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.
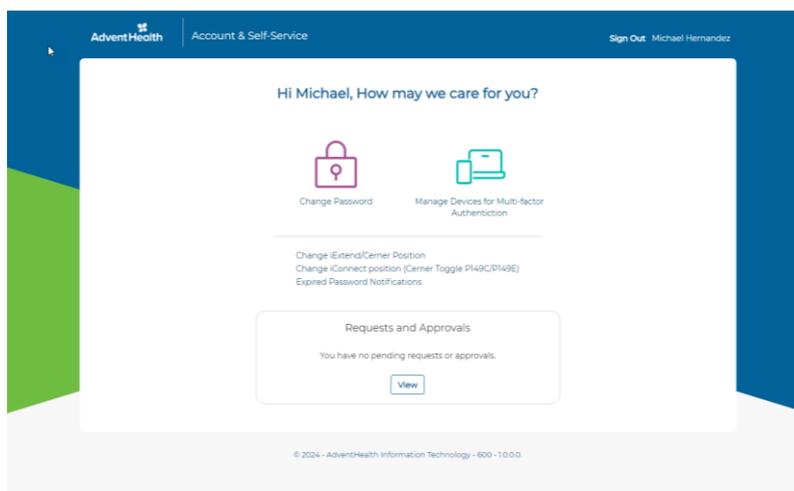
STEP 1: Enroll for Two-Factor Authentication

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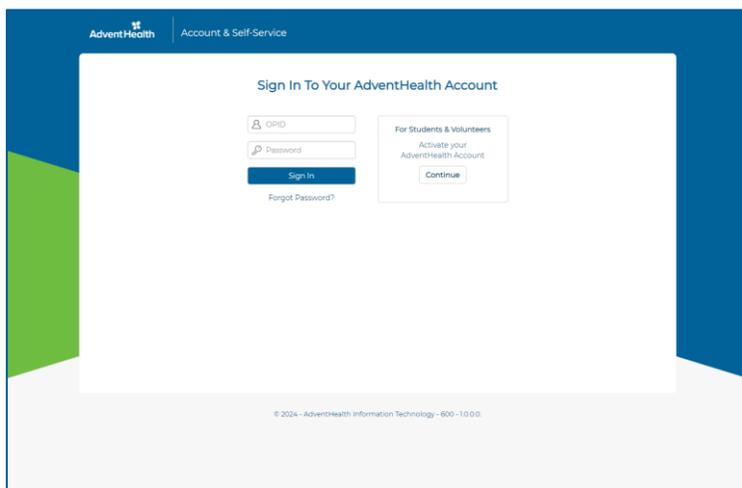
2. You will see your available options. Click on "Manage Two-Factor Settings"

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

Sign in with your OPID and password

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

Download on the App Store   GET IT ON Google Play

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.

Enable

b. <u>Update Information:</u> 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'.

AdventHealth Identity Self-Service   Sign Out,

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

Request Change

Manage Two-Factor Devices
You have 3 devices enrolled
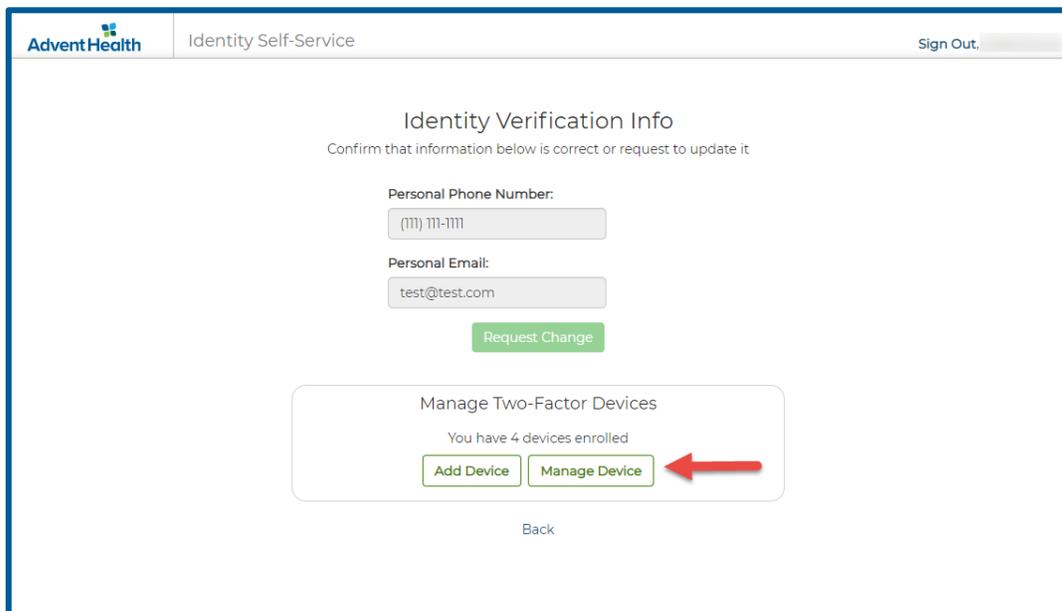
Add Device   Manage Device

