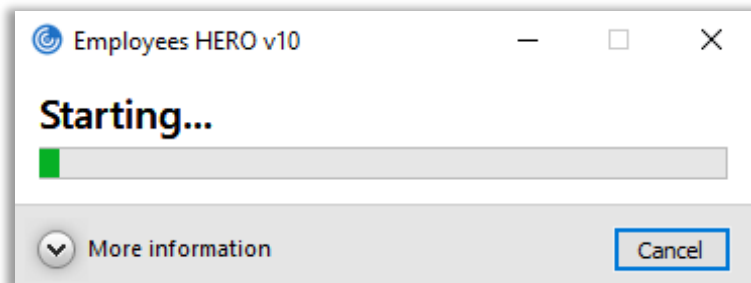
6. Find *Employees HERO* and click **once** on the app icon; this will download a file to your device



7. Check your **Downloads** and open the **.ica** file



8. Wait for the application to open through Citrix in a new window



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9. Login with your **Windows** username, password, and select **Sign In**



The image shows a login form for Infor. At the top center is the Infor logo, which consists of a red square with the word "infor" in white lowercase letters. Below the logo are two input fields. The first is labeled "User Name" with a red asterisk, and it contains the text "jd987". The second is labeled "Password" with a red asterisk, and it contains a series of black dots. At the bottom of the form is a blue button with the text "Sign In" in white. The button is highlighted with a red border.