# Imprivata Access for Multi-factor Authentication

Imprivata offers two different authentication methods, which are described below:

The primary form of multi-factor authentication is via the Imprivata ID app on your smart phone (IOS or Android) to receive push notifications, which is preferred. If push notifications are not available for your device, use SMS instructions on Page 3.

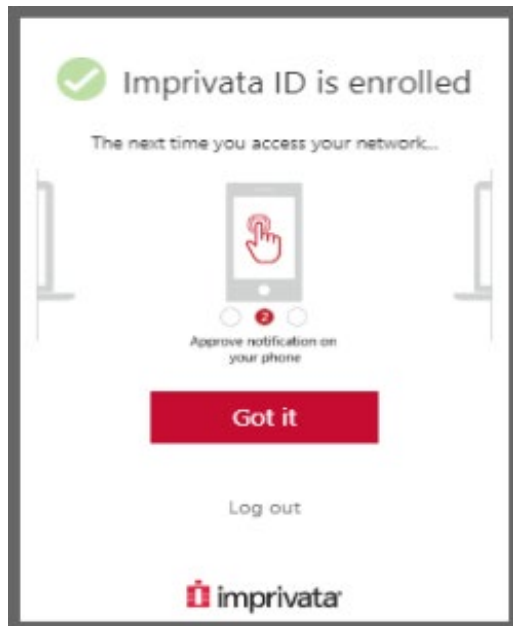**Staff Website – Enrollment for Smartphone Application**

