Imprivata On-Site Enrollment for Citrix Remote Access

This reference guide provides an overview and step-by-step instructions for completing self-enrollment in Imprivata Multi-Factor Authentication (MFA) for Citrix remote access. Enrollment must be completed using a workstation connected to the Harris Health Network.

The target audience for this reference guide is Clinicians, Administrative Staff and Contractors.

Overview

Citrix users can self-enroll their smartphones for multi-factor authentication through Imprivata. Once enrolled, they will receive a soft token on their phone to use as a second authentication factor alongside their network credentials when accessing the Harris Health network via Citrix.

The instructions below outline the steps to complete the enrollment process using a workstation on the Harris Health network.

IMPORTANT:

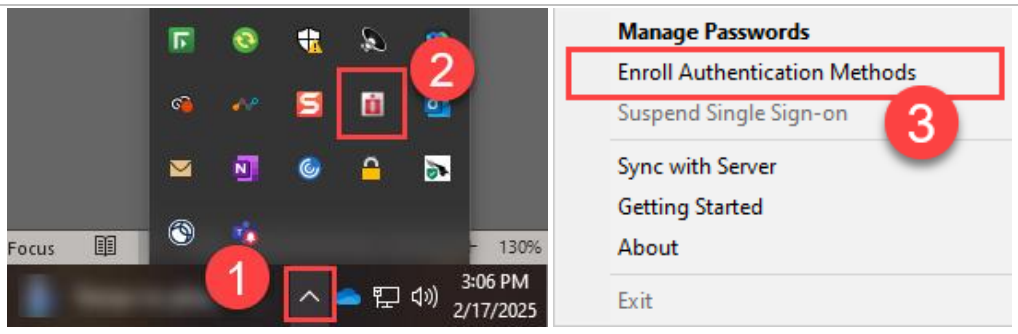
If you replace your mobile device or uninstall/re-install the Imprivata application, you will be required to re-enroll.

Please call the IT Service Desk (713.566.4357) to remove your old phone prior to re-enrolling.

To re-enroll in the Electronic Prescribing of Controlled Substances, contact Medical Staff Services.

Enrolling via a Harris Health Network Workstation

1. Click the **Show Hidden** icon located at the bottom right corner of computer screen.
2. Click the **Imprivata Agent** icon.
3. Click Enroll Authentication Methods.



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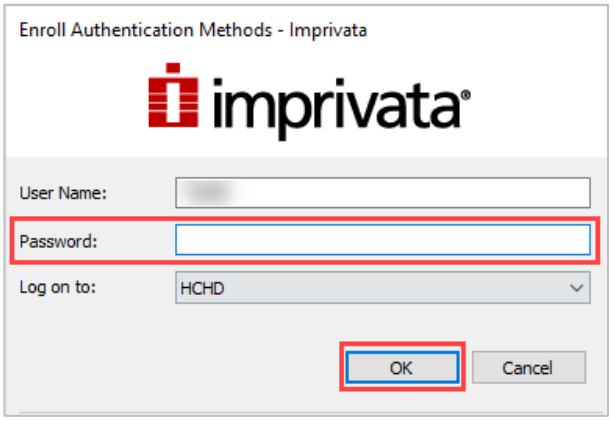
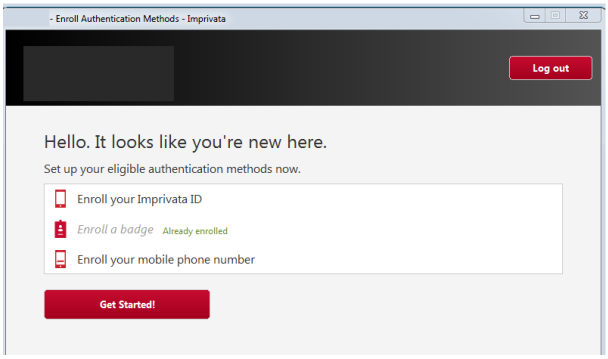
4. Enter your network **User Name** and **Password**, then click **OK**.



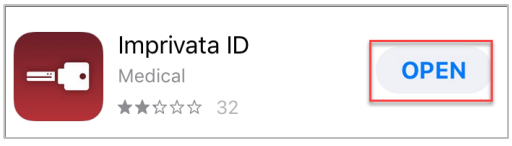
5. Click **Get Started!**



Complete the following steps from your Smartphone.

6. Install the **Imprivata ID** app on your smartphone by visiting either Apple's **App Store** or Android's **Google Play**.

7. When installation is complete, open the **Imprivata ID** app.



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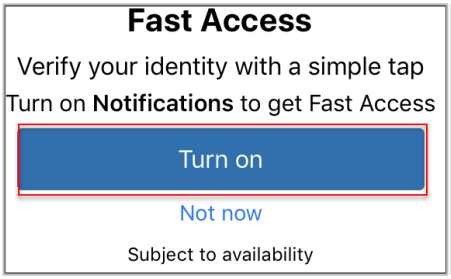
8. The following pop-ups will appear on your smartphone as you set up the app. Please follow these actions to ensure proper functionality.

