MetroHealth

Multi-Factor Authentication (MFA) for Remote Access:
Setup and Use

![MetroHealth logo] **MetroHealth**

Smartphone Instructions

1) Enroll in Multi-Factor Authentication (MFA) for Remote Access

The first time you log in to the remote access website, you will be prompted to enroll in Multi-Factor Authentication (MFA) for Remote Access.

You must have your smartphone's "Automatic Date & Time" setting turned on (see Section 5).

1. Go to remote.metrohealth.org
2. Type your **network username** and **password**. Click **Log in.**
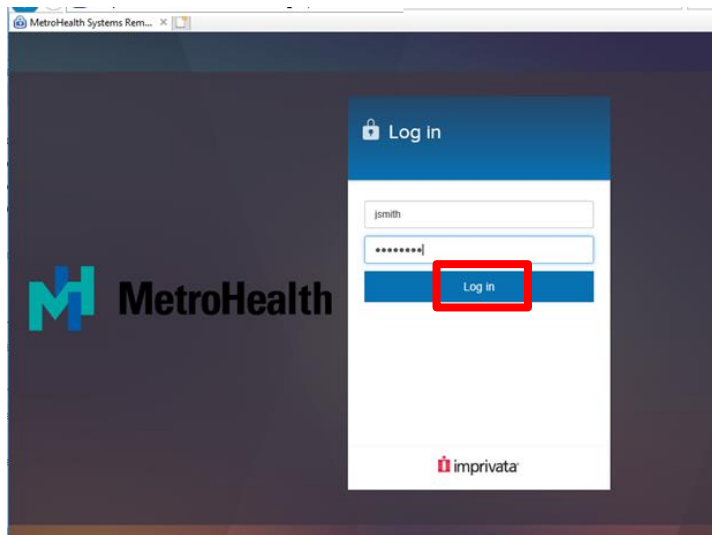
3. Click **Enroll Imprivata ID.**

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![MetroHealth logo] **MetroHealth**

Imprivata ID app icon
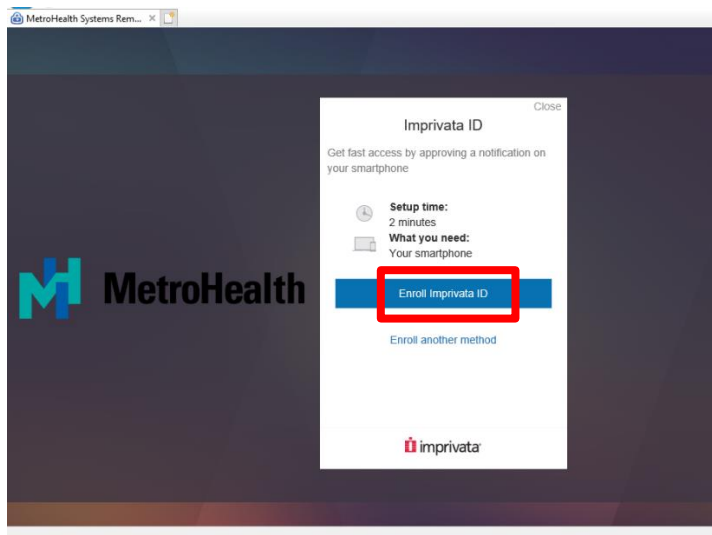
4. Download the FREE *Imprivata ID* app to your smartphone.

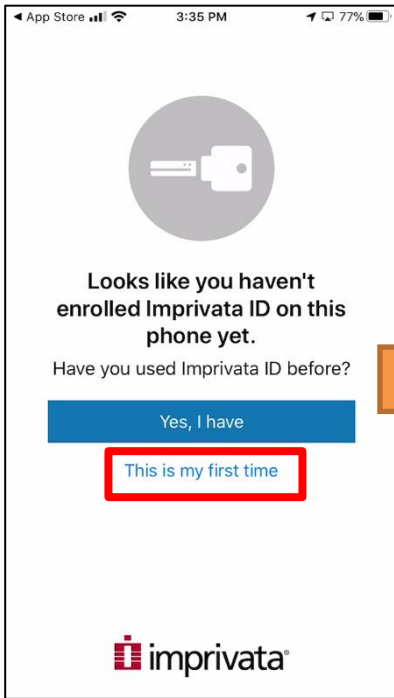**NOTE**: The *Imprivata ID* app is a third-party app. It is neither managed nor controlled by MetroHealth. It is like downloading an app for your personal banking or personal music. It does not track your location.

The *Imprivata ID* app will save you time! Instead of having to type a 6-digit code, you can simply tap **Approve** on the Push Notification on your smartphone's screen.

Also, if you are in an area where the cell reception is poor and the SMS Text code option won't work, simply use the *Imprivata ID* app over Wi-Fi.

Apple	Android
Download the free *Imprivata ID* app from the Apple App Store **OR** Open your camera app and point it at this QR code. 	Download the free *Imprivata ID* app from Google Play **OR** Open your camera app and point it at this QR code.

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5. Open the *Imprivata ID* app.

This is my first time
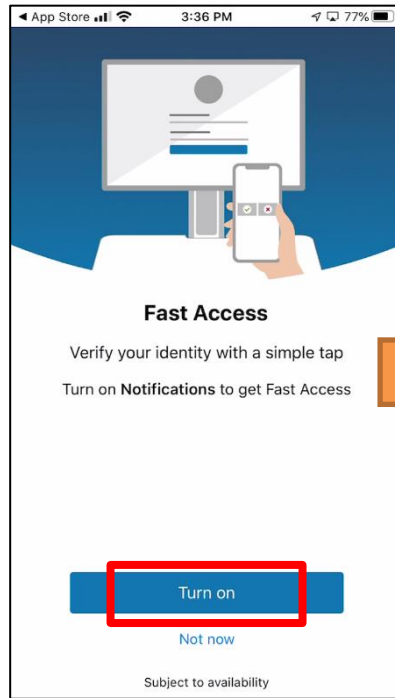
Turn on

Allow
APPLE PHONES ONLY
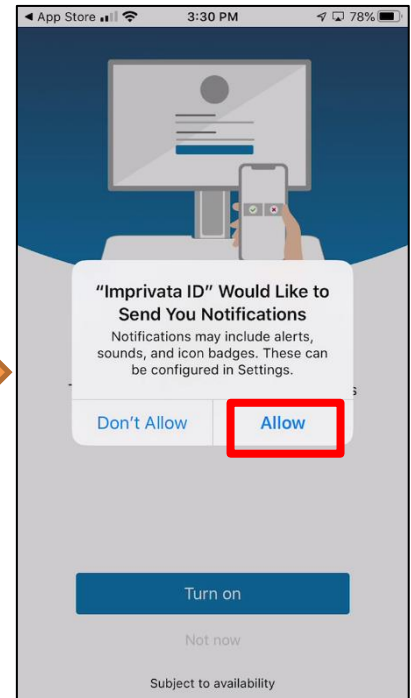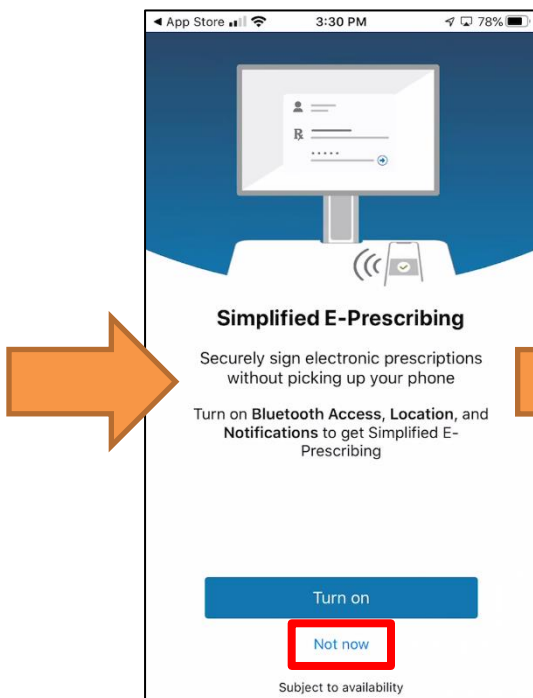

