SecureAuth Enrollment/Registration

Overview

When logging in from outside the AdventHealth network, a two-step login process that utilizes the SecureAuth application is required. Once downloaded and registered, this application will generate a random code or a push notification to accept that you will use, in addition to your Username and password. This ensures that an unauthorized user cannot access your account in the event that they are able to capture your username and password.

STEP 1

Enroll for External Access - Two-Factor Authentication

STEP 2

Download and Register the SecureAuth Application on your personal smart phone

STEP 3

Log into your resource:

- The Hub
- Physician Portal
- Connect Mobile App
- VPN *

Requirements

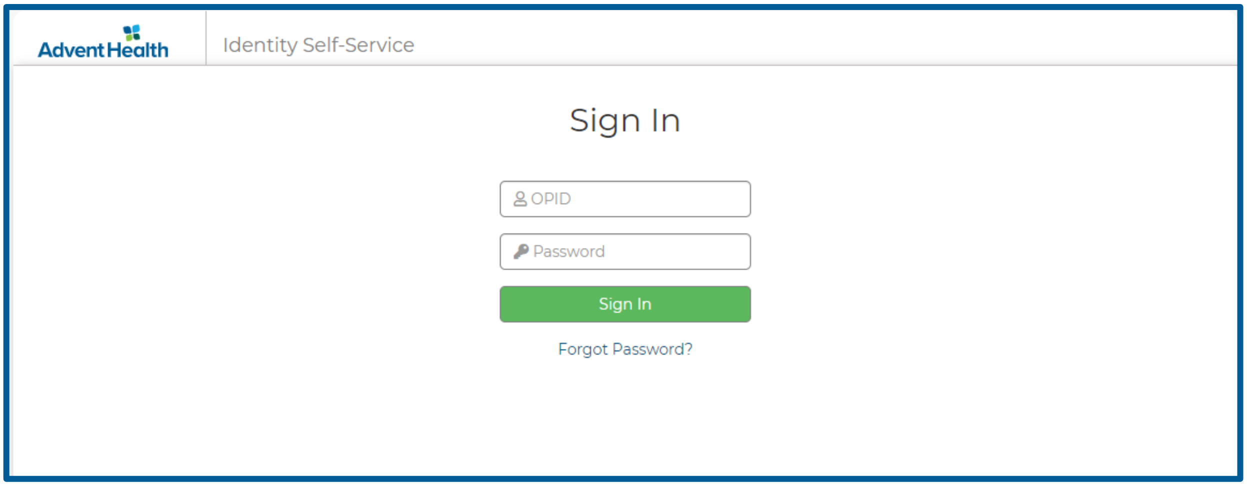
- Android or iOS device
- Active Directory username (OPID) and password.

STEP 1: Enroll for Two-Factor Authentication

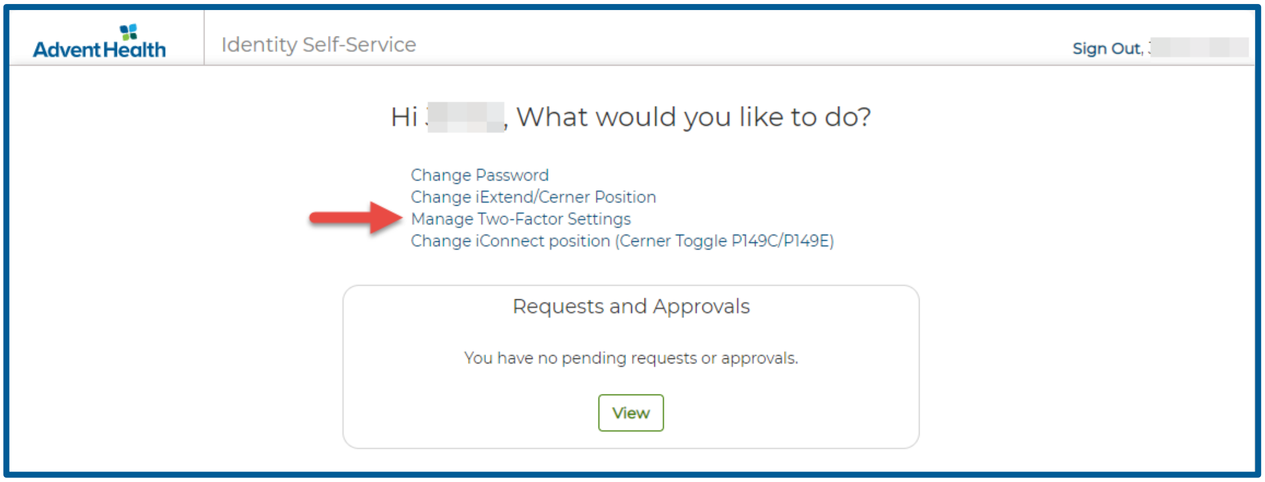
Prior to enrolling for Two-Factor Authentication, you will need to know your OPID and password.

To complete this enrollment process:

1. Navigate to https://selfservice.adventhealth.com/ and enter your Active Directory username (OPID), click 'sign in'



2. You will see your available options. Click on "Manage Two-Factor Settings"


AdventHealth
Identity Self-Service
Sign Out, [redacted]

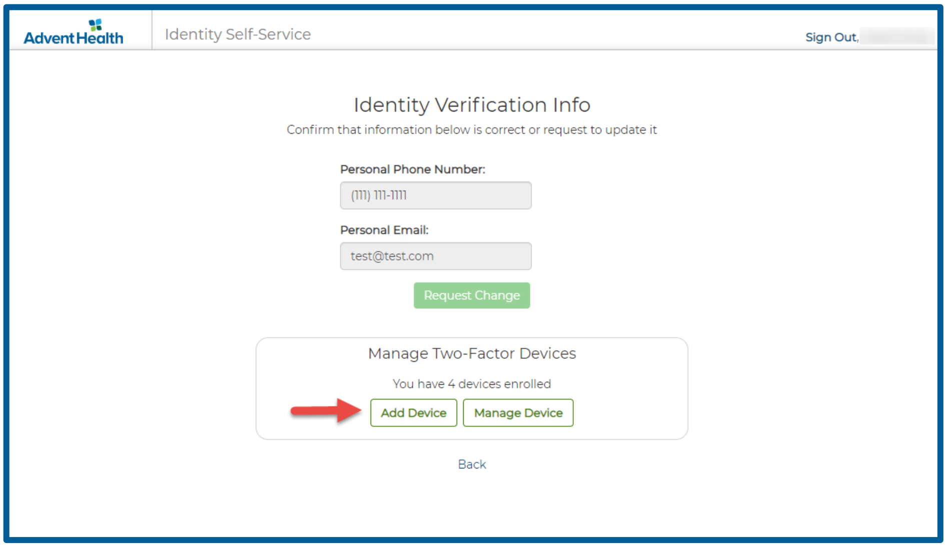
Hi [redacted], What would you like to do?

