



Enrolling for Multi-factor Authentication (Smartphone)

Imprivata ID allows you to receive multi-factor authentication requests for remote network access through the Imprivata ID mobile app and SMS text messages. This app is used for remote connections to VMWare Horizon VDI (fastpass.deaconess.com). **This enrollment guide is not applicable to providers enrolled in EPCS!** Instructions for installing the Imprivata ID app on your smartphone are at the bottom of this guide.

- 1 From your mobile device (Android or iPhone), download the Imprivata ID app from the App Store or Google Play.

See the end of the guide for [app installation instructions](#).

- 2 Once the app is downloaded, attempt to login to the VMware Horizon client or fastpass.deaconess.com from your home or other **external** connection.

Click "Login"

Please note: You will not get prompted to use or enroll for Imprivata ID on internal Deaconess network connections.

- 3 Open the Imprivata ID app from your smartphone. Enter the **Serial Number** shown on your device. Ex: **IMPR 7384 9387**

You do not need to enter the spaces in-between numbers. Ex: **IMPR73849387**
Click "Login"



Login

Server: <https://fastpass.deaconess.com>

User name: x0000

Password: [masked]

Domain: UNIVERSE

Cancel Login

Login

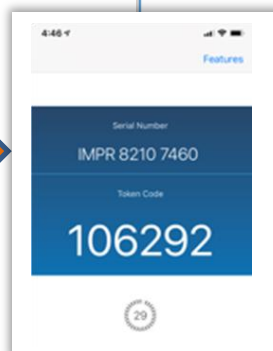
Enroll Imprivata ID (TM) in 4 steps. (1) Install the Imprivata ID app on your smartphone, (2) Open the app, (3) Locate the 12 character Serial Number and enter it below, or enter S to skip.

Server: <https://fastpass.deaconess.com>

Next Code: [input field]

Cancel Login

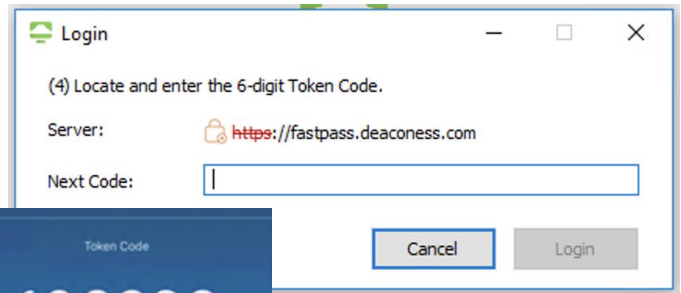
Serial Number
(from app)



- 4 Next, enter the **Token Code** from the Imprivata ID app. *This code changes every 30 seconds so you may need to wait for it to refresh before attempting to enter.*

Click "Login"

Token Code

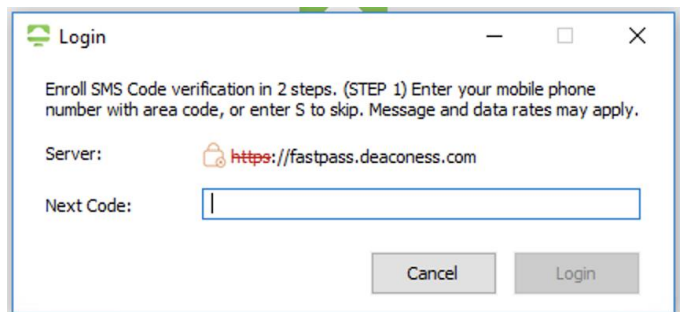


The screenshot shows a 'Login' window with the title bar. The main text says '(4) Locate and enter the 6-digit Token Code.' Below this, there is a 'Server:' label with a lock icon and the URL 'https://fastpass.deaconess.com'. There is a 'Next Code:' label followed by a text input field. At the bottom right, there are 'Cancel' and 'Login' buttons.

