Imprivata Enrollment

Imprivata is a tool that we use for single sign on, and two-factor needs. There are currently three Imprivata tools in use:

Imprivata ID

This is used for two-factor authentications. It is used by some staff members when accessing their view session offsite but mostly it is used when a provider is ePrescribing a controlled medication within Epic. Once it is set up correctly, there will be a notification on your smartphone to approve the request. If you dismiss the notification accidentally or miss it, you can also open the app and use the token code which cycles every 30 seconds.

Fingerprint Reader

Readers are used as another two-factor authentication method when providers are ePrescribing a controlled medication. If a reader is detected, Epic will default to trying to use that method of authentication first, but you can override this to use the phone token instead. If a reader is not detected, the provider will receive a notice on their phone.

Badge Reader

Badge Readers are used to log in and out of exam room workstations. This streamlines the log in process during an office visit.
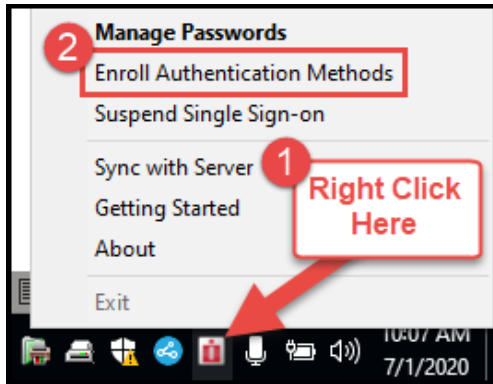
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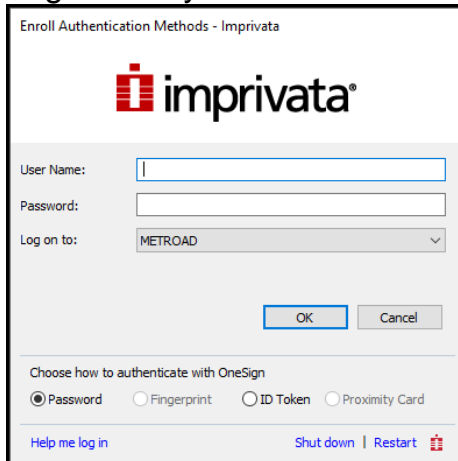**M** | UNIVERSITY OF MICHIGAN HEALTH-WEST
MICHIGAN MEDICINE

Log into Imprivata on the Metro Health View Session

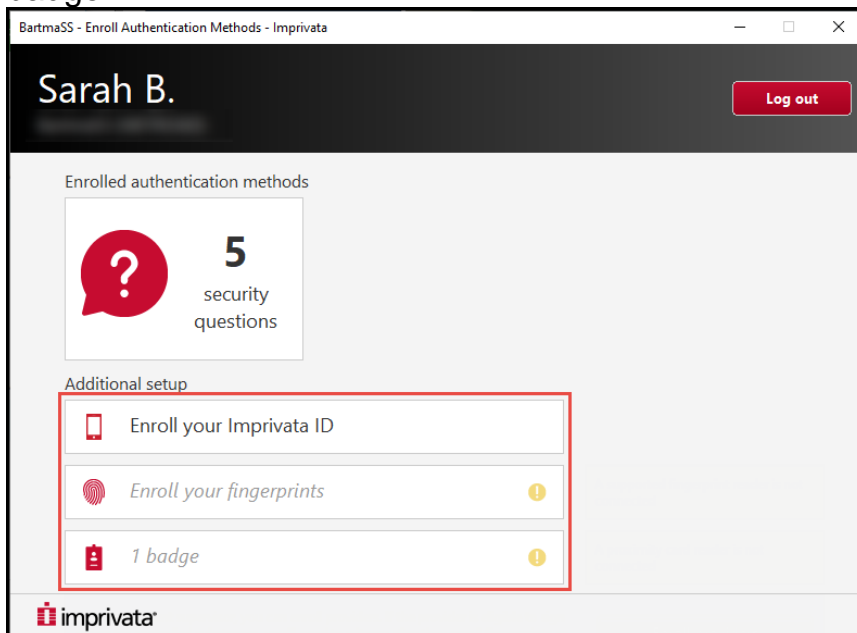You will need to be logged into the system on your view session to enroll an ID or Fingerprints.

