

VDI Remote Access

Registering for the Two-Step Verification Process

Introduction

UH requires additional authentication beyond your UH username and password to log into VDI (VMware Horizon Client). When you log into VDI, you will log in with your UH user name and password first. The system will then prompt you for a second-factor access code sent to you via mobile app, text message or phone call. This code is how we verify your identity. This document assists you in registering for the two-step verification process.

To successfully complete the user registration process:

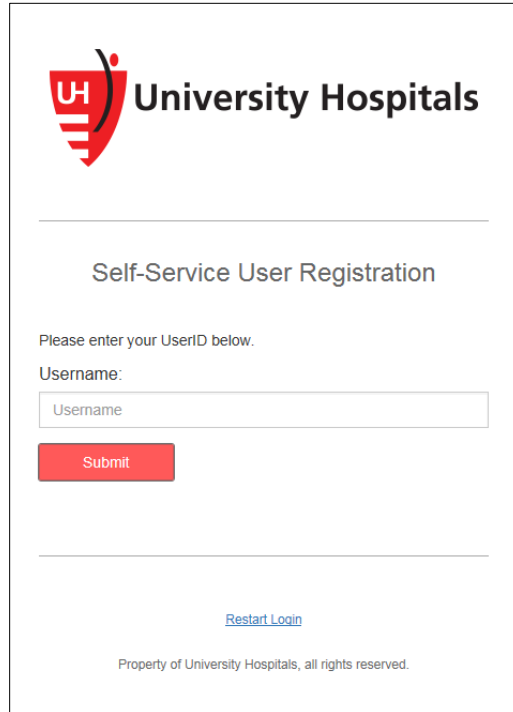
- Use your computer or laptop to complete the registration process. You cannot use the browser on your mobile phone.
- Be connected to the UH network.
- Have your mobile phone with you to receive a registration code. You will be asked to provide your mobile phone number. UH will not share your mobile phone number with any other systems, teams or the UH Corporate Directory.

Note ► If you do not have a mobile phone and need to access remotely, please contact the UH Service Desk at (216) 844-3327.

User Registration Steps

1. Be sure you are connected to the **UH network** on your **computer or laptop**.
2. Enter <https://myaccess.uhhospitals.org/userregistration> in your internet browser.


 The **Self-Service User Registration** screen appears.

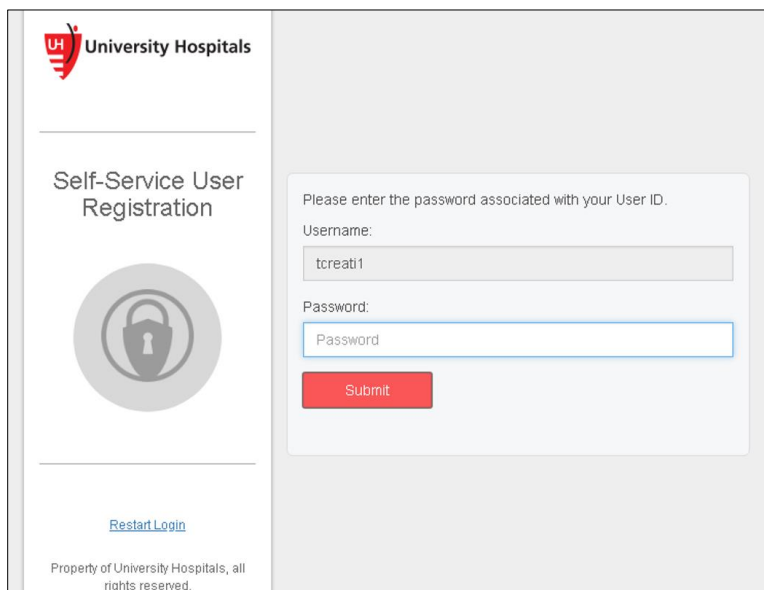


3. In the **Username** field, enter your **UH network username**.

Tip ▶ This is the username you use to log in to your computer.

4. Click **Submit**.

 The **Self-Service User Registration** screen appears, prompting you to enter your password.