Change Password
Change iExtend/Cerner Position
Manage Two-Factor Settings
Change iConnect position (Cerner Toggle P149C/P149E)
Requests and Approvals

You have no pending requests or approvals.

3. Manage Two-Factor Authentication

   a. <u>Verify and Add Device:</u> If the information presented on the screen is correct (Personal Phone and Personal Email) and you would like to enroll a new device, you can click "Add Device", login with OPID and Password and follow the instructions provided on the next screen



Identity Verification Info

Confirm that information below is correct or request to update it

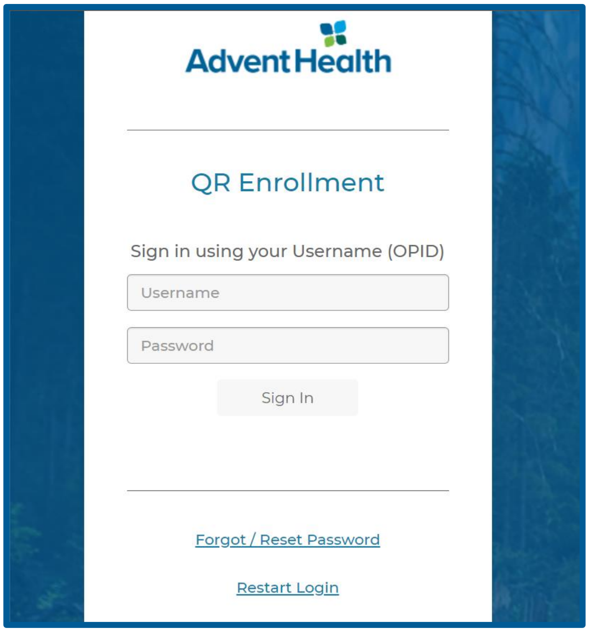
Personal Phone Number: (111) 111-1111

Personal Email: test@test.com

Manage Two-Factor Devices

You have 4 devices enrolled

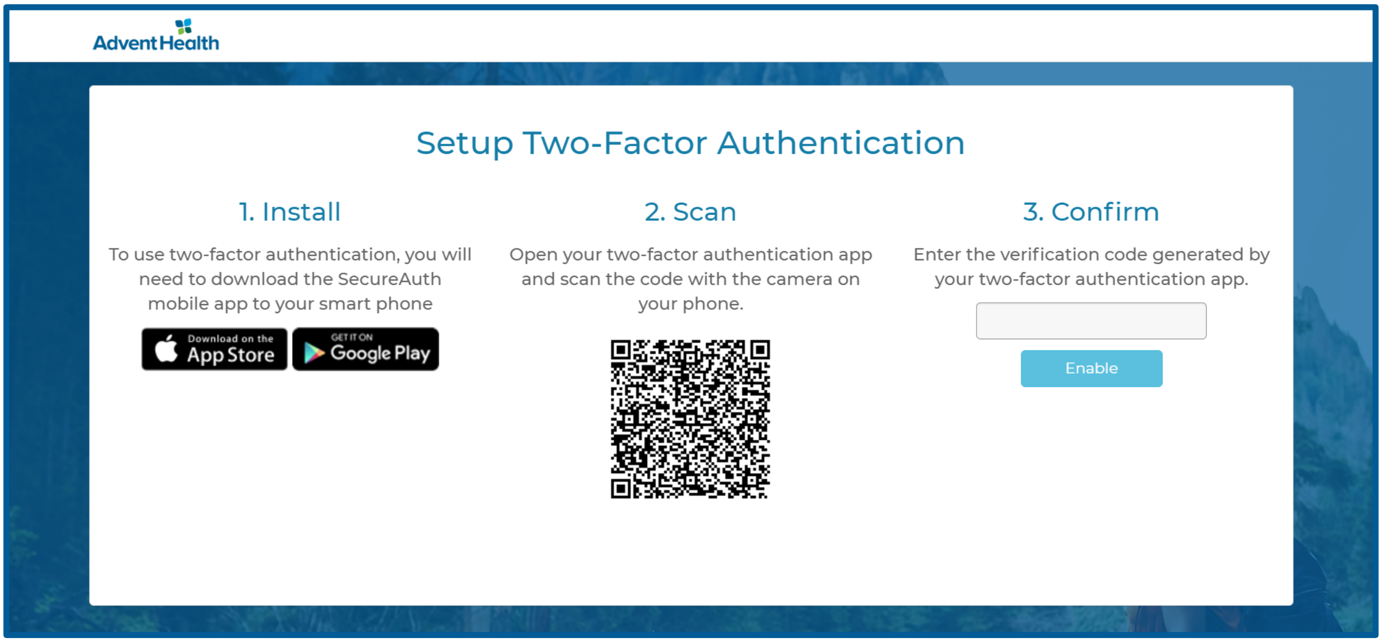
Sign in with your OPID and password



QR Enrollment

Sign in using your Username (OPID)

And follow the instructions on the screen



Setup Two-Factor Authentication

1. Install

To use two-factor authentication, you will need to download the SecureAuth mobile app to your smart phone

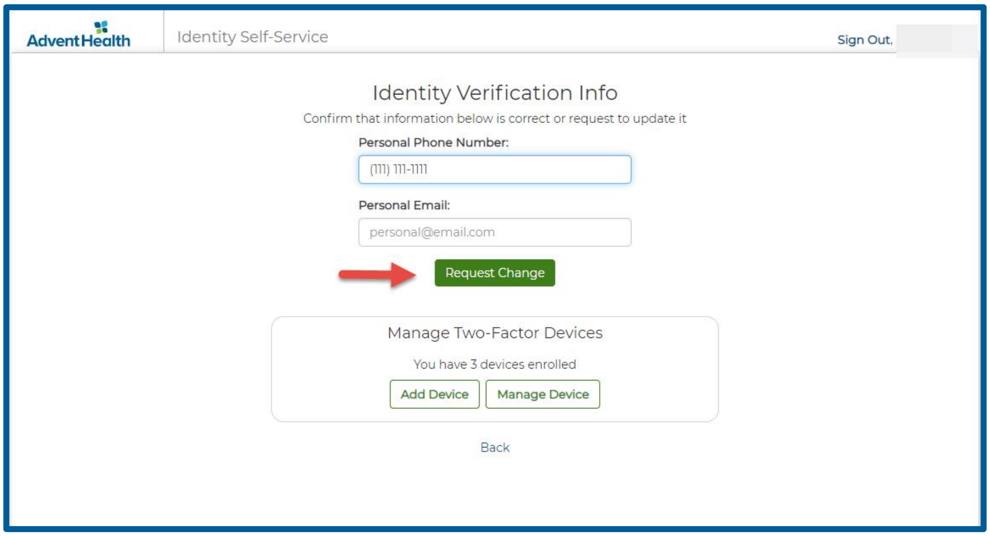
2. Scan

Open your two-factor authentication app and scan the code with the camera on your phone.

