

This job aid is intended for all Carilion Clinic employees and provides step-by-step instructions for enrolling in the Imprivata ID system for Multi-Factor Authentication (MFA) and registering your Carilion account. This is required for remote access to any of the following:

- Office 365 (Email, web versions of the Office products, Teams and OneDrive)
- VPN
- Carilion Citrix Portals
 - Apps Portal (apps.carilionclinic.org); includes:
 - Epic Hyperspace
 - My Total Access
 - Edison
 - Kronos
 - Community Connect Portal
 - NJCHS Apps Portal
 - Solstas Apps Portal
 - VTC Apps Portal
 - Connect.Carilionclinic Portal

Enrollment Instructions

Part I: Download and Install Imprivata ID

Note: If you are using a Carilion-issued device, the Imprivata ID app may have been automatically downloaded to your device. Check to see if it has already been downloaded. If so, you can proceed to Step 5. If you not, begin at Step 1.

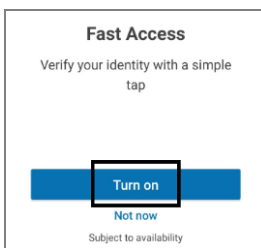
1. Connect to wifi on your mobile phone.
2. iPhones: Open the **App Store**.
Androids: Open the **Google Play Store**.
3. In the search field, type **Imprivata ID**. Tap **Search**.
4. Once you have located the app:
iPhones: Tap **Get**.
Androids: Tap **Install**.



You may be prompted to confirm the download by either entering your Apple ID password, Touch ID or another method. Confirm the download.

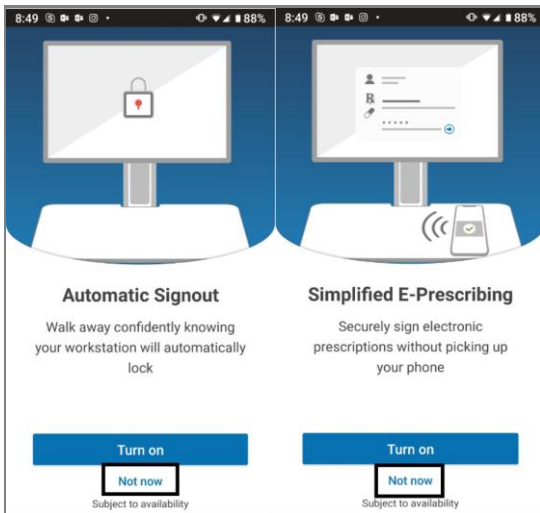
5. Once the application is downloaded and installed, click **Open**. Or locate the app on your home screen and tap the **app** to open.

6. The first time you launch the app, you will be prompted to enable Fast Access. Select **Turn On**.



7. For iPhone users, when prompted for Imprivata ID to send notifications, select **Allow**.

8. Select **Not now** when prompted for Simplified E-Prescribing and Automatic Signout (note: E-Prescribing will be a feature enabled for specific users at a later time. At this time, it is not enabled).



Important Note! You Cannot Complete Registration until October 1st. Follow the remaining instructions on October 1, 2019.

You will then arrive at a screen displaying a **Serial Number, Token Code** and **countdown timer**. Leave the app open and continue to Step 9.

Part II: Register the App in Your Browser (Note: This part can be completed on your phone or on a computer.)

9. Open **Firefox, Chrome** or **Internet Explorer** (or your phone's browser). Navigate to one of the following sites:

If you are connected to the Carilion Network navigate to:

<https://bevigilantmfaenrollment.carilion.com/>

If you are not connected to the Carilion Network navigate to any of the portals listed below that you have access to for your job function:

<https://apps.carilionclinic.org/> (Apps Portal)

<https://communityconnect.carilionclinic.org/> (Community Connect Portal)

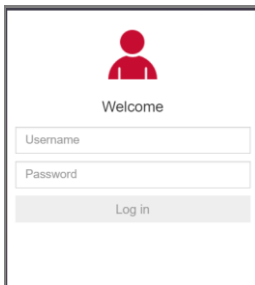
<https://jchsapps.carilionclinic.org/> (JCHS Apps Portal)

