

# Multi-Factor Authentication – StoreFront

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Munson Healthcare has introduced an additional security step when logging into the Munson network remotely via StoreFront. The Imprivata ID app offers a convenient way to use a smartphone as a multiple authentication factor.



## What this means to you:

In addition to typing a username and password into StoreFront when working remotely, a notification will be sent to your smartphone. Once you receive the notification, click the “Approve” option to complete the login process. This adds an additional level of security for remote access.

To begin download and enroll the free Imprivata ID app on your smartphone. You will only use multi-factor authentication when you are working outside of a Munson networked location. Once you have downloaded the app to your smartphone, complete the enrollment steps. Then simply “Approve” the notification from Imprivata ID when you login remotely.

## Installing the Imprivata ID App

Download the Imprivata app for your specific smartphone and follow the setup instructions in the app.

- **iPhone:** Download the free Imprivata ID app from the **iTunes App Store**.
- **Android:** Download the free Imprivata ID app from **Google Play**.

## Enroll the Imprivata ID App

Make sure you are logging in from outside the Munson network, meaning you are at home or another remote location. The first time you use the app, open the Imprivata ID app on the phone, then login on the computer using StoreFront as usual.

Read each StoreFront window carefully as it asks you for a specific number to enter in each screen (serial number and token number). The enrollment process only happens one time unless you change the device (phone) you are using. After you are enrolled, you will only need to “Approve” the notifications when you login remotely.

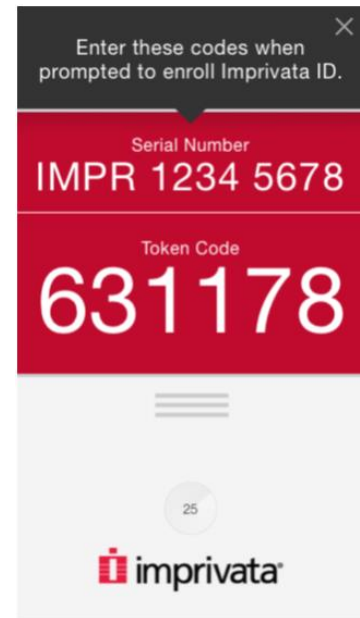
## To Enroll the Imprivata ID App:

