Imprivata ID Multi Factor Authentication Enrollment

In order to protect Cook Children's employees, resources, & data; and in order to meet Cyber Liability Insurer requirements, an extra security step has been implemented when remotely accessing Cook Webmail (OWA), VPN, MyAccess, and ADFS (external sites like ULearn, Benefits, etc.)
Note: *Multi Factor Authentication is also referred to as MFA, 2 factor authentication, or 2FA*

First step: *Non-exempt* **employees must have approval from their manager or supervisor for any remote access**.
A. Click here to access the Remote Access for Non Exempt Employees Form. For more information on approval, review policy IS 240 Remote Access requiring non-exempt employees to have permission from their manager or supervisor to access external websites and services.
You will need to fill it out while on the Cook network. Please access, complete, & submit while in the office *PRIOR to needing remote access*. Note this form does not yet have a check box for Webmail/OWA, so in *the "Indicate purpose…"* field, type "off network webmail access" and then check *"Remote access to desktop"* box. Once it is approved at ALL levels (including HR), the approved form will be sent to IS to grant remote access.
   o NOTE: IS will notify you when it has been granted.
   o Once access has been approved and enabled by security administrators, follow the below directions.

*NOTE: The 2 links referenced above can only be visited while **ON** the network or VPN.*
*Approval MUST be obtained **PRIOR** to attempting any remote access by non-exempt employees.*

