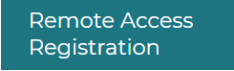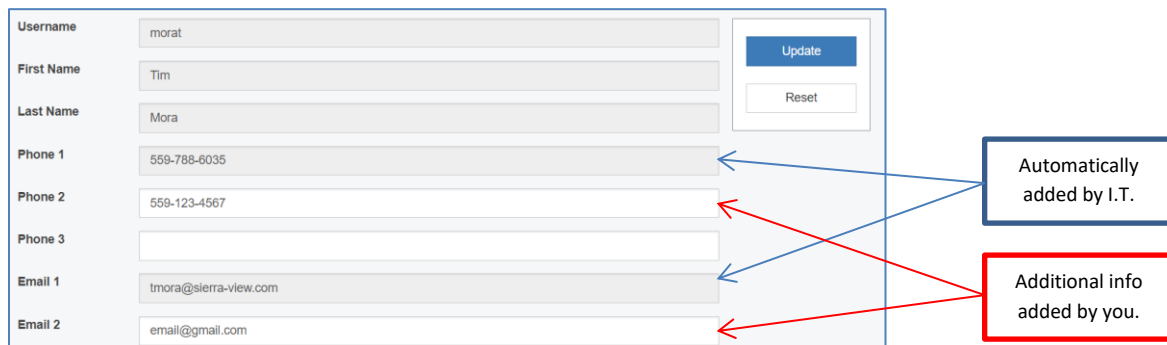# Remote Access Instructions

To gain access to Sierra View's remote systems, navigate to the Sierra View website

(www.sierra-view.com), and scroll down to the remote access button [REMOTE ACCESS] .

Next if you have not done so yet, click on the "Remote Access Registration" [Remote Access Registration] which is under "Additional Access" and enter your login information. You will then be given a screen where you can update your contact phone number and email address. This will allow the software to send you your dual-authentication access code as well as password recovery information in the case you can't remember your password.
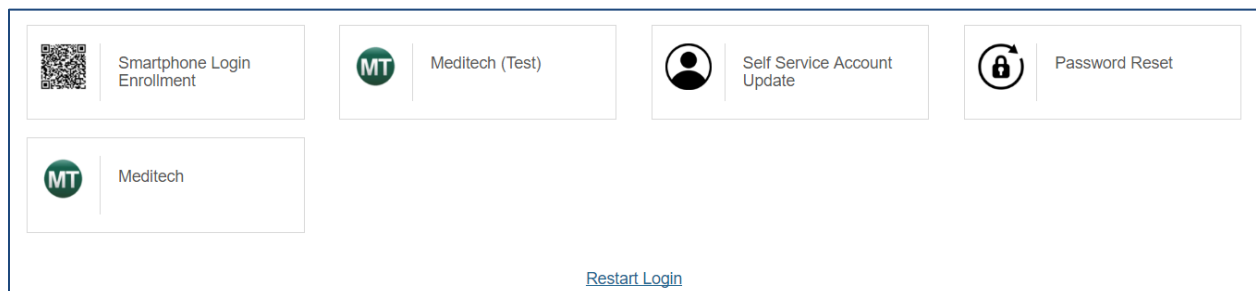
 The gray fields are automatically filled in from I.T.'s Network. So if you see an error in those fields, please inform I.T. (559-788-6090) so we can make the corrections. Secondary phone #s and emails would be helpful.

Once you make any needed changes or additions, click on the "Update" button. You can now access the Remote buttons for things such as Meditech, Password Reset, Self Service Account Update, and the Smartphone Login Enrollment.
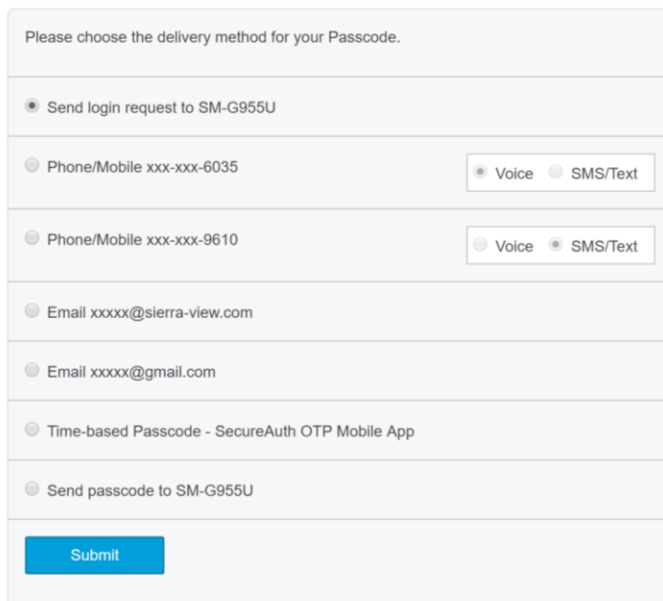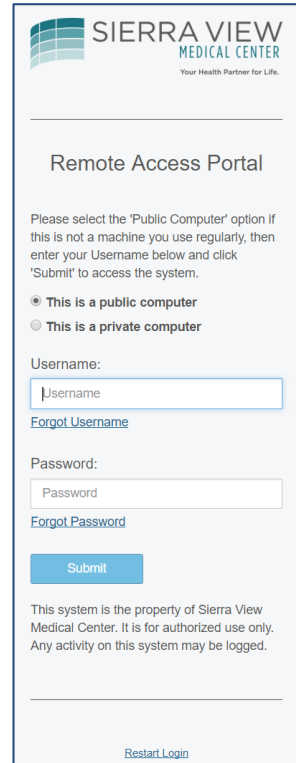
Once you have updated your information on the Registration page, for future access you can go directly to the "Remote Access Portal" button **REMOTE ACCESS PORTAL** and log in.

When logging into the "Remote Access Portal", use your current network login username and password.
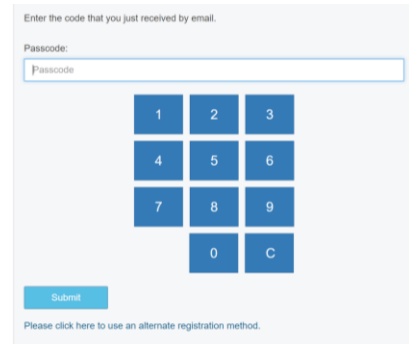
If you are logging into a PC or device in your office or that belongs to you, then you would use the "This is a private computer" option. This option will remember your device for a week, eliminating the need for the dual authentication during that time. Your username and password will still be required. If it is a computer that you don't usually use, select the "This is a public computer" option. This makes the connection more secure.

You also have links on this page for the purpose of resetting your credentials, in the case you forgot your username or password.

After logging into this page you will be presented with the options for your second authentication method which is in the form of a numeric passcode. You can send to either of your phone numbers as either a voice message or a text on a smart phone. You can send it to any of your registered emails. If you are on your smart phone you can utilize the Smartphone Login Enrollment and be authorized with your phones authentication app. Select your choice of secondary authentication and click the "Submit" button.

You will receive a 6 digit code which you can enter in the passcode field for your secondary authentication. Now you can use the remote features.

OPTIONAL SMART PHONE ENROLLMENT

To use the Smartphone Login Enrollment, select the option and follow the instructions on the screen.

Now your phone app will provide a quick way to authenticate. When you log into the "Remote Access Registration" on your phones browser choose the "Send login request to [smartphone name]"

You will receive a notification on your phone with an "Authenticate" button. Click the button on the notification and it will return you to the login screen where you will be directed to the "Remote" screen with all of your SVMC remote options, such as Meditech.