Imprivata ID Enrollment Guide

Version 1.1

Description

Imprivata ID is a multifactor authentication solution chosen by University Health Care System for its security features, speed, and reliability. Users that access Citrix remotely will need to provide something they know ("their password") and something they have ("their mobile device"). Following this process is required each time a user logs into Citrix remotely.

Enrollment Requirements

- Imprivata ID needs Apple iOS 11 and later, or Android 7 and later
- Your mobile device able to receive SMS messages

Special Note: If you are running a mobile device that does not meet the requirements for Imprivata ID, skip step 1 and select "Enroll another method" in option 4 to enroll with SMS messaging.

Enrollment Process

1. Go to the App Store (Apple) or Play Store (Android), search for, and download Imprivata ID.

2. With your internet browser, go to https://citrixgw715.uhcs.org.

3. Enter in to the system using your University network account.
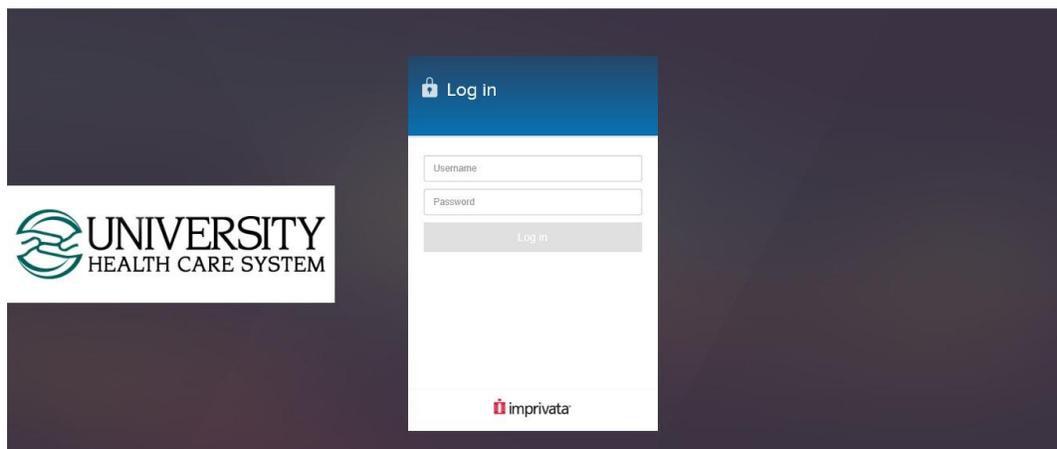
4. A screen will display requesting to enroll into Imprivata ID. Select **Enroll Imprivata ID**.
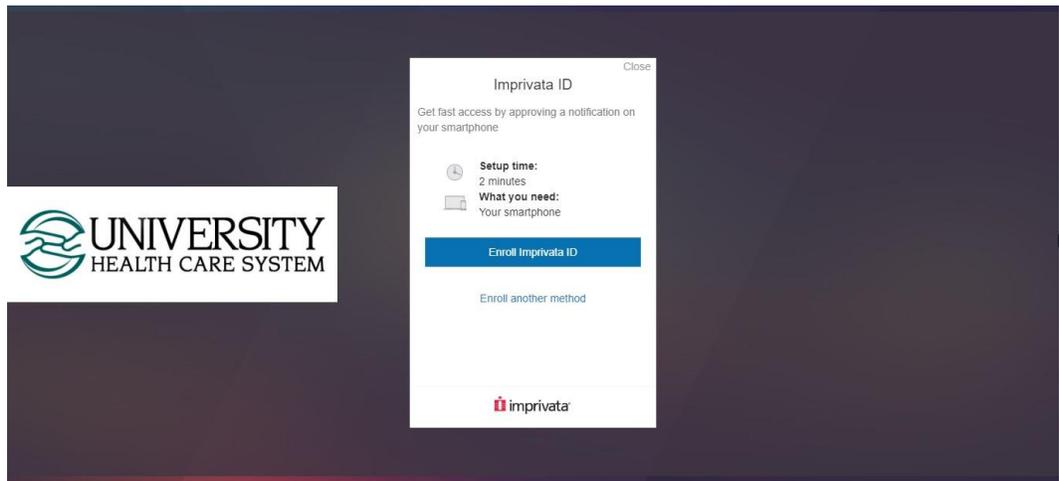
5. The next screen will ask for the Serial Number and Token Code. These are found in the Imprivata ID app. Enter the Serial Number and Token Code as seen below. Select **Submit**.
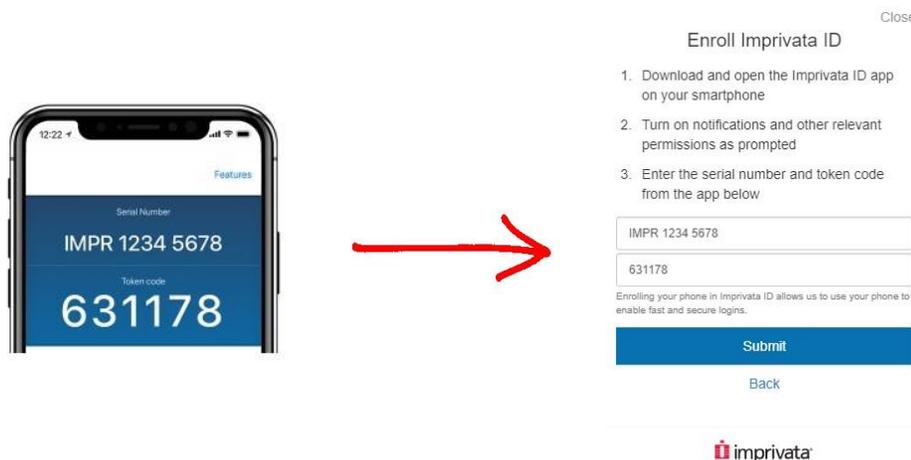
6. The mobile device will now ask for additional configuration settings. Please use the following settings.

