

Genesis Network Remote Access

Overview

Genesis employees have the ability to remotely access Genesis network/system resources from the comfort of their homes. This service is made available so that employees may conveniently get access to critical services at any time as long as there is available access to the internet. These services are provided through the use of a Virtual Private Network (VPN) technology called "Pulse Secure." Below are step by step instructions on how to take advantage of this service.

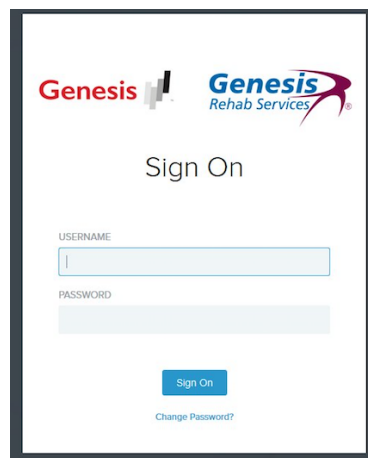
System Requirements

Platform	Operating System	Browser	Additional
Windows PC	<ul style="list-style-type: none">•Windows 10•Windows 8 & 8.1 (32/64 bit)•Windows 7 (32/64 bit)•Firefox (current)	<ul style="list-style-type: none">•Internet Explorer 10.0 and 11.0•Edge (current)•Firefox (current)•Google Chrome (current)	•None
Mac	<ul style="list-style-type: none">•Mac OS X 10.14 (Mojave)•Mac OS X 10.12 (Sierra)•Mac OS X 10.12 (Sierra)•Mac OS X 10.11 (El Capitan)•Mac OS X 10.10 (Yosemite)•Mac OS X 10.9 (Mavericks)•Mac OS X 10.8 (Mt. Lion)	<ul style="list-style-type: none">•Safari 6.0 and above•Firefox (current)•Google Chrome (current)	•None
iOS	•iOS 9 thru 13	<ul style="list-style-type: none">•Safari•Google Chrome	•None

Note: Supported systems change frequently. If there is a question about the supportability of an "unlisted system" or for a system characterized as "not officially supported, please contact the Support Center for more updated information. (800) 580-3655

Step 1

Type the following URL into a web browser: <http://access.geneshcc.com>




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Step 2

1. Type your Genesis network username and password into the spaces provided. The password is case sensitive.

2. Click the “Log In” button.

NOTE: The first time accessing the Genesis network will require a password change.



Forgot or unlock password functionality available.

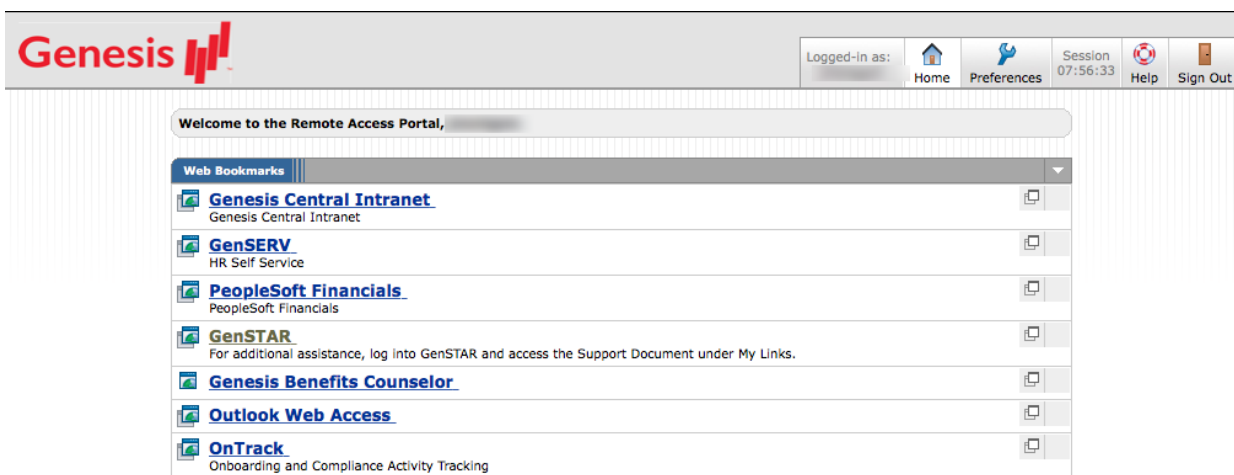
Password Complexity Standard:

- Minimum password length is 8 characters
- Must contain at least one upper (A–Z) and one lowercase (a–z) character
- Must contain at least one numeric (0–9)
- Must contain at least one special character. (! @ # \$ % ^ & * () - _ = + \ | [] { } ; : / ? . > <)
- Cannot match any part of username or full name or any other easily identifiable reference
- Cannot use easily guessed passwords. (including but not limited to: keyboard patterns, repeating characters, often used passwords)
- Cannot reuse any of the previous 5 passwords used.

Step 3

After logging into Pulse Secure users will see a page displayed similar to the what is shown here. The number of items listed below “Home” may vary based upon access levels.

Click on the link for the system needed.

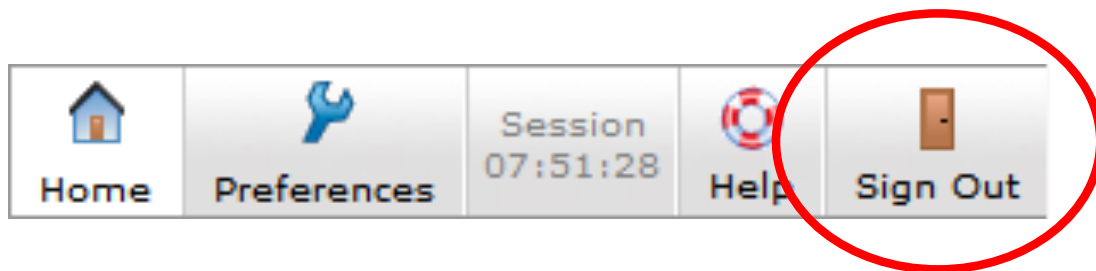


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Step 4

When ready to disconnect from the Genesis network be sure the click on the “Sign Out” button found on the top right corner of the Pulse Secure Home Page.

Once this button is clicked, access to all Genesis network resources will be lost until a connection is reestablished through Pulse Secure .



Support

If any problems are encountered please contact the
Genesis Support Center for assistance.

(800) 580-3655 or extention 1310 from Kennett/Towson

Support Hours

7:00a - 10:00p EST Mon-Fri

8:00a - 5:00p EST Sat-Sun