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- 5 After enrolling the Imprivata ID app you will get prompted to enroll SMS verification. **Do not skip this step!**

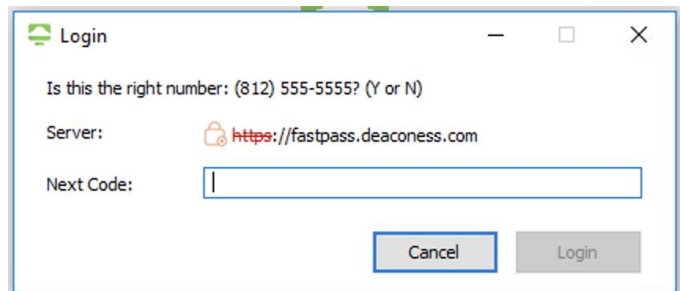
Enter your full phone number with area code and click "Login".



The screenshot shows a 'Login' window. The main text says '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.' Below this, there is a 'Server:' label with a lock icon and the URL 'https://fastpass.deaconess.com'. There is a 'Next Code:' label followed by a text input field. At the bottom right, there are 'Cancel' and 'Login' buttons.

- 6 Confirm the number entered is correct by typing **Y** for yes or **N** for no.

Click "Login"



The screenshot shows a 'Login' window. The main text says 'Is this the right number: (812) 555-5555? (Y or N)'. Below this, there is a 'Server:' label with a lock icon and the URL 'https://fastpass.deaconess.com'. There is a 'Next Code:' label followed by a text input field. At the bottom right, there are 'Cancel' and 'Login' buttons.

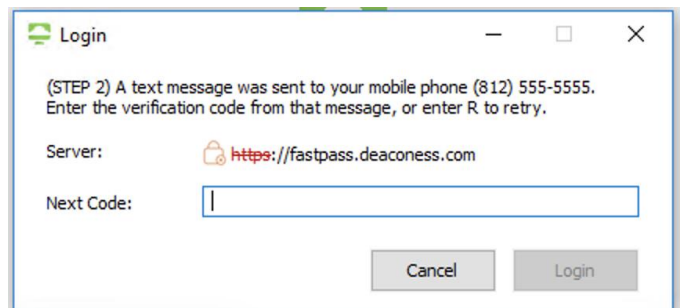
- 7 You should soon receive a text message with a code to confirm your enrollment.

Enter that code and click "Login"

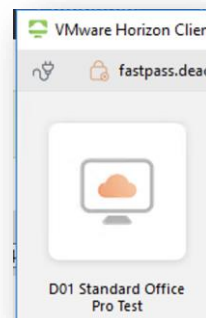
If you do not receive a code, type **R** and click "Login" to try again.

If you see your desktop selection after clicking "Login", you have completed your Imprivata ID enrollment.

At your next login will get prompted to enter the token code from the Imprivata ID app before authentication will complete.



The screenshot shows a 'Login' window. The main text says '(STEP 2) A text message was sent to your mobile phone (812) 555-5555. Enter the verification code from that message, or enter R to retry.' Below this, there is a 'Server:' label with a lock icon and the URL 'https://fastpass.deaconess.com'. There is a 'Next Code:' label followed by a text input field. At the bottom right, there are 'Cancel' and 'Login' buttons.