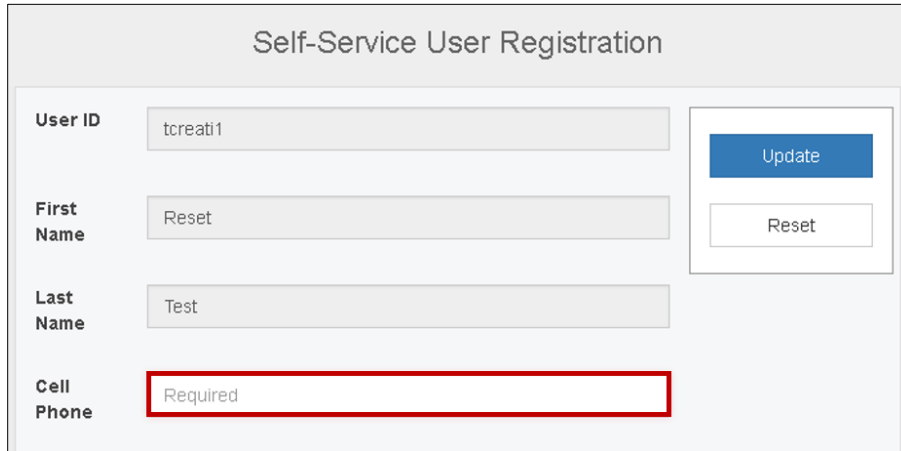


5. In the **Password** field, enter your UH network password.

Tip ► This is the same password you use to log in to your computer.

6. Click **Submit**.

 The **Self-Service User Registration** screen appears.



Self-Service User Registration

User ID: tcreat1

First Name: Reset

Last Name: Test


Cell Phone: Required

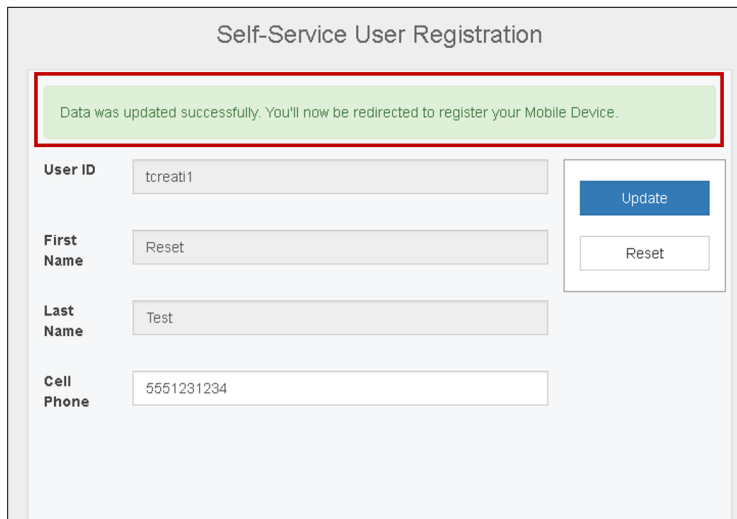
Update

Reset

7. In the **Cell Phone** field, enter your mobile phone number.

8. Click **Update**.

 The **Self-Service User Registration** screen appears, confirming that your information was updated successfully.



Self-Service User Registration

Data was updated successfully. You'll now be redirected to register your Mobile Device.