Not now
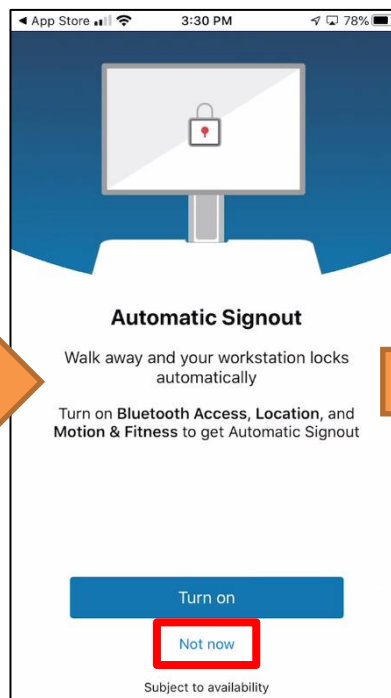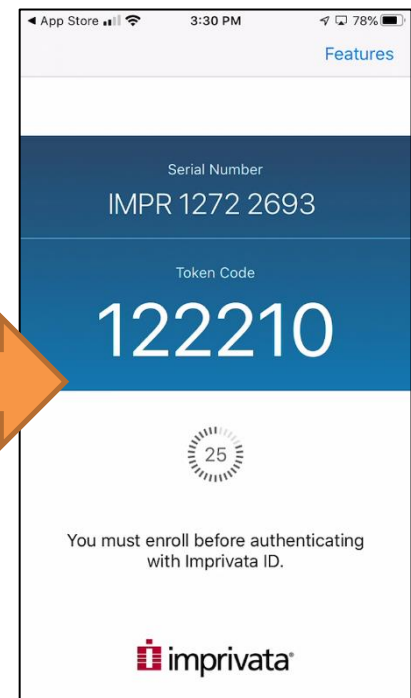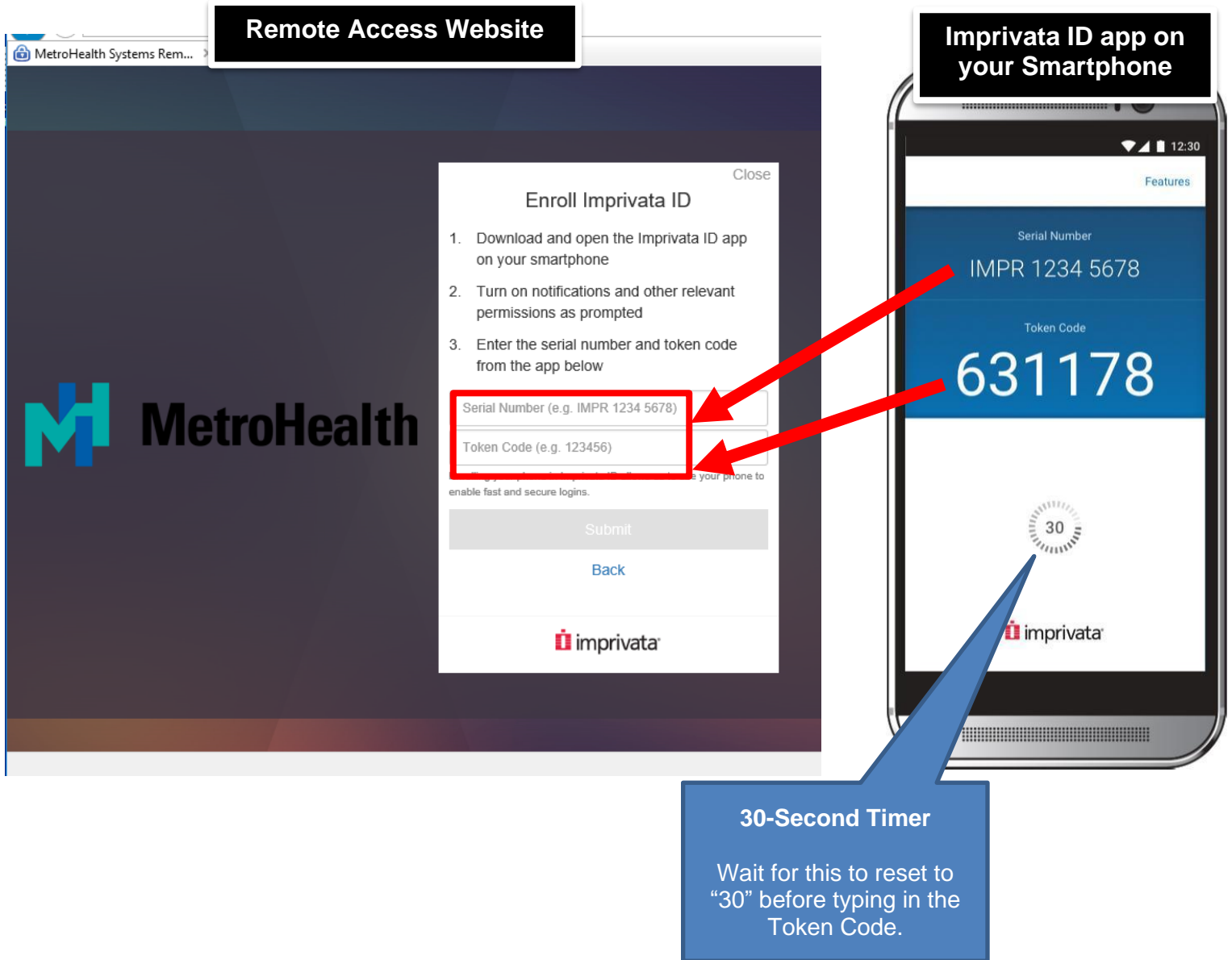

Not now

ALL DONE!
Ready for enrollment.

MetroHealth

6. Type the **serial number** and **token code** from the *Imprivata ID* app on your smartphone into the **Enroll Imprivata ID** window on the Remote Access website.

   NOTE: The 6-digit Token Code resets every 30 seconds in the "Imprivata ID" app. Wait for the timer to reset to 30 seconds before you type the Token Code.

