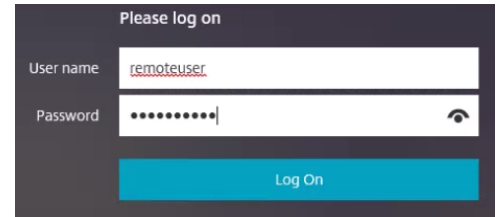# Remote Access with Imprivata Two-factor Authentication

Migrating from RSA SecureID to Imprivata ID Token

Please download and install the **Imprivata ID** app from the Google Play Store or Apple App Store first!
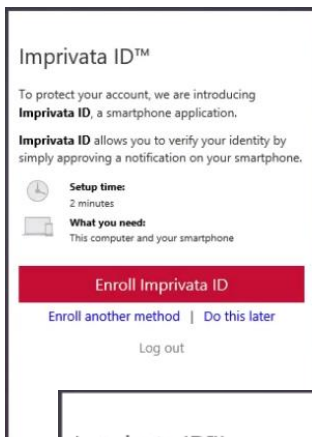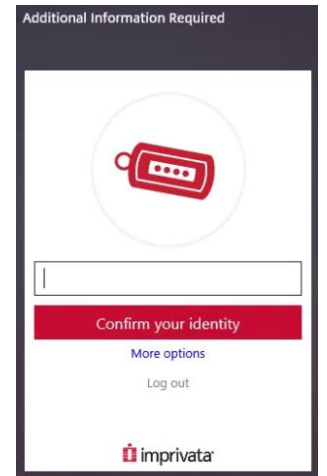
CONNECTING THROUGH THE PINNACLEHEALTH CITRIX PORTAL

Access the Citrix portal as you normally would by opening your browser and navigating to
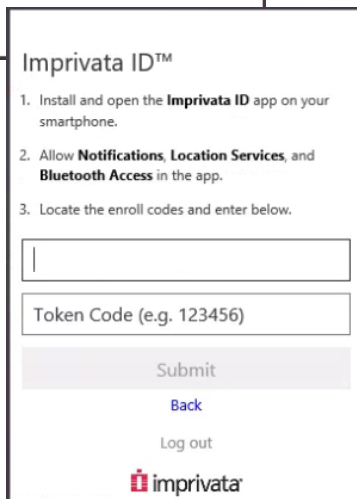https://go.pinnaclehealth.org

Instead of seeing fields labeled **Username**, **Password**, and **Token Code** as with the previous system, you will now **ONLY** see **Username** and **Password** fields. Fill in your network credentials and click **Log On**.

After signing in you will be prompted for your existing RSA Secure ID token code. Enter the code and click **Confirm your Identity** . You will then be launched into the enrollment for the new Imprivata ID.

You will need to download and install the **Imprivata ID** app from the Google Play Store or Apple App Store depending on your phone type. Once you have the app installed on your smartphone, click **Enroll Imprivata ID** .

Enter the **12-digit serial number** from the phone app, including the IMPR (**ex. IMPR12345678**) in the first field and the **6-digit token code** in the second field and click **Submit**. The token code changes every 30 seconds. You will see a green check mark if successful.

Click **Got It** and you will be prompted to enroll your phone to receive a SMS text message code as a backup.

Establish a Backup Method

Establish a backup method

Even though the Imprivata ID app is the preferred login method, we recommend setting up **SMS code** as a backup.

SMS code allows you to verify your identity by entering a one-time code delivered to your mobile phone via a text message (SMS).

🕐 **Setup time:**
1 minute

▭ **What you need:**
This computer and your mobile phone

Enroll SMS code

Do this later

Log out

î imprivata

Click **Enroll SMS Code**.

Enter your **10-digit phone number** and click **Next** or click **Do this later** to skip this step.

When you receive the **6-digit code** via SMS, enter it in the next field. After you enter the code, you will see a green check mark. Click **Done**.