User ID: tcreat1

First Name: Reset

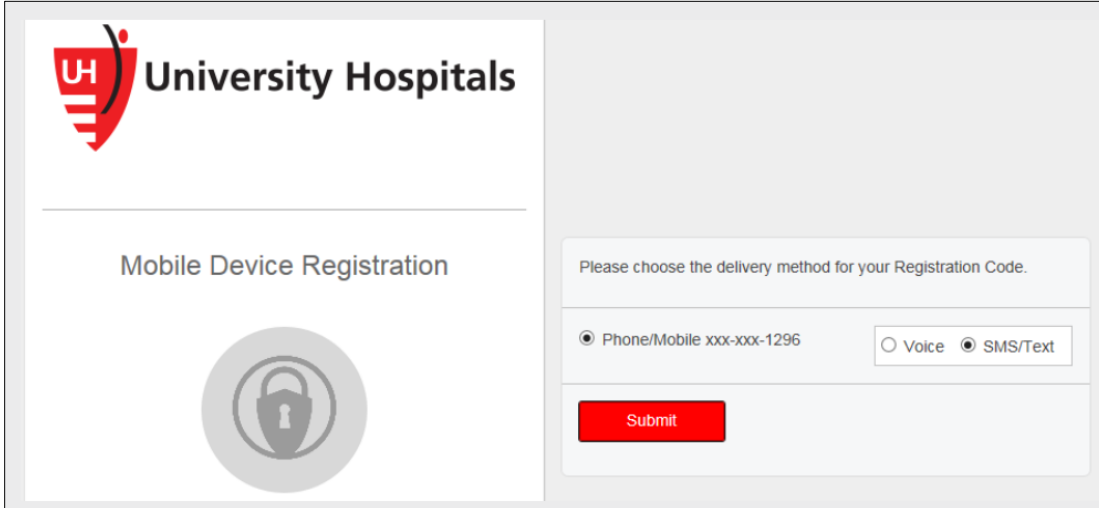
Last Name: Test

Cell Phone: 5551231234

Update

Reset

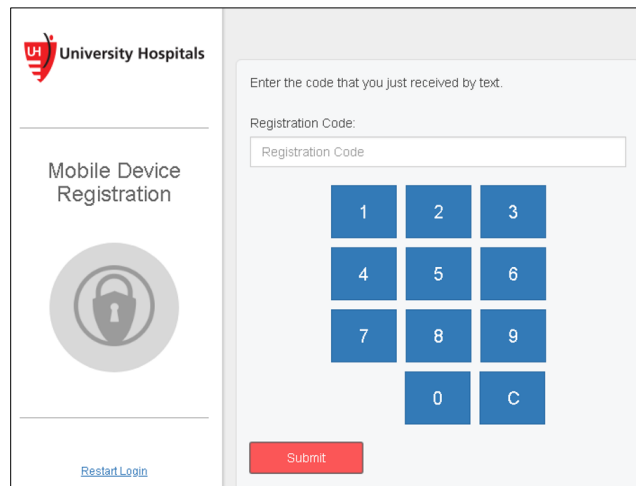
 The **Mobile Device Registration** screen appears.



9. On the **Mobile Device Registration** screen, choose how you would like to receive your registration code on your mobile device.
 - Select the **Voice** option to receive the Registration Code via phone call to your mobile phone.
 - Select the **SMS/Text** option to receive the Registration Code via text message on your mobile phone. Data and message rates may apply.

10. Click **Submit**.

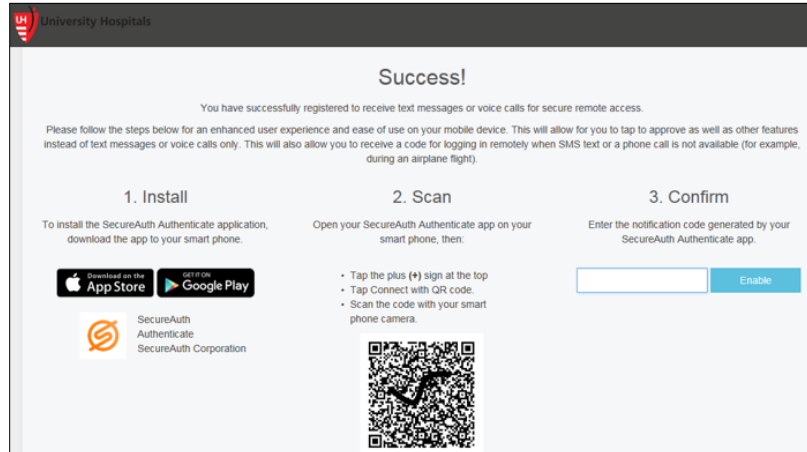
 The **Registration Code** screen appears.



11. In the **Registration Code** field, enter the 4-digit registration code you received.

12. Click **Submit**.

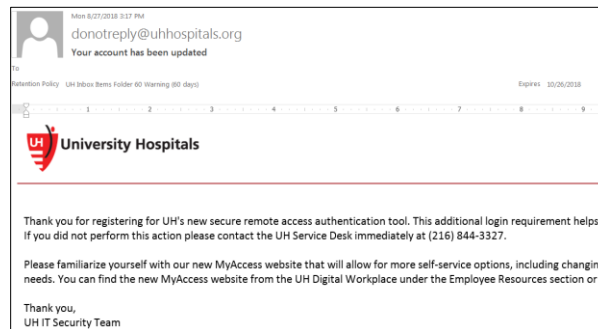
 The **Device Registration** screen appears.



