

# Enrollment for two-factor remote access through the Akron Children's email web portal

You have the option of downloading and using the **Imprivata ID** phone application or just enrolling your phone for SMS Text for authentication. For SMS Text, it is not necessary to download and install the Imprivata ID phone application on your phone.

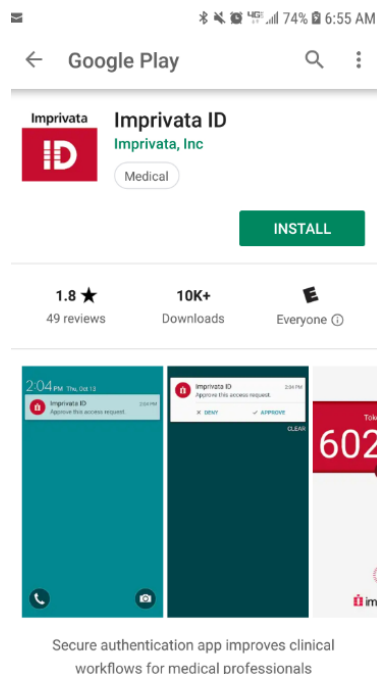
Choose your method of 2FA –Imprivata ID Mobile App (Recommended) or SMS Text. You only need to enroll once via the method you like.

\*Remember with the mobile app nothing extra to enter (after enrollment😊) when accessing the protected resources.

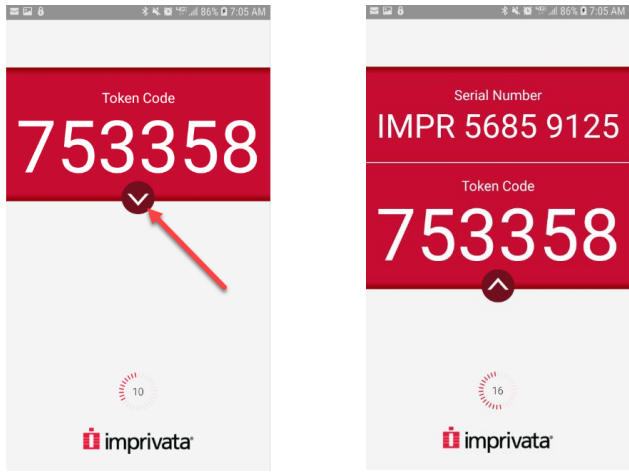
## Imprivata ID Phone Application Enrollment

If you want to use the Imprivata ID phone application for authentication, please download and install the Imprivata ID app from the Google Play Store or Apple App Store depending on your phone type. Once you have the app installed on your smartphone, you will be able to enroll Imprivata ID for two-factor authentication. **Imprivata ID 6.1 requires your phone have a minimum of iOS 11.x.x or Android 7.x. If your phone operating system is not compatible, you need to upgrade your phone OS to use the Imprivata ID application. Otherwise, you can enroll and use SMS Code (below) for two-factor access.**

**NOTE:** If/when you get a new smartphone and download and install the Imprivata ID application, you will need to contact the IS Service Desk to have them delete your old Imprivata ID enrollment in order to be able to enroll your new phone. If using SMS Code, you will need to do this only if your phone number changes.



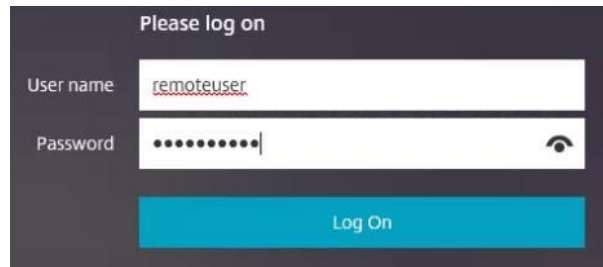
On your smartphone, open the Imprivata ID application and click on the “down” arrow to reveal the Serial Number.