Back

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 <u>Non-Employees</u> 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. <u>Manage Devices:</u> Use this option to view and manage devices already 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'

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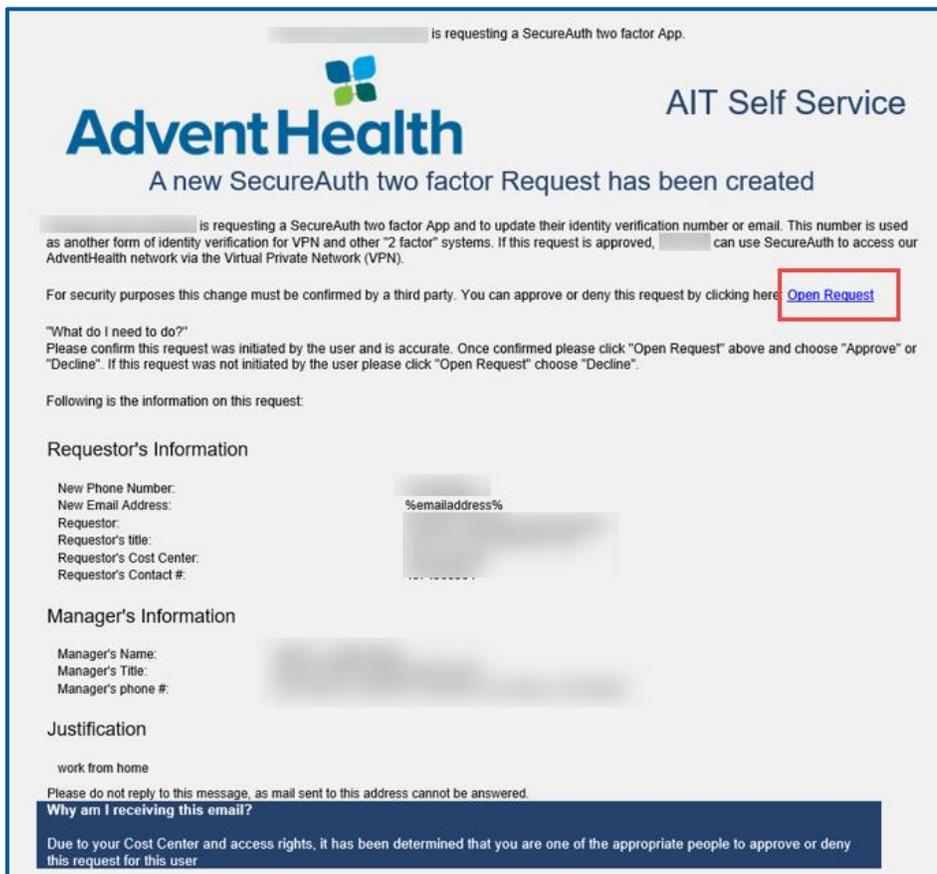
You will be directed to a screen to select (Approve, Deny or Forward). If you are accessing this outside our network, you will be prompted to login (OPID and Password) before proceeding.

