UH Secure Remote Access (SecureAuth)

User Registration Process

Since early 2019, access to University Hospitals applications from home or another off-site location requires you to be registered for Secure Remote Access. When you log in to applications remotely, you will be asked to provide additional information beyond your user name and password to verify your identity. You provide this additional information in the registration process. Complete the registration process now to avoid any interruption when you need to access applications remotely.

The following UH applications require additional authentication to access remotely:

- Oracle Employee Direct Access
- Outlook Web Access (Email)
- MyApps (including access to the UHCare EMRs)
- Community Record
- UH Virtual Desktops (VDI)
- Cisco AnyConnect VPN
- UH Self-Service Password Maintenance Portal (Change a forgotten password through a self-service portal without needing to call the UH Service Desk.)
- Other applications to be added in the future

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Registering to Access UH Applications Remotely

This job aid defines the registration requirements and the steps to complete registration.

User Registration Requirements Before You Begin

To successfully complete the user registration process, you must:

- Use your computer or laptop to complete the registration process
  You cannot use the browser on your mobile phone to complete this process.
- Be on the UH network
- Have a mobile phone with you to receive a registration code
  Provide your mobile phone number
  You must have a mobile phone to receive a registration code as part of the remote access process.
  If you do not have a mobile phone and need to access applications remotely, please contact the UH Service Desk at 216-844-3327.
  Your mobile phone number will not be shared with any other systems or teams, and will not become part of the UH Corporate Directory.

User Registration Steps

1. Be sure you are connected to the UH network on your computer or laptop.
   You cannot successfully complete this process if you are outside of the UH network.
   You cannot use the browser on your mobile phone to complete this process.
   Please have your mobile phone with you before starting this process.
   In later steps, you will need to retrieve a registration code sent to your mobile phone.

2. Enter https://myaccess.uhhospitals.org/userregistration in your internet browser.
3. In the **Username** field, enter your **UH network username**.

   **Tip** ► This is the username you use to log in to your computer.

4. Click **Submit**.

   - The Self-Service User Registration Screen appears, prompting you to enter your password.

5. In the **Password** field, enter your UH network password.

   **Tip** ► This is the same password you use to log in to your computer.

6. Click **Submit**.
7. In the **Cell Phone** field, enter your mobile phone number.

   You **must** provide a mobile phone number in order to receive a registration code in later steps.

   *If you do not have a mobile phone and need to access applications remotely, please contact the UH Service Desk at 216-844-3327.*

   **Note ►** Your mobile phone number will not be shared and will not become part of the UH Corporate Directory.

8. Click **Update**.

   The Self-Service User Registration screen appears, confirming that your information was updated successfully.

   **Note ►** Once this screen appears, you will be automatically redirected to the Mobile Device Registration screen.
9. On the Mobile Device Registration screen, choose how you would like to receive your registration code on your mobile device.
   - Select the **SMS/Text** option to receive the Registration Code via text message on your mobile phone. Data and message rates may apply.
   - Select the **Voice** option to receive the Registration Code via phone call to your mobile phone.

10. Click **Submit**.

   - The Registration Code screen appears.

**Note ►** When the above Registration Code screen appears, you will receive a registration code via the method you selected in Step 9. The text message on your mobile phone will look similar to the one below (data and message rates may apply).
11. In the Registration Code field, enter the 4-digit registration code you received.

**Tip ►** To enter your code, you may type in the code or select each digit on the on-screen keypad.

12. Click Submit.

- The Device Registration screen appears.

**Note ►** Once you reach the Device Registration screen, you have successfully completed the User Registration process.

**Note ►** You will also receive a message from donotreply@UHhospitals.org in your UH email, similar to the one below, notifying you that you have successfully completed the User Registration process.
Do I Need to Install the Mobile App?

Setting up the mobile app on your smartphone will offer you the easiest way to confirm your identity when remotely accessing UH applications. The app on your device will send you a “push” notification so you won’t need to manually enter security codes to remotely access UH applications. The mobile app will also allow you to receive a code for logging in remotely when text messaging or phone call services are not available, such as during an airplane flight.

- **If you don’t have a smart phone**: You can still access applications remotely without the mobile app. You will receive your access code in a text message or phone call.
- **If you don’t want the app**: You can still access applications remotely without the mobile app. You will receive your access code in a text message or phone call.
- **If you want the app**: Follow the Mobile App Installation Instructions below.

