

Imprivata with GlobalProtect VPN

Instructions for Logging in 3/5/24

GlobalProtect VPN is now requiring multi-factor authentication via Imprivata. This document will show you how to setup Imprivata and sign into the GlobalProtect VPN.

*****Follow steps 1-3 only if you do not have the Imprivata app on your phone*****

Step 1: Install the Imprivata ID app from your phone's app store.

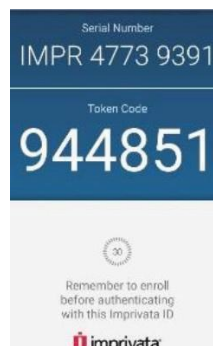


Step 2: After the app is downloaded, open the app to setup Imprivata. Upon opening the app, you will need to set your preferences.



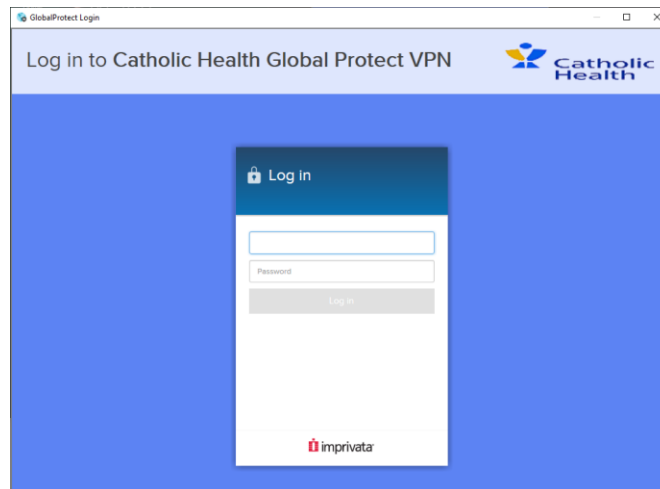
Step 3: After you customize your preferences, you will be presented with:

- A **Serial Number**
- A **Token Code**
 - o Note: The token code is only valid for 30 seconds, after which a new code will be generated on the screen



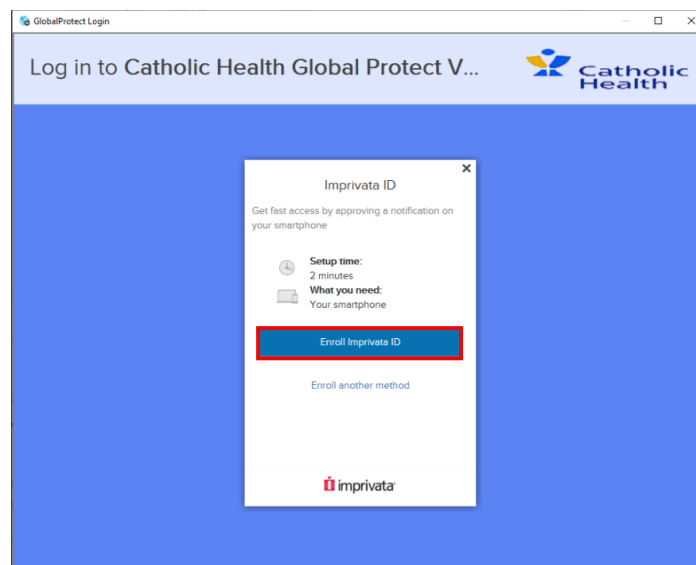
Step 4: Open up the GlobalProtect VPN on your desktop

Step 5: The Imprivata login page will now be displayed. Sign in using your network credentials.

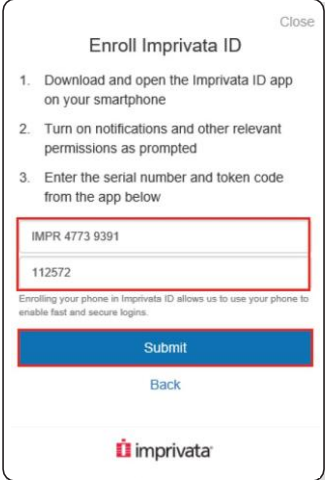


*****Follow steps 6-10 only if you are setting up Imprivata for the first time. If you have Imprivata already configured, skip to step 11*****

Step 6: You will need to enroll in Imprivata using the Imprivata ID app on your phone that you setup in steps 1-3. Click on **Enroll Imprivata ID** to continue.



Step 7: On the next screen, you will need to enter the **Serial Number** and **Token Code** from the Imprivata ID app. After entering both fields in, click **Submit**.