1. Open the Imprivata ID app on your phone.

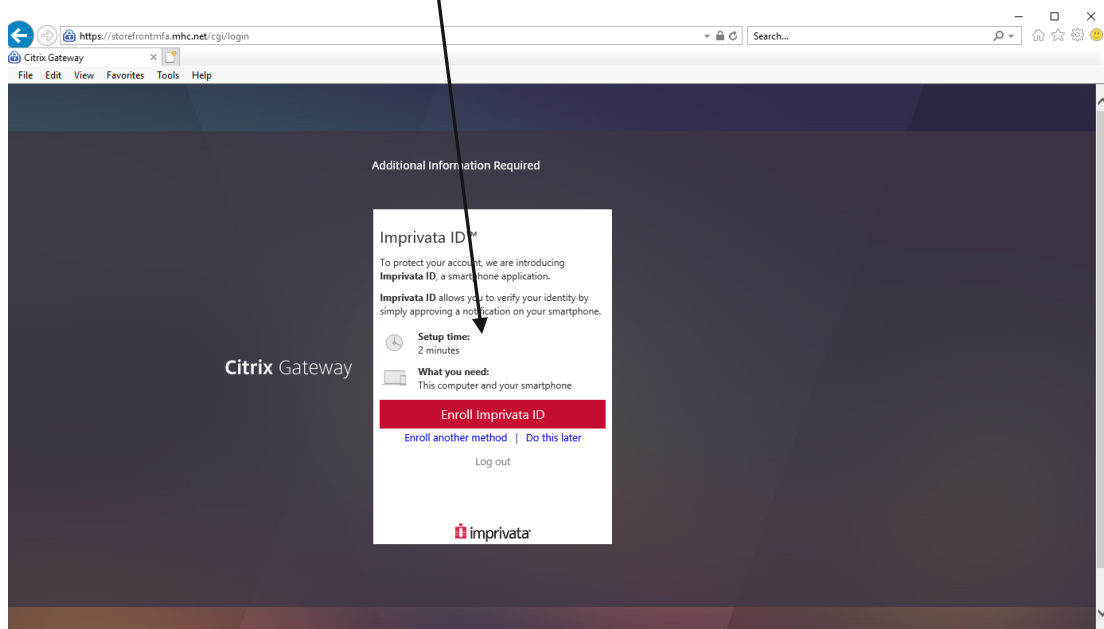
Serial Number



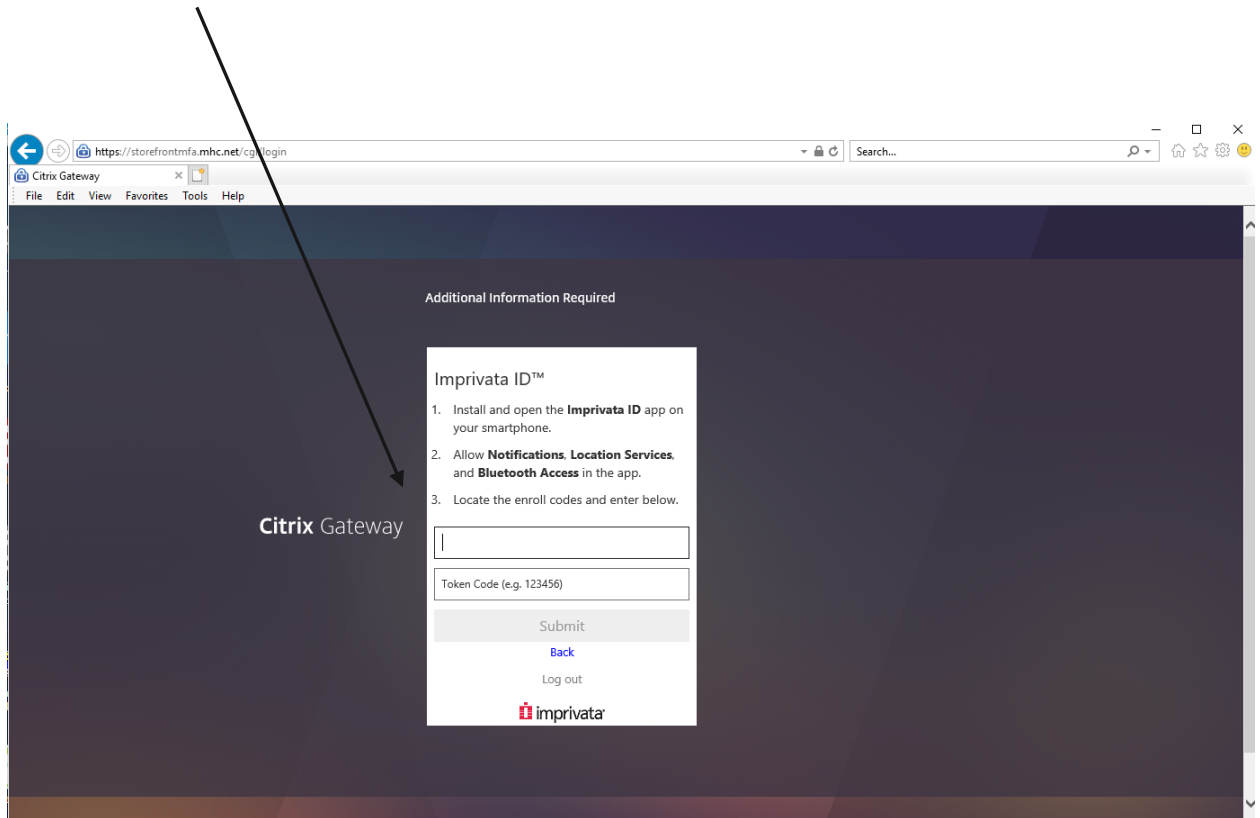
Token Code



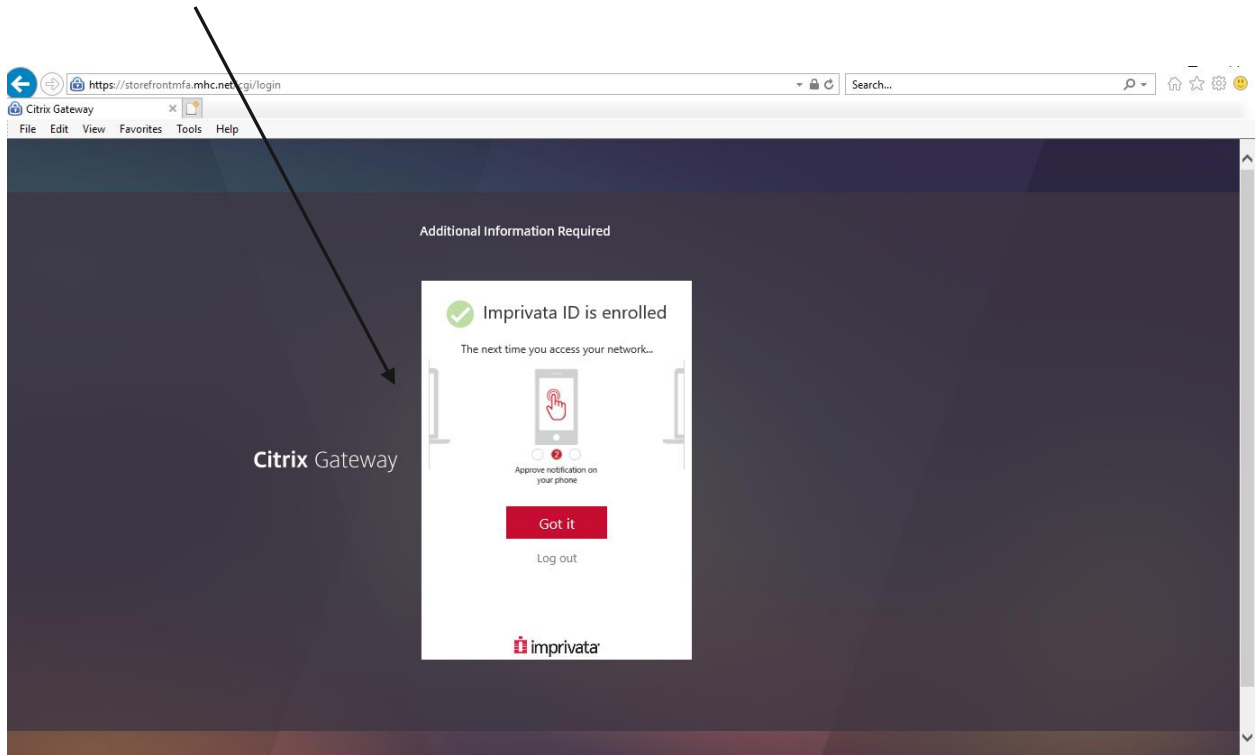
2. If you have installed the Imprivata app on your smartphone and this is the first time you are accessing OWA from a remote location (home for example), you will be asked to enroll using the Imprivata app.