   Note: *The exact wording of these pop-ups may vary slightly depending on your device, but the steps remain the same.*

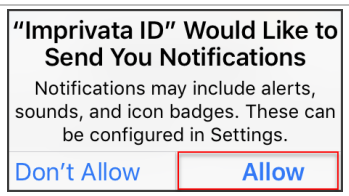
   a) Fast Access: **Turn on** or enable this feature to verify your identity with a simple tap.

   b) Simplified E-Prescribing: **Turn On** to enable e-prescribing.

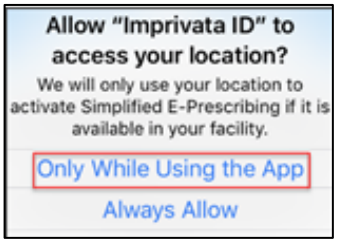
   If this functionality will not be used, tap **Not Now** instead.



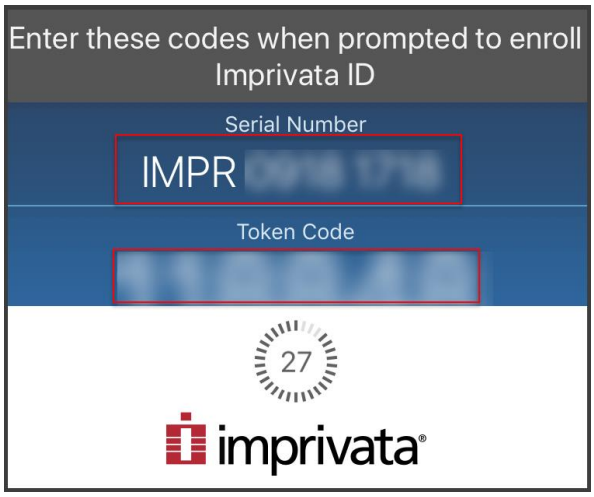
   c) Notifications: Tap Allow to enable app notifications.



   d) Location Services: Tap **Only While Using the App** to allow location access when using the app.



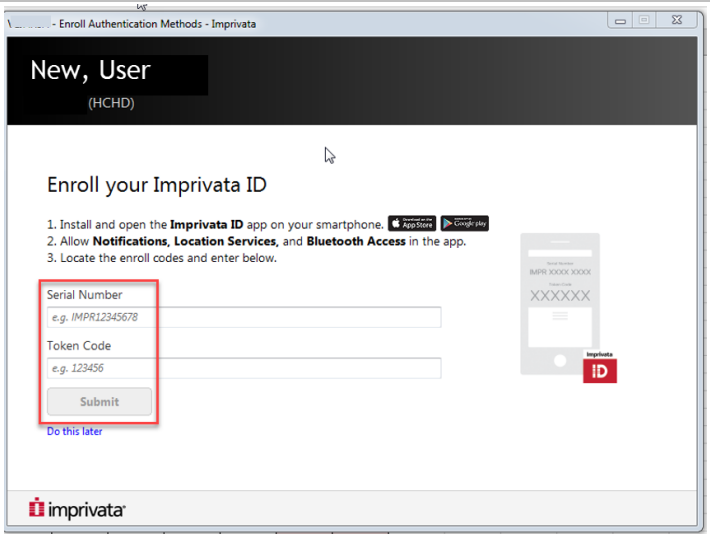
9. The **Serial Number** and **Token Code** in the Imprivata app will be required to complete the next steps.



Complete the following steps from a Harris Health workstation.

10. Enter the **Serial Number** without spaces (e.g., IMPRxxxxxxxx) and the **Token Code** (e.g., 123456).

11. Click **Submit**.



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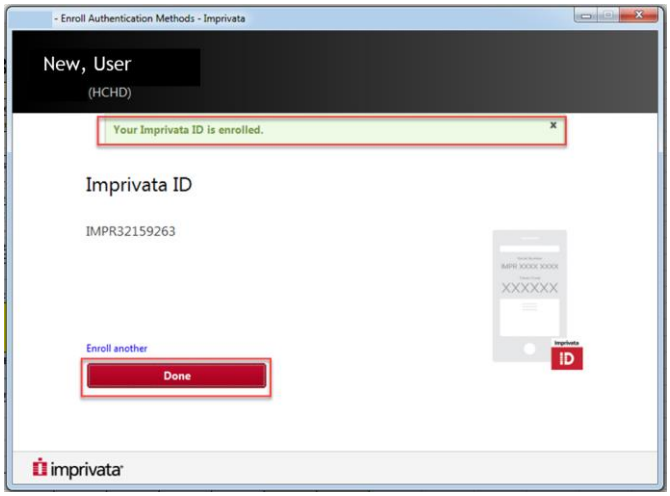
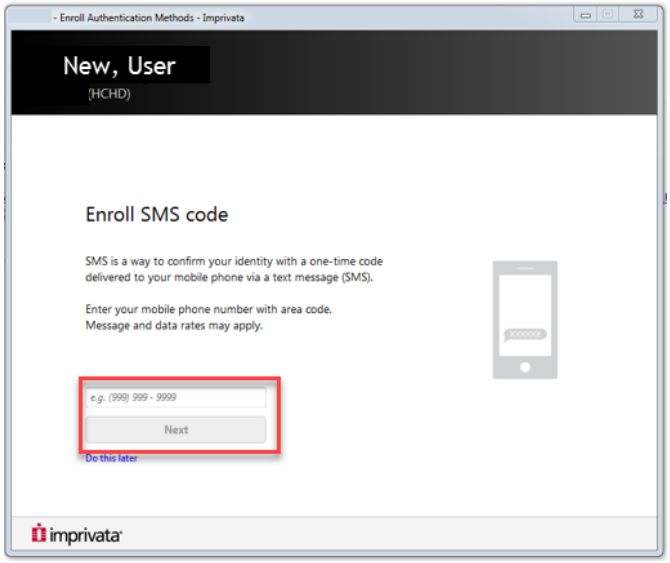
12. A confirmation displays with the following message: **Your Imprivata ID is enrolled**.