<https://solstasapps.carilionclinic.org/> (Solstas Apps Portal)

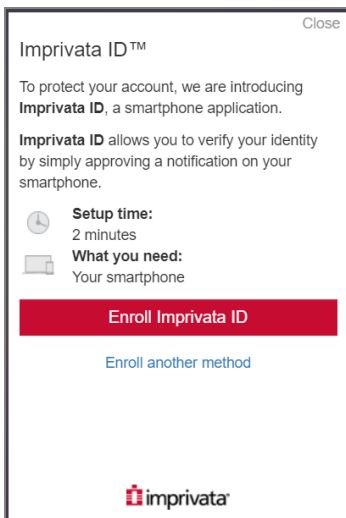
<https://vtcapps.carilionclinic.org/> (VTC Apps Portal)

<https://connect.carilionclinic.org/> (Connect.Carilionclinic.org Portal)

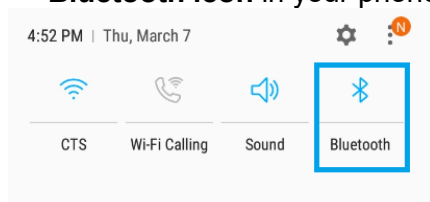
10. Log in with your Carilion **Active Directory credentials (username and password)**. This is the same username and password you use to log in to email or Inside Carilion.



11. Click the **Enroll Imprivata ID** button.



12. For Android Users Only (*iPhone users skip to step 13*): Verify that Bluetooth is enabled on your smartphone. Bluetooth is only needed during the registration; you may turn Bluetooth off once you have completed this registration process. To enable Bluetooth, simply tap the **Bluetooth** icon in your phone's drop-down menu.



13. Open the Imprivata ID application on your smart phone (if not already open).



14. Within the app on your phone, you will see a screen that displays a serial number, token code and countdown timer. In your web browser, you will see the screen below. On this screen in the web browser, enter the **serial number** displayed on your phone in the app (begins with **IMPR**). Then, enter the 6-digit **token code** displayed in the app and click **Submit**.

Note: This token code will change every 30 seconds (the screen will automatically update with a new code when the timer hits "0"). Best practice is to wait until the timer resets to 30 seconds and then begin entering the code. This allows you 30 seconds to enter the code before the timer resets. If the timer resets while entering the code, you will need to re-enter the new code. The serial number does not change, only the token code.

Close

Enroll your Imprivata ID

1. Download and open the **Imprivata ID** app on your smartphone
2. Turn on **notifications** and other relevant permissions as prompted
3. Enter the serial number and token code from the app below

Serial Number (e.g. IMPR 1234 5678)

Token Code (e.g. 123456)

Enrolling your phone in Imprivata ID allows us to use your phone to enable fast and secure logins.

Submit

[Back](#)



15. Once your token is enrolled, you will see a screen notifying you that you have successfully enrolled. Click **Next: enroll backup method** or **Got It** to continue.

16. Enrolling a backup method allows you to enroll your phone number to receive an SMS text access code in case there is an application outage. Click **Enroll SMS code**.

17. Enter the 10-digit phone number of the phone that you have downloaded the app on, then click **Submit**.

18. You will receive a text message with a 6-digit code. Enter this code on this screen and then click **Submit**.

Close

Check your phone

A text message was sent to your mobile phone number. Enter the verification code from that message.

120696

Message and data rates may apply

Submit

[Edit phone number](#)



19. You will receive a screen notifying you that your SMS code is enrolled. Select **Done** and your enrollment is complete.

Note: You may be prompted to re-enter your Active Directory password the next time you utilize your phone after completing MFA enrollment.

Re-enrolling a new smartphone

If you need to enroll a new phone:

1. Contact the Technology Service via Edison at edison.CarilionClinic.org or by calling 540-224-1599 (71599).
2. They will verify your identity and disassociate your previously enrolled device from your Carilion account.
3. You can then proceed with the same enrollment steps outlined above to enroll your new smartphone.