User Access Guide

This page serves as a guide for users who have been granted access to the new data shelter. The new data shelter is piloting starting on August 1, 2019. If you have not received confirmation of access to the new data shelter yet, then you probably should be referencing the old data shelter user guide here: AHC IE Data Shelter User Guide

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Pre-requisites

- Citrix Workspace needs to be installed on your PC. If you are on a University Managed workstation, you can install Citrix by following the instructions here: https://it.umn.edu/how-install-citrix-workspace-formerly
- You must have a faculty, staff, student, or sponsored University account with DUO two-factor authentication configured.
  - To request a sponsored account for a collaborator not affiliated with the University of Minnesota, click here.
  - To set up DUO two-factor authentication, follow the instructions here: https://it.umn.edu/duo-set-two-factor-authentication
  - In rare cases, your account might not have Duo for Enterprise access enabled. To request Duo for Enterprise enabled on your account, you can click here and fill out the form.
- You must have an HST Managed (AHC) Active Directory account and the username must match your University Internet Id.
  - If you have an Active Directory account, and your username does not match your University Internet Id, call 1-HELP (612-301-4357) and ask to escalate to HST support. Let the HST support technician know that in order to access the data shelter you need to update your Active Directory username to match your University Internet Id.
  - If you do not have an HST Supported PC with a Windows operating system, you will not be notified when your password is coming up for expiration. If you would like to receive email notifications about upcoming password expirations, you can sign up for alerts here.
- There may be additional forms or trainings required to access the environment. Your analyst will let you know what is required.

Connecting

If you're a University of Minnesota employee, make sure the computer you're on is securely connected to the University of Minnesota or Fairview networks. This means one of the following:

- You are on a wired connection to a UMN network jack.
- You are on a wireless connection, but you've connected using the eduroam network.
- You are off-campus, but you have connected to using the UMN VPN (see http://www.oit.umn.edu/vpn/) if you are not familiar with running VPN, a virtual private network.
- You are on the Fairview network, either through Wired, Wireless, or VPN. This still requires piloting, so if you are having trouble accessing while on the Fairview network, please email us at ahcis-rdm@umn.edu.

Log in to Remote Access

1. Type address in your browser https://remote-access.ahc.umn.edu
2. User name will be your Active Directory username without the domain (leave off "AD\" or "ad.ahc.umn.edu\" or "@ad.ahc.umn.edu") and password. Since Remote Access requires DUO two-factor authentication, your University Internet ID and Active Directory Username must be the same. If this is not the case, please call the help desk and ask to escalate to HST Support.
3. Choose a DUO authentication method and finish logging in.
1. For the first log in on your computer, detect the Citrix receiver. If Citrix has not been installed on your computer, follow the steps for downloading Citrix [https://it.umn.edu/how-install-citrix-workspace-formerly](https://it.umn.edu/how-install-citrix-workspace-formerly)

Log in to Data Shelter

The first page most people will see is "Favorites". Click on the "Desktops" icon on the top of the remote access page.

Click on the icon for the desktop you wish to access. You can also click on the "Details" link and add the icon to favorites for ease of access on next logon. Not all icons will give you access to the same data. If you see more than one icon here and do not know which one to use, see Computing Environments to help distinguish.

Access Your Data (follow link)

If you need help

For new users who need access to the data shelter:
Existing Projects: Work with your Principal Investigator or project coordinator to get access to the data shelter, or email us at bpic@umn.edu.

New Projects: Please send us an email at bpic@umn.edu.

If you have received confirmation of access to the data shelter are still having trouble logging in after following these instructions, email ahcis-rdm@umn.edu and provide details of your issue including any screenshots or error messages that are relevant.

For all other issues regarding a pending data request or a data set you have already received, please contact your assigned analyst or send us an email at bpic@umn.edu

**Exporting Findings and Printing Figures**

Aggregate data, summary statistics, and figures can be exported from the shelter for use in your publications and presentations. Please use the Portunus application in order to request a file extraction.

**Maintenance**

The Data Shelter may be unavailable for use on Tuesday nights so technicians can perform security updates and maintenance.