Remote Access for Support VPN and MFA

For Windows
Prerequisites: Please read this first

In order to login to the Atlantic Health System Support VPN, you need to first be enrolled in MFA (Multi Factor Authentication). You can enroll in MFA by following the instruction guide [here](#).

1. Open Internet Explorer 🌐
2. Go to the URL: [https://www.atlantichealth.org/secure-ahs-remote-access.html](https://www.atlantichealth.org/secure-ahs-remote-access.html) and click the “Support Professionals” link.
3. If Host Checker is required for your Secure Remote Access destination, then you will first see this screen. Otherwise, please proceed to the next step.

Note: If you have issues here, please call the Customer Support Center at 973-971-7272.

4. At the login screen, please proceed to enter your Windows logon name.
5. Once you click “Sign In”, the page will remain unchanged while we try to complete the MFA or second layer authentication. The page is not frozen, it is simply waiting for the MFA process to complete. Please accept the phone call from **973-973-0000** and press # or hit “Approve” when the mobile app notification pops up (depending on how you have configured your authentication preference).
6. If MFA successfully completed, and the login credentials were accepted, then you will be brought to the **Launching Network Connect** screen. This can take up to a few minutes to load.

7. You should be brought to the AHS Compass intranet page and now have access to your internal network. You are complete!