Close

Enroll Imprivata ID

1. Download and open the Imprivata ID app on your smartphone
2. Turn on notifications and other relevant permissions as prompted
3. Enter the serial number and token code from the app below

IMPR 4773 9391

112572

Enrolling your phone in Imprivata ID allows us to use your phone to enable fast and secure logins.

Submit

Back

imprivata

Step 8: After enrolling with the Imprivata ID app, you will then be asked to enroll in a backup method that can be used to authenticate. Click on **Next: enroll backup method**.



GlobalProtect Login

Log in to Catholic Health Global Protect V... 

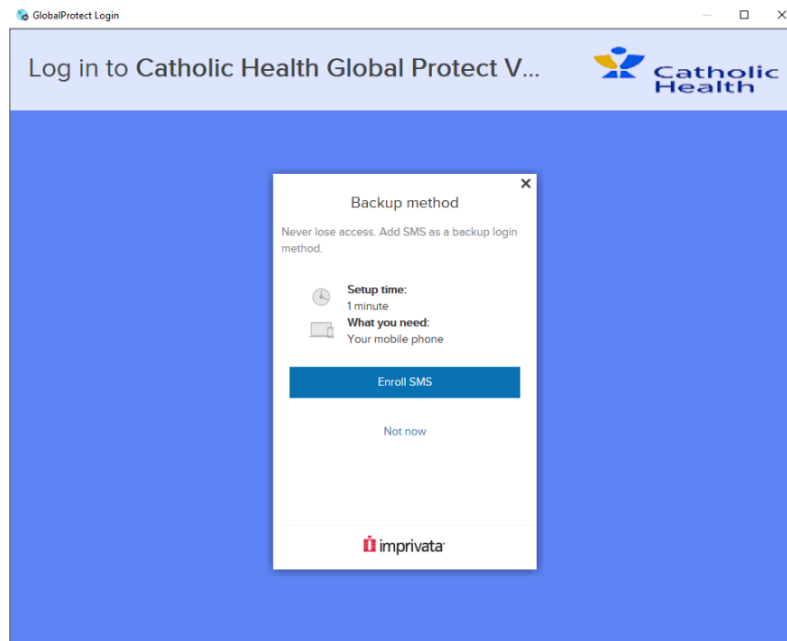
Imprivata ID enrolled

The next time you log in, approve a push notification to verify your identity.

