



What is Two-Factor Authentication (2FA) and why is it important?

It's for security. You'll provide two pieces of identification instead of one for remote access. (VPN and Citrix)

What two pieces of ID will I need?

You'll use your User Name and Password plus a unique code that is generated by an app called **Imprivata ID**.

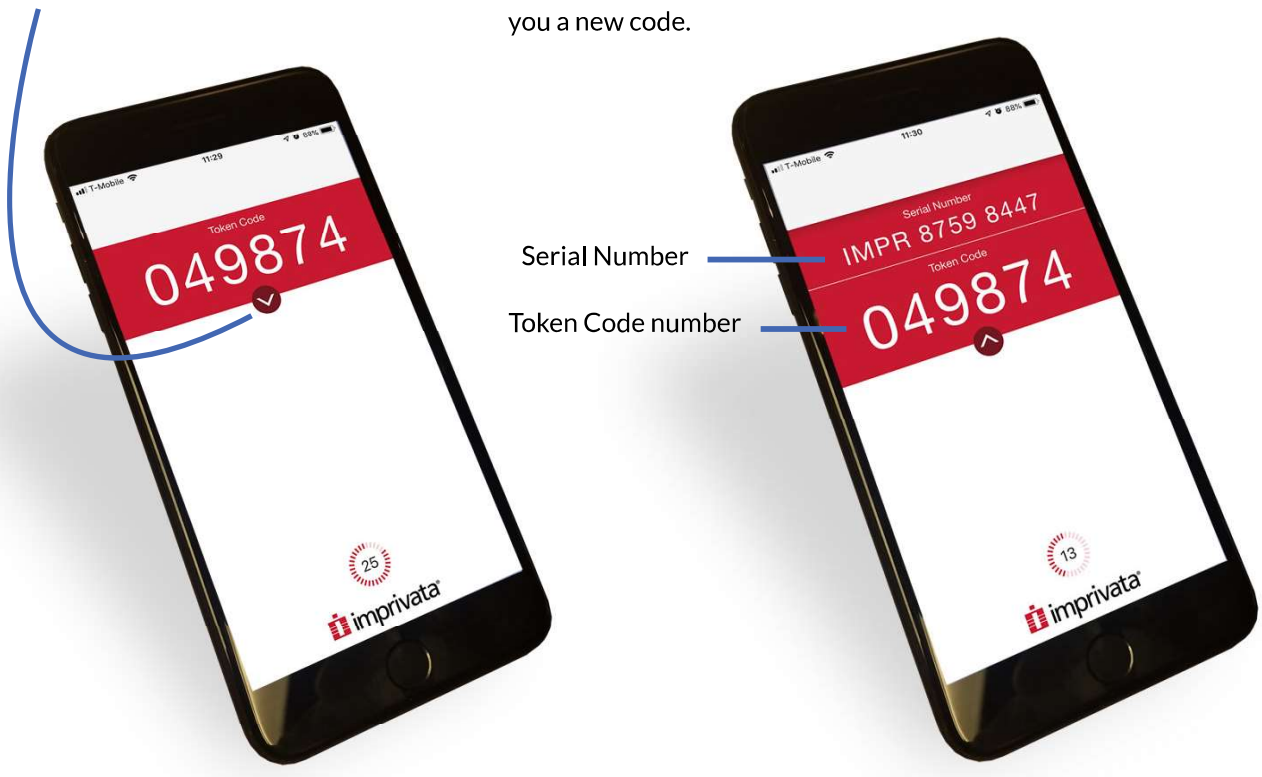
How do I get the Imprivata ID app?

- Go to the App Store on your iPhone   ...or Google Play on your Android Phone.
- Search for **imprivata ID**.
- Install the App.

Open the app to get the unique code and a serial number.

- Click continue on the welcome screen.
- When prompted, allow Notifications for the app.
- When the app opens, tap the down arrow in the middle of the app (under the Token Code number).

This reveals the Serial Number. It does not change but you'll notice the unique token code is on a timer. Don't worry if it times out. It will give you a new code.



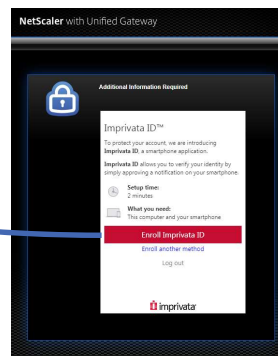
Now keep your phone handy with the app open, and then **ON YOUR COMPUTER** go to this website where you will enter the **serial number** and **token code** that is showing on your phone.

<https://enroll2FA.multicare.org>

(Note: Providers who are already enrolled in EPCS for Epic do not need to enroll again.)

You will see a login page.

- Enter your MultiCare Username (Login ID) and password.
- Click the red **Enroll Imprivata ID** button on your computer screen.



Now look at your phone. Locate the **Serial Number** and **Token Code** displayed in the Imprivata ID app.

- Enter them into the web browser on the computer.



- Then click the **Submit** button on your computer.

On your **computer** follow the remaining prompts and you should be good to go!

- Click the red Got it button to proceed to enroll in a backup method (text message - SMS).
- Click on the red Enroll SMS code button.
- Type in your cell phone number. This will enroll an alternate method in case the smartphone app is not available.
- Click on the red Submit button.
- You will receive a text message on your phone and there will be a verification code in that message.
- Type the verification code from your phone into the computer screen.
- Click the red Submit button.

Congratulations! You have completed enrollment.

*For questions, please contact the MHS Service Desk.