

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.

University Hospitals
Self-Service User Registration
Please enter your UserID below. Username:
Username
Restart Login Property of University Hospitals, all rights reserved.

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.

Reset

Ti	p 🕨	This	is the same password you use to log in to your computer.
6.	Click S	ubmit	t.
		Į	The Self-Service User Registration screen appears.
			Self-Service User Registration

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

tcreati1

Reset

Test

Required

User ID

First

Name

Last

Name

Cell

Phone

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

Data was updated successfully. You'll now be redirected to register your Mobile De						
	Data was updated successfully. You'll now be redirected to register your Mobile Device.					
User ID tcreati1 Update						
First Reset	Reset					
Last Test Name						
Cell 5551231234 Phone						

□ The **Mobile Device Registration** screen appears.

University Hospitals	
Mobile Device Registration	Please choose the delivery method for your Registration Code.
	Phone/Mobile xxx-xxx-1296 O Voice SMS/Text Submit

- 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.

University Hospitals					
7	Enter the code that you just received by text.				
	Registration	Code:			
	Registratio	n Code			
Mobile Device					
Registration		1	2	3	
		4	5	6	
		7	8	9	
			0	с	
<u>Restart Login</u>	Submi	t			

- 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.

	Mon 8/27/2018 217 PM	
	donotreply@uhhospitals.org	
	Your account has been updated	
То		
Retention Policy	UH Inbox Items Folder 60 Warning (60 days)	Expires 10/26/2018
	····1·····2·····2······2······2······2·····	8 : 9
ਯ)	Jniversity Hospitals	
Thank vo	u for registering for LIH's new secure remote access authentication tool. This additional login	requirement helps of
If you did	not perform this action please contact the UH Service Desk immediately at (216) 844-3327.	equirement neips pi
Please fa	miliarize yourself with our new MyAccess website that will allow for more self-service options,	including changing
needs. Y	ou can find the new MyAccess website from the UH Digital Workplace under the Employee Res	sources section or by
Thank vo	M1	
UH IT Se	curity Team	
	• • •	

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.



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



□ The Scan QR Code screen appears.

← Connect with QR Code
Scan QR Code
Scan the QR code in your mobile enrollment portal.
Mobile Device Registration
Please enter your UserID below Username Username
Submit

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.

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

백	University Hospitals					
	Success!					
	Y	You have successfully	registered to receive text messages or voice calls for s	secure remote access.		
	Please follow the steps below for an enhanced user experience and ease of use on your mobile device. This will allow for you to tap to approve as well as other feature Instead of text messages or voice calls only. This will also allow you to receive a code for logging in remotely when SMS text or a phone call is not available (for examp during an airplane flight).					
	1. Install		2. Scan	3. Confirm		
	To install the SecureAuth Authentica download the app to your smar	ite application, rt phone.	Open your SecureAuth Authenticate app on your smart phone, then:	Enter the notification code generated by your SecureAuth Authenticate app.		
	Contract of the App Store	orge Play	 Tap the plus (+) sign at the top Tap Connect with QR code. Scan the code with your smart phone camera. 	Enable		

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.

		Success!				
	You have successfu	Ily registered to receive text messages or voice calls for se	cure remote access.			
Please follow the steps below for an enhanced user experience and ease of use on your mobile device. This will allow for you to tap to approve as well as other features instead of text messages or voice calls only. This will also allow you to receive a code for logging in remotely when SMS text or a phone call is not available (for example, during an airplane flight).						
1.	Install	2. Scan	3. Confirm			
To install the Secure download the a	Auth Authenticate application, pp to your smart phone.	Open your SecureAuth Authenticate app on your smart phone, then:	Enter the notification code generated by your SecureAuth Authenticate app.			
Covenies of the App Store	re Google Play	Tap the plus (+) sign at the top Tap Connect with QR code. Scan the code with your smart	Enable			
Ø	SecureAuth Authenticate	phone camera.				
~	SecureAuth Corporation					

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IT Training and Development, MSC

- 8. Click Enable.
 - □ The Setup Complete screen appears 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.



2. Once installed, locate the SecureAuth Authenticate 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.
- 3. 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.
- 5. 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.

University Hosp	pitals				
Success!					
	You have successfu	Ily registered to receive text messages or voice calls for secu	ire remote access.		
Please follow the instead of text me	steps below for an enhanced user ex ssages or voice calls only. This will al	perience and ease of use on your mobile device. This will all so allow you to receive a code for logging in remotely when 5 during an airplane flight).	ow for you to tap to approve as well as other features SMS text or a phone call is not available (for example,		
	1. Install	2. Scan	3. Confirm		
To install the Secu download the	reAuth Authenticate application, e app to your smart phone.	Open your SecureAuth Authenticate app on your smart phone, then:	Enter the notification code generated by your SecureAuth Authenticate app.		
C App St	tore	Tap the plus (+) sign at the top Tap Connect with QR code. Scan the code with your smart	Enable		
Ø	SecureAuth Authenticate SecureAuth Corporation	phone camera.			

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.

University Hosp	oitals						
	Success!						
	You have successful	ou have successfully registered to receive text messages or voice calls for secure remote access.					
Please follow the instead of text mes	Please follow the steps below for an enhanced user experience and ease of use on your mobile device. This will allow for you to tap to approve as well as other featur instead of text messages or voice calls only. This will also allow you to receive a code for logging in remotely when SMS text or a phone call is not available (for examp during an airplane flight).						
	1. Install	2. Scan	3. Confirm				
To install the Secu download the	reAuth Authenticate application, e app to your smart phone.	Open your SecureAuth Authenticate app on your smart phone, then:	Enter the notification code generated by your SecureAuth Authenticate app.				
C App St	ore Google Play	 Tap the plus (+) sign at the top Tap Connect with QR code. Scan the code with your smart phone camera. 	Enable				
Ø	Authenticate SecureAuth Corporation						

- 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.