

Frequently Asked Questions about MFA for Remote Access

Multi-Factor Authentication (MFA) for Remote Access is required if you wish to access the MetroHealth network from an off-site/remote location.

1) What is Multi-Factor Authentication (MFA) for Remote Access?	2
2) When will I use MFA for Remote Access?.....	2
3) How much data will the <i>Imprivata ID</i> app use from my personal smartphone plan?	2
4) What’s the difference between “two-factor authentication”, “2FA”, “multi-factor authentication”, and “MFA”?.....	2
5) Do I have to enroll and use the MFA for Remote Access solution?	2
6) What if I receive a push notification when I did not attempt to login?	2
7) How can I be prepared in case MFA for Remote Access is unavailable?	3
8) I have a MetroHealth iPhone. Can I use that to enroll in Multi-Factor Authentication for Remote Access?	3
9) I don’t have a MetroHealth iPhone. What smartphone can I use to enroll in Multi-Factor Authentication for Remote Access?	3
10) Can I use a tablet instead of my smartphone?	3
11) I have a Flip Phone. Can I enroll that?	4
12) Will MFA for Remote Access impact my ability to access Outlook email from home, without connecting to Remote Access?	4
13) Have another question we didn’t answer?.....	4

1) [What is Multi-Factor Authentication \(MFA\) for Remote Access?](#)

- MFA for Remote Access provides an additional layer of security when accessing the network remotely
- In addition to a password, it provides a secondary form of authentication
- It is commonly used with other institutions, like online banking, where you are asked for a password and also a 6-digit code

[Go back to the top](#)

2) [When will I use MFA for Remote Access?](#)

You will use MFA for Remote Access when logging into remote.metrohealth.org, after your account has been setup to start using MFA for Remote Access.

[Go back to the top](#)

3) [How much data will the *Imprivata ID* app use from my personal cell plan?](#)

The amount of data is very small. *Imprivata ID* uses 0.000004 GB per use. You would need to use *Imprivata ID* over 8,000 times every day for a month to use 1 GB of data.

[Go back to the top](#)

4) [What's the difference between "two-factor authentication", "2FA", "multi-factor authentication", and "MFA"?](#)

All these terms refer to the same thing. These all refer to multiple forms of authentication, like a password and a 6-digit token code.

[Go back to the top](#)

5) [Do I have to enroll and use the MFA for Remote Access solution?](#)

In order to access the MetroHealth network remotely (off-site), you must enroll and use the MFA for Remote Access solution. If you have concerns about using MFA, contact the MetroHealth Information Services Service Desk, 216-957-3280.

[Go back to the top](#)

6) [What if I receive a push notification when I did not attempt to login?](#)

Tap "Deny" and call the MetroHealth Information Services Service Desk, 216-957-3280 immediately. This could indicate someone else is trying to use your account fraudulently.

[Go back to the top](#)

7) How can I be prepared in case MFA for Remote Access is unavailable?

There are alternate or workaround systems that we can use when a system is unavailable. We call these “downtime procedures”. Review these downtime procedures for MFA for Remote Access:

- **If you do not get the *Imprivata ID* smartphone app Push Notification:** the service may be unavailable. Manually type the token code from the *Imprivata ID* smartphone app into the Remote Access website.
- **If the *Imprivata ID* smartphone app or service is unavailable:** use the SMS Text authentication method. It is important to enroll the SMS Text authentication method as an alternate to the smartphone app.
- **If your cell service is unavailable:** ensure your Wi-Fi connected and active. The *Imprivata ID* smartphone app will still work as long as you have an active internet connection.
- **If MFA for Remote Access is unavailable:** The following options are available to you:
 - Use a computer on one of the MetroHealth Campuses
 - Many MetroHealth systems/applications are available without being connected through Remote Access (Epic, Outlook, Kronos, etc.). Find out more on the MIV Home Page, under Quick Links. Or visit www.metrohealth.org and navigate to the Employee Portal.

[Go back to the top](#)

8) I have a MetroHealth iPhone. Can I use that to enroll in Multi-Factor Authentication for Remote Access?

Yes.

[Go back to the top](#)

9) I don't have a MetroHealth iPhone. What smartphone can I use to enroll in Multi-Factor Authentication for Remote Access?

You can use your own, personal smartphone, if it has access to the internet and has cell service.

[Go back to the top](#)

10) Can I use a tablet instead of my smartphone?

You can use your own, personal tablet, if it has access to the internet and has cell service. Make sure you have your tablet nearby when you need to access Remote Access.

[Go back to the top](#)

11) I have a Flip Phone. Can I enroll that?

Yes, you can enroll your flip phone. There is an option that will work with the flip phone.

[Go back to the top](#)

12) Will MFA for Remote Access impact my ability to access Outlook email from home, without connecting to Remote Access?

No, that process is separate.

[Go back to the top](#)

13) Have another question we didn't answer?

Call the MetroHealth Information Services Service Desk, 216-957-3280.

[Go back to the top](#)