# UH Remote Access (SecureAuth)

## Login and Two-Step Verification Process for Oracle EDA, MyApps, Outlook Web Access, and Community Record

| | |
|---|---|
| **Note ►** | The instructions in this job aid apply to Oracle Employee Direct Access, MyApps, Outlook Web Access, and Community Record. **For VPN and VDI remote access job aids, please visit https://myaccess.uhhospitals.org/** |

Remote access to the following UH applications requires authentication beyond your UH username and password:

- Oracle Employee Direct Access
- MyApps (including access to the UHCare EMRs)
- Outlook Web Access (mail.uhhospitals.org)
- VDI (VMware Horizon Client)
- VPN (Cisco AnyConnect VPN Client)
- UH Self-Service Password Maintenance Portal (https://myaccess.uhhospitals.org/)
- Community Record

⚠️ **You will not be able to log into these applications remotely if you have not completed the user registration process.** Click here for the job aid to complete the registration process.

## Job Aid
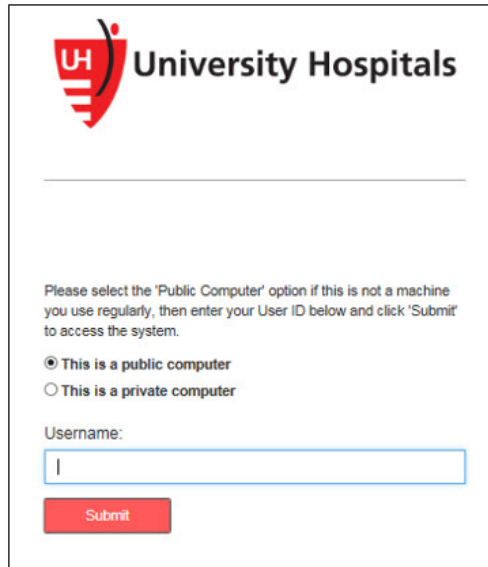
**1**

# Logging into UH Applications Remotely

The websites and/or links for accessing UH applications remotely have not changed. When attempting to access UH applications from home or another off-site location, you will need to provide additional information beyond your username and password to confirm your identity.

- On a private device, the first time you attempt to log into these applications remotely, the system will prompt you for an access code sent to you via mobile app, text message or phone call. You will not be prompted for another code until the registration for your device periodically expires. As a security precaution:
    - o Access on public computers will always require you to enter a code.
    - o VPN and VDI connections on your laptop will always require you to enter a code.
- You designate the device where you would like to receive this code in the registration process – this is why it is important to complete the registration process in advance. If you are not registered, you won't be able to access these applications remotely.

## Steps to Log Into Applications Remotely

1. Access the UH application through your normal path.

    🖥 The login screen for the application appears.



2. Depending on the type of device you are using, select the **This is a public computer** or **This is a private computer** option.
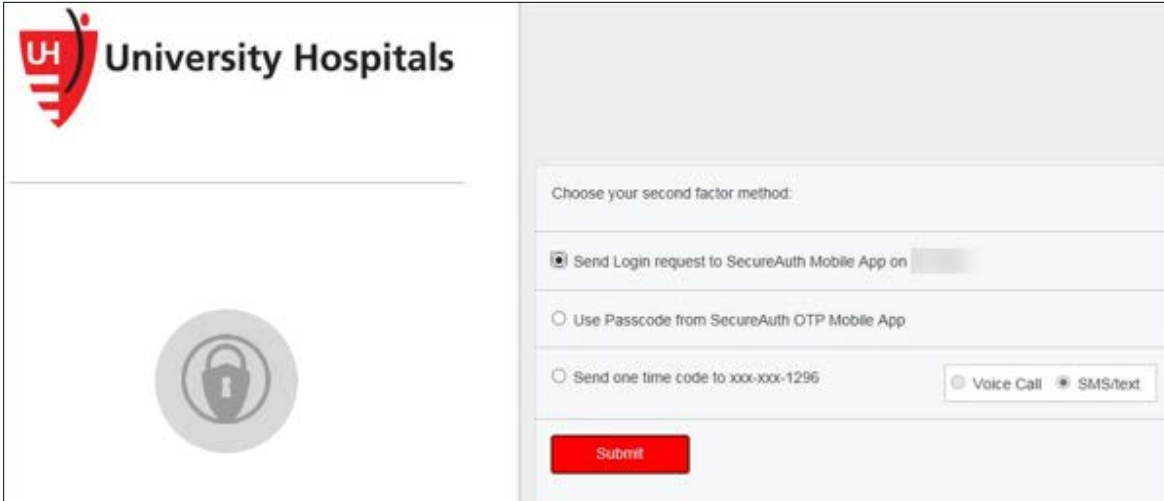
> Note ► **Public computers** are those that you do not use regularly and may be shared with multiple users, such as a guest computer in a hotel lobby.
>
> **Private computers** are those where you are the primary user, such as your UH laptop or your personal home computer.