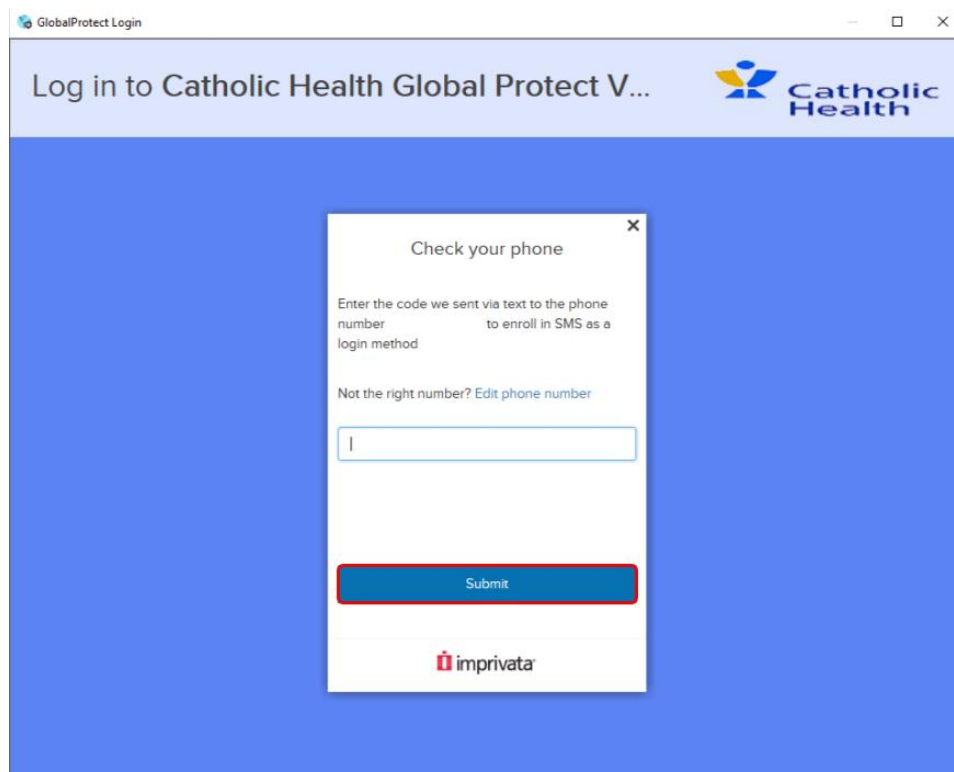
Next: enroll backup method

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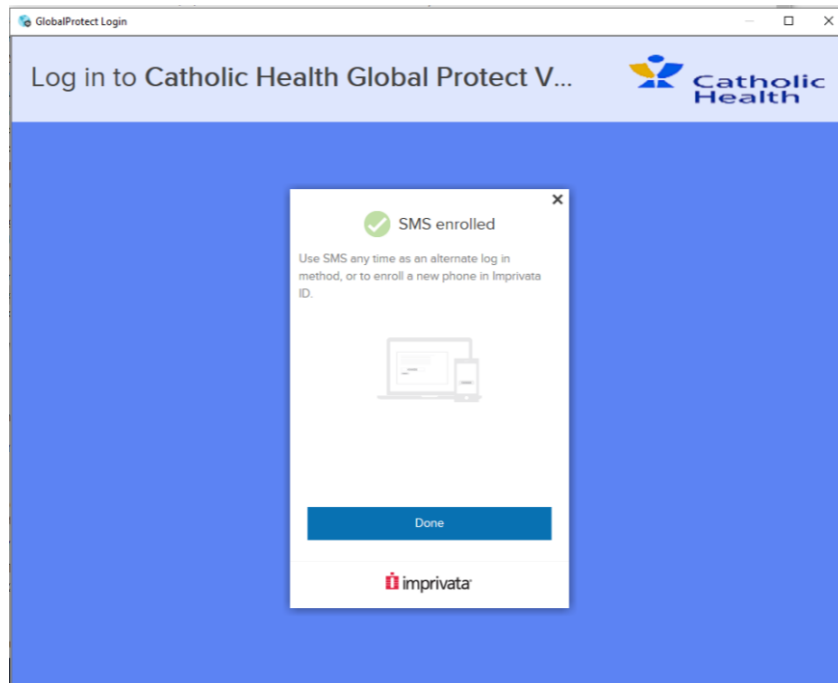
Step 9: The current backup method is an SMS to your mobile phone. If you choose to setup a backup method, click **Enroll SMS** and enter your phone number. Otherwise, click **Not Now** and skip to Step 12



Step 10: After entering your phone number, a code will be sent via SMS. Once you receive the code, enter it and **Submit**

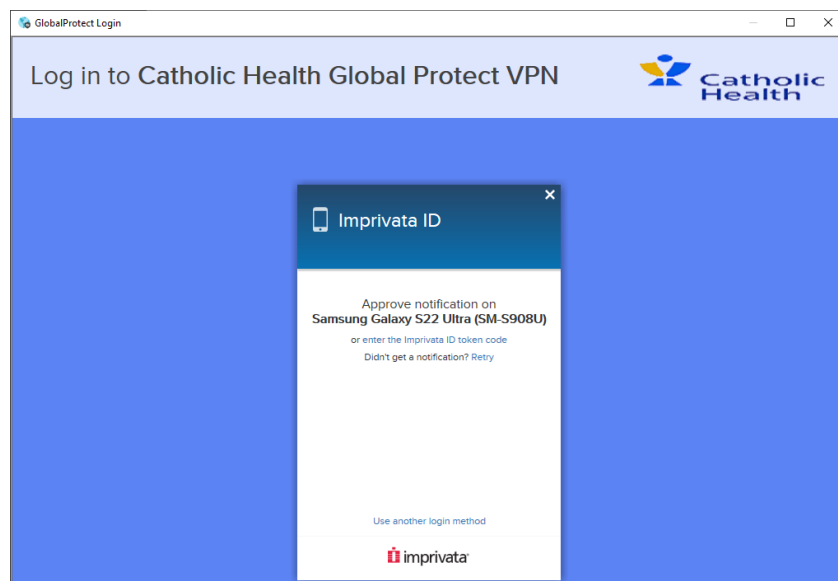


Step 11: When SMS is successfully enrolled, you will get the following screen. Click **Done** and you will be signed into the Catholic Health network via VPN.



*****Only follow this step when Imprivata is already configured*****

Step 12: After signing in, it will prompt you to approve the request on your mobile device.



Step 13: If you do not approve the Imprivata request, you will need to enter the token from the Imprivata ID app:



Step 14: After you enter your Imprivata code or approve the request, you will then be signed into the GlobalProtectVPN.