Second step: **Download and install the Imprivata ID app on your personal cell phone**.
This app provides the Multi Factor Authentication to access the Cook sites remotely.
This is a free app and does not collect any personal data.
A. The steps below for installing & configuring Imprivata ID app should be performed while you are ***NOT on the Cook network*** - if performing this while at any Cook location, *affirm your phone is not on Cook WIFI*.
B. On your mobile device go to your phone's app store (Apple: App Store, Android: Google Play). **Search for** "**Imprivata ID**" app & download/install it.
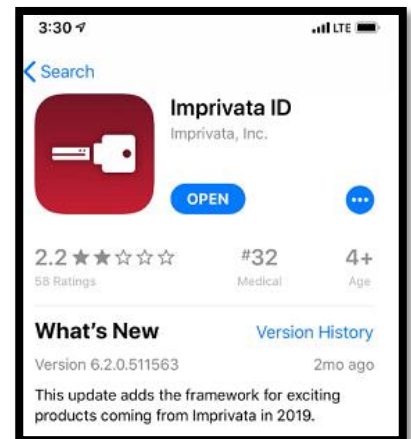
C. Once Imprivata ID app is installed, open it and go through the setup:
   o Select "**This is my first time**" (even if you've used it before)
   o You will be presented with many options, to ensure MFA works smoothly, it is highly recommended you accept all defaults such as:
      ▪ Fast Access: select "**Turn On**"
      ▪ Notifications: select "**Allow**"
      ▪ Simplified E-Prescribing: select "**Turn On**"
      ▪ Location: Select "**Allow While Using App**"
      ▪ Bluetooth: Select "**OK**"
      ▪ Automatic Signout: Select "**Turn On**"
      ▪ Motion & Fitness Activity: Select "**OK**"
   (See example screenshots below)
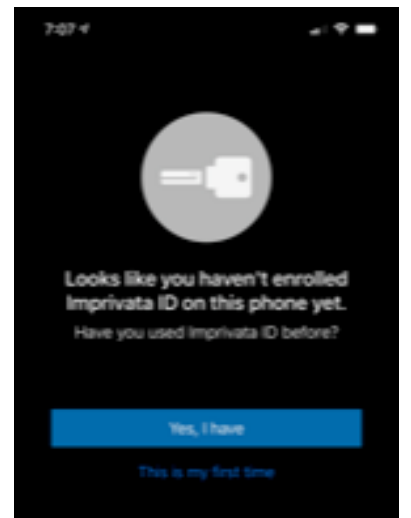
*NOTE: Even if you do not use features such as Simplified E-Prescribing, **enable it anyway** for best experience.*
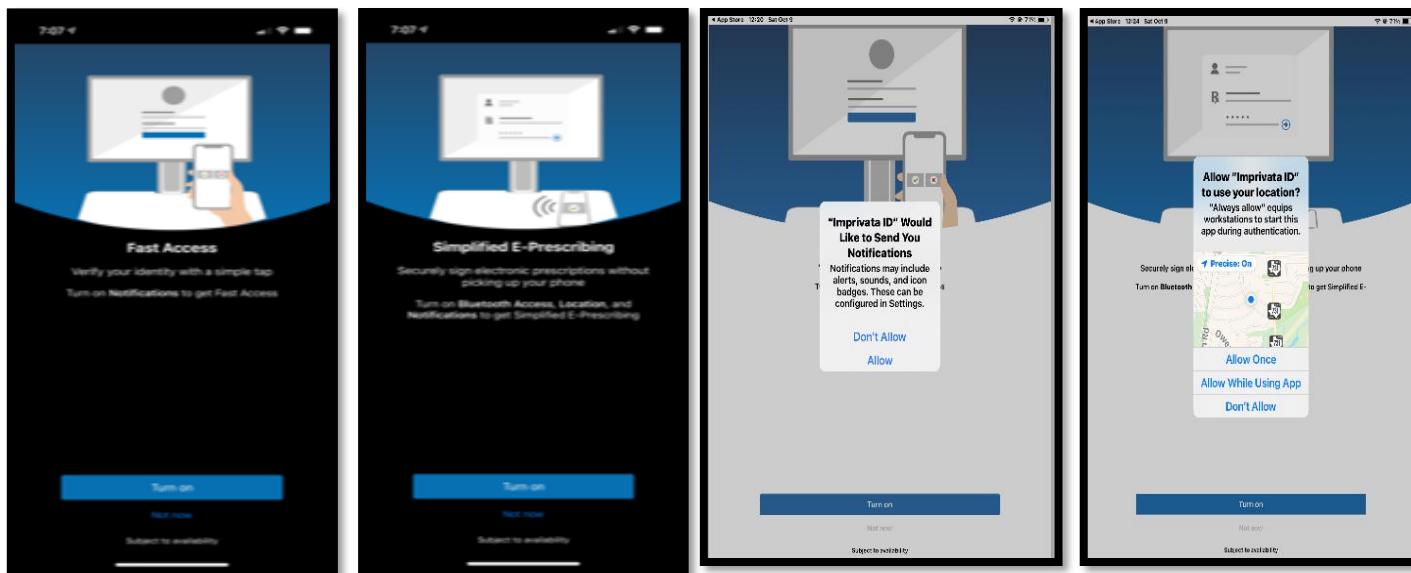

D. After the setup, you will see an IMPR Serial Number and Token Code.
Note: your IMPR Number and Token Code will be different than the screenshot to the right.

E. Your app is now configured. HOWEVER, *leave this window open* on your phone, as you'll need it for the below enrollment step.

Third Step: **Enroll your phone with our Cook Imprivata server using the IMPR Number** generated on step above.
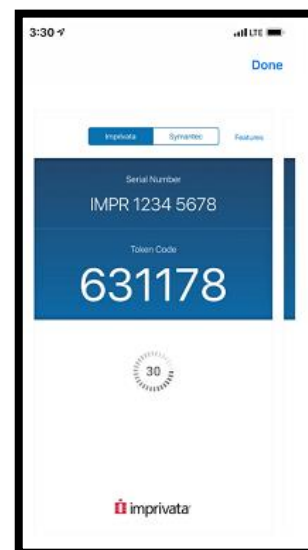
A. To enroll, open a browser window on your PC or laptop and do one of the following:
- If you are **_OFFSITE_** (not at **any** Cook location), open myaccess.cookchildrens.org
While **_NOT_** on Cook wifi: you may use a personal computer at home, a Cook computer at home **BEFORE** connecting to VPN, or a personal cell phone (details next page)

- If you're **_ONSITE_** (at any Cook location), open myaccess**dr**.cookchildrens.org
This can **ONLY** be done while onsite at any Cook location (details next page)

- NOTE: You can also go to webmail.cookchildrens.org (OWA) to enroll (***go to page 4 for those steps***).