Once you reach the Device Registration screen, you have successfully completed the User Registration process.

Note ▶ Keep this window open if you plan on installing the mobile app (see next section).

Note ▶ You will receive a message from **donotreply@UHhospitals.org** in your UH email, similar to the one below, notifying you that you have successfully completed the User Registration process.



Installing the Mobile App

Setting up the mobile app on your smartphone will offer you the easiest way to confirm your identity when remotely accessing UH applications. The app on your device will send you a “push” notification so you won’t need to manually enter security codes to remotely access UH applications. The mobile app will also allow you to receive a code for logging in remotely when text messaging or phone call services are not available, such as during an airplane flight. It is not necessary for you to install the mobile app.

Consider:

- **If you don’t have a smart phone:** You can still access applications remotely without the mobile app. You will receive your access code in a text message or phone call.
- **If you don’t want the app:** You can still access applications remotely without the mobile app. You will receive your access code in a text message or phone call.
- **If you want the app:** follow the **Mobile App Installation Instructions** in the next section.

Mobile App Installation Instructions

To successfully download the mobile app you must:

- Have a mobile device that allows you to download apps.
- Have a passcode/PIN set up on your device; the app will prompt you to set one up if you do not.
- Have a mobile phone number on record in the Self-Service User Registration system. UH will not share your mobile phone number with any other systems, teams or the UH Corporate Directory.


Mobile Device Registration Steps for Android Devices

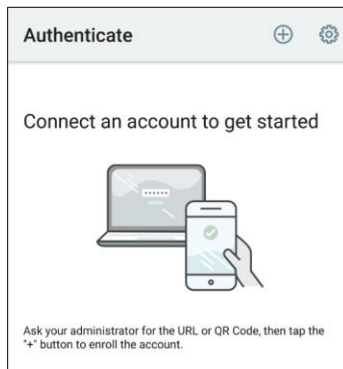
1. Search for and install the **SecureAuth Authenticate** application from the Play Store.



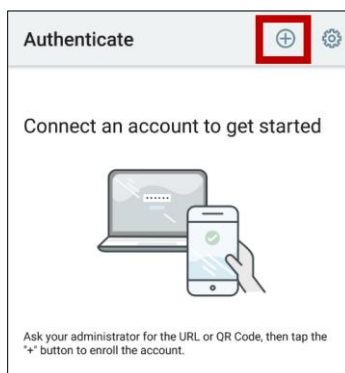
2. Once installed, locate the **SecureAuth Authenticate** application on your mobile device and open it.



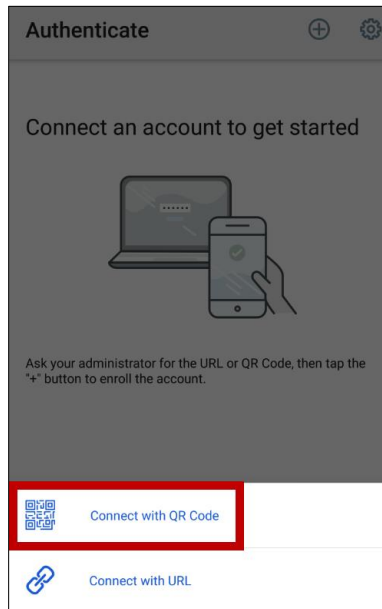
-  The SecureAuth application appears.



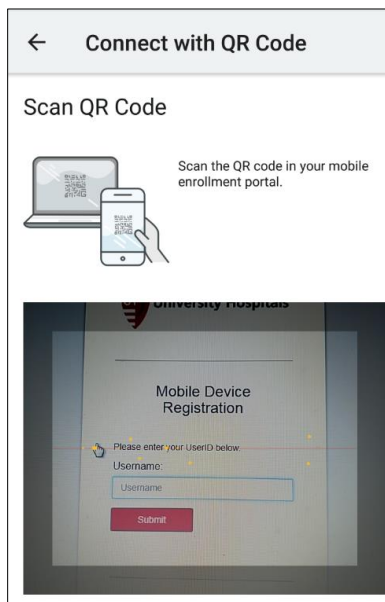
3. Tap the plus (+) sign in the top right-hand corner.



- At the bottom of the screen, tap **Connect with QR Code**.