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"
2.
    a. Install Application by tapping 'Get' and then tap on 'Install'
3. If asked, enter your iTunes password
4. After installation, launch the application
5. Allow / Enable **Push Notifications** in order to use the *Push to Accept* feature
6. Click "other pairing options" at the bottom of the screen
7. Enter **login.adventhealth.com** in the URL textbox, then click 'Pair'
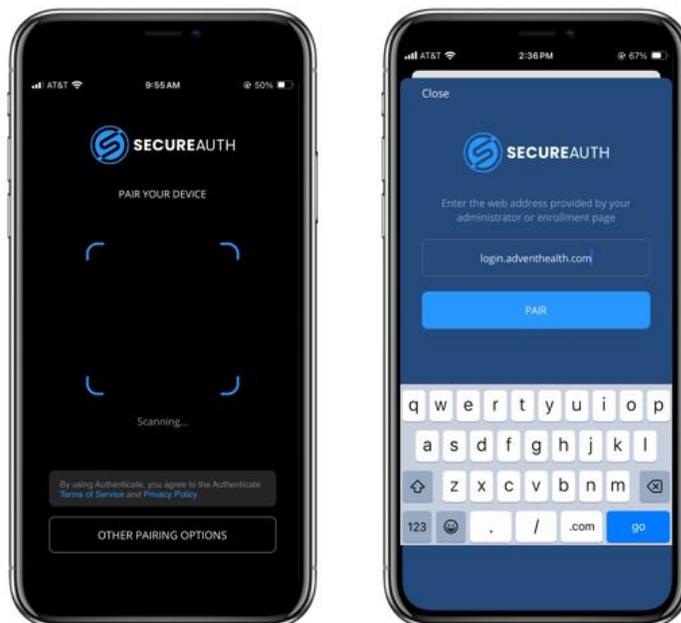
8. When asked for your *username* and *password,* enter your Active Directory username (OPID) and password, then click 'Submit'.
9. You will be asked to select the delivery method that you would prefer for your one-time use registration code. The method you select will determine where the registration code will be sent. (The recommended delivery method is SMS/Text to your mobile phone)
10. 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'.
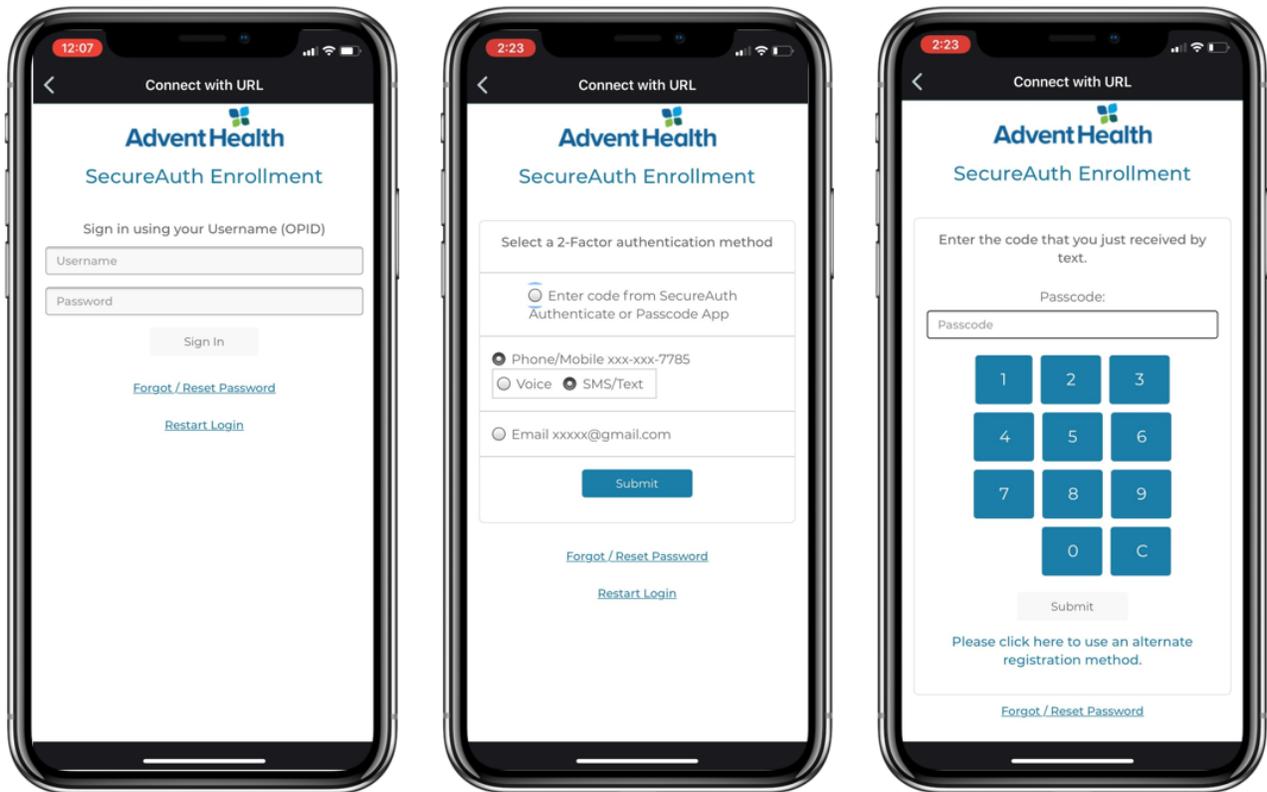
11. Your SecureAuth App is now registered. To access the one-time 6-digit code, simply open the app. Tapping on the code will copy it. The code changes every 60 seconds.
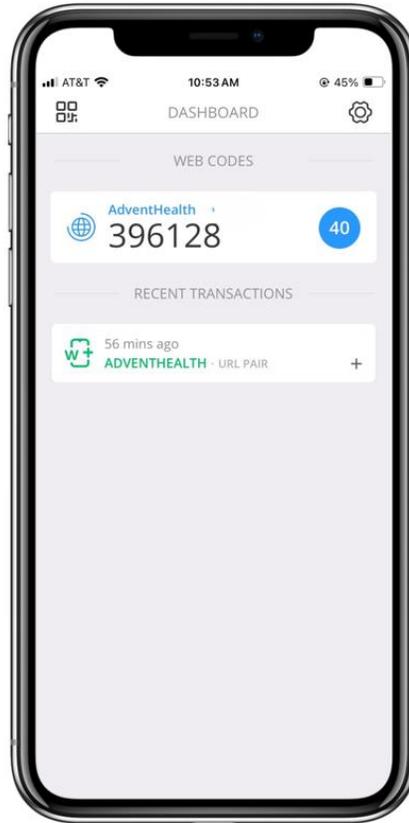
This completes the SecureAuth installation on an iOS device.