Remote Access Website

Imprivata ID app on your Smartphone

Enroll Imprivata ID   Close

1. Download and open the Imprivata ID app on your smartphone
2. Turn on notifications and other relevant permissions as prompted
3. Enter the serial number and token code from the app below

Serial Number (e.g. IMPR 1234 5678)

Token Code (e.g. 123456)
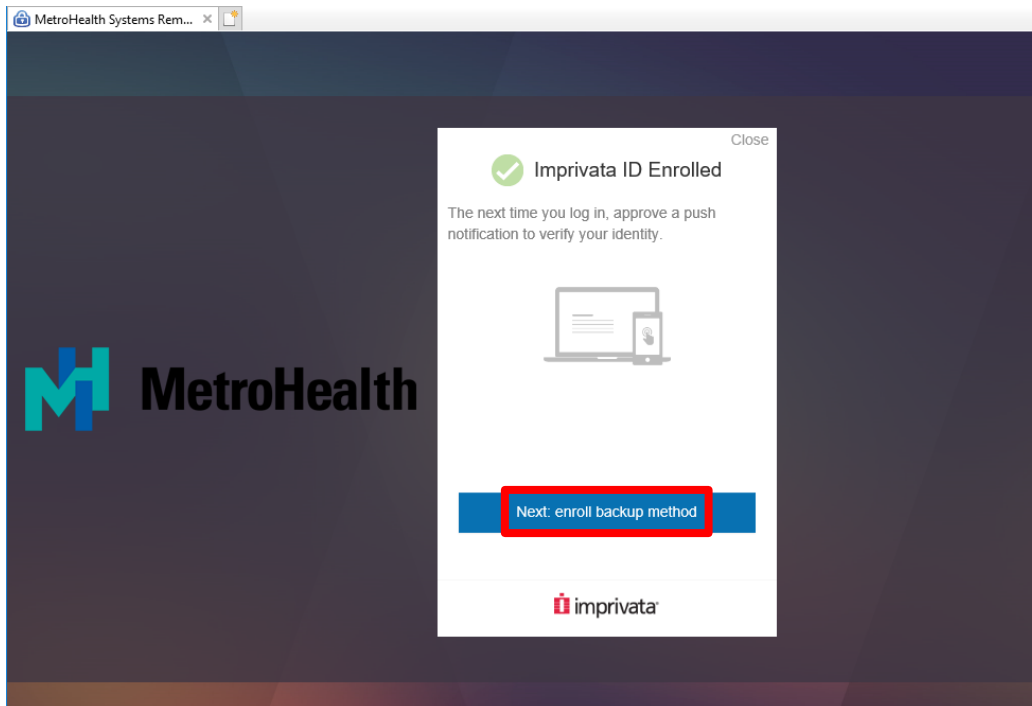
enable fast and secure logins.

Submit

Back

i imprivata

12:30

Features

Serial Number

IMPR 1234 5678

Token Code

631178

30

i imprivata

30-Second Timer

Wait for this to reset to "30" before typing in the Token Code.

![MetroHealth logo]

7. Click **Submit**

8. Click **Next: enroll backup method**.

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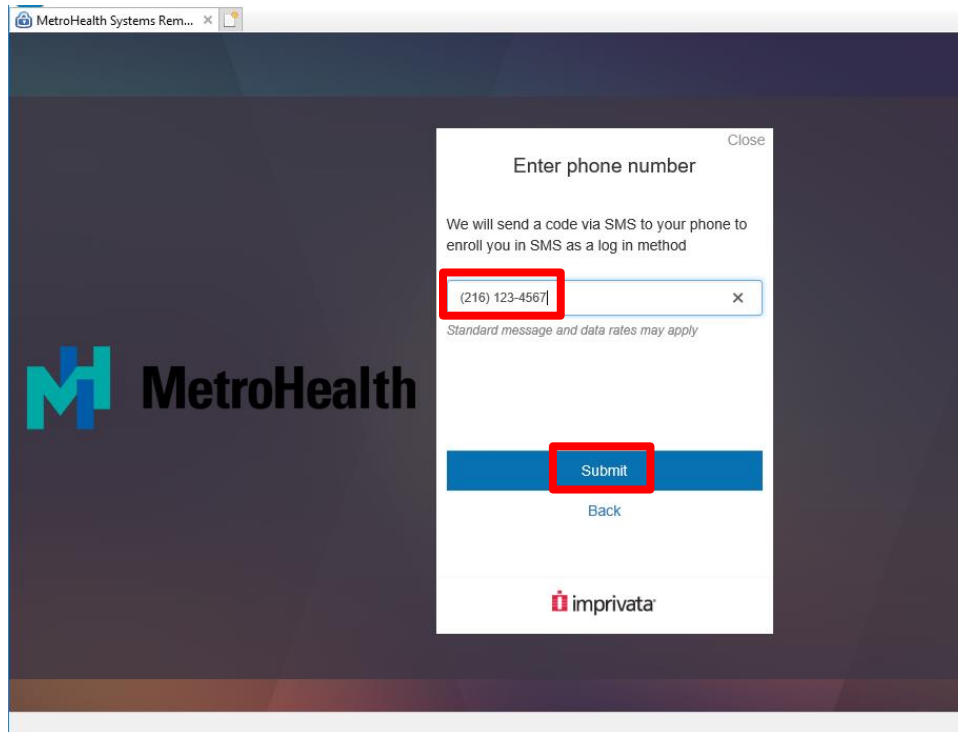
9. Click **Enroll SMS** to set up the SMS Text authentication method.

