

Two-Factor Authentication Enrollment – Cisco VPN Access

The following instructions must be completed outside of the AHS network.

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

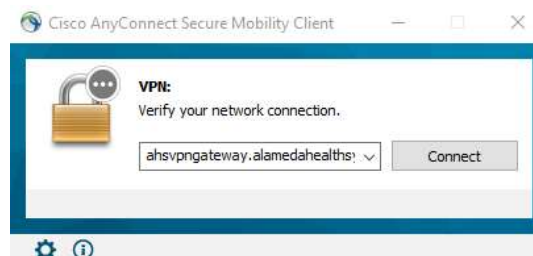
- 2) Receive one-time verification codes via text message to a phone number that you have enrolled. This will occur each time you attempt to connect to the network remotely. This set of instructions begins on page 4 of this document.

For added security a temporary code is required for mobile device enrollment. New VPN users are provided a temporary code by their manager, which is issued by the Service Center during the remote access request. Current VPN users re-enrolling an existing or a newly purchased phone, please contact the Service Center for verification of employment to receive a temporary code for enrollment.

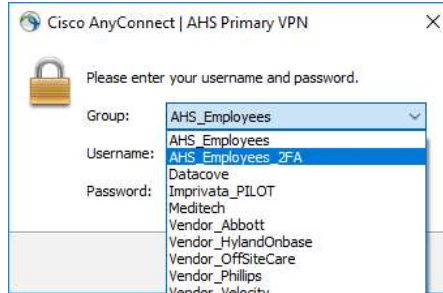
Below are the procedures to enroll your mobile device for each of the options listed above. You will only need to select one of the options.

Option 1 – You have installed the Imprivata ID application on your phone via your phone provider’s application store

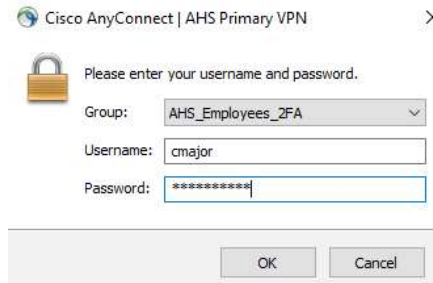
- 1) Open the Cisco AnyConnect software and select **Connect**.



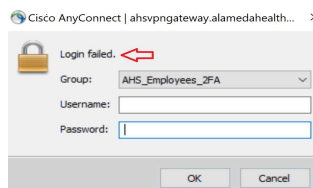
- 2) In the Group box click on the upside-down triangle and select **AHS_Employees_2FA** from the list of options.



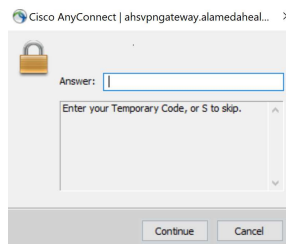
- 3) Enter your network Username and Password and select **OK**.



If you encounter this screen, please contact the helpdesk at 510-437-4503 (ext. 44503).
A Temporary Code is required prior to device enrollment.

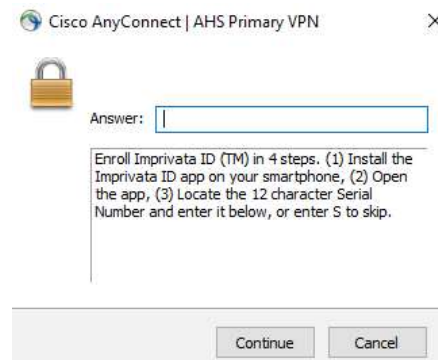
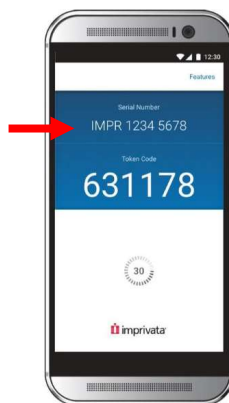


- 4) Enter the **Temporary Code** issued for mobile device enrollment and press **Submit**.