13. Click **Done**.



14. Enter your **mobile number with area code** and click **Next**.



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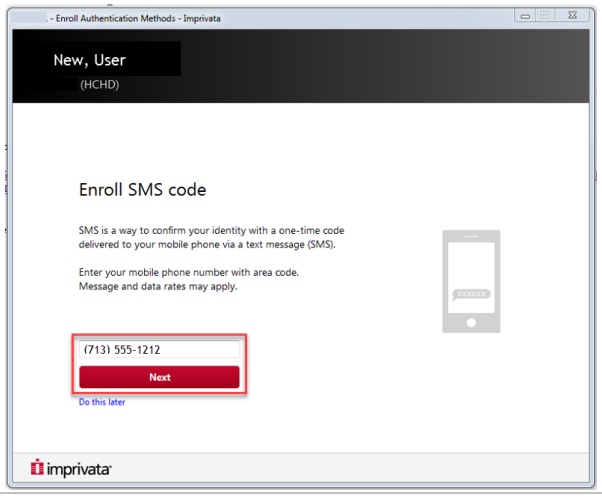
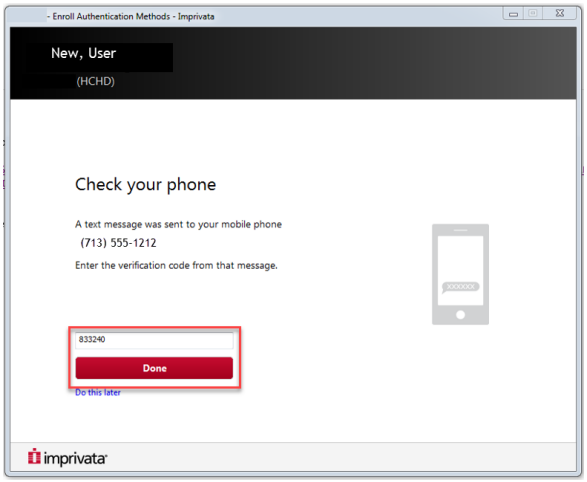
15. Verify that the mobile number entered is accurate and click **Next**.



16. A **verification code** is sent to your mobile phone via text message.

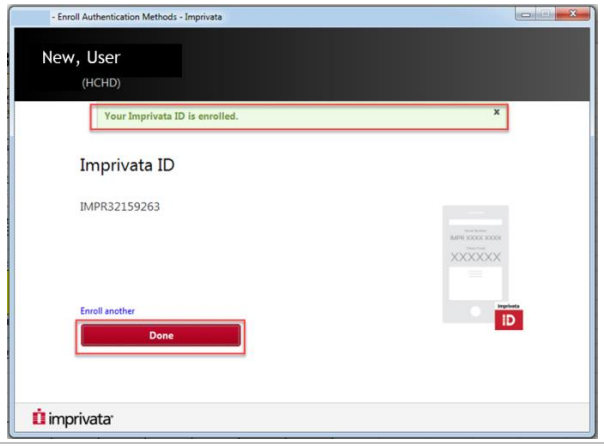
17. Enter the **verification code** into the designated field.

18. Click **Done**.



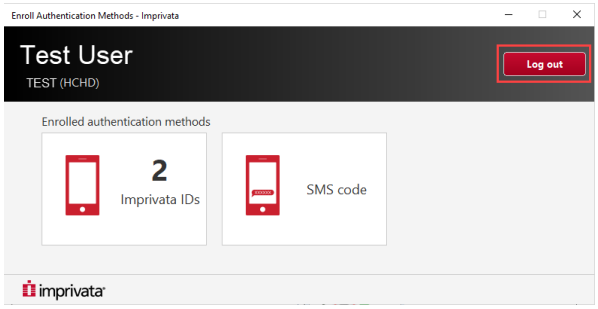
19. A confirmation message displays with the following: **Your Imprivata ID is enrolled**.

20. Click **Done**.



21. This completes the multi-factor authentication for Citrix remote access enrollment.

22. Click **Logout**.



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