Enrolling Imprivata ID for Remote Access

(Citrix)

Prepared For:

Your organization has introduced an additional security step to your remote Citrix login experience. Imprivata ID offers a convenient and secure way to use your smartphone as a second authentication factor, in addition to your regular login credentials.

How does it work?

Once you complete the enrollment steps found in this document you will login to Citrix as usual and then will receive a notification from the Imprivata ID app on your mobile phone which you must accept to complete the sign in process.

This provides a second factor of authentication and facilitates the security of our patients and staff.

- The login screen for Citrix has changed:
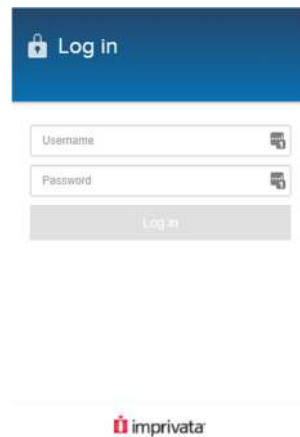
- After you are enrolled, you will receive a push notification through the Imprivata ID app on your mobile phone which you must accept. Please continue to the following pages for more instructions.

Install the Imprivata ID App

- **iPhone**: Download the free Imprivata ID app from the iTunes App Store and then follow the setup instructions in the app.
- **Android**: Download the free Imprivata ID app from Google Play, and then follow the setup instructions in the app.

Imprivata ID app running
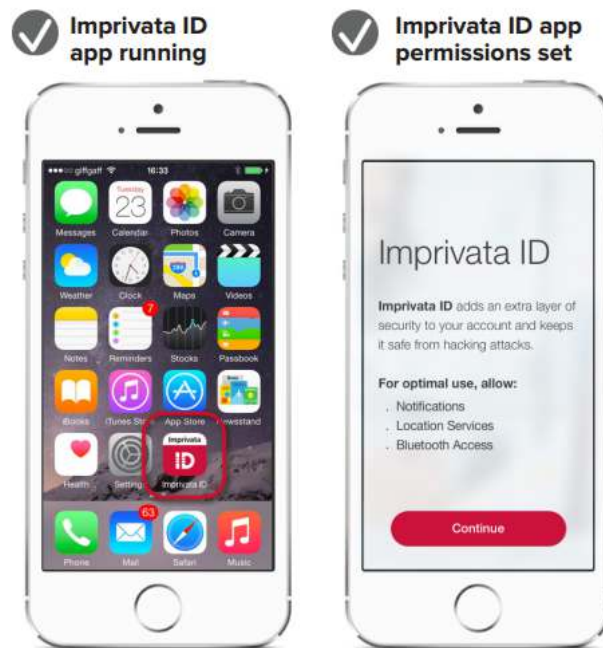
The Imprivata ID app doesn't have to be open on your screen, but it must be running in the background.

To make sure, tap the Imprivata ID app icon and check that the token timer is counting down.

Imprivata ID app permissions set

Imprivata ID

Imprivata ID adds an extra layer of security to your account and keeps it safe from hacking attacks.

For optimal use, allow:
. Notifications
. Location Services
. Bluetooth Access

Continue

In the Imprivata ID app settings, make sure:

- Location is set to Always
- Bluetooth Sharing is on
- Notifications are allowed

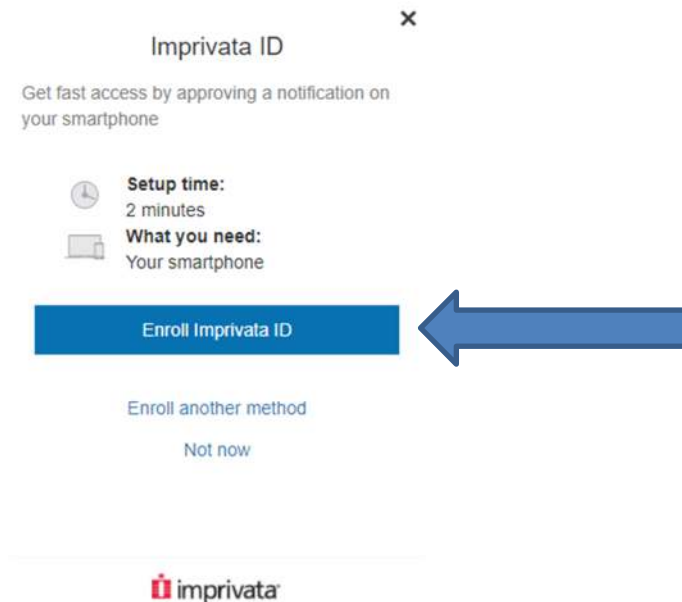Also, make sure your phone's **Location Services** are on.

**Please make sure that you allow all notifications from the app.**

When you login to Citrix, you will be asked to enroll. You may enroll your smartphone with the Imprivata ID application by clicking **Enroll Imprivata ID**:

If you wish to use SMS text messaging instead of the Imprivata ID application, click **Enroll another method** then **Enroll SMS**. Enter your Cellular Telephone Number when you are prompted and click **Submit**:
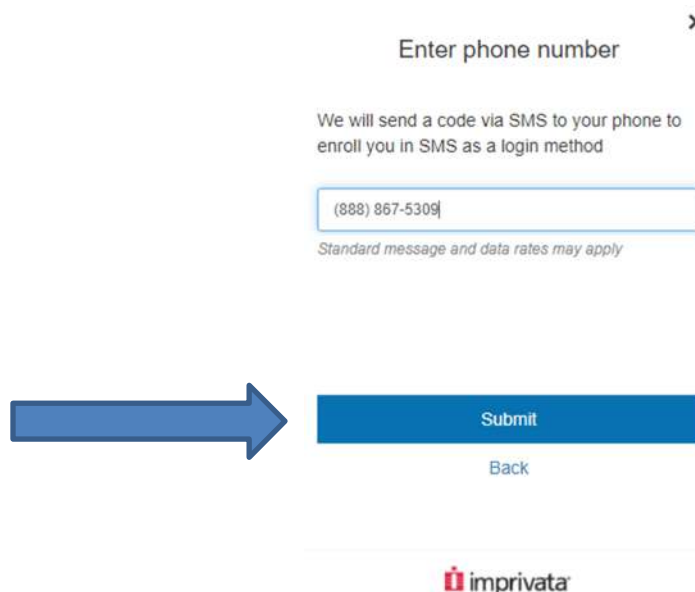
You will receive a verification code. Enter the code in box when you are prompted and click **Submit**.

Frequently Asked Questions

Are we required to use Multi-Factor Authentication?
- YES. For the security of our patients and staff, dual-factor authentication is required when accessing Citrix. You will not be able to log in if you do not enroll successfully.

Does the phone application collect any of my personal information?
- NO. When the application is first installed on your phone, it generates a unique serial number that Imprivata associates with a constantly changing token code. No personal information is gathered from the device, and the only information that is recorded in the Confirm ID system is your device type, the unique serial number, and the username that it is associated with.

My phone was lost, stolen, or reset. What do I do?
- If you are unable to access your phone for any reason, contact your IT helpdesk. They will unenroll your previous serial number, at which point you can enroll again.

I am not getting the notification / I accept the notification, but nothing happens. What do I do?
- Make sure your mobile device is connected to the internet. If you are using Wifi, make sure that it is not "Guest" or "Coffee Shop" wifi that may be blocking your connection. Try a cellular connection when possible.
- Also make sure that the time and date on your mobile device and on your computer are correct. This is important for the notification to be accepted.
- If you still cannot connect, please take note of the exact time the issue was occurring and contact your IT helpdesk.