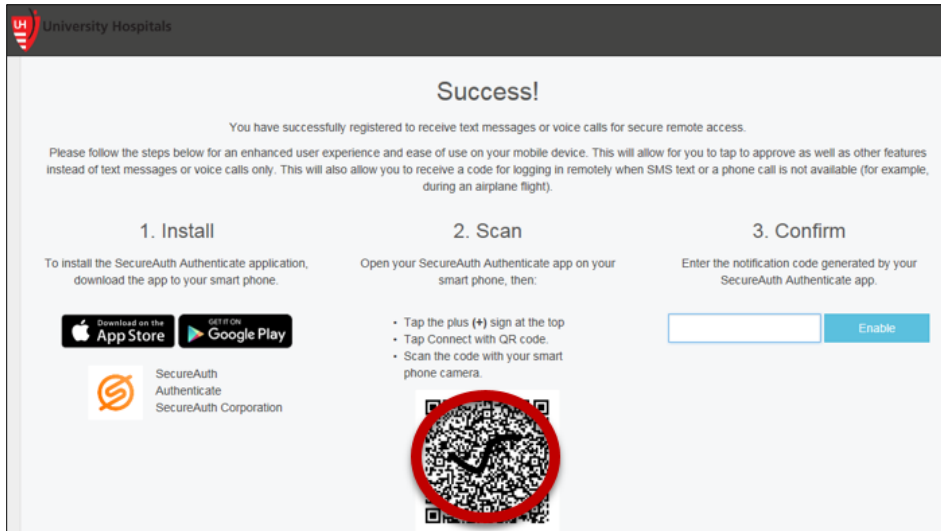


- The **Scan QR Code** screen appears.

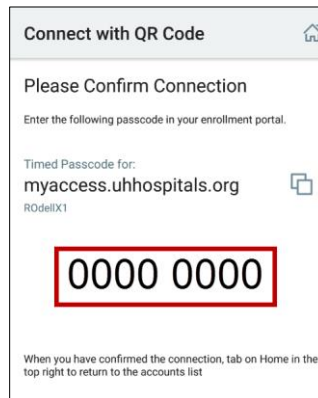


Note ► You may receive a pop-up asking you to allow Authenticate to access your camera. The SecureAuth Authenticate app needs to access the camera on your mobile device to take a picture of the QR code on your computer screen.

- Tap **OK** to allow the SecureAuth Authenticate app to access the camera on your phone.
- Scan the **QR code** on your computer screen with your smartphone

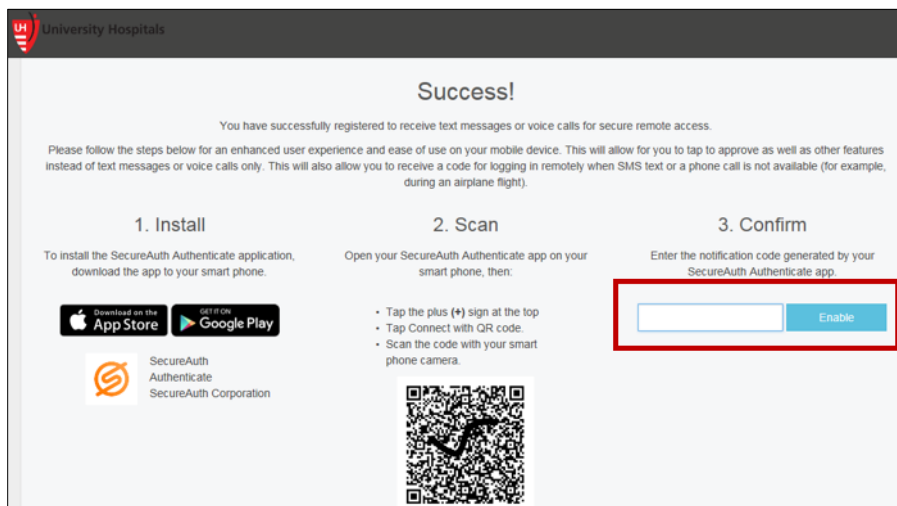


Once you have successfully scanned the QR code on your computer screen, the **Please Confirm Connection** screen appears with a passcode.