1. Install the Imprivata ID application on your smartphone from the Apple App Store or the Google Play Store.
   A. Open the Imprivata ID application on your phone
      1. Allow any permission prompts on your smartphone from the Imprivata ID app.
      2. You will be prompted to enable fast access, please select **"Turn On."**
      3. You will reach another prompt to enable simple e-prescribing, <u>if you are a prescribing physician,</u> select "Turn On."
      4. You will finally be prompted for Effortless Workstation Security, please select **"Turn On."**
2. On your computer go to https://staff.carle.com.
3. Enter Carle logon credentials and click **"Log On."**
4. Click **"Enroll Imprivata ID."**
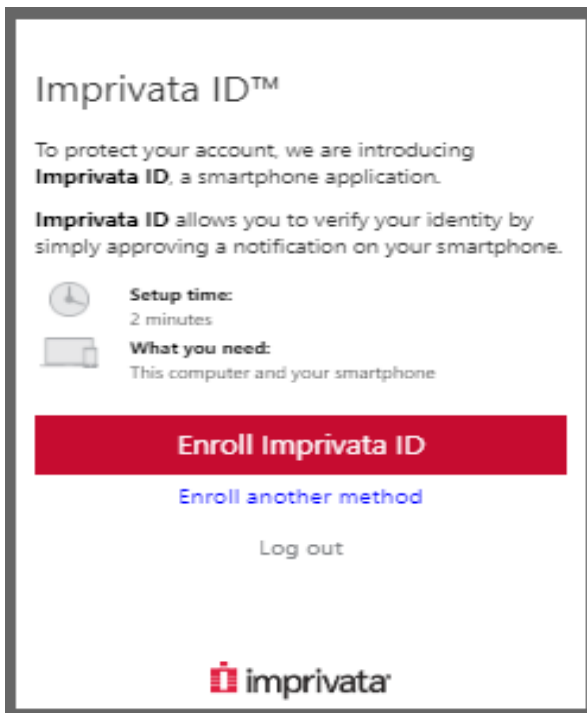
5. Gather the serial number and token displayed in your Imprivata ID app on your smartphone and enter that data in the corresponding fields on your computer and click **"Submit."**
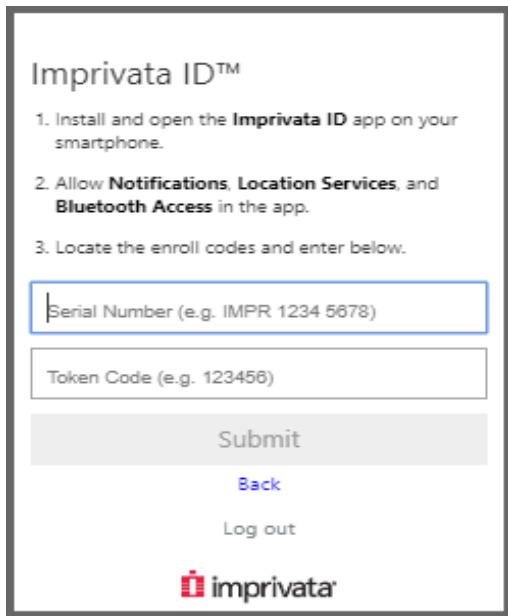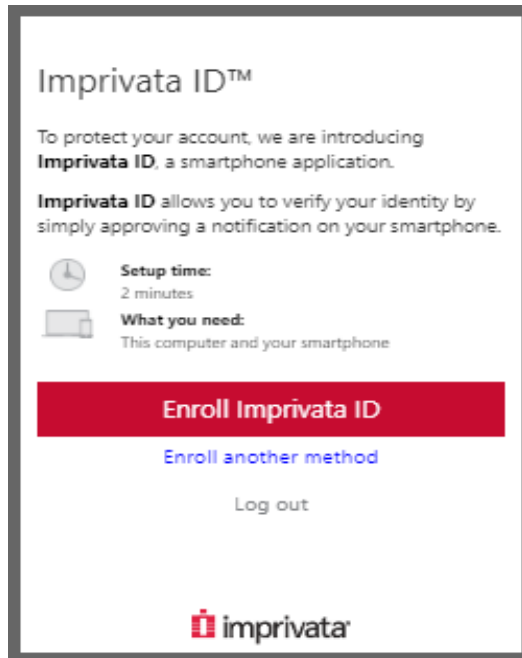
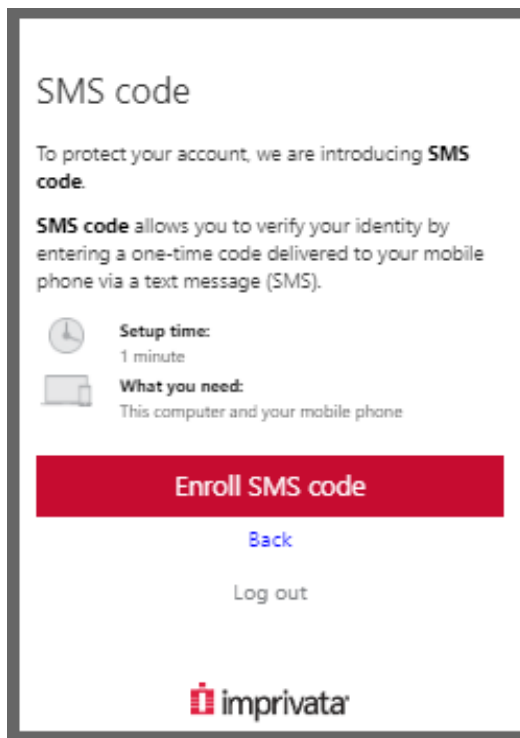6. Review the sliding tutorial for how to approve two factor and Click **"Got it."**

7. Next time you log into an external Carle Health site that requires multi-factor authentication, Imprivata will display a notification on your smartphone. Please approve it to process logon.

Staff Website – Enrollment for SMS (text message) authentication

1. On your computer go to https://staff.carle.com.
2. Enter logon credential and click **"Log On."**
3. Click **"Enroll another method"** for SMS (Text Message) authentication.

4. Click **"Enroll SMS code."**

5. Enter your 10-digit phone number with area code and Click **"Next."**

Enroll SMS code

Enter your mobile phone number with area code.