1. Right click the Imprivata icon from the taskbar in the lower righthand corner
2. Select **Enroll Authentication Methods**

3. Log in with your username and password.

4. On the main screen, you will see three different things to enroll; an ID, fingerprints, and a badge.

Enroll Imprivata ID

1. Download the app **Imprivata ID** from the Apple App or Google Play Store.
2. When the app is first opened, it will ask for a series of permissions. Make sure you select **Allow** for everything otherwise it won't work as intended.
   a. On the main screen, there will be a serial number and a token number that cycles every 30 seconds.
3. Go back to the Desktop application within the view session and select **Enroll your Imprivata ID**.
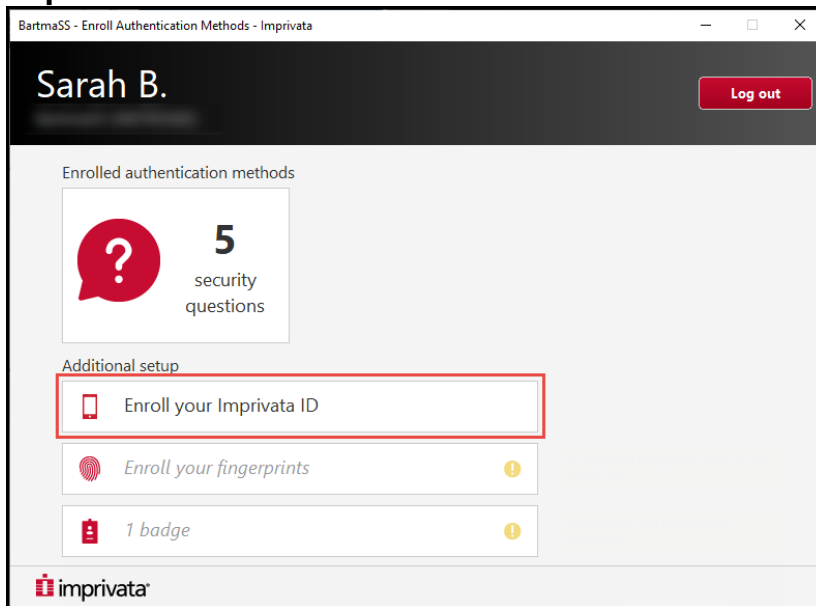
4. Enter the serial number from the App including the first four letters **IMPR**.
5. Enter the current token code. If it is about to expire, simply wait for the next one to generate.
6. Click **Submit**.
7. You will see a banner that states that your ID has been enrolled.
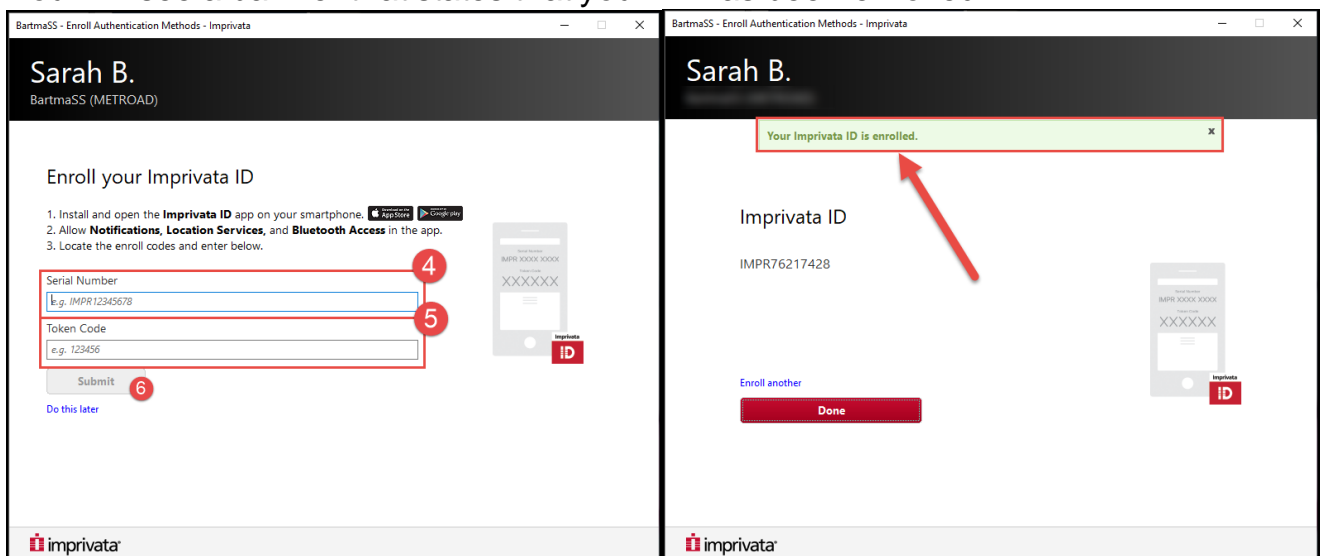
Enroll Fingerprints