   NOTE: This will be used as an alternate authentication method if the *Imprivata ID* app method is unavailable. It will also be used to setup MFA for Remote Access if you get a new smartphone in the future.
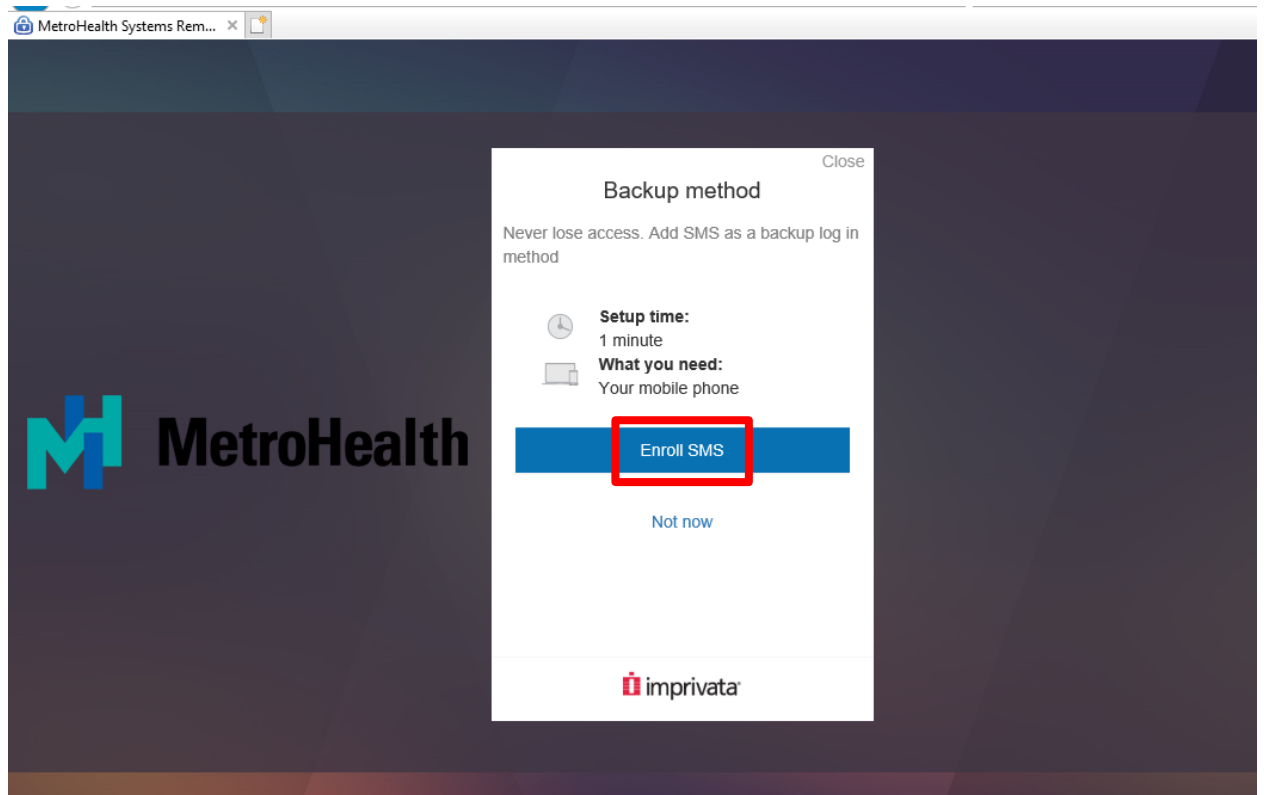
10. Type **your cell phone number**. Click **Submit.**
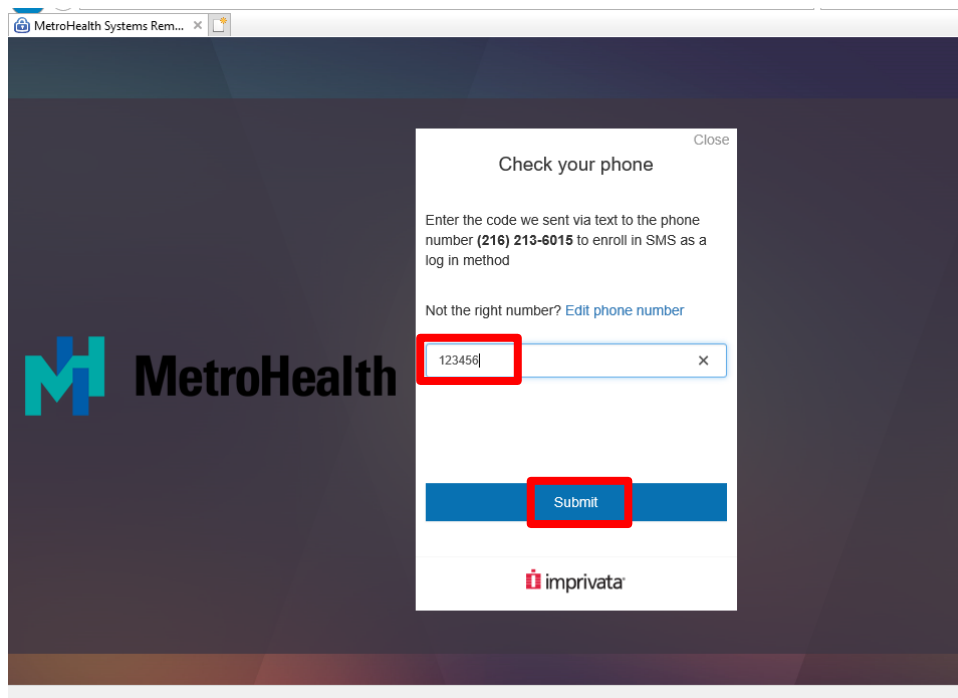
11. Check your phone for a text message. Enter the **6-digit code** sent to your cell phone. Click **Submit**.

    NOTE: You can click **Edit phone number** to correct your phone number.

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12. Click **Done.**
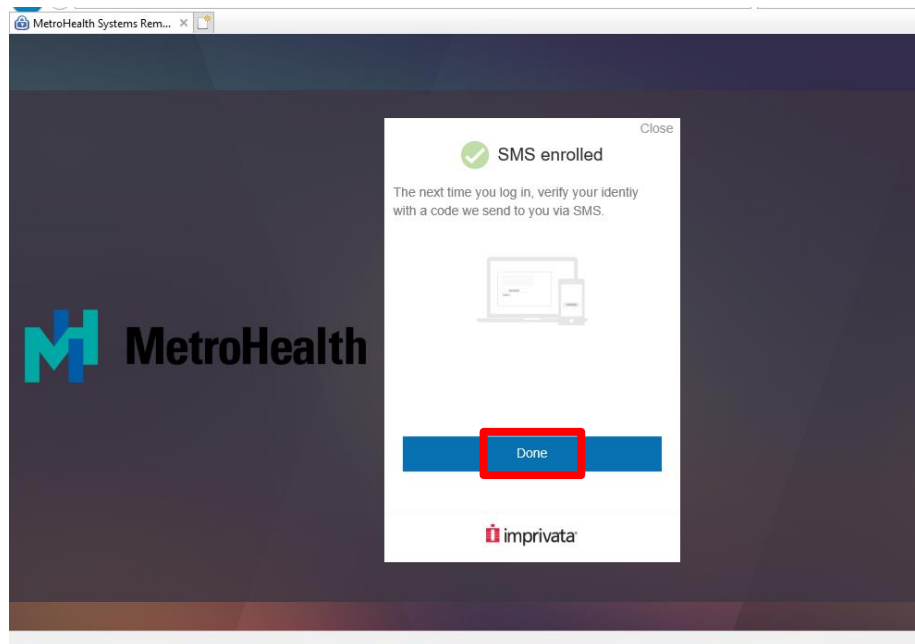
13. Proceed with the Remote Access Connection.

NOTE: The *Imprivata ID* app will be used every time you log in to the Remote Access website from now on. It will remain on your phone to provide you access to remotely connect to the MetroHealth network. Do NOT delete the app.

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2) Login to Multi-Factor Authentication (MFA) for Remote Access
After completing the steps in Section 1, follow these steps every time you log in remotely. This section is required to access the MetroHealth network from an off-site/remote location.

1. Go to remote.metrohealth.org

2. Type your **network username** and **password**. Click **Log in**

![MetroHealth logo]
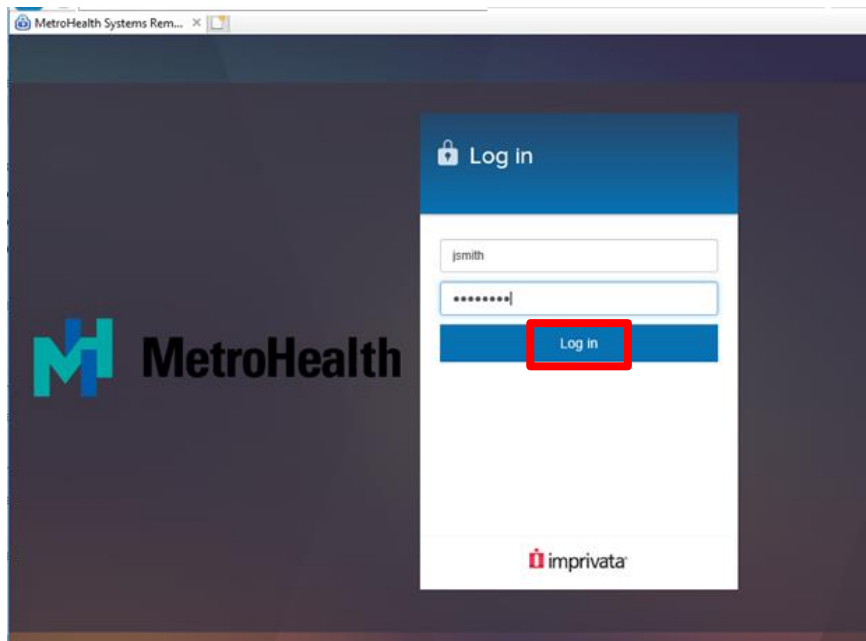
3. When you see the **Imprivata ID** screen on the remote access website, tap **Approve** on the Push Notification sent to your smartphone.