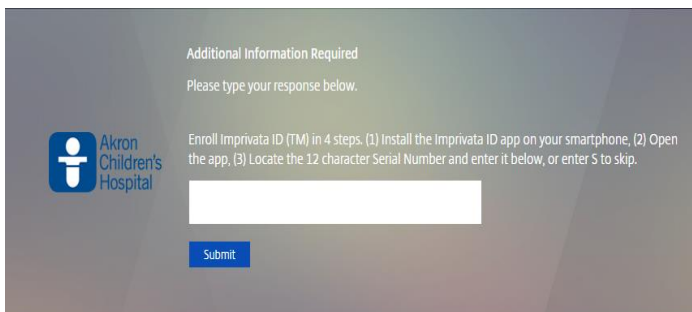
To enroll, access Akron Children’s webmail as you normally would by opening your browser and navigating to <https://webmail.chmca.org/owa>

\*If desired, you can enroll while here at the hospital. To do so, access Outlook Webmail on an external network. (ACH-Guest, GW2, or your phone cellular network). If on a docked laptop computer that has a wired connection to the CHMCA network, be sure to undock your laptop when connecting to the ACH-Guest or GW2 networks.

Fill in your network credentials and click **Log On**.



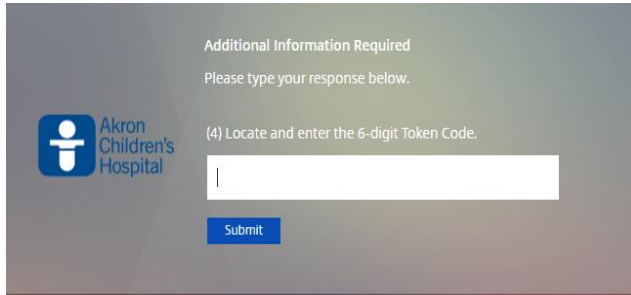
After signing into webmail, you will be prompted for additional enrollment information. Enroll your Imprivata ID by following the enrollment steps.



Enter the **12-digit serial number** from the phone app, including the IMPR (ex. **IMPR12345678**) in the first field.

**Note:** The serial number is located in the app by hitting the down arrow below the token code.

If you do NOT want to enroll the Imprivata ID application, you can enter “S” (in the window above) and click submit to skip Imprivata ID enrollment and enroll only SMS Code. The following screen will be skipped and instead you will be prompted to enroll your phone to receive a SMS text message code as a method for authentication (see SMS Code Enrollment below.)



Additional Information Required  
Please type your response below.

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

Submit

To complete the Imprivata ID phone application enrollment, enter the **6-digit token code** in the second field and click **Submit**. The token code changes every 30 seconds.

After the Imprivata ID phone application has been enrolled, the next time you visit the Email Web Portal, after entering your username and password you will receive a push notification to your phone.

Click Approve to connect and you will be taken to your email.



Imprivata ID 1:50 PM  
Imprivata ID  
Approve this access request.

DENY APPROVE

Please log in with your credentials.

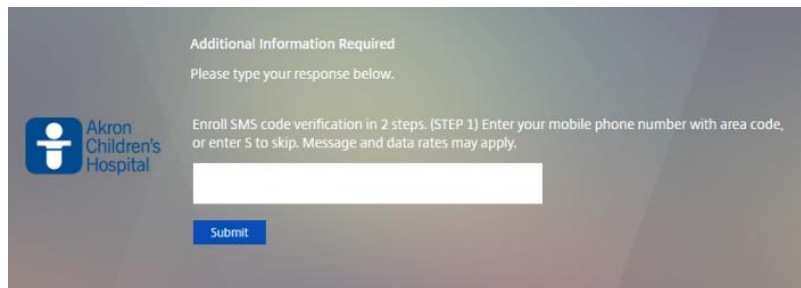
User Name:   
Password:

Log On


## SMS Code Enrollment

After entering “S” to skip the Imprivata ID phone application enrollment (above), or completing the Imprivata ID phone application enrollment, you will be prompted to enroll SMS Code.

