

# PHYSICIAN CONNECT All Providers



## All Providers

### Apps Center Transitioning to Access

#### Start Using Access Now

We're in the process of transitioning [apps.houstonmethodist.org](https://apps.houstonmethodist.org) (Apps Center) to [access.houstonmethodist.org](https://access.houstonmethodist.org) (Access). The permanent transition to Access, originally scheduled for May 16 has been postponed. You should start using the new portal now, so you can become familiar before the change is permanent. Access offers similar remote-access capabilities as Apps Center and gives you one, unified portal for all your applications, like Epic and Microsoft programs. To learn how to view all of the apps available to you and save your favorites, [read this tip sheet](#).

#### Important:

- HM's new Access portal also requires two-factor authentication when off the HM network.
- You can now set up a more user-friendly, software-based token as your second factor, instead of manually entering a six-digit code.
  - Make sure **Microsoft Authenticator** is installed on your device.
  - For instructions, go to [this website](#).
- To mitigate cybersecurity risks:
  - You must re-authenticate your device every 12 hours, when off the HM network.
  - You'll no longer have the **Don't ask again for 60 days** option.

**Methodist**  
LEADING MEDICINE

**Enter code**

We texted your phone +X XXXXXX. Please enter the code to sign in.

Code

Don't ask again for 60 days

Having trouble? [Sign in another way](#)

[More information](#)

Verify

## Ways to Reach IT

#### Physician Service Desk:

- 832.667.5555
  - Press 1 for Epic/clinical workflows.
  - Press 2 for all other issues, such as computer/printer and non-clinical issues.
- [itsupport@houstonmethodist.org](mailto:itsupport@houstonmethodist.org)

#### Houston Methodist IT Website for Physicians:

- [it.houstonmethodist.org/physicians/](https://it.houstonmethodist.org/physicians/)

**Telemedicine Resources and Training:**

- [it.houstonmethodist.org/telemedicine-training](https://it.houstonmethodist.org/telemedicine-training)



INFORMATION TECHNOLOGY