

# 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.

### **What is two-factor authentication?**

University Hospitals uses a secure remote access solution that features two-factor authentication. Before you can access certain UH applications remotely, two-factor authentication requires you to confirm your identity with additional information beyond your UH user name and password. After you initially confirm your identity, you will be periodically asked to reconfirm your identity through the two-factor authentication process. 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.

### **Why are these remote access requirements necessary?**

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.

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

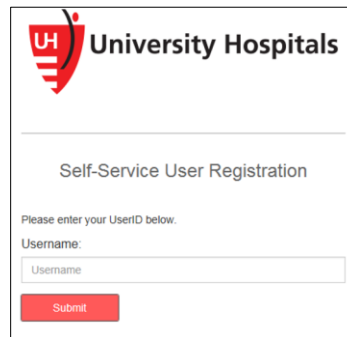
- Oracle Employee Direct Access
- Outlook Web Access (Email)
- MyApps
- Community Record
- UH Virtual Desktops (VDI)
- Cisco AnyConnect VPN
- UH Self-Service Password Maintenance Portal
- Other applications to be added in the future

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

All users 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. You cannot successfully complete this process if you are outside of the UH network.
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.

### **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 User Registration process. This helps us further confirm your identity, ensuring that it is really you who is trying to log in with your UH username and password. **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.

### **What if I don't have a mobile phone?**

If you do not have a mobile phone and need to access applications remotely, please contact the UH Service Desk at 216-844-3327. Indicate that you have a need to access applications remotely but do not have a mobile phone that is required to complete the User Registration process.

### **Have a question not answered here?**

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