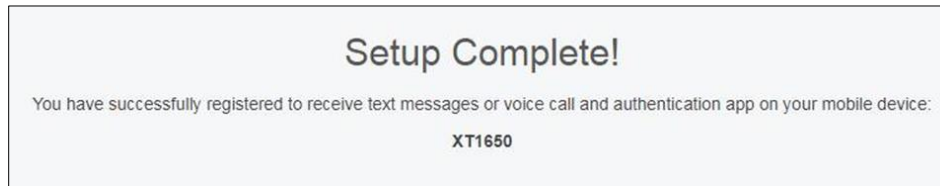
Note ▶ Your screen may show `idp.uhhospitals.org`.

7. On your computer, under the **Confirm** field on the Device Registration screen, enter the passcode from the app.

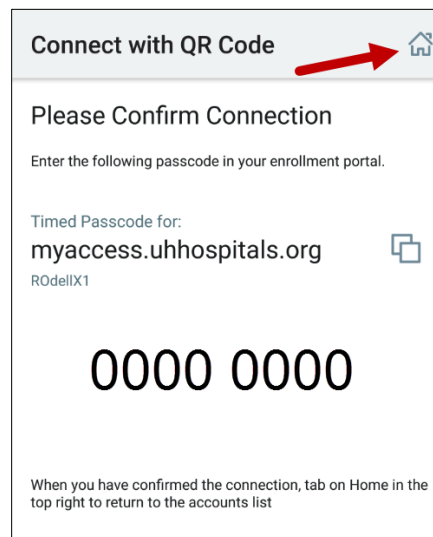


8. Click **Enable**.


 The Setup Complete screen appears on your computer.

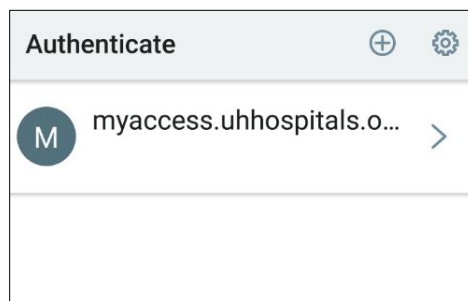


Note ► You can now close this window on your computer.

9. On your mobile device, on the **Please Confirm Connection** screen, tap the **Home** icon at the top right of the screen.

Note ► Your screen may show idp.uhhospitals.org.

 The **Accounts** screen appears on your phone and shows the **myaccess.uhhospitals.org** account.



Note ► Your screen may show idp.uhhospitals.org.

Your mobile device registration is now complete and you may exit the SecureAuth app.


Mobile Device Registration Steps for iOS (Apple) Devices

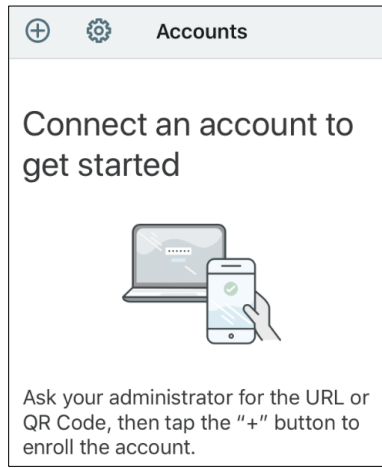
1. Search for and install the **SecureAuth Authenticate** application from the App Store.



- Once installed, locate the **SecureAuth Authenticator** application on your mobile device and open it.

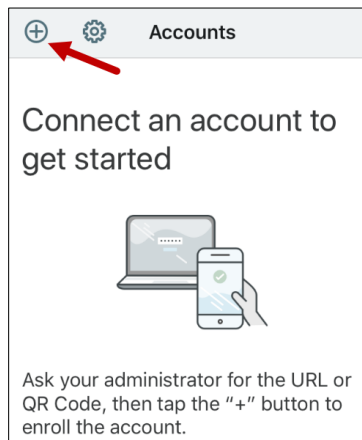


 The Accounts screen appears.

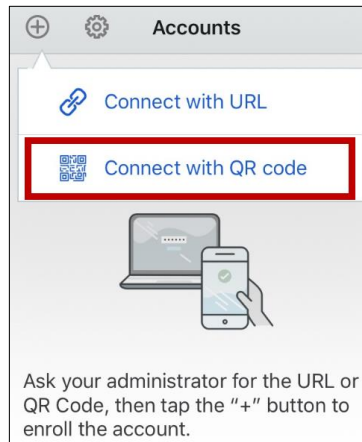


Tip ▶ If your device prompts you to allow the app to send you notifications, tap **Allow**. Allowing the app to send notifications to your mobile device will allow you to verify your identity without having to manually enter a passcode. This will be the easiest way to verify your identity when accessing applications remotely.