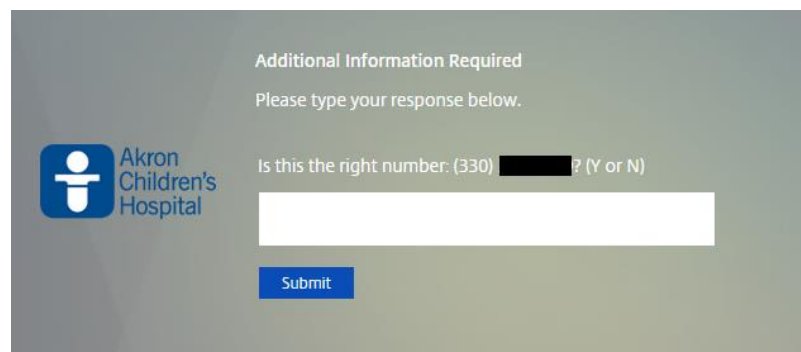
If you have already enrolled the Imprivata ID application for your phone, you can enter “S” when prompted for enrollment of SMS Code enrollment to skip the SMS code enrollment process.




Additional Information Required  
Please type your response below.

 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.

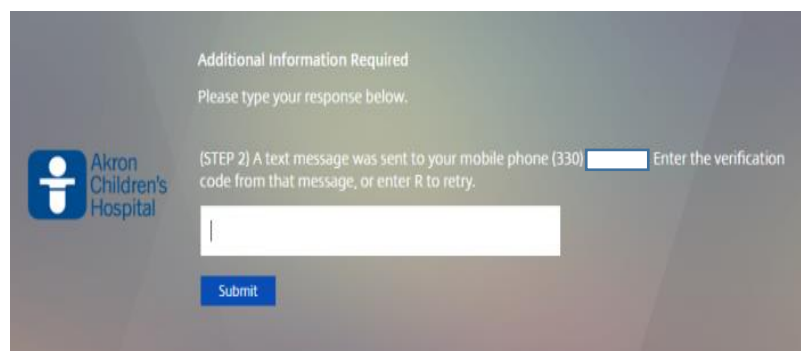
Enter your **10-digit cell phone number** and click **Submit**.




Additional Information Required  
Please type your response below.

 Is this the right number: (330) [redacted] ? (Y or N)

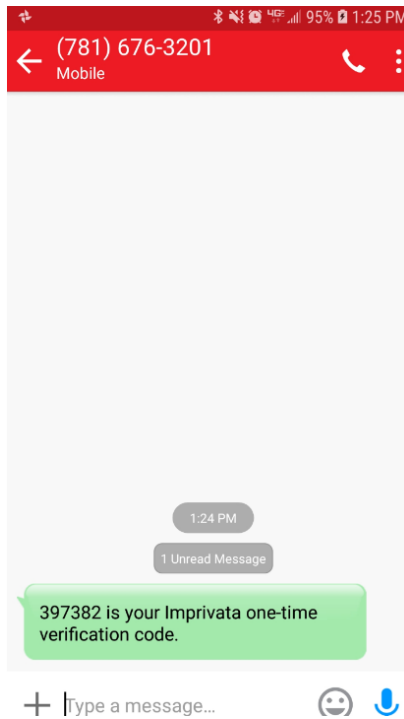
You will be prompted to confirm the number. If it looks correct, type **Y** and click **Submit**.



Additional Information Required  
Please type your response below.

 (STEP 2) A text message was sent to your mobile phone (330) [redacted] Enter the verification code from that message, or enter R to retry.

You will be sent a **6-digit code** via SMS to be entered here.



(Note: When using SMS Code for authentication, the next time you visit the Email Web Portal, after entering your username and password you will receive a text (SMS) message to your phone.)

Enter the six-digit code it in the blank field in the internet browser. Click **Submit**.

Enrollment to Imprivata ID is complete. You will now be directed to your email.