

# UH Secure Remote Access (SecureAuth)

## Frequently Asked Questions

*To access University Hospitals applications remotely, physicians and employees are required to verify their identity with additional information beyond their UH user name and password. Please see the following Frequently Asked Questions for more information.*

### **Why is additional information required to access applications remotely?**

Cyber attacks, phishing attempts and other security threats are becoming more sophisticated every day. A simple user name and password is no longer enough to fully protect our systems and prevent unauthorized access. UH must implement additional safeguards to protect our patient, employee and business information.

### **What is two-factor authentication and how does UH use it for remote access?**

University Hospitals uses a security technology called “two-factor authentication” for its secure remote access solution. Before you can access certain UH applications remotely, including the UHCare EMRs, two-factor authentication requires you to confirm your identity with additional information beyond your UH user name and password. After this initial confirmation, you will be periodically asked to reconfirm your identity before accessing applications remotely. Much like security processes already in place for online banking nationwide, two-factor authentication adds an extra layer of protection against fraudulent cyber activity.

### **What is SecureAuth?**

SecureAuth is the vendor company that provides the two-factor authentication solution and optional mobile app UH uses to verify a user's identity before remotely accessing UH applications.

### **Which applications are affected?**

- Oracle Employee Direct Access
- Outlook Web Access (Email)
- MyApps (including remote access to the UHCare EMRs through MyApps)
- Community Record
- UH Virtual Desktops (VDI)
- Cisco AnyConnect VPN
- UH Self-Service Password Maintenance Portal
- Other applications to be added in the future

### **What do I need to do to make sure I can still access UH applications remotely?**

All employees who wish to continue to access applications remotely must complete the User Registration process below.

1. Be sure you are connected to the UH network on a 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.
2. Please have your mobile phone with you before starting this process.

- Part of the registration process involves receiving a registration code via text message or phone call to your mobile phone.
  - The text message option is the preferred way to complete the registration process (data and message rates may apply).
  - *Your mobile number will not be shared and will not become part of the UH Corporate Directory.*
  - If you do not have a mobile phone with a text messaging plan, you can choose to receive a call on your mobile phone instead.
3. When you are ready, enter <https://myaccess.uhhospitals.org/userregistration> in your internet browser.
  4. When the **Self-Service User Registration** screen appears, enter your **UH username** to begin the User Registration process. This is the username you use to log in to your computer.
  5. Click **Submit** and follow the on-screen prompts to complete your registration. **For detailed instructions, please [see the job aid](#).** For assistance or questions, please contact the UH Service Desk at 216-844-3327.



### 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 [in the job aid](#).

### Why do you need my mobile phone number?

Your mobile phone number is needed to receive a registration code. You will need this code to complete the registration process. This helps us further confirm your identity, ensuring that it is really you who is trying to log in. **Your phone number will not be shared and will not become part of the UH Corporate Directory.**

### How will I log in to these applications with two-factor authentication?

When you access UH applications outside of the UH network, you will enter your UH username and password like you do today. You will then be prompted to further verify your identity by device certification, mobile app, text message, or phone call. Once you verify your identity on your initial login, the device you are using will be considered “certified.” You will not be prompted to complete additional verification again until this certification periodically expires.

### Have a question not answered here?

Please contact the UH Service Desk at 216-844-3327.