e.g. (999) 999-9999

Message and data rates may apply

Next

Back

Log out

imprivata

6. If you are enrolling while connected to a Carle Health network, you may need to disconnect from Wi-Fi to receive the text.
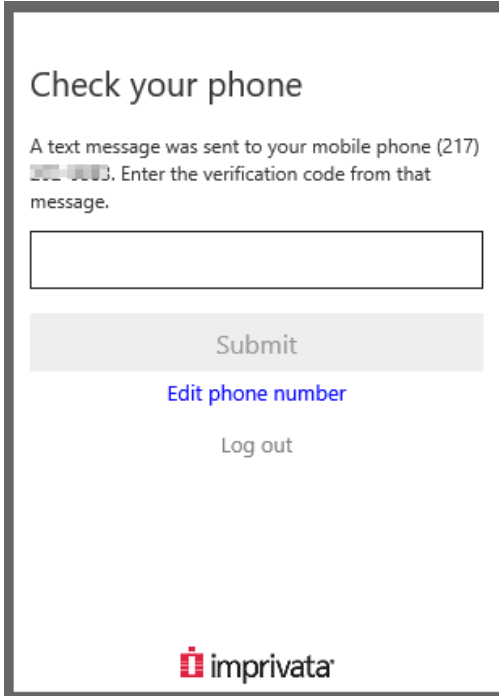
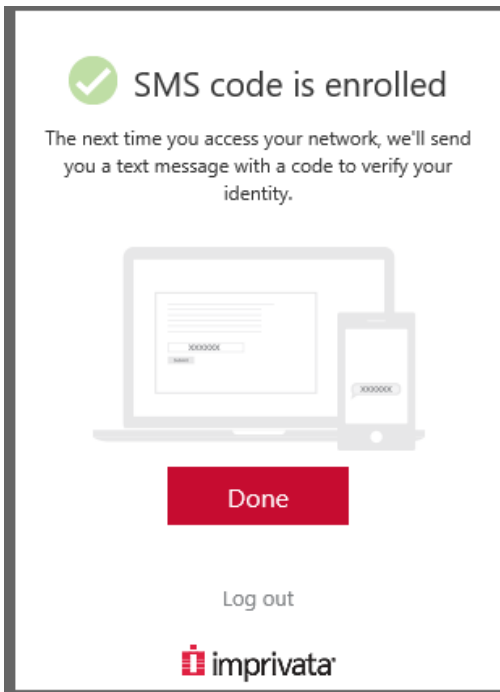SMS code sent to (xxx) xxx-0883

Confirm your identity

Log out

imprivata

7. Enter the verification code that was sent to your phone and click **"Submit."**

Check your phone

A text message was sent to your mobile phone (217) ▓▓ ▓▓▓. Enter the verification code from that message.

[   ]

Submit

Edit phone number

Log out

imprivata

8. Click **"Done."**

✓ SMS code is enrolled

The next time you access your network, we'll send you a text message with a code to verify your identity.

Done

Log out

imprivata

9. Next time you log into an external Carle Health site that requires multi-factor authentication, Imprivata will send you a text with a verification code. Please enter the code to process logon.

Multi-factor Authentication Frequently Asked Questions

Q: What options do I have if I don't want to use my personal device to complete the multi-factor authentication process?
A: Every team member is eligible to use Imprivata and it is required for remote access.

Q: What if I don't have a Smart Phone?
A: You can sign up to receive a SMS code via Text message to your basic cell phone. With this option you will receive a token code each time you log in. You will then be prompted to enter your temporary token code.

Q: What if I don't have a cell phone?
A: Remote access requires the use of a cell phone.

Q: What is "Two-factor authentication"?

A: Two-factor authentication (also known as **2FA**) is a type, or subset, of multi-factor authentication. It is a method of confirming users' claimed identities by using a combination of two different factors: 1) something they know, 2) something they have or 3) something they are.

A good example of two-factor authentication is the withdrawing of money from an ATM; only the correct combination of a bank card (something the user possesses) and a PIN (something the user knows) allows the transaction to be carried out.

Two other examples are to supplement a user-controlled password with a one-time password (OTP) or code generated or received by an authenticator (e.g. a security token or smartphone) that only the user possesses.

Q: What if I change my phone or uninstall the Imprivata App?
A: You will need to contact the IT Service Desk and ask them to un-enroll you. You then can re-enroll yourself and access Staff.carle.com

Q: How will the multi- factor authentication process work?
A: Imprivata offers two different authentication methods:
- You can choose to install an application to your smart phone (IOS or Android) and receive push notifications.
- Or you can opt to just receive a text message with a unique token that you will enter each time you log-in.

Q: What can I access through staff.carle.com?
A: Staff.carle.com provides access to Lawson & MHC Document Self-Service (Paycheck stubs & W2s) for all team members. Based on individual account permissions, you may also have access to additional resources like VDI desktops, Epic, Kronos, Vital, Muse, Clarvia, Soft, etc.

Q: What happens if I lock out my account attempting to authenticate with Imprivata?
A: Follow normal account lock out procedures and contact the IT Service Desk.

Q: What do I do if I receive an Imprivata approval request, but I never attempted to log into anything?
A: Contact the IT Service Desk about concern for a potential account compromise attempt.