Remote Access Website

Your Smartphone

Android   **Apple**
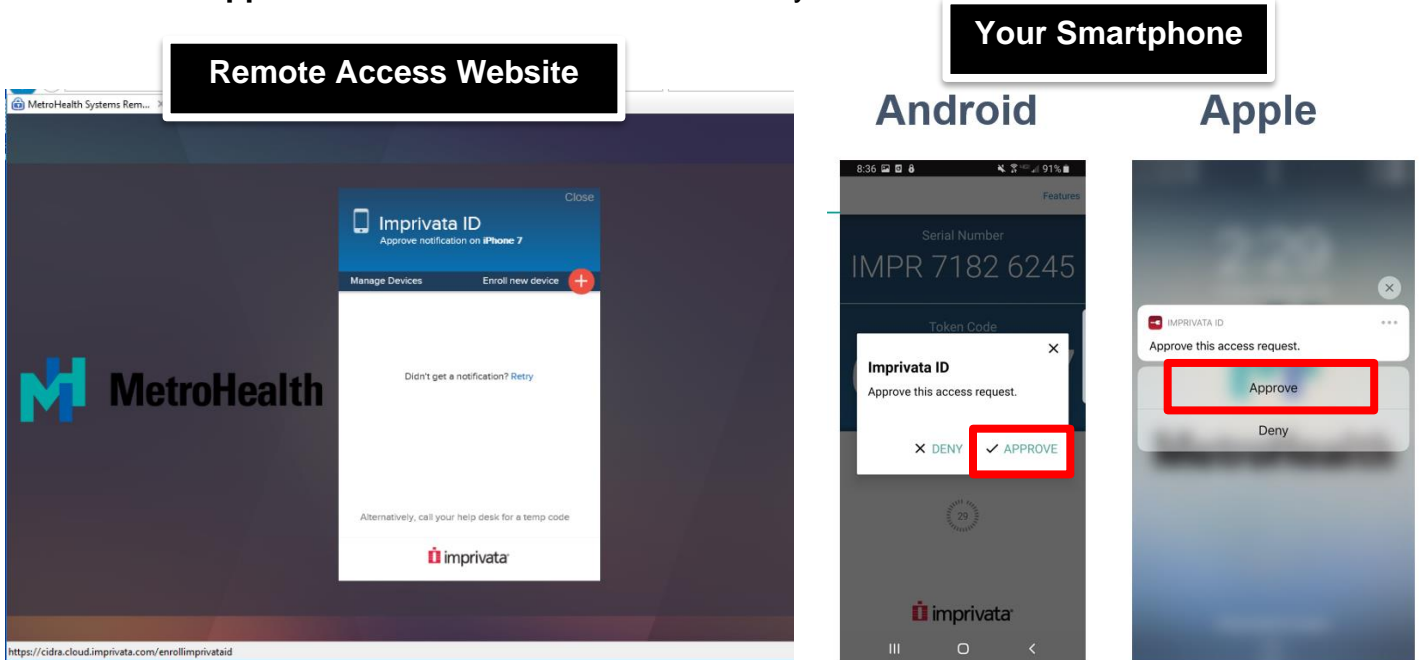
4. If you tapped **Approve** on the Push Notification, go to Step 5. If you did not tap **Approve** on the Push Notification:
   a. On your smartphone, open the *Imprivata ID* app.
   b. Type the **Token code** from your smartphone into the **Token code** box..
   c. Click **Confirm your identity** on the Remote Access website.

Remote Access Website

***Imprivata ID* app on your Smartphone**

5. Proceed with the Remote Access Connection.

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3) I Have a New Smartphone

1. Call the MetroHealth Information Services Service Desk at 216-957-3280 to delete your old phone from our system. Confirm that they deleted both your **Imprivata ID** and **SMS Text** enrollments.

2. Go to **Section 1) Enroll in Multi-Factor Authentication (MFA) for Remote Access.**

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4) I Reinstalled the *Imprivata ID* App on My Existing Smartphone
Reinstalling the Imprivata ID app will give your phone app a new Imprivata ID Serial Number specific to that download. You will have to re-enroll again with MFA for Remote Access.
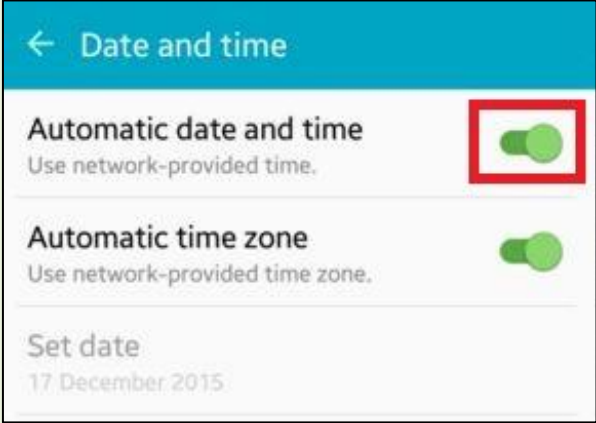
1. Call the MetroHealth Information Services Service Desk at 216-957-3280 to delete your old phone from our system. Confirm that they deleted both your **Imprivata ID** and **SMS Text** enrollments.

2. Go to **Section 1) Enroll in Multi-Factor Authentication (MFA) for Remote Access**.

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5) Turn on Your Smartphone's "Automatic Date & Time" Setting

Your smartphone must have the date and time set automatically from the internet, for Multi-Factor Authentication for Remote Access to work.

Apple Smartphone Instructions	Android Smartphone Instructions
Go to **Settings** > **General** > **Date & Time** > **Set Automatically** = turned on 	Go to **Settings** > **Date and Time** > **Automatic date and time** = turned on

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6) I lost/broke my smartphone that was enrolled with MFA for Remote Access

A Temporary Token Code will be provided for you in case your smartphone is lost or broken. The Temporary Token Code will expire after 24 hours.

1. Call the MetroHealth Information Services Service Desk at 216-957-3280 to delete your enrollment our system. They are instructed to delete your enrollment from our system to ensure your account stays secure.

2. They will provide you with a Temporary Token Code to use for 24 hours.

3. After 24 hours, if your smartphone is still lost or broken, call back to get a new Temporary Token Code for the next 24 hours.

4. When you find or fix your smartphone, you will be prompted to enroll again. Go to Section 1) Enroll in Multi-Factor Authentication (MFA) for Remote Access

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7) I'm not getting any Push Notifications to Approve. What should I do?

Instead of typing in the 6-digit code, save time by tapping "Approve" on the Imprivata ID Push Notification. A Push Notification displays on your smartphone's lock screen.