Mobile App Installation Instructions

Follow the steps below to install the mobile app for the easiest way to confirm your identity when trying to access UH applications remotely.

Mobile Device Registration Requirements

To successfully complete the mobile device registration process you must:

- Have a mobile device that allows you to download apps
- Install the SecureAuth application on your mobile device
- Have a passcode/PIN set up on your device; the app will prompt you to set one up if you do not
- Have a mobile phone number on record in the Self-Service User Registration system

**Note ►** Your mobile phone number will not be shared and will not become part of the UH Corporate Directory.

Mobile Device Registration Steps for iOS (Apple) Devices

1. Search for and install the **SecureAuth Authenticate** application from the App Store.

2. Once installed, locate the **SecureAuth Authenticate** application on your mobile device and open it.
The Accounts screen appears.

Tip ► If your device prompts you to allow the app to send you notifications, tap Allow (see screenshot below). Allowing the app to send notifications to your mobile device will allow you to verify your identity without having to manually enter a passcode. This will be the easiest way to verify your identity when accessing applications remotely.

3. In the top left-hand corner of the Accounts screen, tap the plus (+) sign.
The drop-down menu appears with connection options.

4. Tap **Connect with QR code**.
   - The Scan QR Code screen appears.

   ![Connect with QR Code](image)

   **Note** You may receive a pop-up asking you to allow Authenticate to access your camera. The SecureAuth Authenticate app needs to access the camera on your mobile device to take a picture of the QR code on your computer screen.
5. Tap **OK** to allow the SecureAuth Authenticate app to access the camera on your phone.

   - On the Scan QR Code screen, the camera view will appear.

6. Scan the **QR code** on your computer screen (see red circle below) with your smartphone, using the camera view that has appeared on your phone’s Scan QR Code screen.
Once you have successfully scanned the QR code on your computer screen, the Please Confirm Connection screen appears with a passcode.

7. On your computer, under the Confirm field on the Device Registration screen, enter the passcode from the app.

8. Click Enable.

   The Setup Complete screen appears on your computer.

   Note ► You can now close this window on your computer.
9. On your mobile device, on the Almost Finished Screen, tap **Finished**.

![QR Code Connection](image)

The **Accounts** screen appears on your phone and shows the `myaccess.uhhospitals.org` account.

![Accounts Screen](image)

**Note** ► Your mobile device registration is now complete and you may exit the SecureAuth app.

### Mobile Device Registration Steps for Android Devices

1. Search for and install the **SecureAuth Authenticate** application from the Play Store.

![SecureAuth Authenticate](image)

2. Once installed, locate the **SecureAuth Authenticate** application on your mobile device and open it.
The SecureAuth application appears.

3. Tap the plus (⁺) sign in the top right-hand corner.

4. At the bottom of the screen, tap Connect with QR Code.
UH Secure Remote Access

The Scan QR Code screen appears.

![Connect with QR Code](image)

Note ► You may receive a pop-up asking you to allow Authenticate to access your camera. The SecureAuth Authenticate app needs to access the camera on your mobile device to take a picture of the QR code on your computer screen.

5. Tap **OK** to allow the SecureAuth Authenticate app to access the camera on your phone.

6. Scan the **QR code** on your computer screen (see red circle below) with your smartphone, using the camera view that has appeared on the Point Camera at QR Code screen.
Once you have successfully scanned the QR code on your computer screen, the Please Confirm Connection screen appears with a passcode.

7. On your computer, under the **Confirm** field on the Device Registration screen, enter the passcode from the app.

8. Click **Enable**.

The Setup Complete screen appears on your computer.

![Setup Complete!]

You have successfully registered to receive text messages or voice call and authentication app on your mobile device.

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Note ► You can now close this window on your computer.

9. On your mobile device, on the Please Confirm Connection screen, tap the Home icon at the top right of the screen.

![Connect with QR Code]

Please Confirm Connection

Enter the following passcode in your enrollment portal.

Timed Passcode for:
myaccess.uhhospitals.org

0000 0000

When you have confirmed the connection, tap on Home in the top right to return to the accounts list

The Accounts screen appears on your phone and shows the myaccess.uhhospitals.org account.

![Authenticate]

myaccess.uhhospitals.o...

Note ► Your mobile device registration is now complete and you may exit the SecureAuth app.