B. Once you have opened a browser window & accessed either myaccess.cookchildrens.org (off site) or myaccess**dr**.cookchildrens.org (onsite):
- Enter your **Cook Username** and **Password**.
- Click "**Log On"**
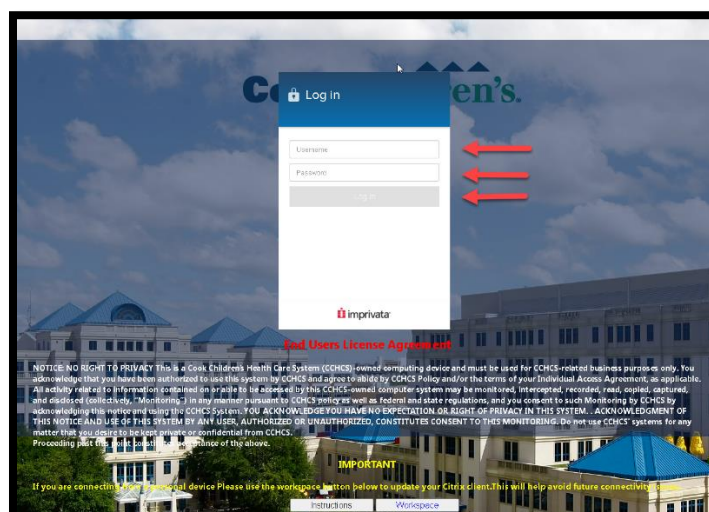
C. On the next screen, select "**Enroll Imprivata ID**".

D. Enter the **IMPR Serial Number** and **Token Code** from the Imprivata App on your phone.

E. You should now see a successful enrollment announcement.
- o Select "**Next enroll backup method**" to continue.
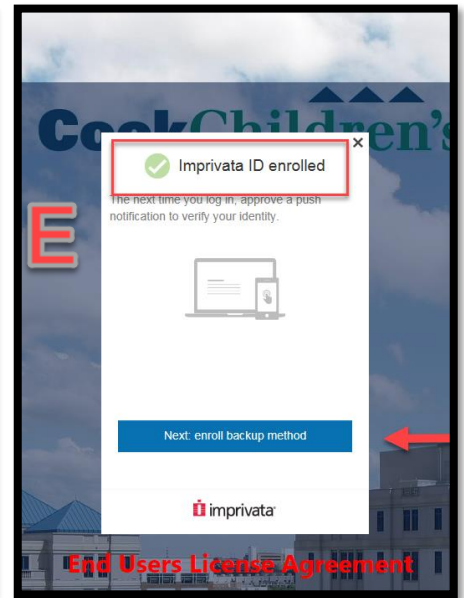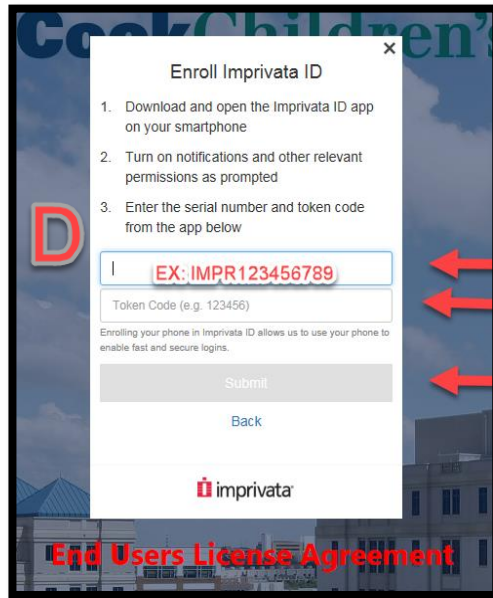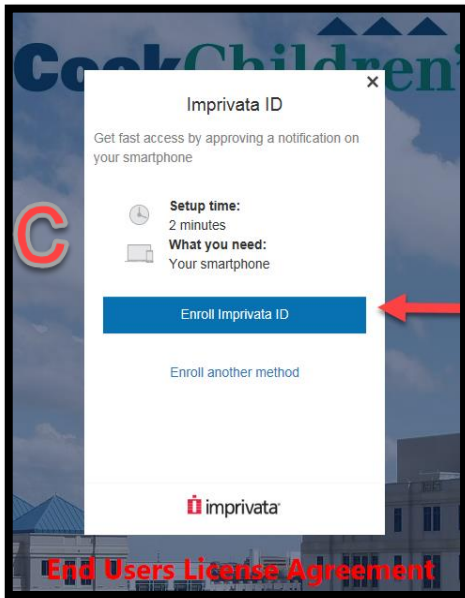

