

Multi-Factor Authentication – O365 Access

Munson Healthcare has introduced an additional security step when logging into O365 via web access. This includes remote users of MS TEAMS, SharePoint 365, and the COVID-19 Self-Screening/Work Entry website and app. The Imprivata ID app offers a convenient way to use a smartphone as a multiple authentication factor.



What this means to you:

In addition to typing a username and password into Munson Healthcare Federated Services when working remotely, a notification will be sent to your smartphone. Once you receive the notification, click the “Approve” option to complete the login process. This adds an additional level of security for remote access.

To begin, download and enroll the free Imprivata ID app on your smartphone. You will only use multi-factor authentication when you are working outside of a Munson networked location. Once you have downloaded the app to your smartphone, complete the enrollment steps. Then simply “Approve” the notification from Imprivata ID when you login remotely.

Installing the Imprivata ID App

Download the Imprivata app for your specific smartphone and follow the setup instructions in the app.

- **iPhone:** Download the free Imprivata ID app from the **iTunes App Store**.
- **Android:** Download the free Imprivata ID app from **Google Play**.

NOTE: If you replace your currently enrolled phone with a new phone, you will need to call the Help Desk at 5-6053 to wipe your existing profile. Once your profile is deleted, you will be able to enroll your new phone.

When installing the Imprivata app, ensure you **allow** notifications for the Imprivata app. Not doing so will result in an access denied message.

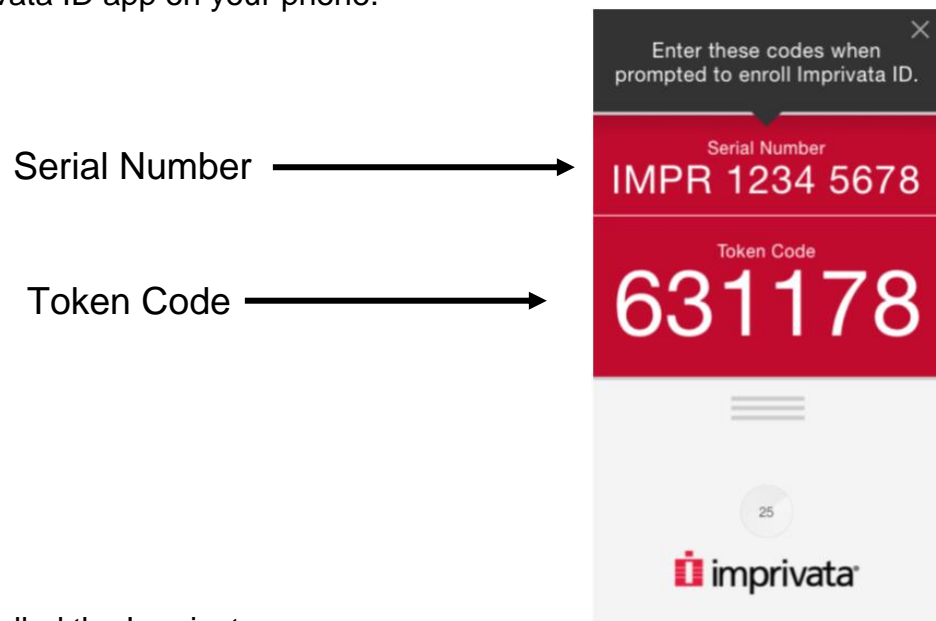
Enroll the Imprivata ID App

Make sure you are logging in from outside the Munson network, meaning you are at home or another remote location. The first time you use the app, open the Imprivata ID app on the phone, then login on the computer using OWA as usual.

Read each OWA window carefully as it asks you for a specific number to enter in each screen (serial number and token number). The enrollment process only happens one time unless you change the device (phone) you are using. After you are enrolled, you will only need to “Approve” the notifications when you login remotely.

To Enroll the Imprivata ID App:

1. Open the Imprivata ID app on your phone.



2. If you have installed the Imprivata app on your smartphone and this is the first time you are accessing OWA from a remote location (home for example), you will be asked to enroll using the Imprivata app.
3. Click on “Enroll Imprivata ID”.



4. Enter the 12 character Imprivata Serial Number in the Response box.
Format = IMPR XXXX XXXX
5. Enter the 6 digit Token Code.
Format = XXXXXX



6. Once you have entered the above information, you will see the “Imprivata ID is enrolled” message below.



DEV Munson Federation Services

For security reasons, we require additional information to verify your account (smccaleb@devmhc.net)

✔ Imprivata ID is enrolled

The next time you access your network...



Approve notification on your phone

Got it

Log out

imprivata

Once you have successfully enrolled, you will not need to complete these steps again unless you change your phone or in the unlikely event your Imprivata profile becomes corrupted.

The Help Desk can assist with your enrollment or rerollment if needed.

To Enroll using SMS Text:

If you have a smartphone it is highly recommend you use the Imprivata ID app.

However, if you have an older mobile style phone, or you prefer a text message, you are also able to use SMS text messaging to receive a Token Code each time you login.

1. When the OWA window opens, and asks for the Imprivata ID serial number, click on the “Enroll SMS code”.



2. When the SMS text windows opens, enter your cell phone number. You will receive a text message with the Imprivata Token Number which will need to be entered on the next window.
3. Enter the 6 digit Token Code texted to your phone.
Format = XXXXX

4. When you have completed both steps, you will see the “SMS code is enrolled”.



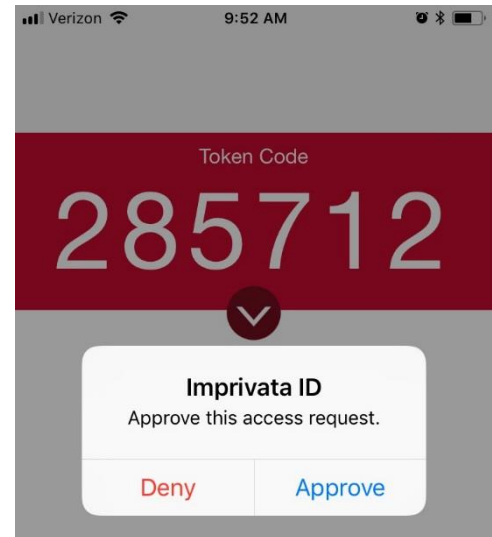
Once you have successfully enrolled either with the Imprivata ID app or using SMS text messaging, you will not need to complete these steps again unless you change your phone or in the unlikely event your Imprivata profile becomes corrupted.

The Help Desk can assist with your enrollment or re-enrollment if needed.

After Imprivata ID Enrollment:

Once you have completed enrollment, to login remotely using the Imprivata ID, complete the following steps.

1. Enter your username and password in the OWA window
2. OWA will send a notification to the Imprivata ID app on your smartphone or a text message depending upon how you enrolled
3. Click the “Approve” option (shown below) or enter the 6-digit SMS text code to login



IMPORTANT!!! If you are not trying to login, and you get a notification from Imprivata ID app, click “**Deny**” and call the Help Desk immediately!