3. Click on “Enroll Imprivata ID”.



4. Enter the 12 character Imprivata Serial Number in the Response box.  
Format = IMPR XXXX XXXX
5. Enter the 6 digit Token Code.  
Format = XXXXXX



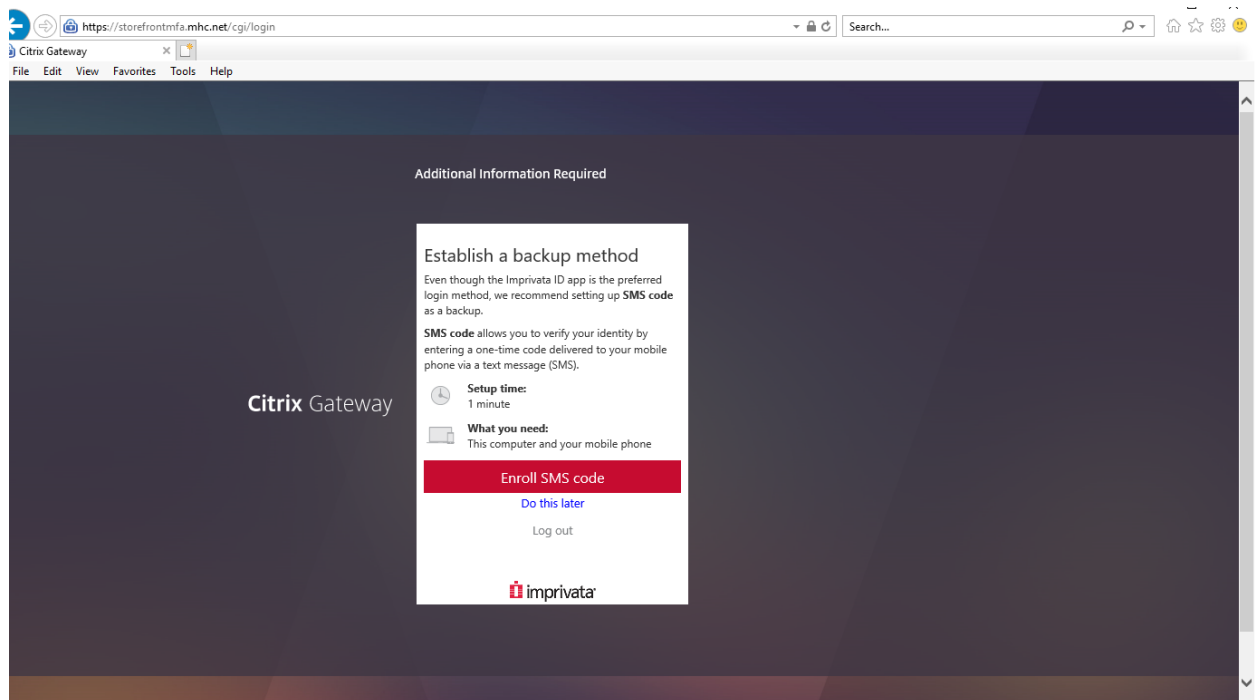
6. Once you have entered the above information, you will see the “Imprivata ID is enrolled” message below.