F. Next, setup a backup method by selecting "**Enroll SMS**".

G. Enter your **phone number**.
- o "**Submit**" to continue.

H. Enter the **verification code** sent to your phone.
- o Click "**Submit**" to continue.
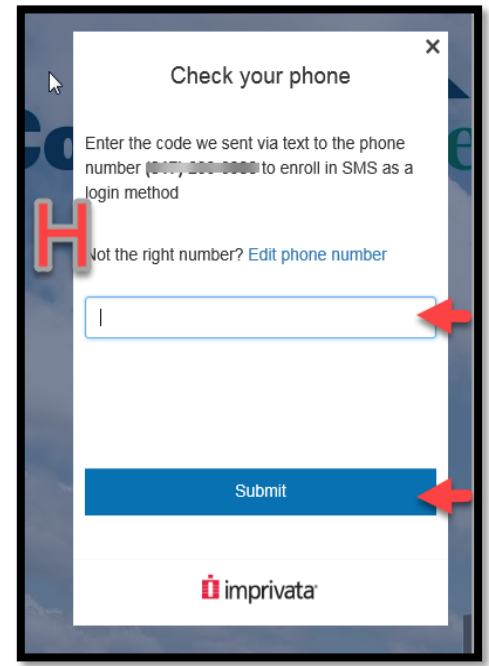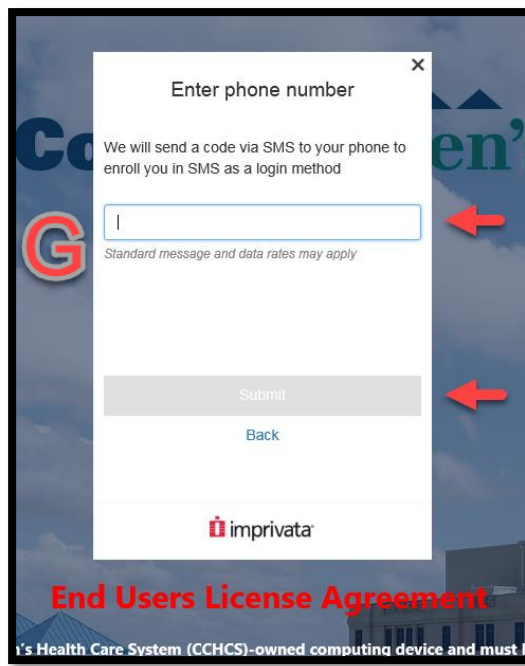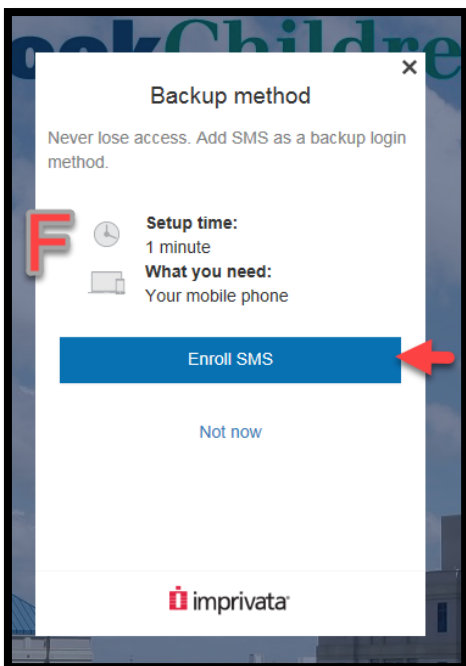
I. Afterward, you should see a successful SMS code enrollment announcement. Congratulations! You have successfully enrolled your IMPR and phone for Multi Factor Authentication.
- Select "**Done**" to finish.