6.1. Fast Access –Turn on Notifications to get Fast Access. Select **Turn on**.

6.2. Simple E-Prescribing – Select **Not now.**

6.3. Effortless Workstation Security – Select **Not now**.

7. Once enrolled with the application, you will receive a message stating that you are enrolled with Imprivata ID. It is strongly recommended to also enroll with SMS text messaging. Select **Next: enroll backup method.**
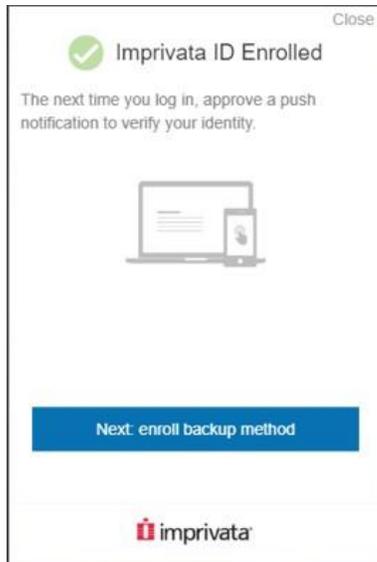
8. On the Backup method screen, select **Enroll SMS**.
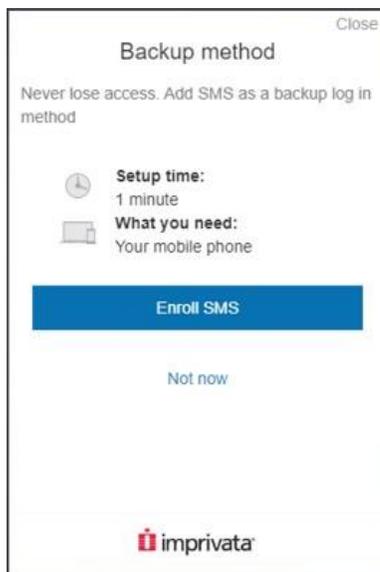
9. Enter your 10-digit mobile device number (message and data rates may apply). Select **Submit**.

10. A SMS text notification will appear on your mobile device. Enter in the Verification Code and select Submit.

11. A success screen will appear. Select **Done**.