3. Confirm

Enter the verification code generated by your two-factor authentication app.

b. Update Information: If the information presented on the screen for Personal Phone and/or Personal Email is incorrect or missing, you can enter the information and click 'Request Change'.



Identity Verification Info

Confirm that information below is correct or request to update it

Personal Phone Number: (111) 111-1111

Personal Email: personal@email.com

Manage Two-Factor Devices

You have 3 devices enrolled

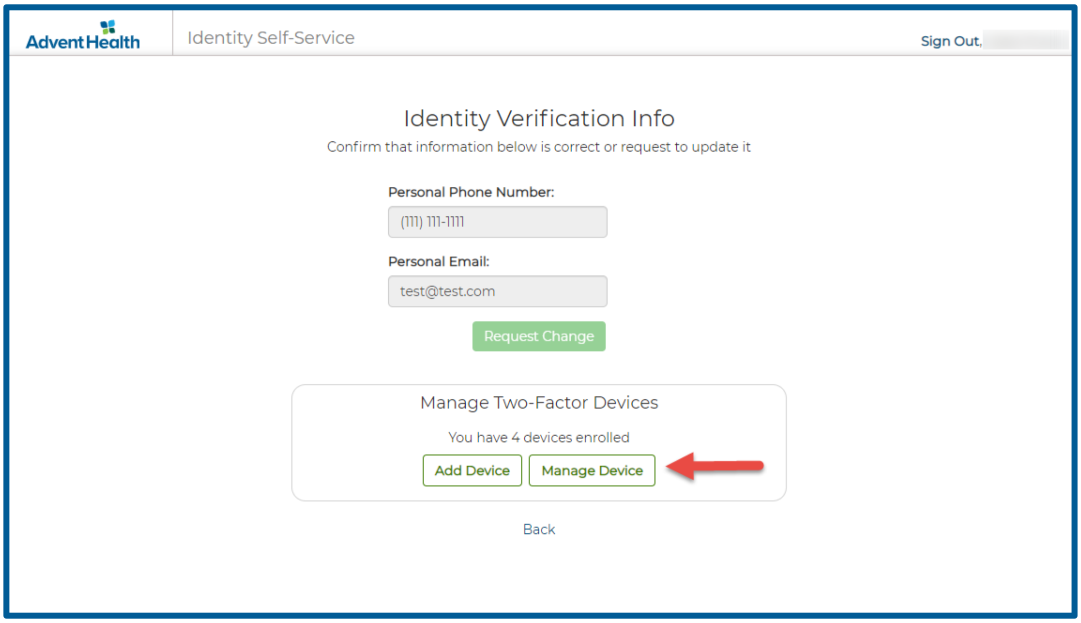
To make it easy for all our team members as we transition to the new AIT Self-Service process, all registration requests made on the AdventHealth Network will be auto approved through the system. ***.*** *Any requests made outside the AdventHealth network will trigger an email to your manager for approval and until approved you will notice the 'Pending' status on the screen.*

For Non-Employees that have registered externally, the SecureAuth request will route to the designated 'Reports To' Manager listed on the contingent worker's profile in the Non-Employee Center .

***** If you are a manager, please read the section on page 7 to learn how to approve requests, otherwise, please skip to item 4 *****

Once approved, please read Step 1 > 3.a to verify and add a device

c. Manage Devices: Use this option to view and manage devices already enrolled.


AdventHealth | Identity Self-Service | Sign Out, [redacted]

Identity Verification Info

Confirm that information below is correct or request to update it

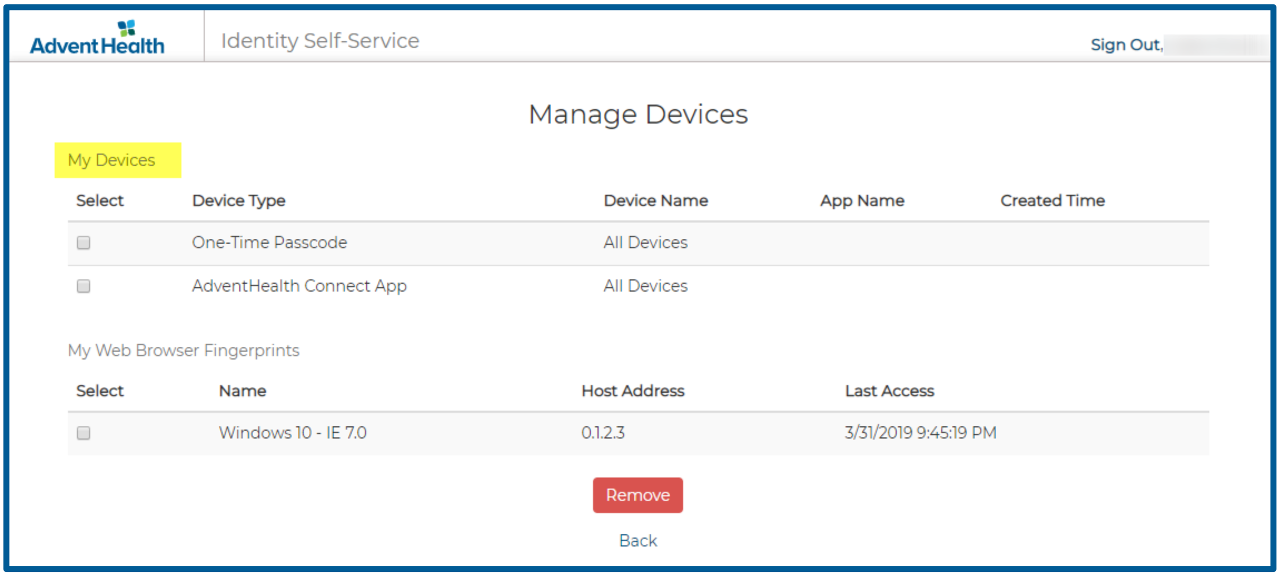
Personal Phone Number: (111) 111-1111

Personal Email: test@test.com

Manage Two-Factor Devices

You have 4 devices enrolled

This screen will show you the devices currently enrolled. You can remove devices you no longer have or use by checking the corresponding checkbox and click ‘Remove’