1. **Confirm Features in the *Imprivata ID* app:**

    a. Open the *Imprivata ID* app

    b. Tap on **Features**

    c. Confirm the status of these features:

        i. **Fast Access** – **ON**

        ii. **Simplified E-Prescribing** – **OFF**

        iii. **Automatic Signout** – **OFF**

2. **For Apple, confirm notifications are on:**

    a. On your smartphone, go to **Settings**

    b. Tap on the *Imprivata ID* app.

    c. **Notifications**: **Allow** turned on, and turn on all alerts

    d. **Background App Refresh**: **On**

3. **For Android, confirm notifications are on:**

    a. On your smartphone, go to **Settings**

    b. Tap on **Apps & Notifications** > *Imprivata ID* app > **Notifications**

    c. **Notifications**: **On for All**

4. If it is still not working, the Push Notification service may be unavailable. Manually type the **token code** from the *Imprivata ID* smartphone app into the Remote Access website.

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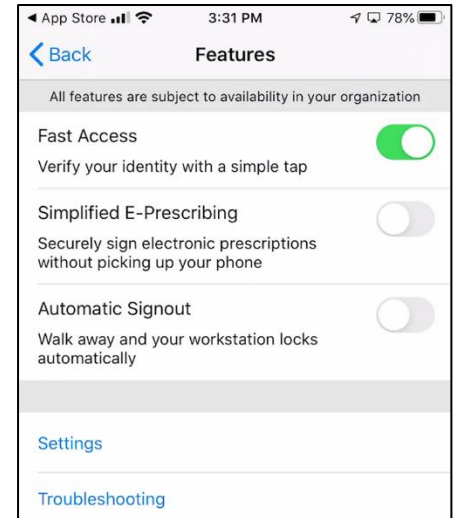
8) Multi-Factor Authentication (MFA) for Remote Access is not working on my smartphone. What can I do?

- **If you are not getting any Push Notifications**, go to [Section 7) I'm not getting any Push Notifications to Approve. What should I do?](#)

- **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 if you have an active internet connection.
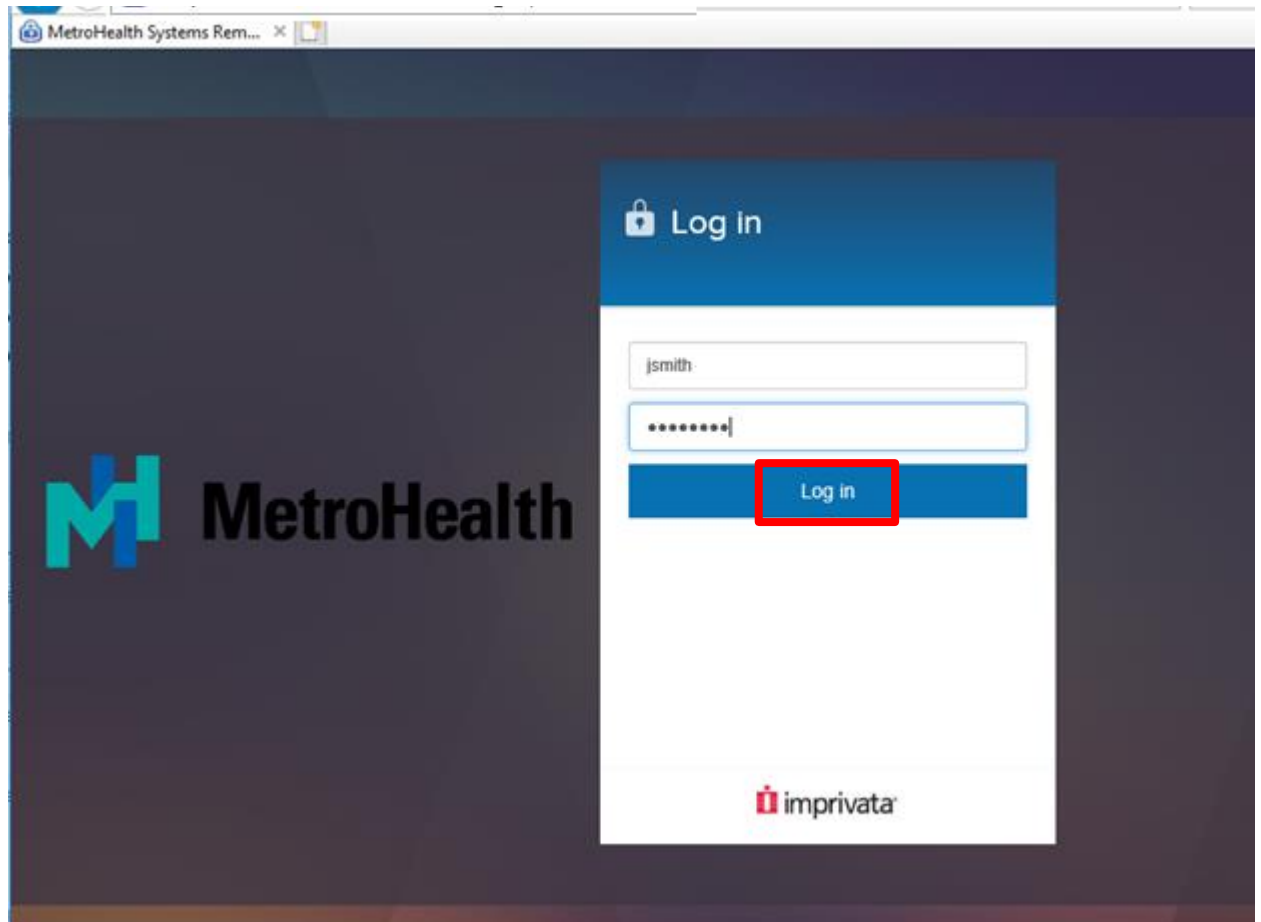
[Go back to the top](#)
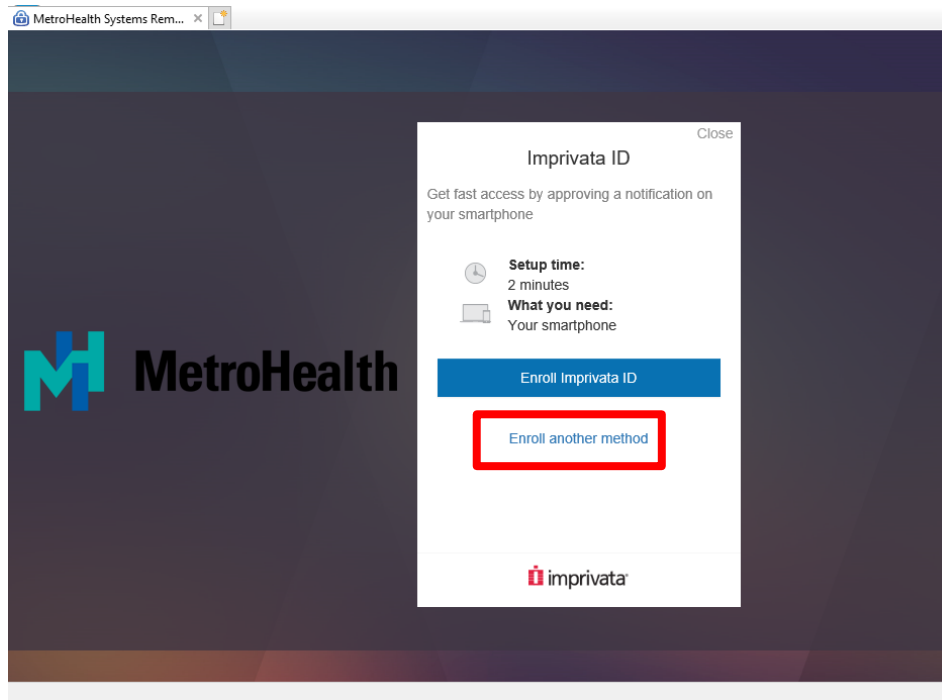
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Flip Phone Instructions

