

To: All users of Loyola's remote access portal (apps.luhs.org)
Subject: apps.luhs.org to retire 7/10/2020

If you use apps.luhs.org to connect remotely to the Trinity Health private network, please be aware that the local solution **will be retired effective 7/10/2020**. **Connect Portal**, Trinity Health's standard remote access system, will replace apps.luhs.org. You can access **Connect Portal** via [Connect.Trinity-Health.org](https://connect.trinity-health.org).

Start using **Connect Portal** now in order to allow enough time for the Service Desk to help you with any potential issues that may arise as a result of your first attempt. Job-aids and support documentation are available on the [HelpMeConnect](#) website, with additional Loyola-specific documentation under the 'Information for Specific Health Ministries' section.



What is changing?

- In addition to the new URL, authentication to the **Connect Portal** requires a second 'factor' of authentication requiring a phone/tablet. Users can self-register for multi-factor authentication (MFA) at the [MFA Registration Portal](#) following instructions found on the HelpMeConnect site [here](#).
 - In some limited cases where a user may not have been pre-provisioned for MFA registration please contact the Regional Security Officer, Chris Yu (christopher.yu001@trinity-health.org) for assistance.

What is not changing?

- Users should use the same user/password and continue to select the same Loyola domain (Loyola or Gottlieb) from the available drop-down menu.
- Published applications and permissions have been automatically copied to the **Connect Portal**.
- Users should **not** in general need to re-install Citrix Receiver or Workspace components but for reference Trinity Health supports Citrix Receiver versions 4.9 and higher and suggests installing the latest Citrix Workspace version.

What about remote access for mobile devices? Users of mobile devices should reference the device-specific instructions in the Loyola section of the [HelpMeConnect](#) website. This page contains detailed instructions to download and configure the Citrix Receiver application.

How do I report issues?

Once registered for multi-factor authentication any additional technology issues or requests should be directed to the TIS Service Desk by calling the TIS Resolution Center at 1-888-667-3003.