- In the top left-hand corner of the Accounts screen, tap the plus (+) sign.

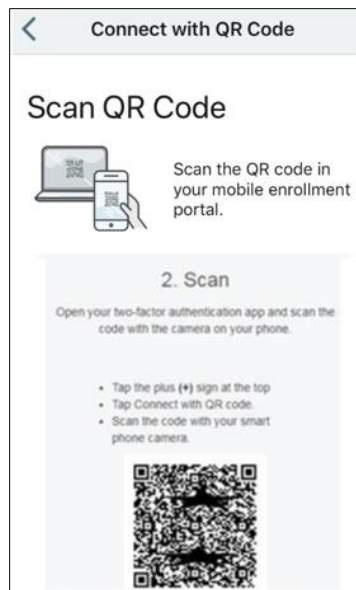


- The drop-down menu appears with connection options.



4. Tap **Connect with QR code**.

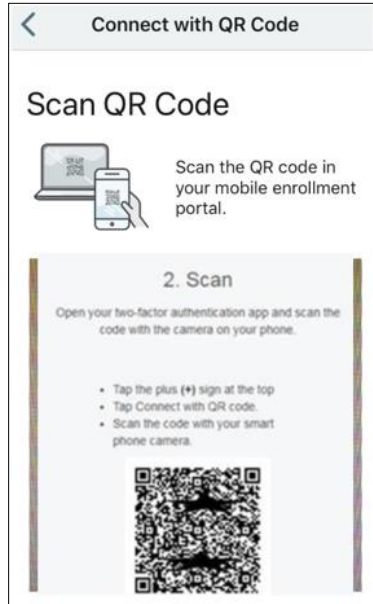
- The **Scan QR Code** screen appears.



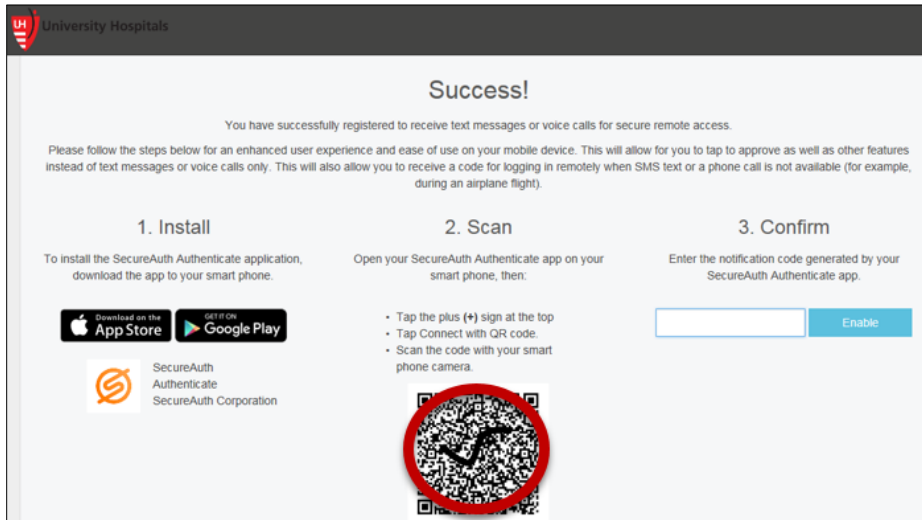
Note ► You may receive a pop-up asking you to allow Authenticate to access your camera. The SecureAuth Authenticate app needs to access the camera on your mobile device to take a picture of the QR code on your computer screen.

- Tap **OK** to allow the SecureAuth Authenticate app to access the camera on your phone.

