

TO: Maimonides Employees and Maimonides Medical Staff

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RE: Remote Worker Access Requirements and Minimum Standard

Date: March 20, 2020

Revision: June 17, 2020 11:36 AM

Effective, March 20<sup>th</sup> 2020, the Medical Center will enforce Network Access Control (NAC) policies which will interrogate all remote computers that are connecting to MMC. NAC will ensure adherence with the Maimonides Enterprise Network Remote Access Minimum Standards.

#### Maimonides Remote Access NAC

- Windows 10 OS version 1809 or greater
- Antivirus software with latest definitions

#### Unsupported:

- Windows 10 Home Edition S mode (This is a secure mode that does not allow user to install Applications)
- Skype for Business is not compatible with Office 365. See mitigation section.

#### Supported Versions of Skype for MAC:

- If you have the latest version of MAC (Catalina) Please install Skype for Business from the Microsoft Store not the iTunes Store.
- If you do not have the latest version of MAC, you can install Skype for Business from SharePoint and follow the instructions.

#### Internet Requirements:

- User has to have broadband internet and cannot use a VPN to connect to the internet (i.e. NordVPN)

#### Unsupported Workflows:

- Remote Printing will not be supported.

#### Incompatible software:

Citrix Receiver 4.9.x is not supported on MAC

- MAC Clients  
<https://mmcsharepoint.maimonidesmed.org/SitePages/Download%20Additional%20Software.aspx>

## Maimonides Remote Worker Hardware and Software

1. Computer type must be a PC, laptop or MacBook
2. Computer has to be provisioned with a video camera and headset.
3. Operating System: Windows 10 build 1803, Mac OSX 10.15+
4. Up-to-Date Antivirus Software
  - Available for free on Maimonides SharePoint Portal
5. Citrix Workspace version 19.11
  - Available for free on Maimonides SharePoint Portal
6. Internet or Mi-Fi connectivity
  - Do not use public Wi-Fi
7. Latest version of major browser
  - Edge-Chromium, Internet Explorer 11, Chrome, or Firefox
8. Current version of Adobe Reader
  - Available for free @ <https://Adobe.com>
9. Microsoft Office 2016 or greater
10. Skype for Business:
  - Skype for Business must be enabled during work hours.
11. Latest version of Team Viewer must be installed to allow Maimonides Helpdesk to remotely connect for troubleshooting purposes.
  - Please follow the instructions from TeamViewer website.  
<https://community.teamviewer.com/t5/Knowledge-Base/How-to-control-a-Mac-running-macOS-10-14-or-higher/ta-p/44699>

## Maimonides Software Repository

<https://mmcsharepoint.maimonidesmed.org/SitePages/Download%20Additional%20Software.aspx>

## Maimonides Technical Guides and Instructions

<https://mmcsharepoint.maimonidesmed.org/SitePages/Reference%20Guides.aspx>

## Mitigation Section:

### Skype for Business and Office 365

- Uninstall Office 365 (free version). The premium version of Office 365 will work with Skype for Business.

## Employee Offers and Discounts

<https://mmcsharepoint.maimonidesmed.org/SitePages/MMC%20Incentives%20and%20Discounts.aspx>