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.

Please log on	
remoteuser	
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Log On	
	remoteuser.

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.

Imprivata ID™ To protect your account, we are introducing Imprivata ID, a smartphone application. Imprivata ID allows you to verify your identity by imply approving a notification on your smartpl Setup time: What you need: This computer and your smartphone Enroll Imprivata ID Enroll another method | Do this later Log out Imprivata ID™ 1. Install and open the Imprivata ID app on your smartphone. 2. Allow Notifications, Location Services, and Bluetooth Access in the app. 3. Locate the enroll codes and enter below. Token Code (e.g. 123456) Submit Back Log out İ imprivata

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



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



Cisco AnyConnect | phasa01.pinnaclehealth.org × Awaiting user input. Group: PinnadeHealth-IMPRIVATA Username: remoteuser Passcode: ******** OK Cancel

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.

Answer:	1	
the Impr Open the	privata ID (TM) in 4 steps. (1) Install ivata ID app on your smartphone, (2) e app, (3) Locate the 12 character imber and enter it below, or enter S to	~

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.

0	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.	~

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**.

_	Answer:	*	
	Is this the or N)	right number: (717) 421-3354? (Y	^
			~

mobile ph	A text message was sent to your none (717) 421-3354. Enter the on code from that message, or enter	^

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.



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	Manage Passwords
	Enroll Authentication Methods
	Suspend Single Sign-on
	Sync with Server
	Getting Started
	About
	Exit

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.

Enroll Authentication Methods - Imprivata		
İ imprivata [.]		
User Name:	remoteuser	
Password:	••••••	
Log on to:	PHSNT	
	OK Cancel	
Choose how to	authenticate with OneSign	
Password	O Fingerprint O ID Token O Proximity Card	
Forgot passwor	rd?	

remoteuser - I	Enroll Authentication Methods - Imprivata	- 0	×
	note U. _{user (PHSNT)}	Log out	
Add	itional setup		
	Enroll your Imprivata ID		
4	Enroll a one-time password token		
E	Enroll a badge		
E	Enroll SMS code		
<u>s</u>	Answer your security questions		
İ imp	privata [.]		

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.

Enroll your Imprivata ID 1. Install and open the Imprivata ID app on your smartphone. 2. Allow Notifications, Location Services, and Bluetooth Access in the app. 3. Locate the enroll codes and enter below. Serial Number L.g. MMPR12345678 Token Code		
2. Allow Notifications, Location Services, and Bluetooth Access in the app. 3. Locate the enroll codes and enter below. Serial Number E.g. IMPR12345678	р. МРП 2000 X0000 МПР 2000 X0000 Гана сая ХХХХХХХ	
3. Locate the enroll codes and enter below. Serial Number E.g. IMPR12345678	IMPR X000C X000C	
k.g. IMPR12345678		
k.g. IMPR12345678		
<i>v</i>		
Token Code		
e.g. 123456		
Submit		

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

Your Imprivata ID is enrolled.

Click Done.

You can also enroll your phone to receive SMS text messages as a backup method of access.	remoteuser - Enroll Authentication Methods - Imprivata – 🗆 X Remote U. remoteuser (PHSNT)
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 .	Enroll SMS code SMS is a way to confirm your identity with a one-time code delivered to your mobile phone number with area code. Message and data rates may apply. [717) 595-1212 Next Dethic Mer
remotesser - Enroll Authentication Methods - Imprivata	Inter the 6-digit code that is sent to you. It may take a few seconds to a minute to receive the code. Click Done.
imprivata ⁻	

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

remoteuser - Enroll Authentication Methods - Imprivata	
Remote U. remoteuser (PHSNT)	Log out
Enrolled authentication methods	
Imprivata ID SMS code	
Additional setup	
Enroll a one-time password token	
i Enroll a badge	
Answer your security questions	
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