Once you have successfully enrolled, you will not need to complete these steps again unless you change phones.

## Using SMS for Multi-factor Authentication

While we recommend using the Imprivata app on your phone as it is much more secure method of authentication, text message is also an option and should be configured as your backup method.

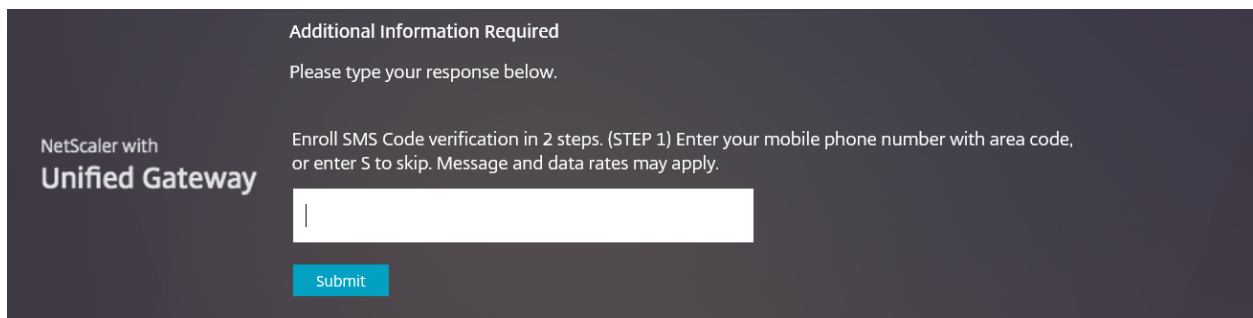


Then follow the steps below to enroll using SMS messaging (text messages).

## To Enroll using SMS Text:

If you have a smartphone it is highly recommend you use the Imprivata ID app. However, if you have an older mobile style phone or prefer not to install the Imprivata ID app, you are also able to use SMS text messaging to receive a Token Code each time you login. You will have to follow these steps each time you need to login remotely using StoreFront.

1. When the StoreFront window opens, and asks for your telephone number, type your number in the response box.



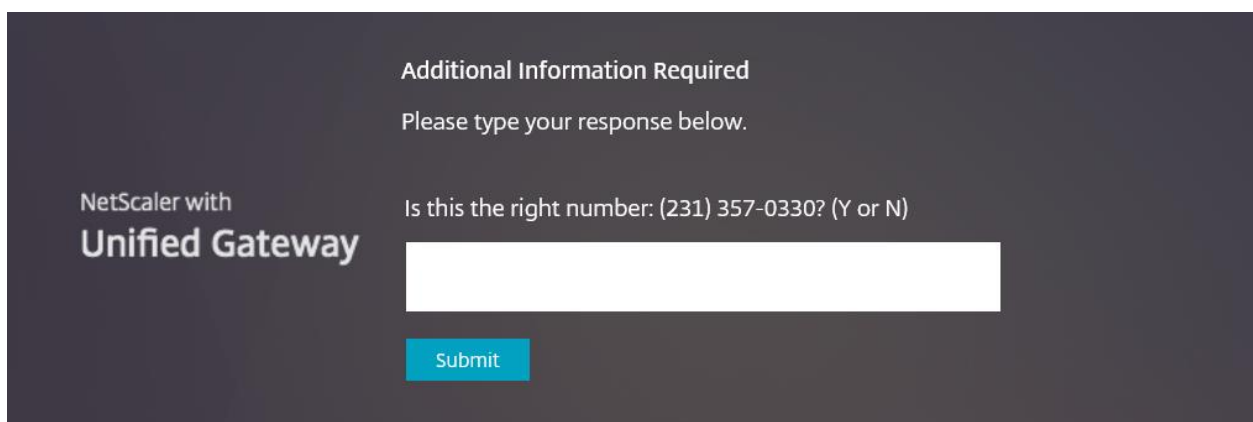
Additional Information Required  
Please type your response below.