Manage Devices

My Devices

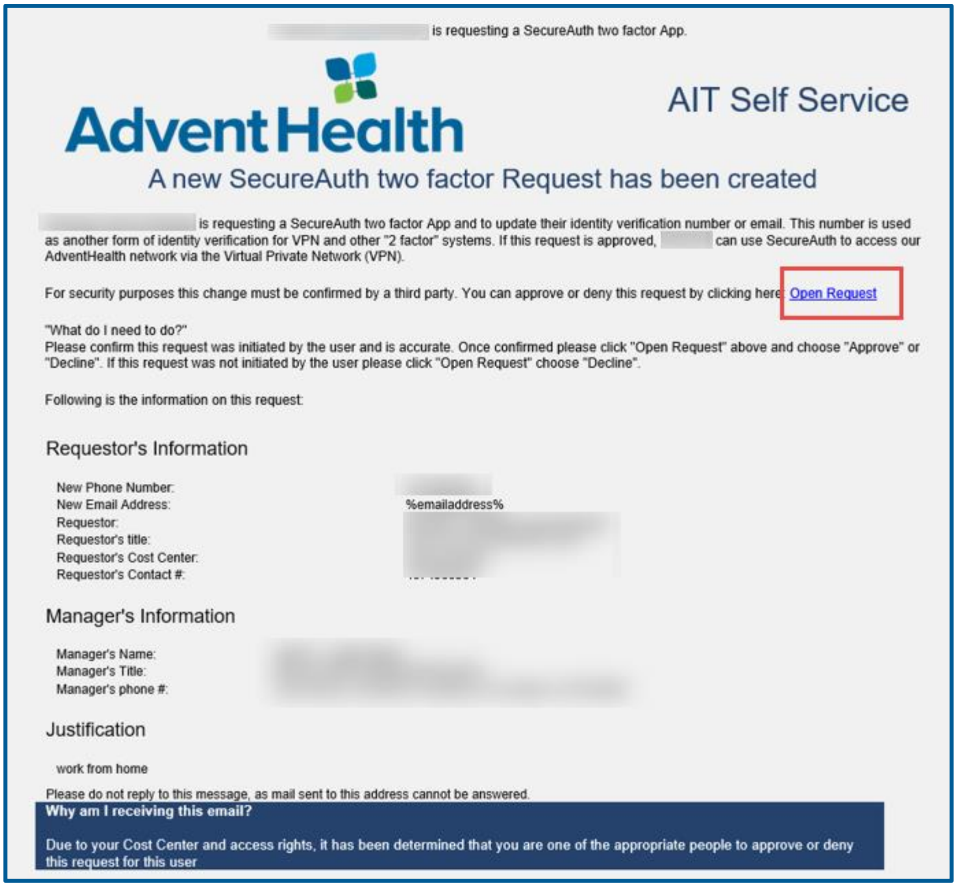
Select	Device Type	Device Name	App Name	Created Time
□	One-Time Passcode	All Devices		
□	AdventHealth Connect App	All Devices		

My Web Browser Fingerprints

Select	Name	Host Address	Last Access
□	Windows 10 - IE 7.0	0.1.2.3	3/31/2019 9:45:19 PM

For Managers Only:

When a user that reports to you request a change to their Verification Information. You will receive an email from **AIT Self-Service** with subject line: ‘Request for a SecureAuth Two Factor App for [Full Name] and [OPID] ‘. Read instructions provided on the email and click on ‘Open Request’ to approve or reject.



[redacted] is requesting a SecureAuth two factor App.

AdventHealth

AIT Self Service

A new SecureAuth two factor Request has been created

[redacted] is requesting a SecureAuth two factor App and to update their identity verification number or email. This number is used as another form of identity verification for VPN and other "2 factor" systems. If this request is approved, [redacted] can use SecureAuth to access our AdventHealth network via the Virtual Private Network (VPN).

For security purposes this change must be confirmed by a third party. You can approve or deny this request by clicking here Open Request

"What do I need to do?"
Please confirm this request was initiated by the user and is accurate. Once confirmed please click "Open Request" above and choose "Approve" or "Decline". If this request was not initiated by the user please click "Open Request" choose "Decline".

Following is the information on this request:

Requestor's Information

New Phone Number:	[redacted]
New Email Address:	%emailaddress%
Requestor:	[redacted]
Requestor's title:	[redacted]
Requestor's Cost Center:	[redacted]
Requestor's Contact #:	[redacted]

Manager's Information

Manager's Name:	[redacted]
Manager's Title:	[redacted]
Manager's phone #:	[redacted]

Justification

work from home

Please do not reply to this message, as mail sent to this address cannot be answered.

Why am I receiving this email?

Due to your Cost Center and access rights, it has been determined that you are one of the appropriate people to approve or deny this request for this user

You will be directed to a screen to select (Approve, Deny or Forward). If you are accessing this outside our network, you will be prompted to login (OPID and Password) before proceeding.

Once a selection is made, the requestor will receive an email notification with the outcome and you will be directed to the *Approvals* page on Self-Service

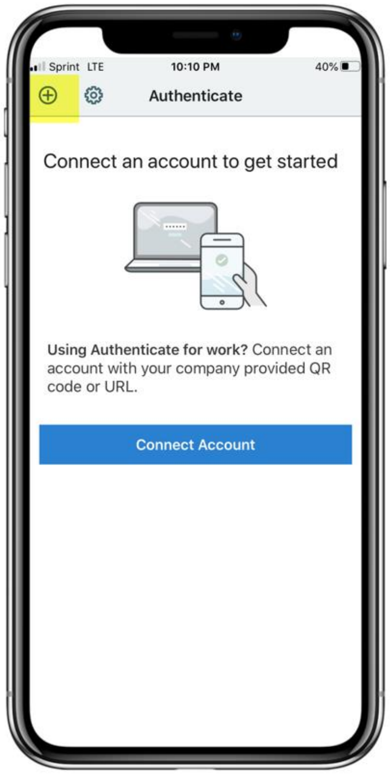
STEP 2: Download and Register the SecureAuth App on a Mobile Device

**** If you followed Step 1 > 3.a, your device is already registered,**

you do not need to proceed with these steps **

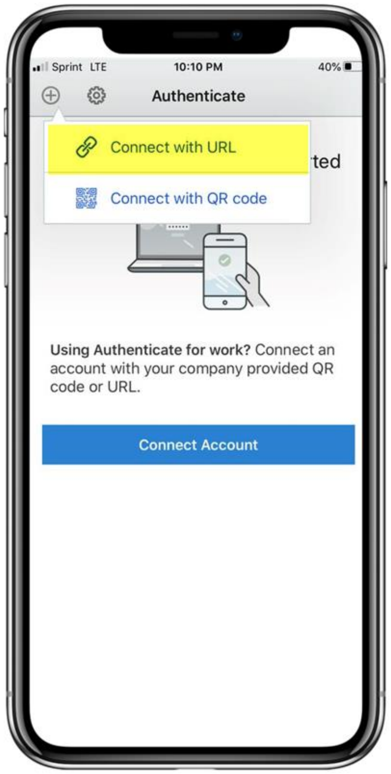
IOS Mobile Devices

1. Open Apple Store and search for “SecureAuth Authenticate”
   a. Install Application by tapping ‘Get’ and then tap on ‘Install’
2. If asked, enter your iTunes password
3. After installation, launch the application
4. Allow / Enable **Push Notifications** in order to use the *Push to Accept* feature
5. Click the ‘ + ’ in the upper left-hand corner and select ‘Connect with URL’
6. Enter **login.adventhealth.com** in the web address, then click ‘Continue to Login’

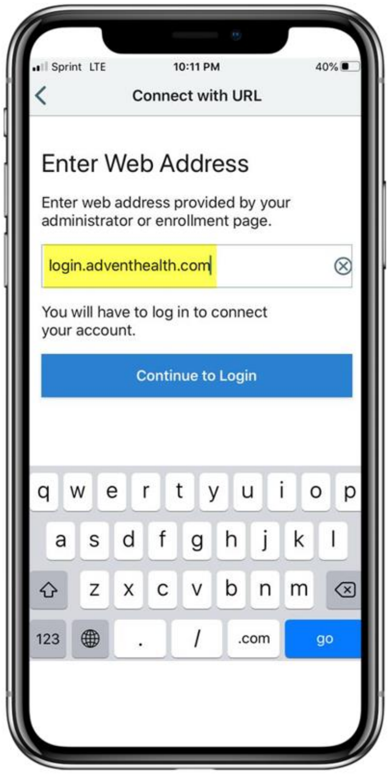


Connect an account to get started

Using Authenticate for work? Connect an account with your company provided QR code or URL.