3. In the **Username** field, enter your **UH username**.

4. Click **Submit**.

💻 The screen to choose the delivery method of your Registration Code appears.

Note ► **Your screen may not include all of the options shown below.** If you have the SecureAuth Authenticate mobile app installed on your device, you will see all of the options shown below.



Note ► See the **Options to Receive a Registration Code** section below to choose how you would like to receive your registration code from the available options.

⚠️ **If you have not completed the user registration process, you will receive the following error.**

> Your profile data is missing please contact your system administrator.

**You must complete the user registration process before logging in to the application remotely.**
Click here for the job aid to complete the registration process.

## Options to Receive a Registration Code

*Send login request to SecureAuth Mobile App on <your device name>*
*(ONLY for users who installed the SecureAuth Authenticate mobile app)*

- This option will display only if you have installed the SecureAuth mobile app on your smartphone. If you have the app installed and select this option, you will see a notification appear on your phone, similar to the one below.
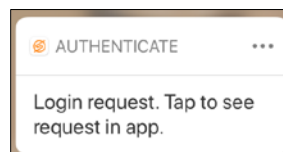


1. On the registration code options screen on your computer, select the option for **Send Login request to SecureAuth Mobile App on <your device name>**.

2. Click the **Submit** button.

> **Note ►** Within a few seconds of clicking **Continue**, you should see a notification appear on your phone, similar to the one below.
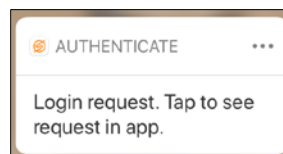


3. On your mobile device, tap the notification and follow the screen prompts to confirm your identity.

4. After confirming your identity on your mobile device, you will be able to login to the UH application as you normally would.

### *Use Passcode from SecureAuth OTP Mobile App*
*(ONLY for users who installed the SecureAuth Authenticate mobile app)*

- This option will display only if you have installed the SecureAuth Authenticate mobile app on your smartphone. If you have the app installed and select this option, follow the steps below.

1. On the registration code options screen on your computer, select the option for **Use passcode from SecureAuth OTP Mobile App**.



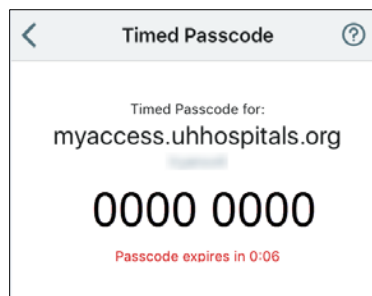2. Click the **Submit** button.

3. Open the **SecureAuth Authenticate** mobile app on your device.



4. Within the SecureAuth Authenticate app, tap **myaccess.uhhospitals.org**.
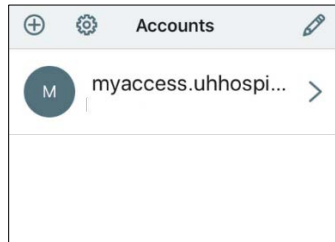


🖥 The Timed Passcode screen appears with your registration code.



| ⚠ | **The registration code is timed and will expire as a security precaution.**<br><br>**A new code is generated every 60 seconds.**<br>**Ten seconds before the code expires, a countdown will appear under the code. If you see that the code is about to expire, wait until the next code is generated to allow yourself more time to enter it.** |
|---|---|