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'
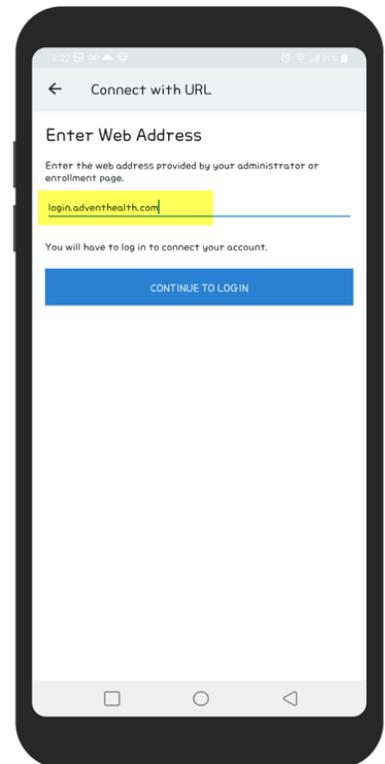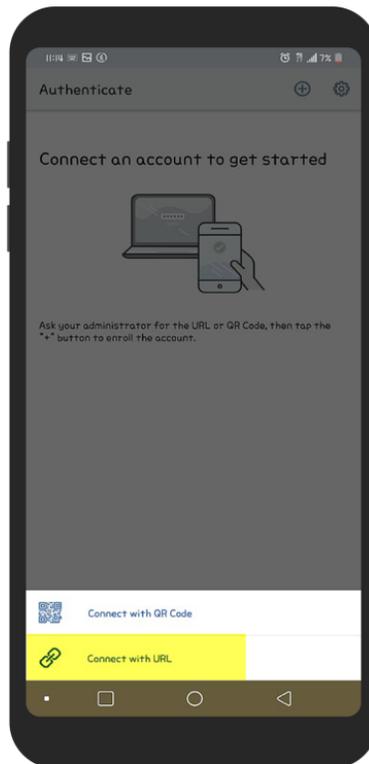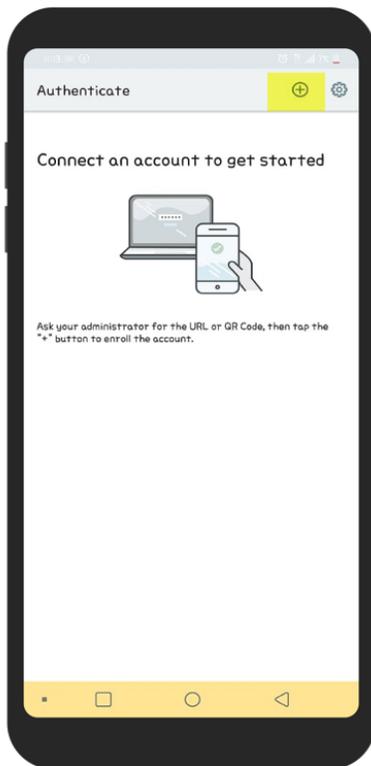
7. When asked for your *username* and *password,* enter your Active Directory username (OPID) and password, then click 'Submit'.