1. Click on the section to **Enroll Fingerprints. NOTE: "Supervisor Required" in yellow. Please proceed through setup as no Supervisor is required for this process.**
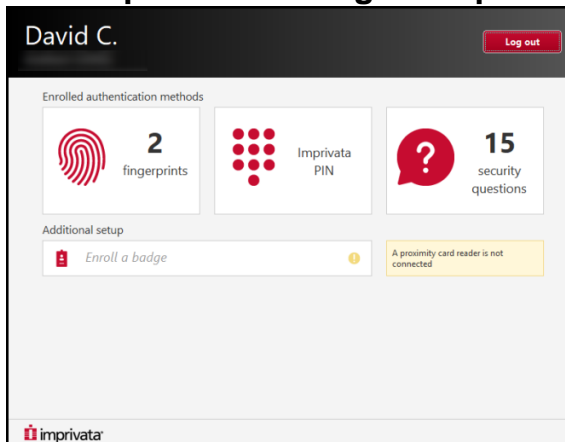
2. We typically enroll the right and left index fingers. Select the right index finger to get started.


3. Place your finger on the reader and keep it there until you see the green checkmark appear in the corner of the icon.
4. Lift your finger and wait until the next box tells you to place the finger down again.
   a. It's important to wait until the system tells you to place your finger. If you place it before that, it may not take.
   b. If your finger isn't placed correctly on the reader, arrows will appear at the top or bottom to indicate that you need to move your finger up or down accordingly.
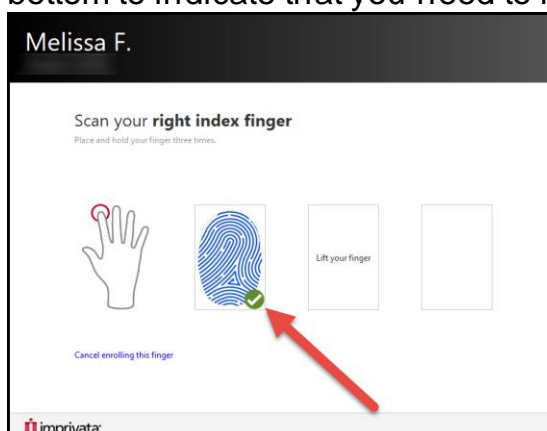
5. Place your finger on the reader again and wait until you see the next checkmark. When the checkmark appears, lift and place your finger again as prompted until you see it in all three boxes.

6. After the fingerprint has been gathered, the system will have you place your finger one more time to test it.
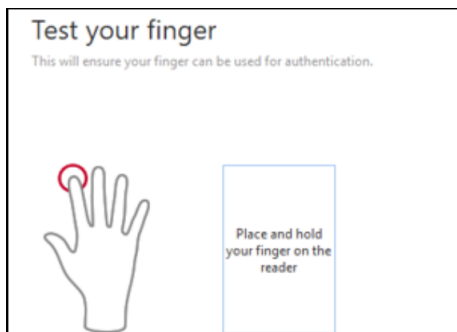

7. Once the fingerprint enrollment is correct, you will be taken back to the selection screen. Go through all the previous steps to enroll your left index finger.
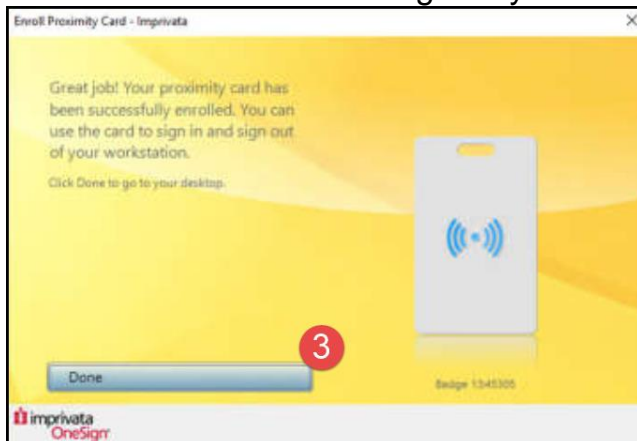
Enroll a Badge

NOTE: This is only used to log into Epic in an Exam Room. This is NOT used for ePrescribing.