✅ SMS code is enrolled

Enroll SMS code

Enter your mobile phone number with area code.

(717) 555-1212 ✕

Message and data rates may apply

Next

Back

Log out

î imprivata

You are now done enrolling your new token. You will then be directed to the Citrix portal.

The next time you visit the Citrix portal, you will receive a push notification to your phone.

Click Approve to connect. This time, you will be taken directly to the PinnacleHealth Citrix portal.
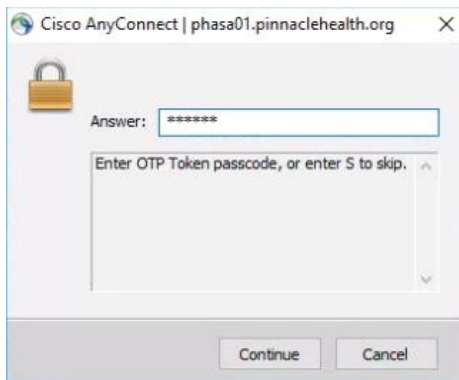
CONNECTING WITH CISCO ANYCONNECT CLIENT

Launch the **Cisco AnyConnect Client**. If you don't have the Cisco AnyConnect client, please refer to the instructions for connecting using Citrix.

Connect to **phasa01.pinnaclehealth.org**. Select the Group: **PinnacleHealth – IMPRIVATA**
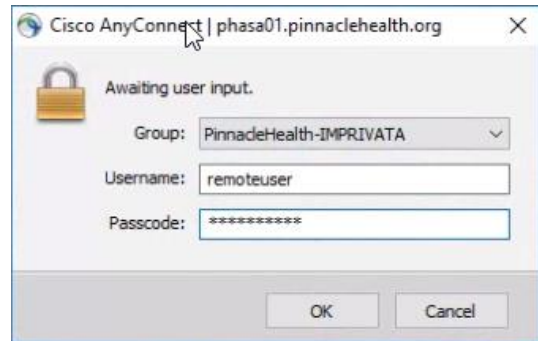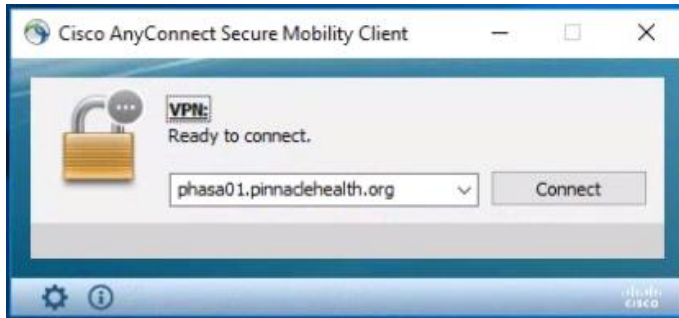
Enter your **Username** and **Password** and click **OK**.

You will be prompted to enter your existing RSA SecureID OTP (One Time Password) token code. Enter the code and click **Continue**.

You will need to download and install the Imprivata ID app from the Google Play Store or Apple App Store depending on your phone type.
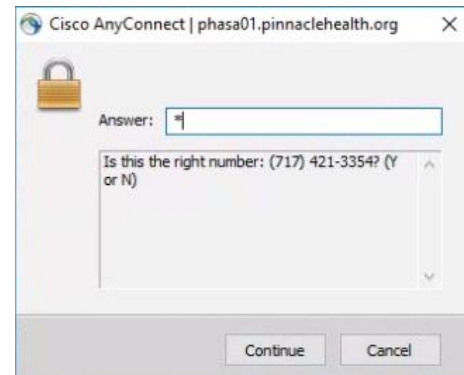

Enter the **12-digit serial number** (**ex. IMPR12345678**) from the Imprivata ID app in to the **Answer:** field and click **Continue**.

Enter the **6-digit token code** in the following **Answer:** field and click **Continue**. If you entered the correct code, you will be taken directly to the SMS text message enrollment as a backup.