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'.

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.

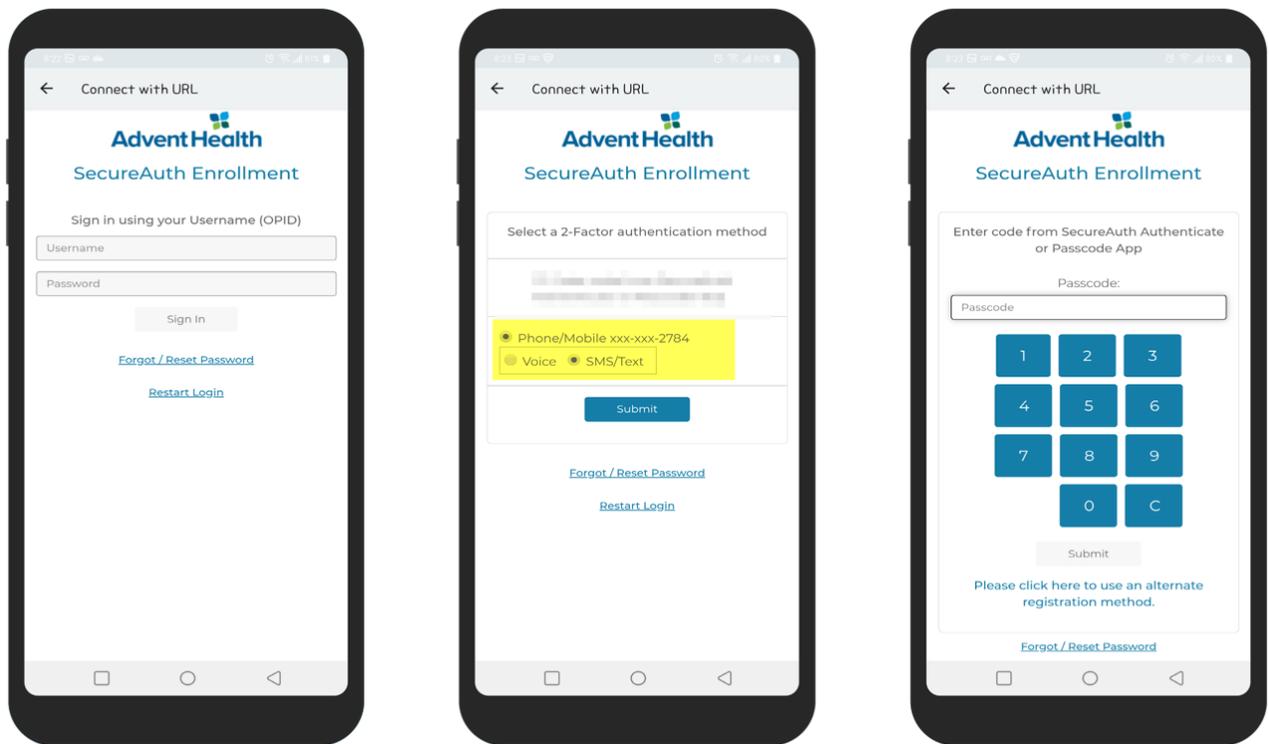This completes the SecureAuth installation on an Android device.