Go to page 6 for FAQs
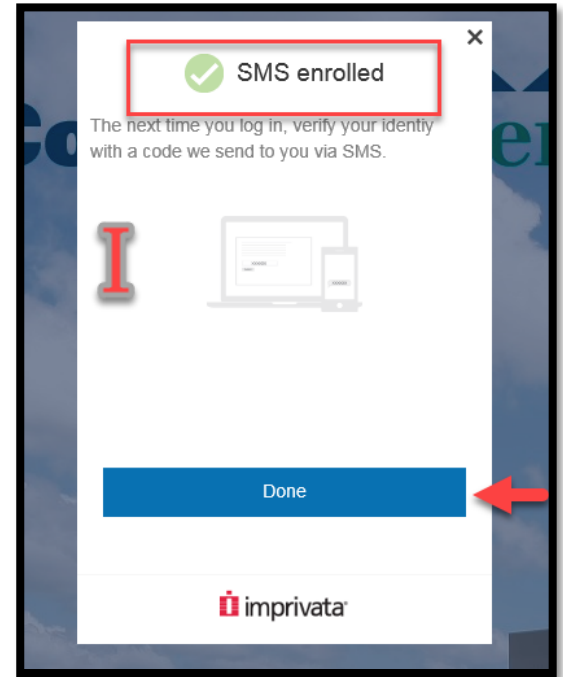
Enrolling using webmail.cookchildrens.org (OWA):
Note, this step can be done on a personal computer at home, a Cook computer at home *BEFORE* connecting to VPN, or from a personal cell phone or device *NOT* on the Cook wifi network.

A. While off the Cook network, **open a browser and go to** webmail.cookchildrens.org/owa
NOTE: *The screens might look different from the images attached.*
- You should be taken to the following site: https://portal2.cookchildrens.org/logon/LogonPoint/tmindex.html
- Enter your **Cook Username and Password** *(no need to put "cchcs\" in front of your username)*
- Click "**Log On**"

B. On the next screen, **enter the 12 character Imprivata Serial Number** from your phone app (including the "IMPR"), do not use spaces. *Disregard the prompt for password, it actually needs the serial number.*
- Click "**Submit**"

C. On the next screen **enter the Token Code** from the Imprivata ID app
- Click "**Submit**"
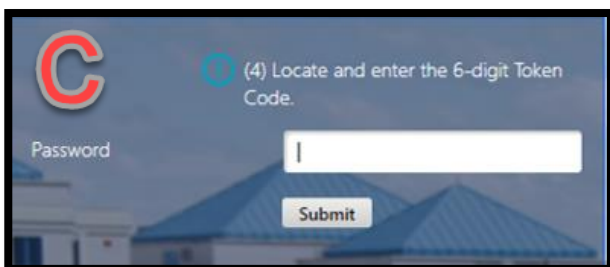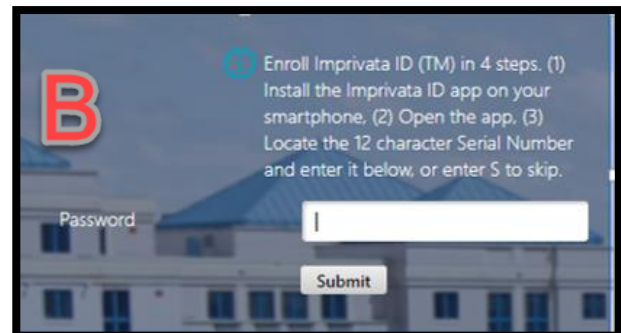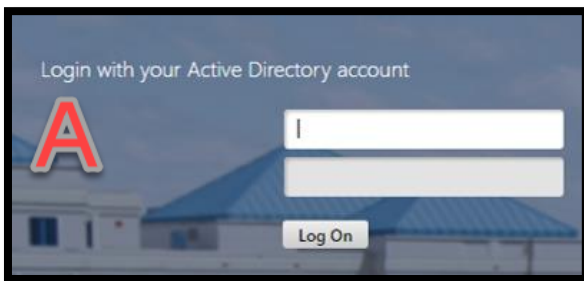
D. On the next screen, **enter your mobile phone number** to receive an SMS message with a verification code
- o Click "**Submit**"