Using Authenticate for work? Connect an account with your company provided QR code or URL.



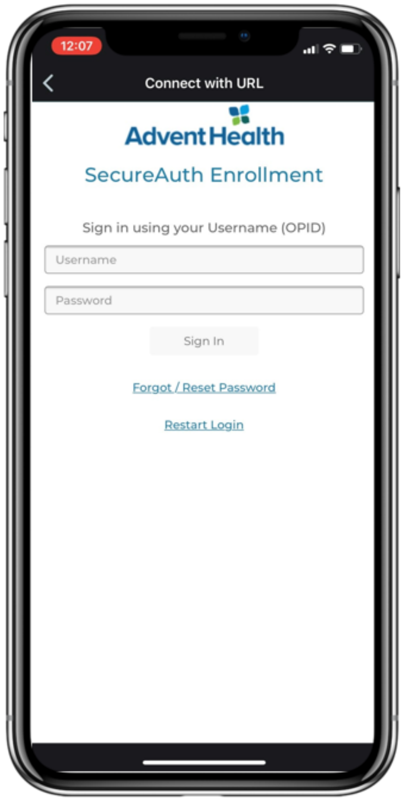
Enter Web Address

Enter web address provided by your administrator or enrollment page.

login.adventhealth.com

You will have to log in to connect your account.

7. When asked for your *username* and *password,* enter your Active Directory username (OPID) and password, then click ‘Submit’.
8. You will be asked to select the delivery method that you would prefer for your one-time use registration code. The method you select will determine where the registration code will be sent. (The recommended delivery method is SMS/Text to your mobile phone)
9. You will immediately receive the registration code through your chosen delivery method. Enter the code on the screen using the keypad provided and click ‘Submit’.



SecureAuth Enrollment

Sign in using your Username (OPID)

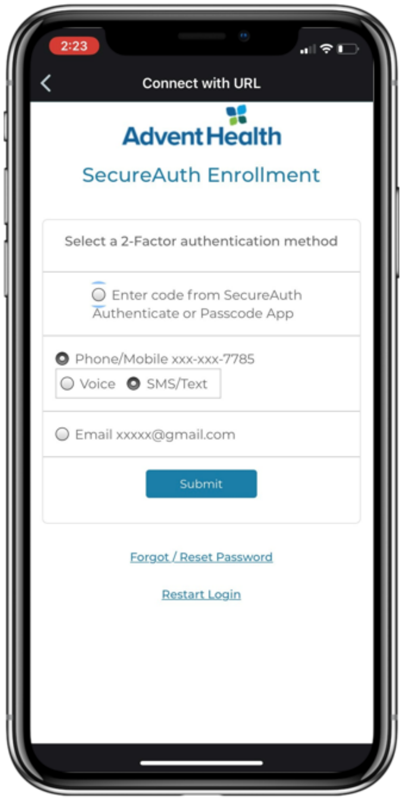
Username

Password

Sign In

Forgot / Reset Password

Restart Login



SecureAuth Enrollment

Select a 2-Factor authentication method

○ Enter code from SecureAuth Authenticate or Passcode App

● Phone/Mobile xxx-xxx-7785

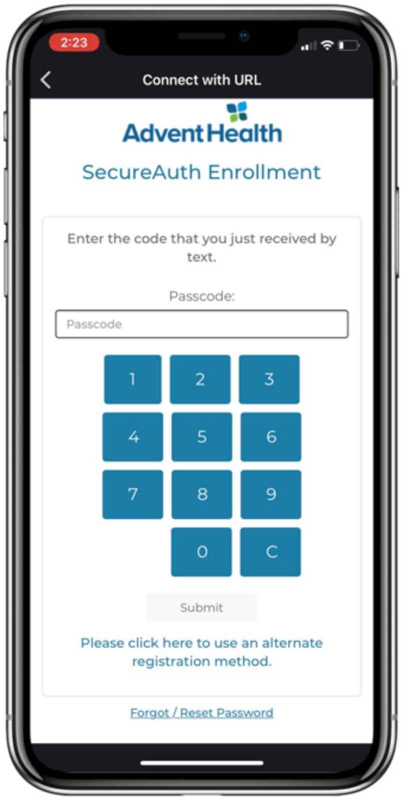
○ Voice ● SMS/Text

○ Email xxxxx@gmail.com

Submit

Forgot / Reset Password

Restart Login



SecureAuth Enrollment

Enter the code that you just received by text.

Passcode:

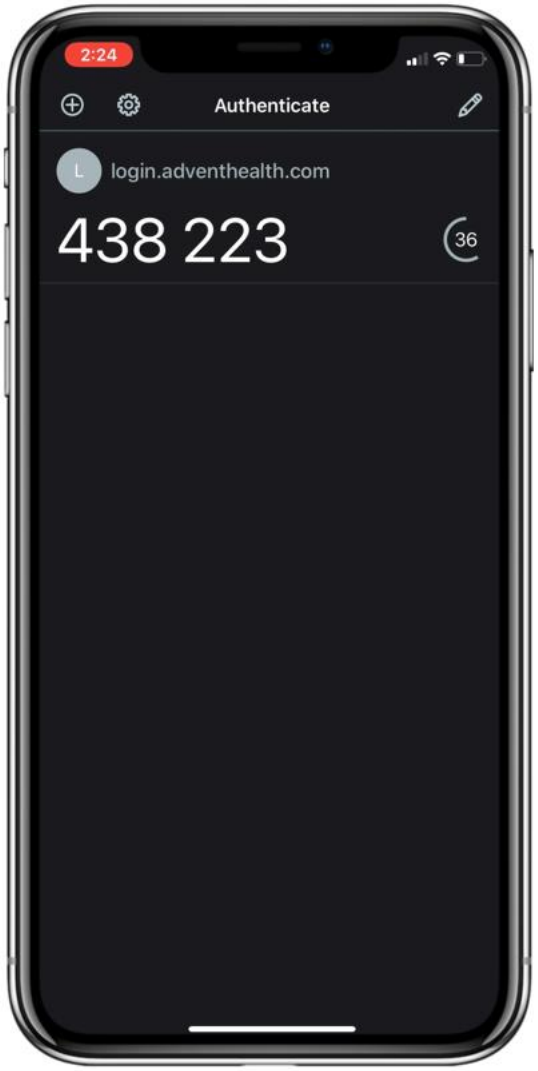
Passcode

Submit

Please click here to use an alternate registration method.