1. Tap your badge on the reader. When Imprivata opens, select **Enroll this card now.**
2. Enter your username and password.
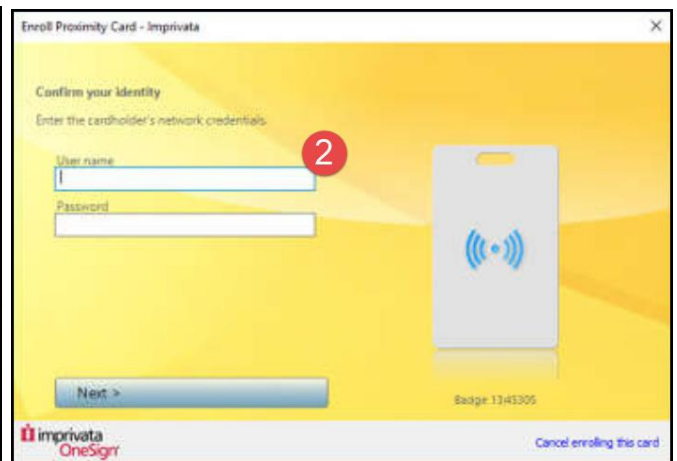
3. You will see a notice stating that your badge is enrolled

You will still be prompted to enter your password at the beginning of each day as well as every four hours to make sure the correct user is accessing the computer.
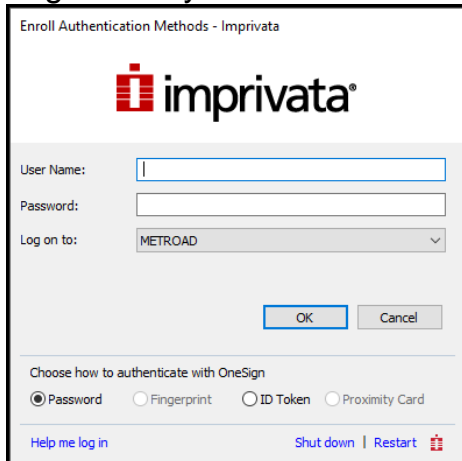
New Mobile Device

If you have a new mobile device, follow these steps to enroll your new device with Imprivata.
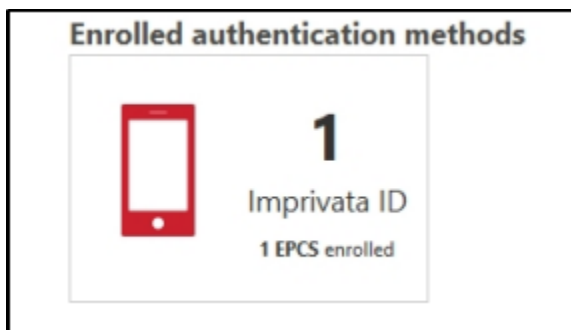
1. Right click the Imprivata icon from the taskbar in the lower righthand corner
2. Select **Enroll Authentication Methods**
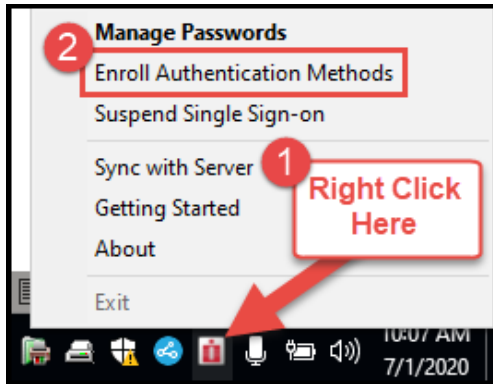
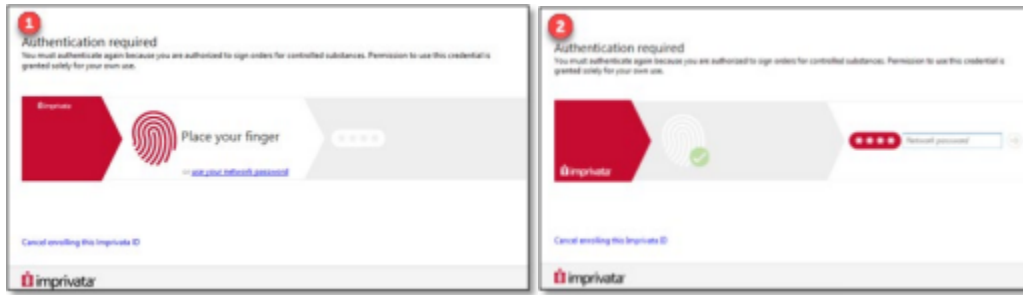3. Log in with your username and password.

4. Click on **Imprivata ID**

5. Here you can verify if the ID on your phone matches the ID shown OR **remove** the old device and select **Enroll another Imprivata ID**

6. To enroll another ID, authentication is required. Place your fingerprint on the fingerprint reader OR enter your network password.

7. Enter the serial number from the App including the first four letters **IMPR**.
8. Enter the current token code. If it is about to expire, simply wait for the next one to generate.
9. Click **Submit**.

10. You will see a banner that states that your ID has been enrolled.