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
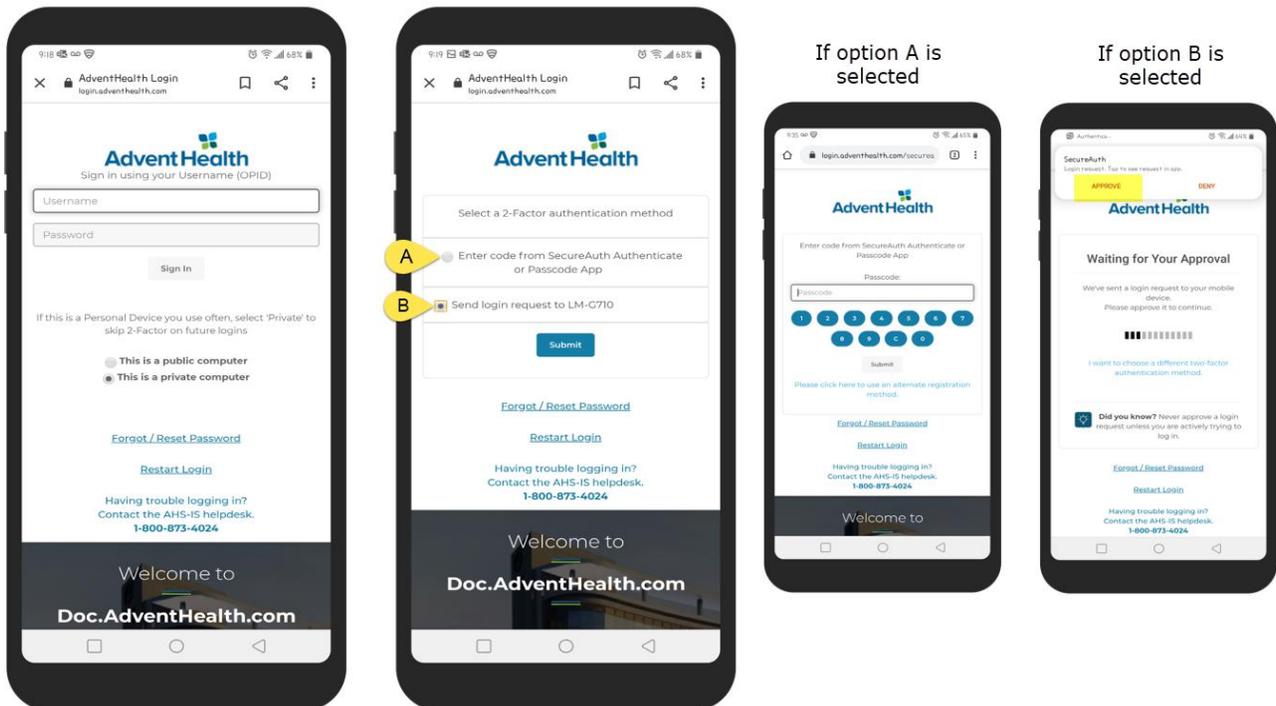
SAUTH – Troubleshooting Tips