Forgot / Reset Password

10. Your SecureAuth App is now registered. To access the one-time 6-digit code, tap on ‘login.adventhealth.com’ to view your code. Code changes every 60 seconds.

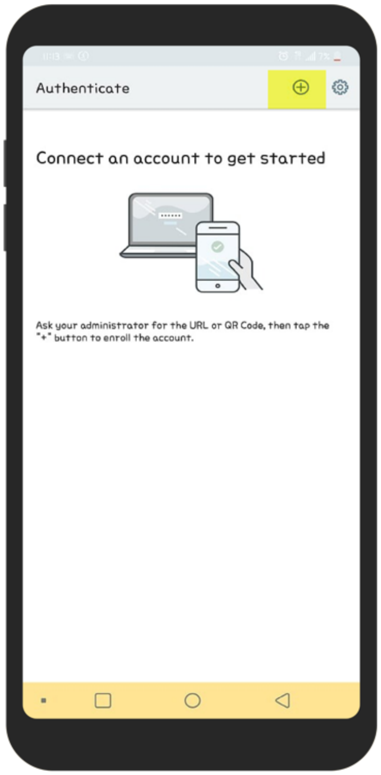


This completes the SecureAuth installation on an iOS device.

Please proceed to Step 3

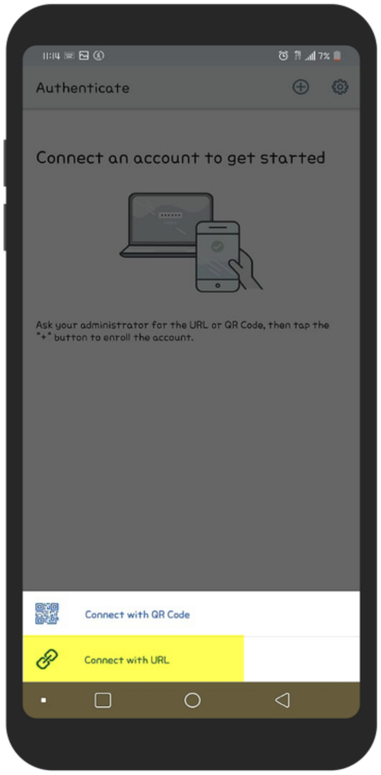
Android Mobile Devices

1. Open the Play Store and search for “SecureAuth Authenticate”
    a. Install Application by tapping ‘Install’
2. If asked, enter your google password
3. After installation, launch the application
4. Allow / Enable **Push Notifications** in order to use the *Push to Accept* feature
5. Click the ‘ + ’ in the upper right-hand corner and select ‘Connect with URL’
6. Enter **login.adventhealth.com** in the web address, then click ‘Continue to Login’



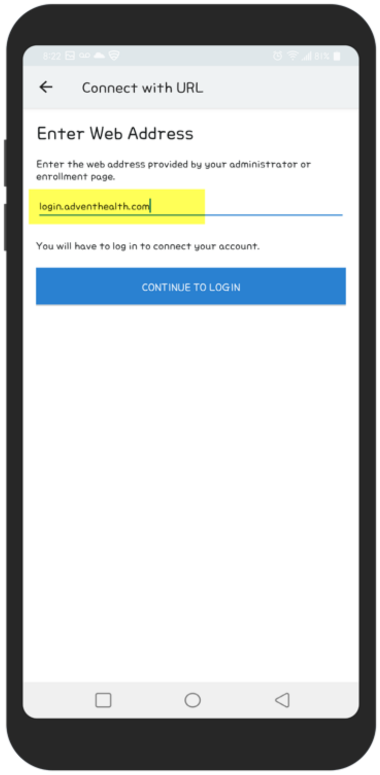
Connect an account to get started

Ask your administrator for the URL or QR Code, then tap the "+" button to enroll the account.



Connect an account to get started

Ask your administrator for the URL or QR Code, then tap the "+" button to enroll the account.



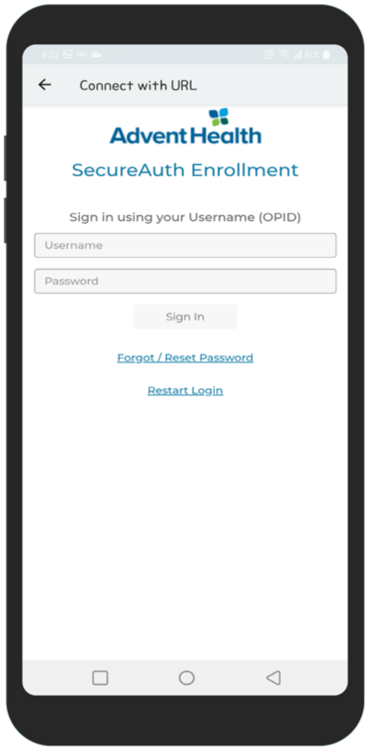
Enter Web Address

Enter the web address provided by your administrator or enrollment page.

login.adventhealth.com

You will have to log in to connect your account.

7. When asked for your *username* and *password,* enter your Active Directory username (OPID) and password, then click ‘Submit’.
8. You will be asked to select the delivery method that you would prefer for your one-time use registration code. The method you select will determine where the registration code will be sent. (The recommended delivery method is SMS/Text to your mobile phone)
9. You will immediately receive the registration code through your chosen delivery method. Enter the code on the screen using the keypad provided and click ‘Submit’.


Connect with URL

AdventHealth

SecureAuth Enrollment

Sign in using your Username (OPID)

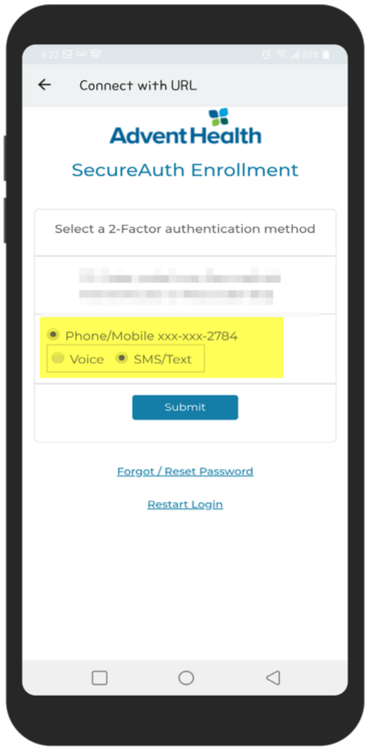
Username

Password

Sign In

Forgot / Reset Password

Restart Login


Connect with URL

AdventHealth

SecureAuth Enrollment

Select a 2-Factor authentication method

[redacted]