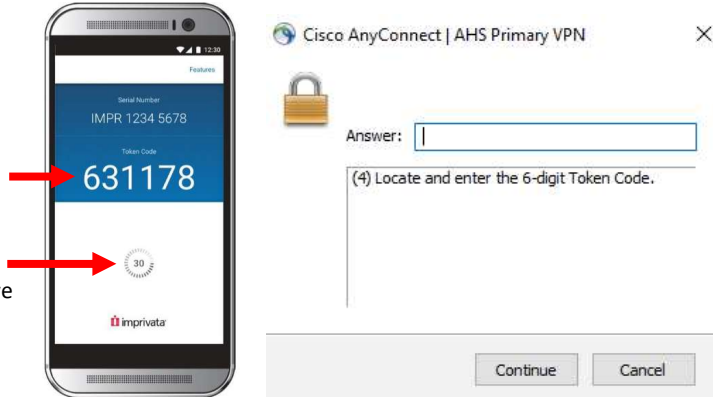
- 5) You will now be prompted to enter the 12-character serial number that appears in Imprivata ID app. Press **Continue** once you have entered this.

Please note that this the serial number begins with **IMPR**. You must enter the entire serial number; including IMPR into the prompt.



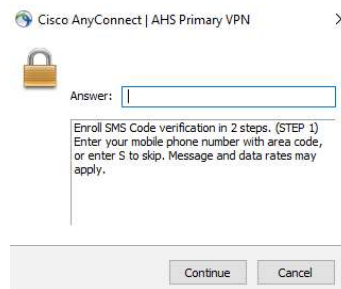
- 6) You will now be prompted to enter the 6-digit token code. This code will be found in the Imprivata ID app. Press **Continue** when done.

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.

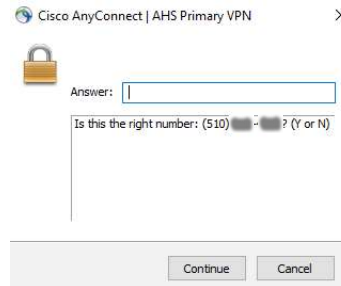


- 7) You will now be prompted to enter the number of the mobile phone that you will utilize to approve or deny login attempts. This will be the phone that you installed the Imprivata ID app onto. Press **Continue** when done.

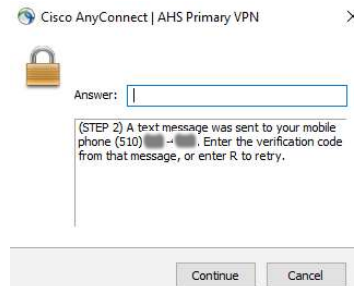
Phone Number 10-digit Format: XXXXXXXXXX



- 8) Please confirm that the number you entered is correct by entering **Y** for yes or **N** for no. Select **Continue** once entering this.



- 9) 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 **Continue**.



10) The enrollment process is now complete. You should now be connected to the network via VPN.

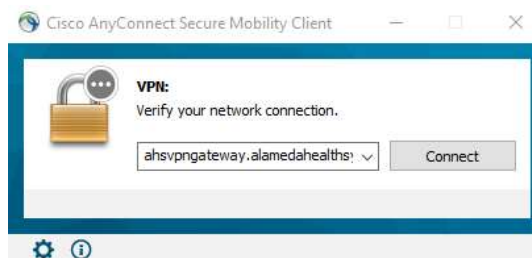
This will be how you will need to connect utilizing Cisco AnyConnect VPN outside of AHS locations moving forward.

*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 request (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.*

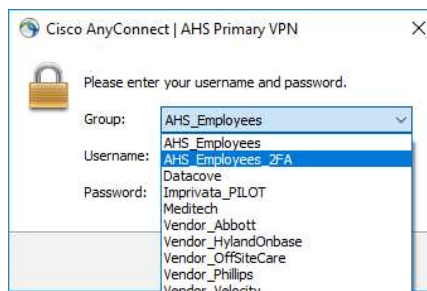


Option 2 – You have chosen to receive one-time verification codes via text message when you connect

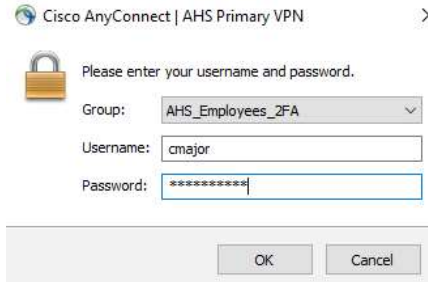
1) Open the Cisco AnyConnect software and select **Connect**.