Cisco AnyConnect | phasa01.pinnaclehealth.org ✕

Answer: [   ]

Enroll SMS code verification in 2 steps. (STEP 1) Enter your mobile phone number with area code, or enter S to skip. Message and data rates may apply.

Continue   Cancel

Enter your **10-digit phone number** and click **Continue** or enter **S** and click **Continue** to skip this step.

Confirm your phone number and enter **Y**, then click **Continue**.

Cisco AnyConnect | phasa01.pinnaclehealth.org ✕

Answer: [*|]

Is this the right number: (717) 421-3354? (Y or N)

Continue   Cancel

Cisco AnyConnect | phasa01.pinnaclehealth.org ✕

Answer: [******|]

(STEP 2) A text message was sent to your mobile phone (717) 421-3354. Enter the verification code from that message, or enter R to retry.

Continue   Cancel

A SMS text message will be sent to your phone. Enter the code in the following field and click **Continue**.

After successfully entering the SMS code you will be directed to the PinnacleHealth Intranet Portal.

You are now done enrolling your new Imprivata ID. Next time you connect with AnyConnect, you will be prompted to Approve on your phone, and then you will be taken directly to the PinnacleHealth Intranet page.
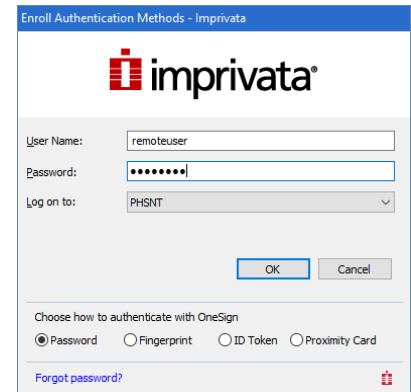
ENROLLING FROM THE PINNACLEHEALTH INTERNAL NETWORK

If you are on-site at a PinnacleHealth facility, you may pre-enroll your Imprivata ID and SMS code.
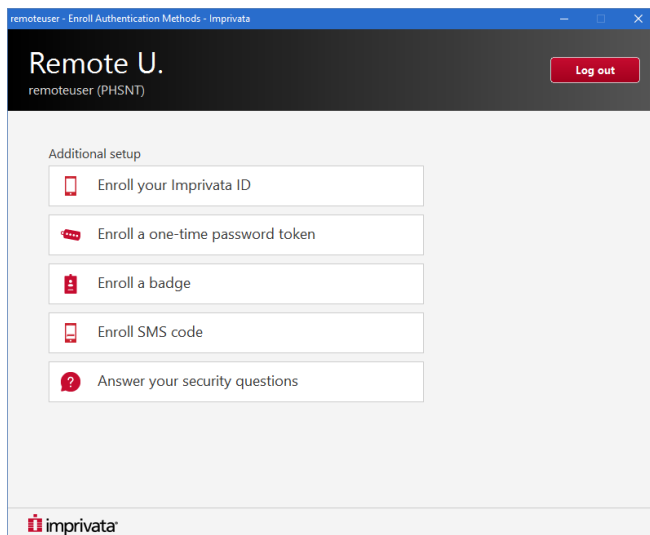
Right click on the Imprivata icon at the lower-right corner of your screen near the clock.
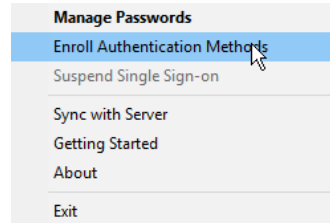
Select **Enroll Authentication Methods**. If you do not see this option, your computer may need a software update.

