Two-factor authentication (2FA) - frequently asked questions

7/10/2019

What is two-factor authentication?
It's a method of confirming a user's identity by requiring not just a correct ID and password, but also requiring a code (sent to your mobile phone via app or text message). Akron Children's will be using a tool called Imprivata to authenticate users. If you don't have a mobile phone, you will be able to request a token for authentication.

Why are we implementing two-factor authentication?

With the increasing malicious cyber security attacks, we need to add layers of protection. Phishing is one of the biggest security risks that Healthcare faces. We have a few incidents per year that employee's fall for phishing attacks and provide their passwords to the malicious actor. 2FA will reduce the risk that this will lead to a cyber-security incident.

What systems will be impacted?
The hospital will require two-factor authentication through Imprivata for users accessing a variety of applications (Epic, Webmail, myKidsnet, Kronos, etc.) from outside the network. VPN access will also be through Imprivata.

Why should I sign up for Imprivata?
All employees should sign up in order to maintain off-network access to resources and tools like Webmail, myKidsnet or benefits enrollment. This is especially important if you work remotely or need access from home.

What if I need help with Imprivata?
If you need help signing up, call the IS Service Desk at ext. 34839.