2) In the Group box click on the upside-down triangle and select **AHS_Employees_2FA** from the list of options.



- 3) Enter your network Username and Password and select **OK**.



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Please enter your username and password.

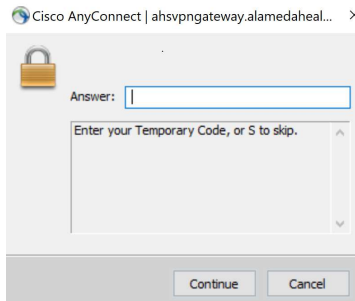
Group: AHS_Employees_2FA

Username: cmajor

Password: *****

OK Cancel

- 4) Enter the **Temporary Code** issued for mobile device enrollment and press **Submit**.



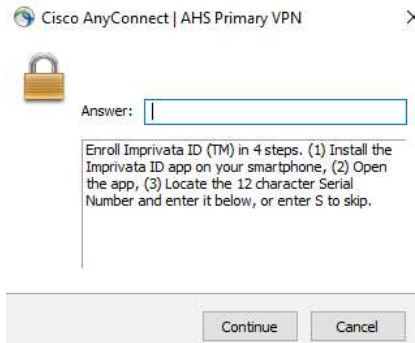
Cisco AnyConnect | ahsvpngateway.alamedahealth...

Answer: []

Enter your Temporary Code, or S to skip.

Continue Cancel

- 5) 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 **Continue**.



Cisco AnyConnect | AHS Primary VPN

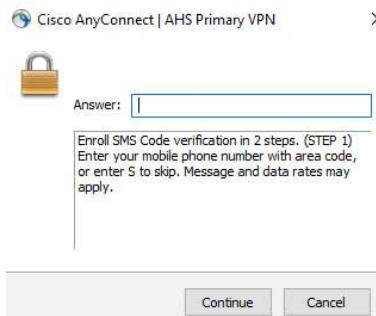
Answer: []

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.

Continue Cancel

- 6) You will now be prompted to enter the number of the mobile phone that you will utilize to receive the verification codes. Press **Continue** when done.

Phone Number 10-digit Format: XXXXXXXXXX



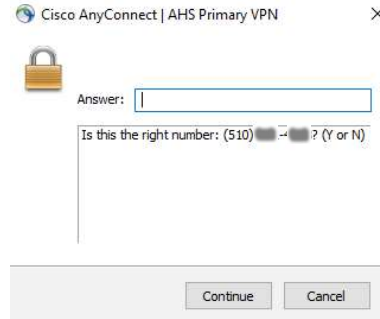
Cisco AnyConnect | AHS Primary VPN

Answer: []

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.

Continue Cancel

- 7) Please confirm that the number you entered is correct by entering **Y** for yes or **N** for no. Select **Continue** once entering this.



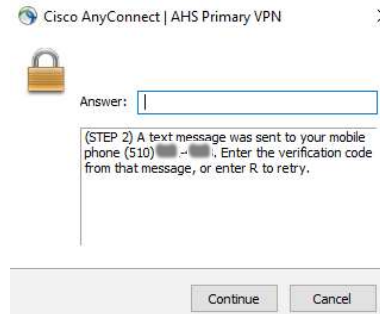
Cisco AnyConnect | AHS Primary VPN

Answer:

Is this the right number: (510) [redacted] [redacted] ? (Y or N)

Continue Cancel

- 8) 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 **Continue**.



Cisco AnyConnect | AHS Primary VPN

Answer:

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

Continue Cancel

- 9) The enrollment process is now complete. You should now be connected to the network via VPN.

This will be how you will need to connect utilizing Cisco AnyConnect VPN outside of AHS locations moving forward.

Please note that upon your next authentication attempt you will receive a verification notification to the phone number you provided. 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.