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:
  iOS: Click the gear at the top right-hand corner, scroll down and click on your AdventHealth account, click remove account, follow the steps at the beginning of this document to re-enroll.
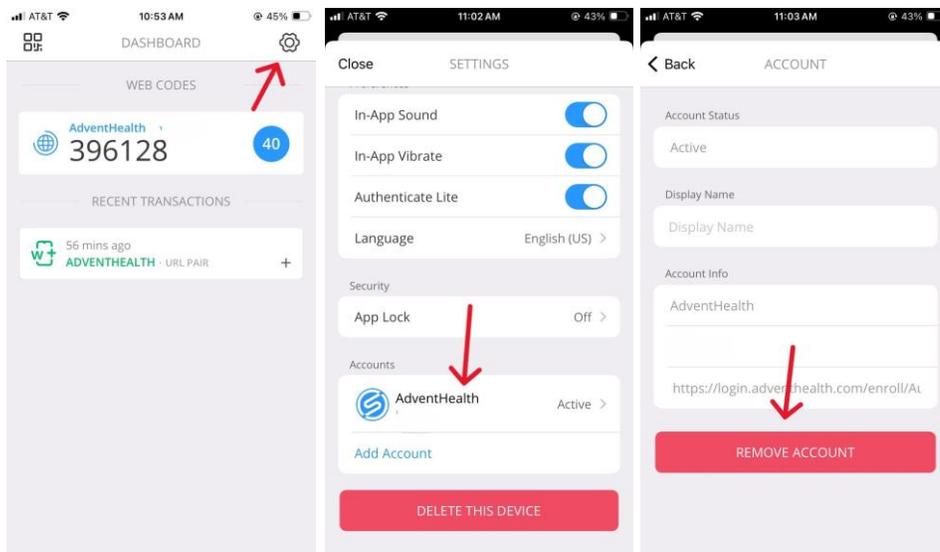
ANDROID: 'tap and hold' on 'login.adventhealth.com', tap on the "refresh" icon and follow the prompts
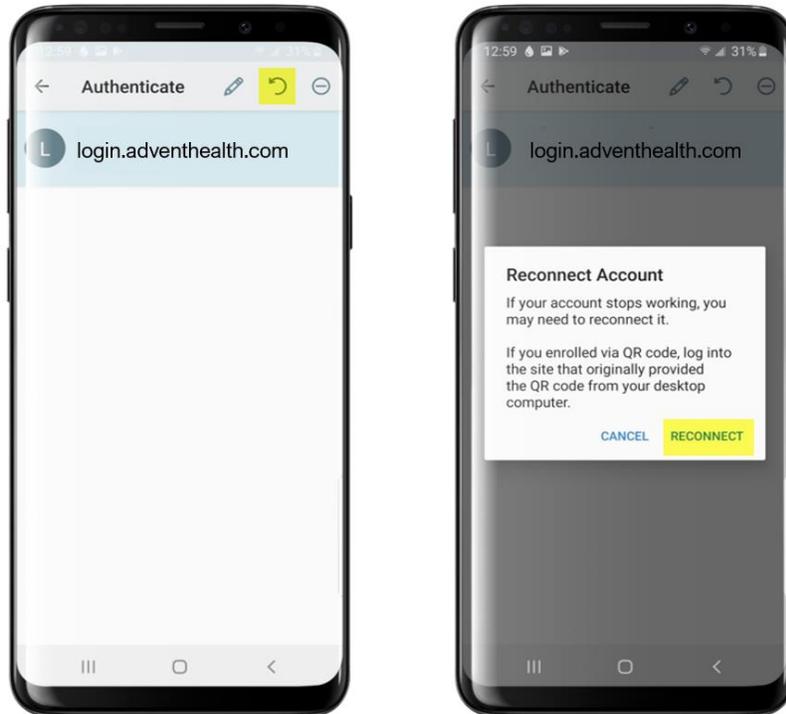
Issue:

- 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 reviewed on 09/27/2024