9) Enroll in Multi-Factor Authentication (MFA) for Remote Access

The first time you log in to the remote access website, you will be prompted to enroll in Multi-Factor Authentication (MFA) for Remote Access
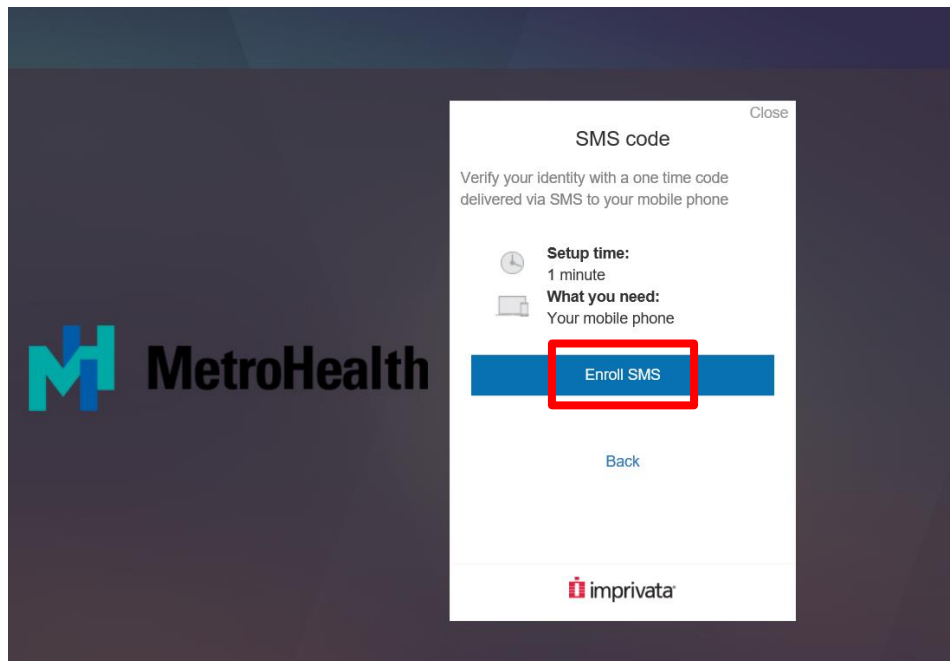
1. Go to remote.metrohealth.org

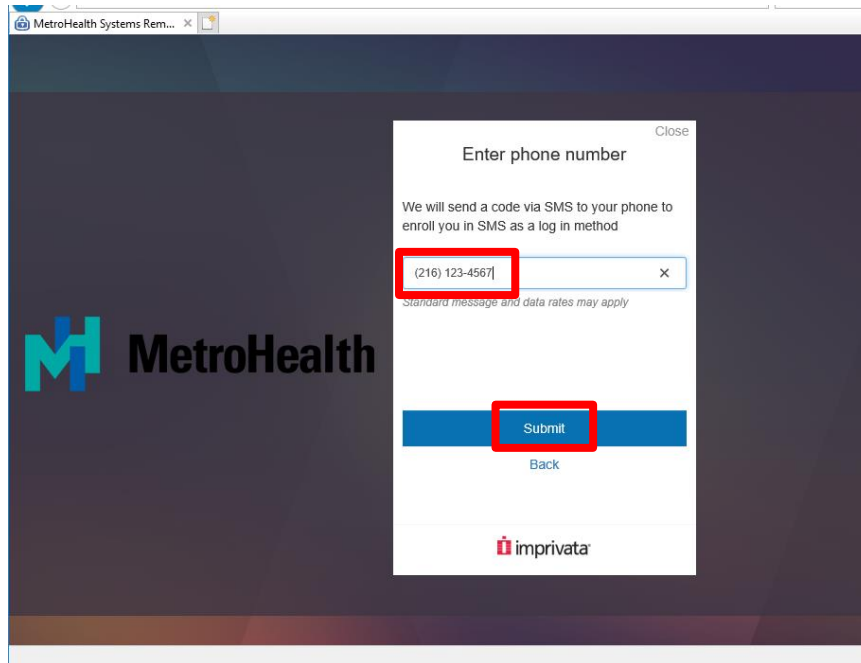2. Type your **network username** and **password**. Click **Log in.**

3. Click **Enroll another method**.

4. Click **Enroll SMS**.

5. Type **your cell phone number**. Click **Submit.**
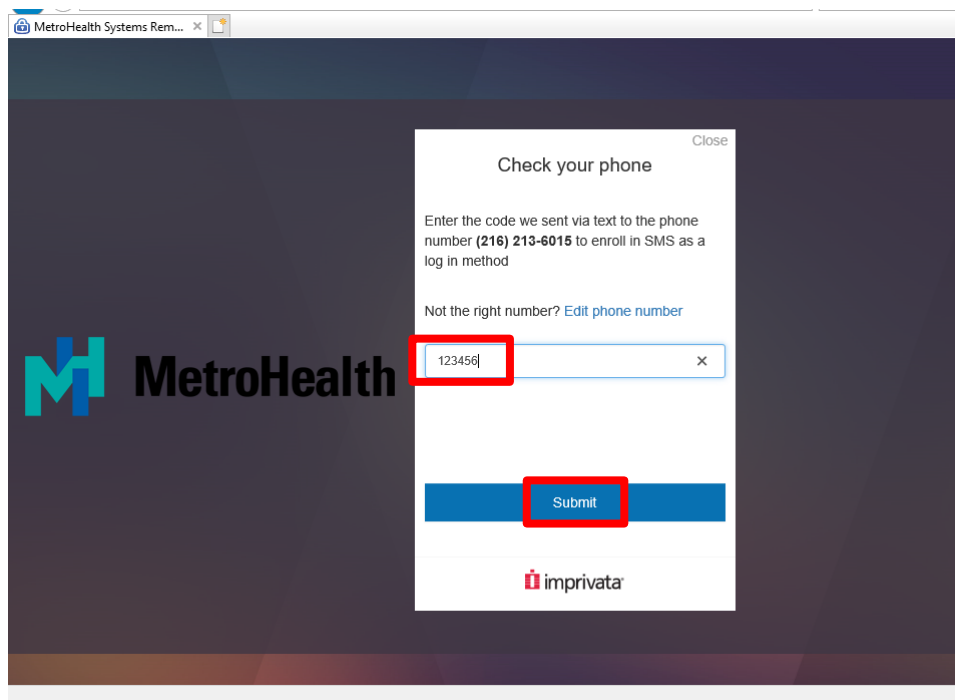
6. Check your phone for a text message. Enter the 6-digit code sent to your cell phone. Click **Submit**.