E. On the next screen, you will be asked if the phone number is correct.
- o Type "**Y"** for yes
- o Click "**Submit"**
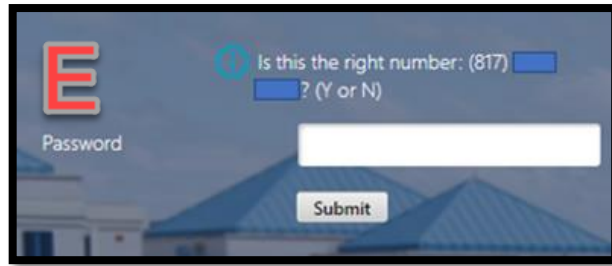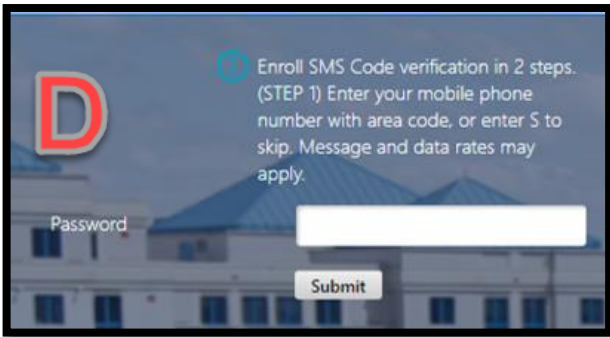
F. On the next screen, **enter the Verification Code** you receive on your phone
- o Click "**Submit**"

**G.** You should now be taken to the Outlook Web App.
- o Use your Cook **Username** and **Password** to login.
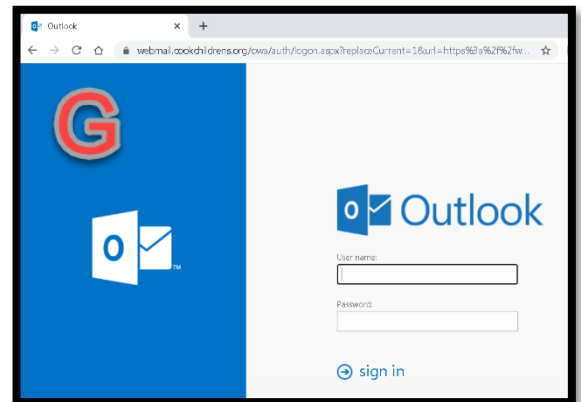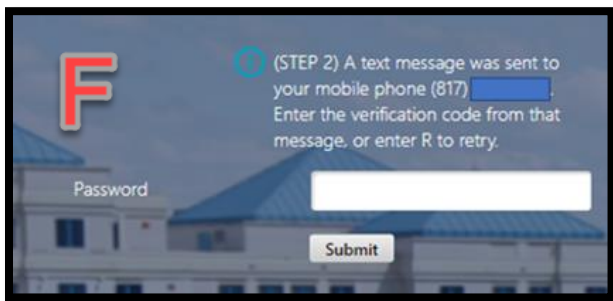
Congratulations! You have successfully enrolled your IMPR and phone for Multi Factor Authentication. The next time you access webmail.cookchildrens.org, you will immediately be taken to the https://portal2.cookchildrens.org/logon/LogonPoint/tmindex.html site.

