Two-Factor Authentication Enrollment – RDP Access

There are two methods to gain access to the network remotely via two-factor authentication

1) Install the **Imprivata ID** app on your smartphone or tablet so that you can receive notifications to approve or deny authentication attempts that are utilizing your network username and password.

   - For **iPhone/iPad** devices search for an app named **Imprivata ID** and install from the App Store
   - For **Android** devices search for an app named **Imprivata ID** app from Google Play

By scanning the QR code you will be taken directly to the application in the appropriate app store

2) Receive one-time verification codes via text message to a phone number that you have enrolled. This will occur each time you attempt to connect to the network remotely. This set of instructions begins on page 4 of this document.

Below are the procedures to enroll your mobile device for each of the options listed above. You will only need to select one of the options.

After opening a web browser and going to https://apps.alamedahealthsystem.org please go through the following steps based on the option you have selected.
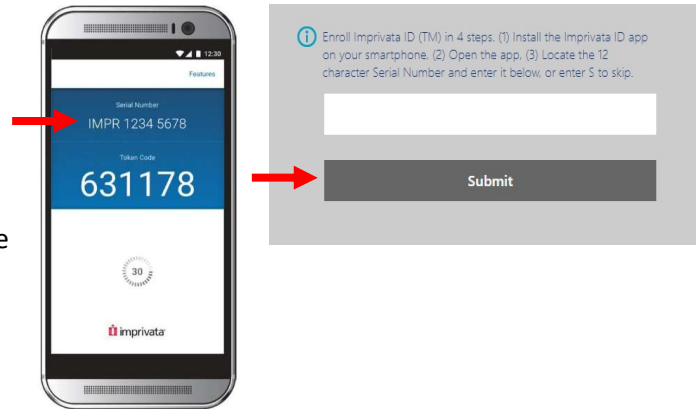
Option 1 – You have installed the Imprivata ID application on your phone via your phone provider's application store

1) Enter your network Username and Password and select Log On.

2) You will now be prompted to enter the 12-character serial number that appears in the Imprivata ID app. Press **Submit** once you have entered this.
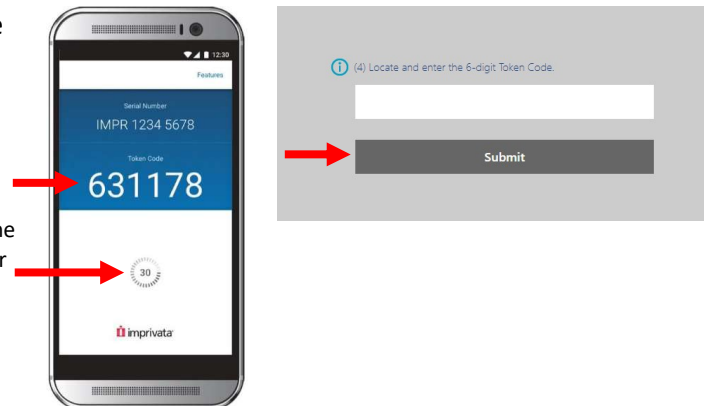
   Please note that this the serial number begins with "IMPR". You must enter the entire serial number; including IMPR into the prompt.

(i) Enroll Imprivata ID (TM) in 4 steps. (1) Install the Imprivata ID app on your smartphone, (2) Open the app, (3) Locate the 12 character Serial Number and enter it below, or enter S to skip.

Submit

3) You will now be prompted to enter the 6-digit token code. This code will be found in the Imprivata ID app. Press **Submit** when done.

   There is a 30 second countdown timer below the 6-digit token code. Upon expiration of the timer the token code will change. You will have to enter the most current token-code into the prompt.

(i) (4) Locate and enter the 6-digit Token Code.

Submit

4) You will now be prompted to enter the number of the mobile phone that you will utilize to approve or deny login attempts. This will be the phone that you installed the Imprivata ID app onto. Press **Submit** when done.

   Phone Number 10-digit Format: XXXXXXXXXX

(i) 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.

Submit

5) Please confirm that the number you entered is correct by entering **Y** for yes or **N** for no. Select **Submit** to continue.

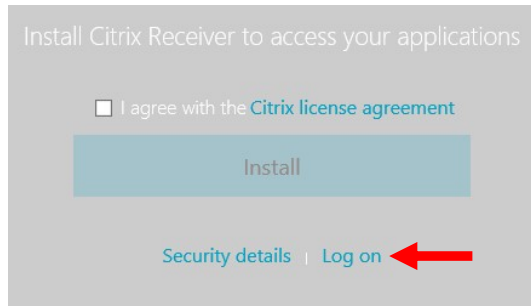(i) Is this the right number: (510)███-████? (Y or N)

Submit

6) You will now receive a text message containing a verification code to the number you provided in the previous step. Please enter that code here and select **Submit**.

(i) (STEP 2) A text message was sent to your mobile phone (510)███-████. Enter the verification code from that message, or enter R to retry.

Submit

7) If you receive a "**Welcome to Citrix Receiver**" or "**Install Citrix Receiver**" message please select the **Use light version/Log on** option respectively to proceed. If you do not receive this message, please proceed to step 8.

In order to ensure that you do not receive this message in the future, please go to the logon page at https://apps.alamedahealthsystem.org and select the appropriate How To link in the "**Configuring Non-AHS Managed Devices**" section for instructions on installing the Citrix Receiver.

Welcome to Citrix Receiver

For the best experience, use the full set of features bundled with **Citrix Receiver for Windows**. Click Detect Receiver to get started.

Detect Receiver

If you do not want to detect/install Citrix Receiver you can use the light version, with fewer features, in your browser.