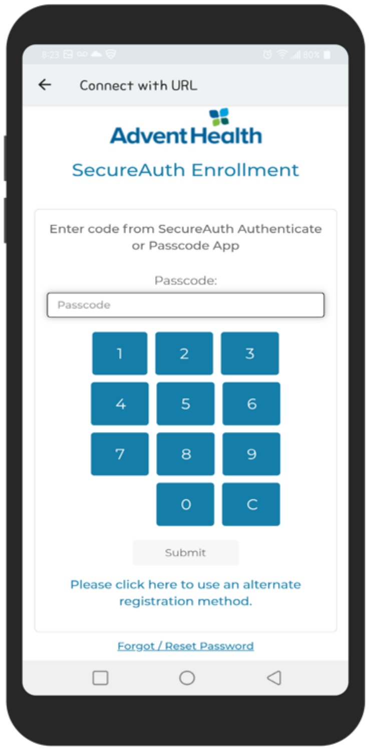
● Phone/Mobile xxx-xxx-2784

○ Voice ● SMS/Text

Submit

Forgot / Reset Password

Restart Login


Connect with URL

AdventHealth

SecureAuth Enrollment

Enter code from SecureAuth Authenticate or Passcode App

Passcode:

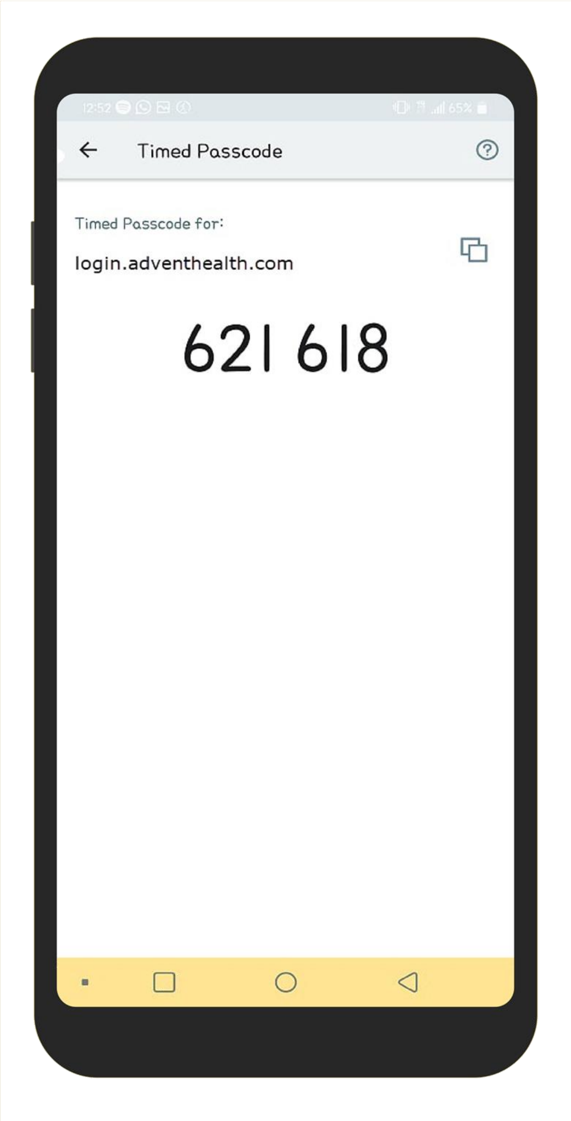
Passcode

Submit

Please click here to use an alternate registration method.

Forgot / Reset Password

10. Your SecureAuth App is now registered. To access the one-time 6-digit code, tap on ‘login.adventhealth.com’ to view your code. (tip)You can tap on the copy icon to copy the code. Code changes every 60 seconds.



Timed Passcode

Timed Passcode for:

login.adventhealth.com

621 618

This completes the SecureAuth installation on an Android device.

Please proceed to Step 3

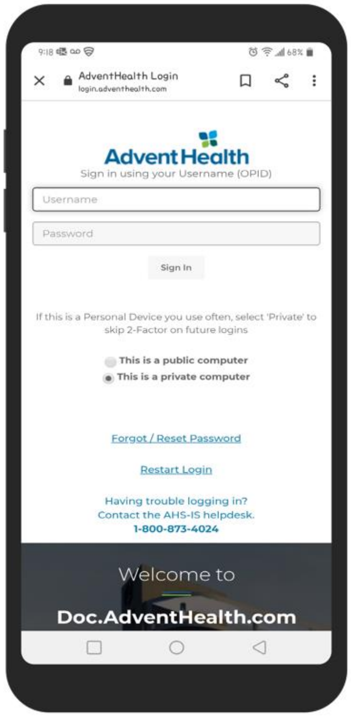
STEP 3: Login to the application/resource needed

Now that you are enrolled and registered with SecureAuth, you can easily login to AdventHealth Applications that require 2-factor authentication.

Some of these applications are:

- The Hub – https://hub.adventhealth.com
- AdventHealth Connect Mobile
- Physician Portal – https://doc.adventhealth.com
- VPN – Using Cisco AnyConnect

1. Login to the application needed
2. When prompted, enter your OPID and Password
3. You will be prompted to select an a
4. Use your SAUTH Authenticate Application to generate a 6-digit code and enter the code when requested OR to send a login request to a registered device



AdventHealth Login
login.adventhealth.com

AdventHealth
Sign in using your Username (OPID)

Username

Password

Sign In

If this is a Personal Device you use often, select 'Private' to skip 2-Factor on future logins

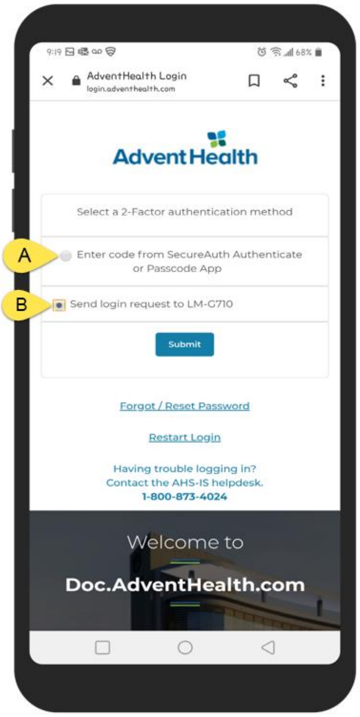
○ This is a public computer
● This is a private computer

Forgot / Reset Password

Restart Login

Having trouble logging in?
Contact the AHS-IS helpdesk.
1-800-873-4024

Welcome to
Doc.AdventHealth.com



AdventHealth Login
login.adventhealth.com

AdventHealth

Select a 2-Factor authentication method

A ○ Enter code from SecureAuth Authenticate or Passcode App

B ● Send login request to LM-G710

Submit

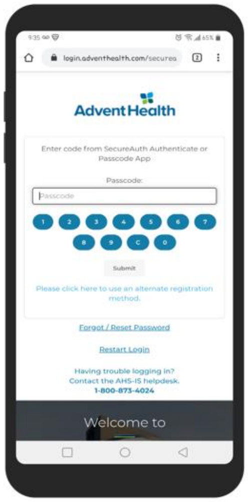
Forgot / Reset Password

Restart Login

Having trouble logging in?
Contact the AHS-IS helpdesk.
1-800-873-4024

Welcome to
Doc.AdventHealth.com

If option A is selected



login.adventhealth.com/secureo

AdventHealth

Enter code from SecureAuth Authenticate or Passcode App

Passcode:

Passcode

1 2 3 4 5 6 7
8 9 C 0

Submit

Please click here to use an alternate registration method.