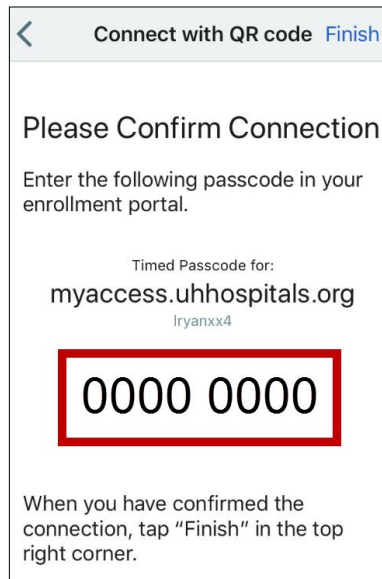
- On the **Scan QR Code** screen, the camera view will appear.



- 6. Scan the **QR code** on your computer screen with your smartphone.

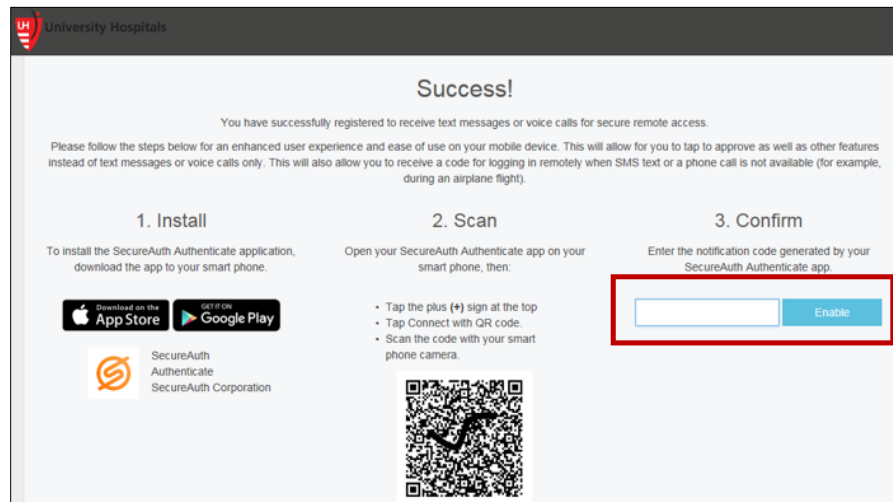


- Once you have successfully scanned the QR code on your computer screen, the **Please Confirm Connection** screen appears with a passcode.



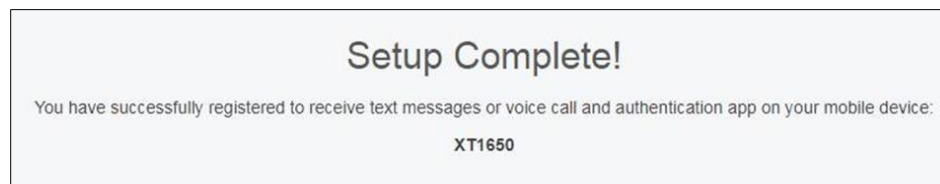
Note ► Your screen may show `idp.uhhospitals.org`.

7. On your computer, under the **Confirm** field on the Device Registration screen, enter the passcode from the app.



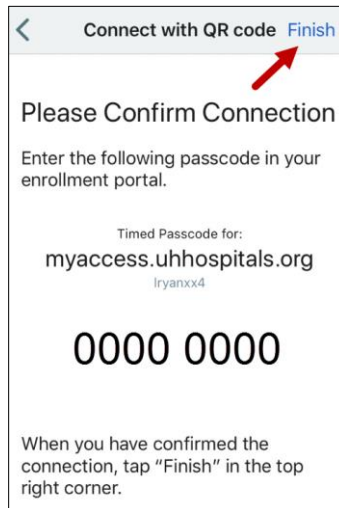
8. Click **Enable**.

- The Setup Complete screen appears on your computer.



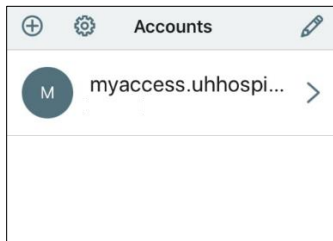
Note ► You can now close this window on your computer.

9. On your mobile device, on the Almost Finished Screen, tap **Finished**.



Note ► Your screen may show idp.uhhospitals.org.

- 📱 The **Accounts** screen appears on your phone and shows the **myaccess.uhhospitals.org** account.



Note ► Your screen may show idp.uhhospitals.org.

Note ► Your mobile device registration is now complete and you may exit the SecureAuth app.