Re-enrolling new devices or phone numbers

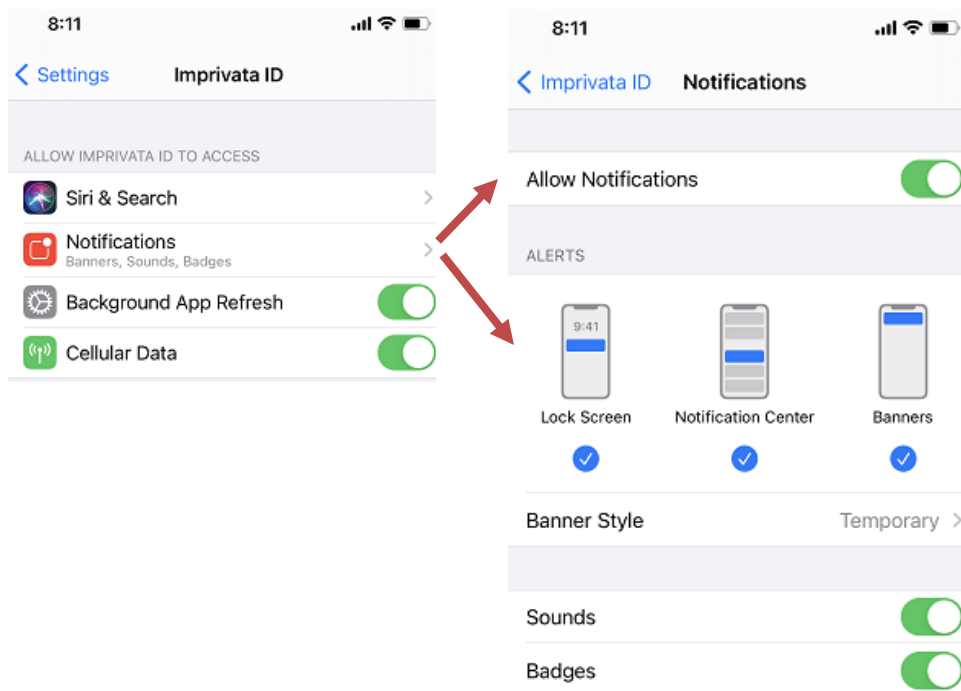
Any time you get a new phone or phone number, you will need to re-enroll that phone or number with Imprivata ID. Please call the Deaconess Help Desk to request assistance with re-enrollment.

Don't have your phone and need to connect remotely?

In cases where you do not have your phone you enrolled in Imprivata ID, please call the Deaconess Help Desk to receive a temporary code that can be used when logging in. You will be prompted for the temporary code after you enter your ID and password. The temporary code will be good for 4 hours after it has been issued.

Aren't receiving push notifications on the Imprivata app when you authenticate?

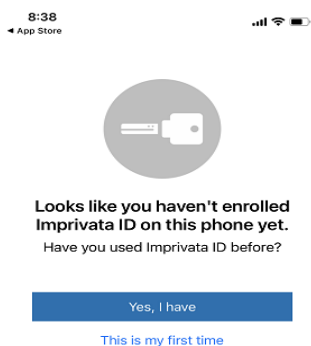
In the event you are not receiving push notifications (pop-ups) from the app when you authenticate remotely, check that **Notifications** setting is enabled in the Imprivata ID app settings on your phone.



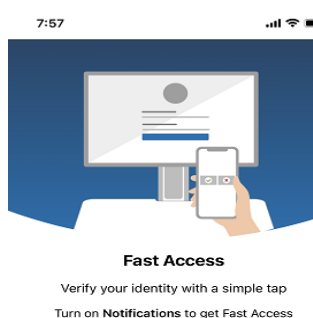
Imprivata ID App Installation

Once you have downloaded the app, open it to start installation.

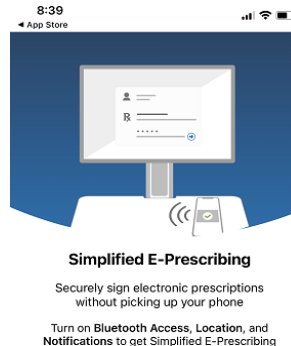
1 Select "This is my first time"



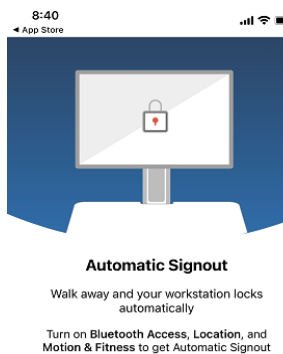
2 Select "Turn On"



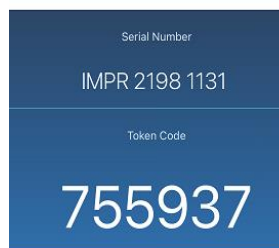
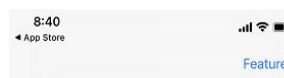
3 Select "Not Now"



4 Select "Not Now"



5 Installation complete...you will now be alerted to enroll upon your next remote authentication attempt



You must enroll before authenticating with Imprivata ID.