Use light version

Install Citrix Receiver to access your applications

☐ I agree with the Citrix license agreement

Install

Security details | Log on

8) The enrollment process is now complete. You should now be connected to the Citrix Storefront page; which will allow you to select the **Remote Desktop Connection** option and connect to your desired system.
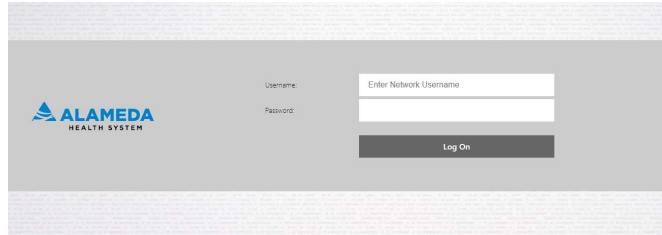
This will be how you will need to connect utilizing Remote Desktop outside of AHS locations moving forward.

Details

Remote Desktop Connection

Please note that upon your next authentication attempt you will receive a notification to the phone number you provided. This notification will prompt you to Approve or Deny your connection requests (see image below). If you are not actively attempting to connect and receive a notification, please Deny the attempt and contact the helpdesk at 510-437-4503 (xt44503) immediately, so that your password can be changed.
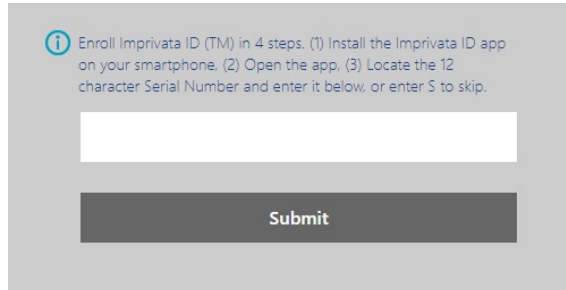
Option 2 – You have chosen to receive one-time verification codes via text message when you connect

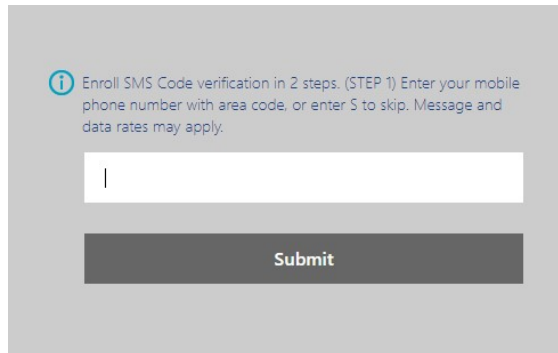1) Enter your network Username and Password and select **Log On**.

2) You will now be prompted to enter the 12-character serial number that appears in Imprivata ID app. Since you have chosen not to install the app you will need to enter "**S**" here and select **Submit**.
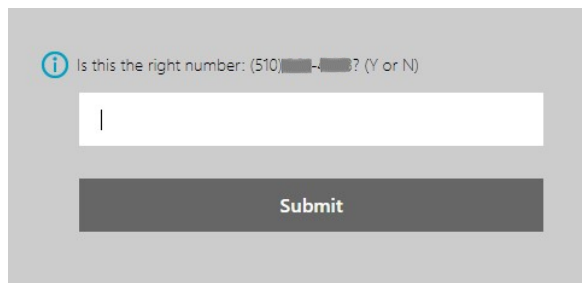
3) You will now be prompted to enter the number of the mobile phone that you will utilize to receive the verification codes to. Press **Submit** when done.
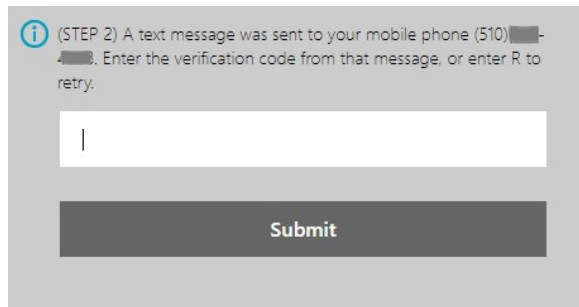
   Phone Number 10-digit Format: XXXXXXXXXX

4) Please confirm that the number you entered is correct by entering **Y** for yes or **N** for no. Select **Submit** to continue.

5) You will now receive a text message containing a verification code to the number you provided in the previous step. Please enter that code here and select **Submit**.
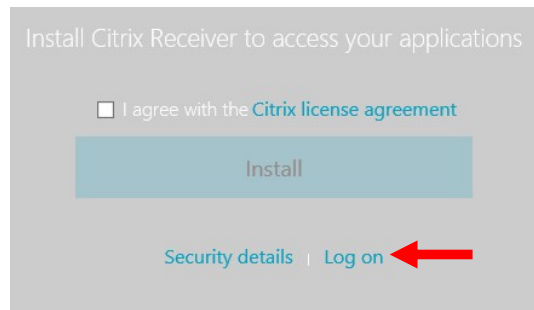
6) If you receive a "**Welcome to Citrix Receiver**" or "**Install Citrix Receiver**" message please select the **Use light version/Log on** option respectively to proceed. If you do not receive this message, please proceed to step 7.

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This will be how you will need to connect utilizing Remote Desktop outside of AHS locations moving forward.

Details

Remote Desktop Connection

Please note that upon your next authentication attempt you will receive a notification to the phone number you provided. This will come in the form of a standard text message. If you are not actively attempting to connect to the network and receive a notification, please contact the helpdesk at 510-437-4503 (xt44503) immediately, so that your password can be changed.