Sign into the enrollment dialogue with your network credentials.
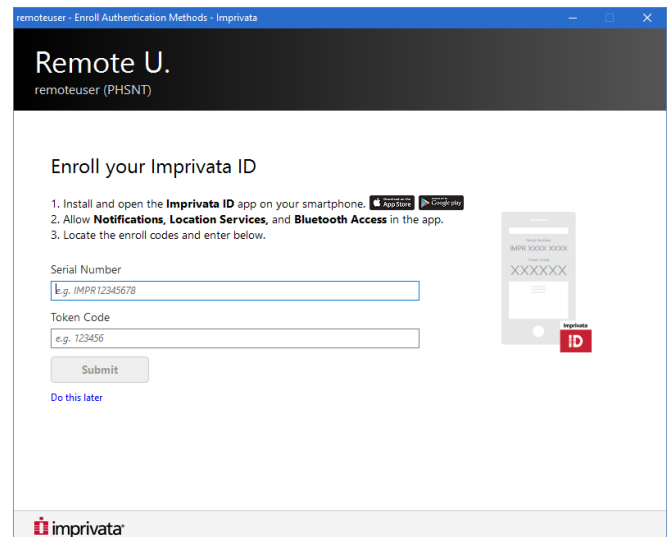
Click **Enroll your Imprivata ID**.

You will need to download and install the **Imprivata ID** app from the Google Play Store or Apple App Store depending on your phone type.

Enter the **12-digit serial number** from the phone app, including the IMPR (**ex. IMPR12345678**) in the first field and the **6-digit token code** in the second field and click **Submit**. The token code changes every 30 seconds.

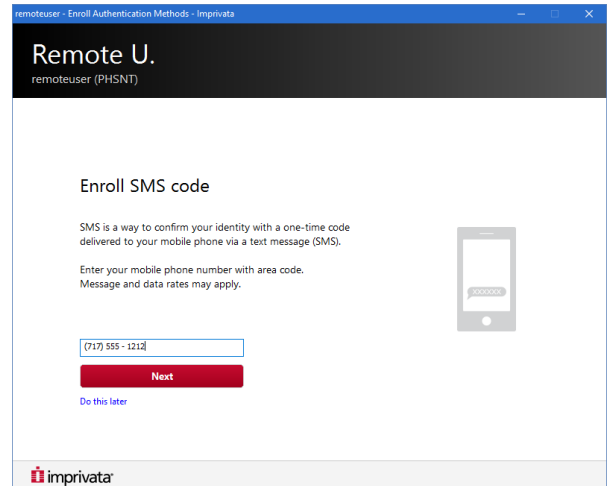You will see the following message if successful

Click **Done**.

You can also enroll your phone to receive SMS text messages as a backup method of access.

This is also an option for older phones that do not support the Imprivata ID app.
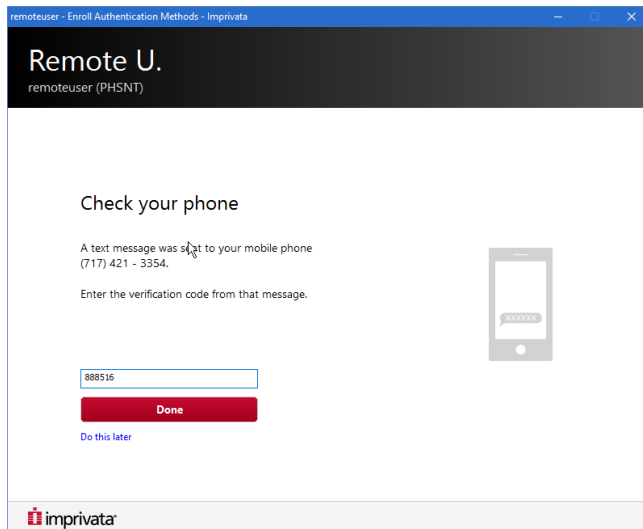
Select **Enroll SMS code** from the Enrollment menu.

Enter you **cell phone number** and click **Next** .

Enter the **6-digit code** that is sent to you. It may take a few seconds to a minute to receive the code.

Click **Done** .

You should now have **Imprivata ID** and **SMS code** listed as enrolled authentication methods. You can close the Enroll Authentication Methods Window.