- Once Imprivata ID Enrollment is complete, your current phone and IMPR number are unique to you and are now associated to your Imprivata account on our Cook server.
- If you get a new phone or uninstall/reinstall the Imprivata ID app on your existing phone, you will need to call the Service Desk (682-885-7999) to have your old IMPR number deleted from our system, and complete above steps again to re-enroll with the newly generated IMPR number.
- Going forward, it is recommended that you open/unlock your phone before entering your Cook user name and password so that the pushed Imprivata token prompts are not missed.
- As soon as you click **Log On,** the Imprivata 2FA token is pushed to your phone and you should receive a Deny/Approve pop-up (right) – simply click "**Approve**" on phone screen.
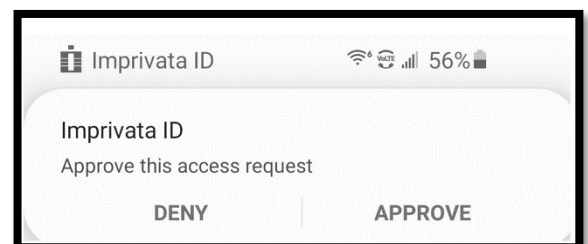
Frequently Asked Questions

(Q): *What is the IMPR number and why is it so important?*

(A): Think of the IMPR in your Imprivata ID as your personal serial number. This number is how the Imprivata application sends notifications to you and you alone and doesn't accidently send it to another user. If the IMPR in your phone app does not match what Imprivata has enrolled for you it simply can no longer communicate or send push notifications (the Approve/Deny message) to your phone.

(Q): *How did I get a different IMPR number than the one I enrolled?*

(A): Quite simply, if the Imprivata App is reloaded on your phone *for any reason* such as you got a new phone and reloaded the Imprivata ID app you will be issued a new IMPR number

(Q): *How can I verify I have a different IMPR number, I mysteriously stopped getting the push notifications?*

(A): Call the IS Service Desk at 682-885-7999 tell them your current IMPR number and they will check it against the enrolled IMPR number we have for you

(Q): *OK I have a different IMPR number than what is enrolled now what?*

(A): Ask the Service Desk agent to remove your "old" IMPR and SMS from the system. Next you will simply go to MyAccess.cookchildrens.org, log into it and it will prompt you to enroll.

(Q*): I enrolled my new IMPR and SMS text but I am still not receiving a push notification***?**

(A): Click on "features" in the upper right hand corner, verify that your Fast Access option is enabled and your notifications are allowed. If you are unsure how to do this, the IS Service Desk will assist you.

(Q): *I am a provider & prescribe controlled substances through EPCS, what do I need to do if I get a new IMPR number?*

(A): Immediately contact the IS Service Desk and advise them that you are an EPCS provider. They can go ahead and remove your old IMPR and SMS which will allow you to enroll for remote access but they will also need to notify Epic Training so they contact you and arrange a time to re-enroll you for EPCS, as it is a separate enrollment process.

(Q): *So outside of enrolling, what is the token code for?*

(A): The token code is a secondary method of two factoring. In a perfect world, the Imprivata system will (1) send you a push notification (2) if it is unable to do so, it will ask for your current token code (aka the manual approval) (3) if that fails, it can send you a SMS text. It is not always perfect, so the push notification should always be your primary authenticator

(**Q):** *Do I have to use the push notification method can't I just use SMS instead?*

(A): Although SMS notification is supported for remote access and VPN, it is not always reliable and your best two factor experience will be using the push notification method as your primary authenticator. Also note that SMS will NOT work in an EPCS transaction.

(Q) *I have tried everything and I am still not getting my push notification.*

(A): Sometimes you just have to wipe the slate clean and start all over. The quickest solution to resolve lingering two factor issues, is to just start from "scratch". Contact the Service Desk at 682-885-7999 and ask them to remove your IMPR and SMS information from Imprivata. Next delete the app off your phone entirely and re-install it, carefully making sure you are accepting all the default settings. If this still does not resolve the situation, IS will need to investigate the matter further.

Updated Oct 2021