7. Click **Done.**
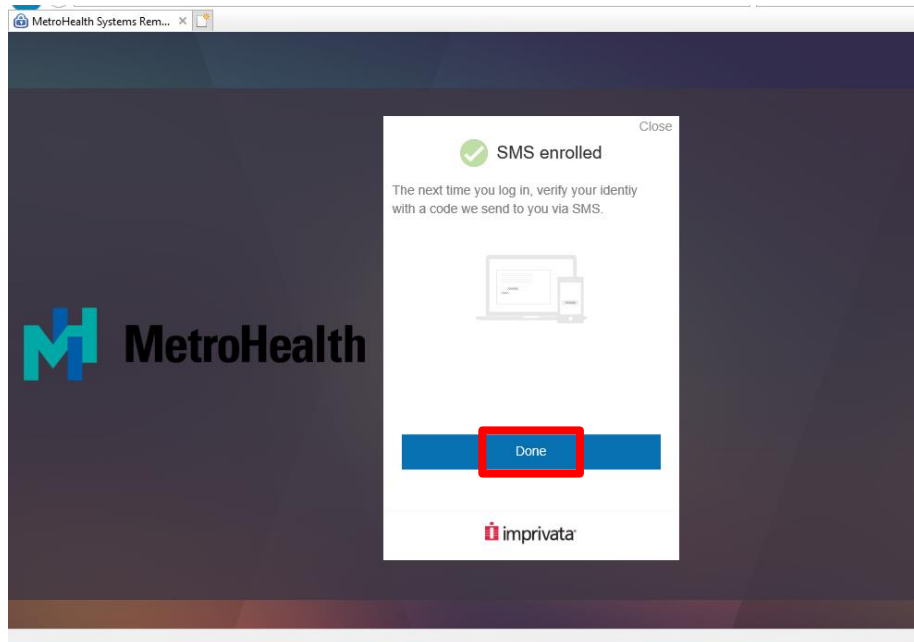
8. Proceed with the Remote Access Connection.

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10) Login to Multi-Factor Authentication (MFA) for Remote Access
After completing the steps in Section 7, follow these steps every time you log in remotely. This section is required to access the MetroHealth network from an off-site/remote location.

1. Go to remote.metrohealth.org

2. Type **network username** and **password**. Click **Log in.**
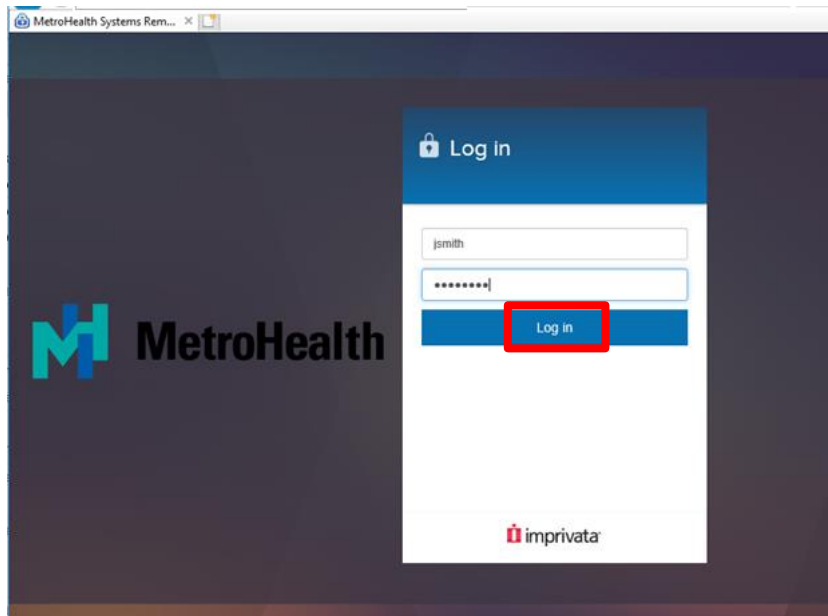
3. Check your phone for a text message. Enter the **6-digit code** sent to your cell phone. Click **Confirm your identity**.
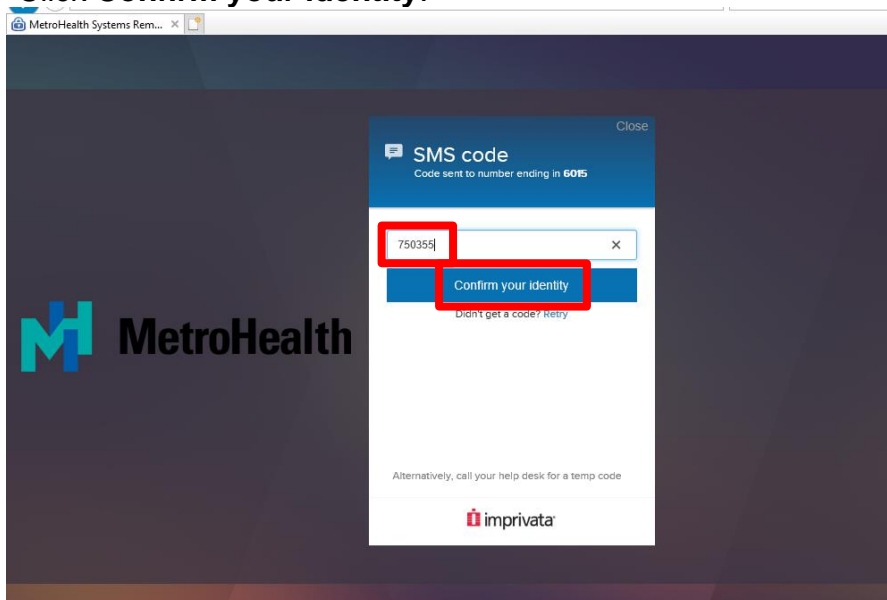
4. Proceed with the Remote Access Connection.

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11) Upgrade from a Flip Phone to Smartphone

1. Congratulations on your upgrade!

2. Call the MetroHealth Information Services Service Desk at 216-957-3280 to delete your old phone from our system. Confirm that they deleted your **SMS Text** enrollment.

3. Go to **Section 1) Enroll in Multi-Factor Authentication (MFA) for Remote Access**.

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12) I lost/broke my Flip Phone that was enrolled with Multi-Factor Authentication (MFA) for Remote Access

A Temporary Token Code will be provided for you in case your Flip Phone is lost or broken. The Temporary Token Code will expire after 24 hours.

1. Call the MetroHealth Information Services Service Desk at 216-957-3280 to delete your enrollment our system. They are instructed to delete your enrollment from our system to ensure your account stays secure.

2. They will provide you with a Temporary Token Code to use for 24 hours.

3. After 24 hours, if your Flip Phone is still lost or broken, call back to get a new Temporary Token Code for the next 24 hours.

4. When you find or fix your Flip Phone, you will be prompted to enroll again. Go to Section 9) Enroll in Multi-Factor Authentication (MFA) for Remote Access.

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Other Instructions

13) How can I be prepared in case Multi-Factor Authentication (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:

- Use a computer on one of the MetroHealth Campuses
  or
- 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.

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![MetroHealth logo]

14) I don't have a Smartphone or a Flip Phone

1. Call the MetroHealth Information Services Service Desk at 216-957-3280 to open a ticket with the I.S. Security Team. Someone on that team will call you back to discuss this.

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