NetScaler with  
**Unified Gateway**

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.

2. When the SMS text windows opens, confirm your telephone number is correct (Y/N). You will receive a text message with the Imprivata Token Number which will need to be entered on the next window.

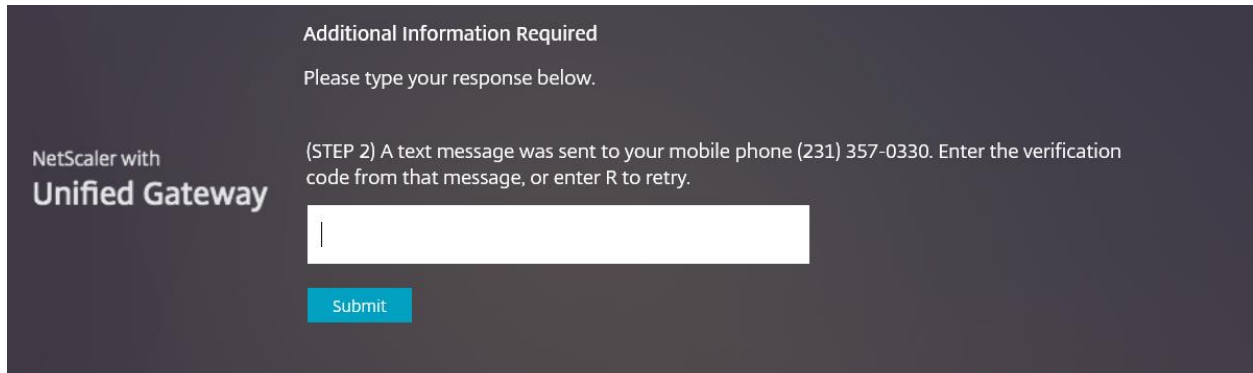


Additional Information Required  
Please type your response below.

NetScaler with  
**Unified Gateway**

Is this the right number: (231) 357-0330? (Y or N)

3. Enter the 6 digit Token Code texted to your phone.



NetScaler with  
**Unified Gateway**

Additional Information Required  
Please type your response below.

(STEP 2) A text message was sent to your mobile phone (231) 357-0330. Enter the verification code from that message, or enter R to retry.

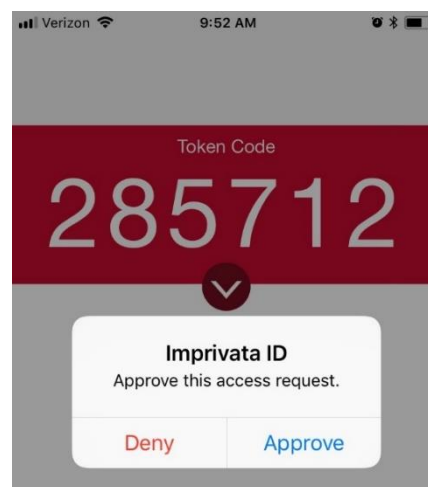
  

Once you have successfully enrolled either with the Imprivata ID app or using SMS text messaging, you will not need to complete these steps again unless you change your phone or in the unlikely event your Imprivata profile becomes corrupted.

The Help Desk can assist with your enrollment or reenrollment if needed.

#### After Imprivata ID Enrollment:

1. Enter your username and password in the StoreFront window
2. StoreFront will send a notification to the Imprivata ID app on your smartphone or a text message depending upon how you enrolled
3. Click the “Approve” option (shown below) or enter the 6-digit SMS text code to login



**IMPORTANT!!!** If you are not trying to login, and you get a notification from Imprivata ID app, click “**Deny**” and call the Help Desk immediately!