5. On your computer, in the **Registration Code** field, enter the **registration code** from the SecureAuth Authenticate app.
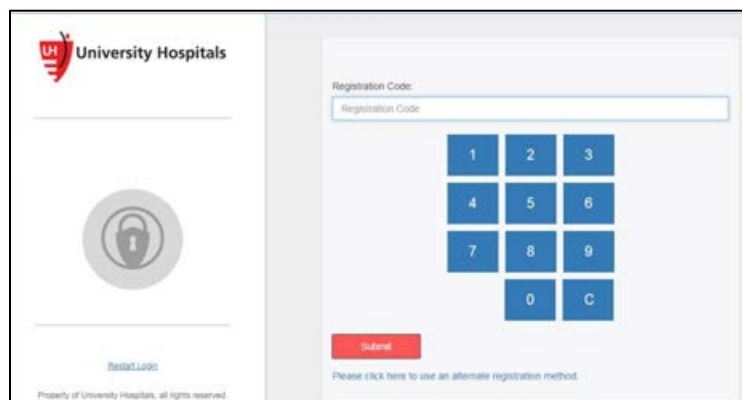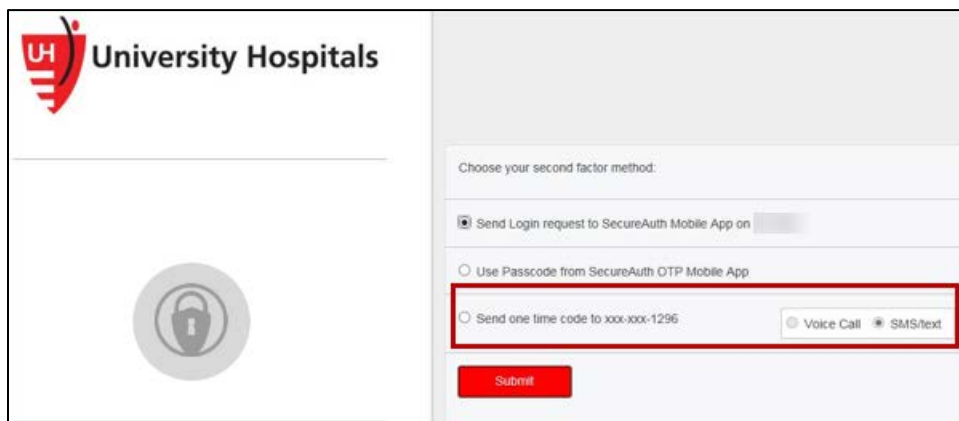
6. Click **Submit**.

> Note ► The UH application you were logging into should now open.

### *Send one time code to xxx-xxx-xxxx*

- This option allows you to choose to receive a phone call or text message at the phone number you indicated in the user registration process. When you answer the phone call, the registration code will be provided verbally over the phone.

> Note ► This option is dependent on a good cell phone carrier connection. You must have reception/a good connection to receive a text message or phone call. (Message and data rates may apply).

1. On the registration code options screen on your computer, select the option for **Send one time code to xxx-xxx-xxxx**.
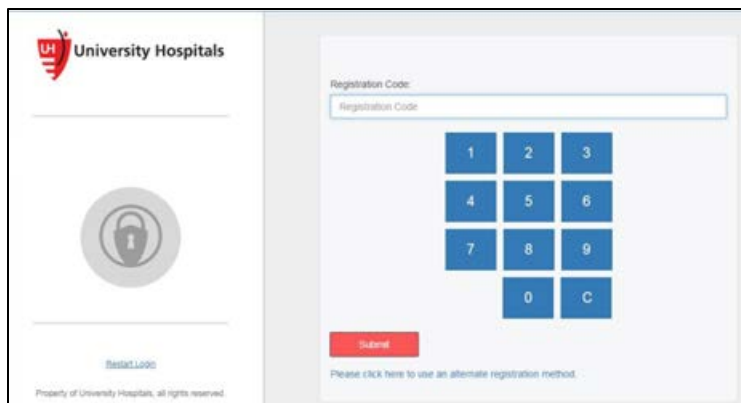


2. Select **Voice Call** to receive a phone call or **SMS/text** to receive a text message. (Message and data rates may apply.)

3. Click the **Submit** button.

> Note ► Within a few seconds of clicking **Submit**, you should receive a phone call or text message on the device you indicated in the registration process. When you answer the call, the registration code will be provided verbally over the phone. The text message, similar to the one below, will contain the code. (Message and data rates may apply).
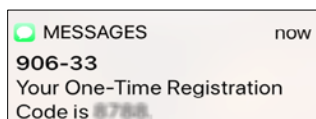


4. On your computer, in the **Registration Code** field, enter the code from the phone call or text message.

5. Click **Submit**.

Note ►     The UH application you were logging into should now open.