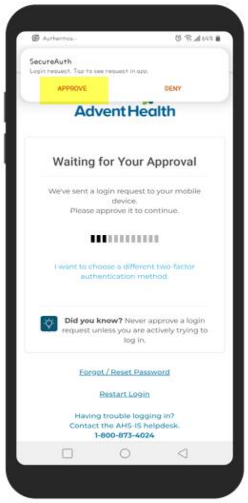
Forgot / Reset Password

Restart Login

Having trouble logging in?
Contact the AHS-IS helpdesk.
1-800-873-4024

Welcome to

If option B is selected



SecureAuth
Login request. Tap to see request in app.

APPROVE DENY

AdventHealth

Waiting for Your Approval

We've sent a login request to your mobile device.
Please approve it to continue.

I want to choose a different two-factor authentication method.

Did you know? Never approve a login request unless you are actively trying to log in.

Forgot / Reset Password

Restart Login

Having trouble logging in?
Contact the AHS-IS helpdesk.
1-800-873-4024

SAUTH – Troubleshooting Tips

Issue:

- 6-digit code displayed on the Authenticate application is not working

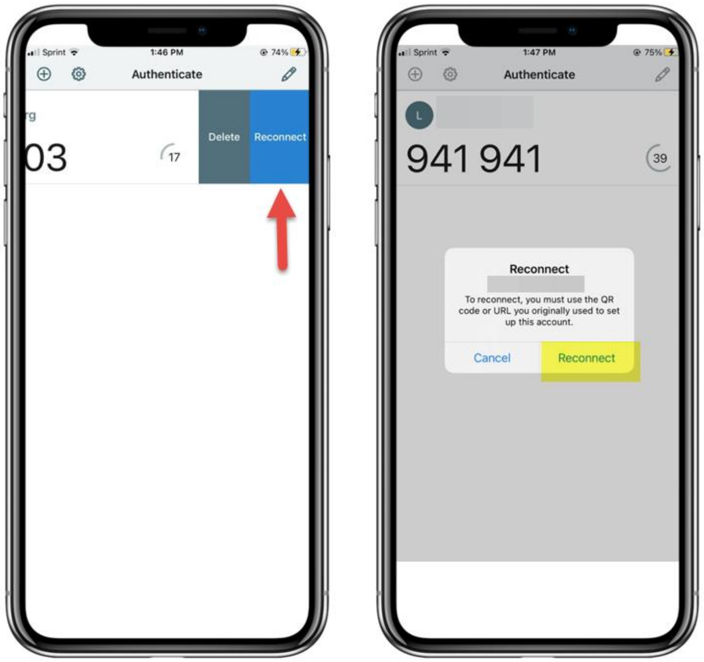
Causes:

- User is entering incorrect code
- The device/computer Date/Time settings do not match (including time zone)

Solution:

- Ensure that Date/Time settings match
- You can reconnect at any time by:

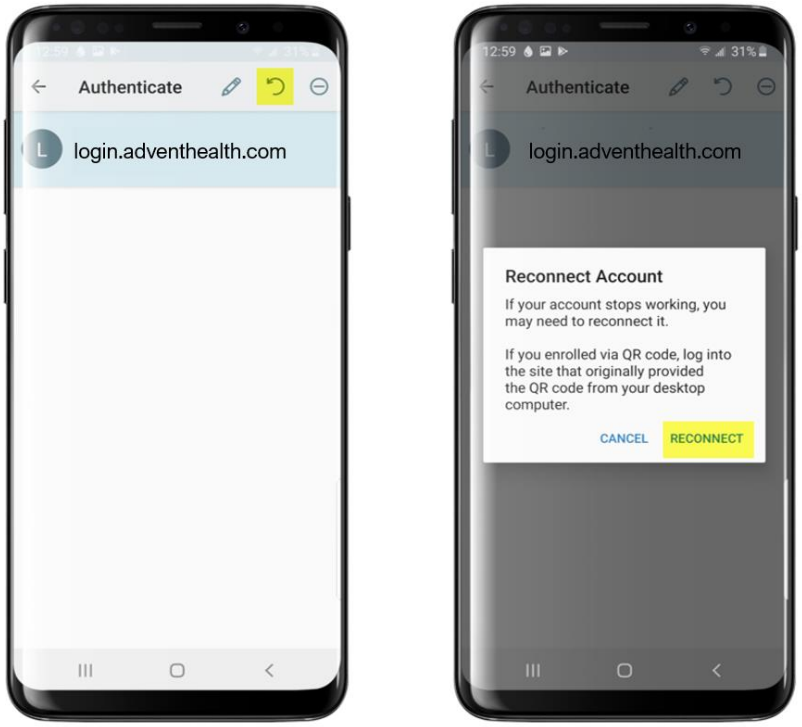
  <u>iOS</u>: Slide to the left on ‘login.adventhealth.com’, tap on “reconnect” and follow the prompts



[redacted]

To reconnect, you must use the QR code or URL you originally used to set up this account.

ANDROID: ‘tap and hold’ on ‘login.adventhealth.com’, tap on the “refresh” icon and follow the prompts



Reconnect Account

If your account stops working, you may need to reconnect it.

If you enrolled via QR code, log into the site that originally provided the QR code from your desktop computer.

Issue:

- Push to Accept is not an option to proceed
- I am selecting “Send login request to...” is not sending me a push notification

Solution:

The Push Notification setting MUST be enabled for the App on the device **before, during, and after** enrollment for push notifications. After making this enablement for the app on the device, re-enroll the account for push notifications

- Make sure your device permission settings for the Authenticate Application is allowing Push Notifications.
- Try reconnecting the SecureAuth Authenticate app (See previous solution)

iOS Users

- On your IOS device, tap Settings > Notifications
- Select Authenticate App
- Make sure that ‘Allow Notifications’ is ON
- If you have notifications turned on for the app but you are not receiving alerts, you might not have Banners Selected. Go to Settings > Notifications > App > Banners

Android users

**instructions may vary depending on the Android Version*

- On your Android device, tap Settings > General > Apps and Notifications.
- Tap App Info > Authenticate App > App Notifications
- Tap on ‘App Notifications’ and ensure it is ON.

If you have any additional questions or experience any issues during this Enrollment and Registration process, please contact the **Service Desk** 24/7 at **1-800-873-4024**

**** This document was last reviewed and updated on 10/30/2020 ****