



Remote Access Instructions

Lourdes Cardiology Access To Intergy

Overview

Please note, you will need your phone and a laptop/PC to complete this setup process

- Beginning **January 31, 2020**, when you are outside of the Trinity network and need to access Intergy, it will require a secure connection via the Trinity Connect Portal. This new process requires Multi-Factor Authentication (MFA), a security feature requiring you to provide a combination of two or more factors (pieces of evidence) to confirm your identity when accessing the Trinity network.
- Azure Multi-Factor Authentication (MFA) is Microsoft's two-step verification solution for users who are logging in to Intergy when not on the Trinity Health network. MFA helps safeguard access to data and applications while meeting user demand for a simple sign-in process. It delivers strong authentication, offering users a *phone call* prompt
- This job aid provides instructions for enrolling in MFA so that when you log into Intergy, your identity is verified using a *phone call*, then you respond as prompted.
- These instructions are for **first-time enrollment in Azure MFA** and will **not** need to be repeated for each Intergy login. Once MFA enrollment is completed, you will be able to sign in any time MFA is required to access Intergy.

Access to Intergy when on a personal computer at a Lourdes or Osborn facility is not impacted by this new process.

For assistance with the Trinity Connect Portal or Intergy access, please contact the **Trinity Service Desk** at **856-757-3945**.

Frequently Asked Questions

When do I need to enroll in MFA?

- Important: Enroll in MFA as soon as possible. Due to security constraints, the window of opportunity for enrolling will close 31 days from the first day you are able to enroll. After that, you will be required to complete a system Access Request form for permission to enroll.
- When on an untrusted network (for example, your home network) you will not be able to access Intergy until you enroll in MFA.

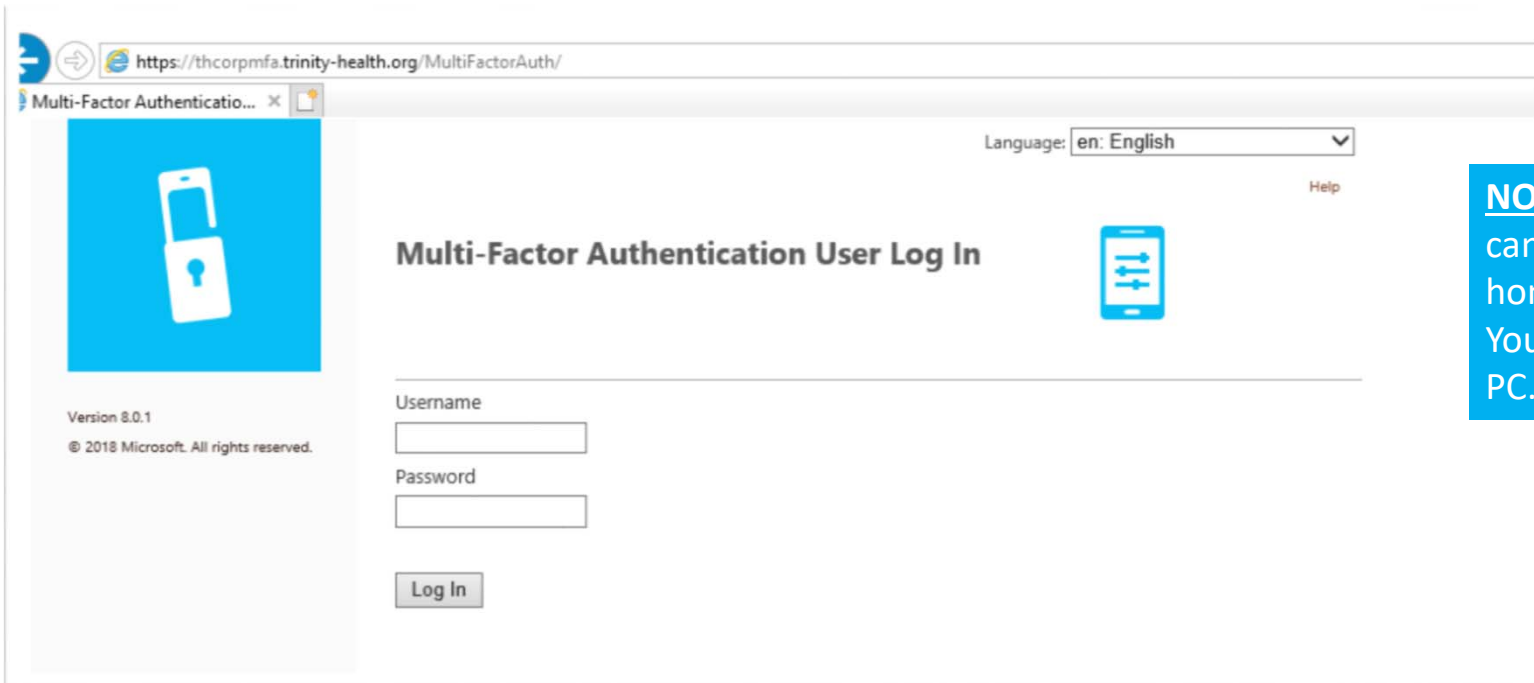
What do I need to enroll in MFA?

- You must have an Internet-connected device with a web browser to access the MFA enrollment website.
- You need a phone to receive a phone call as a second factor of verification. This will be the phone that you will use going forward for all logins that require MFA.



Setting Up Multi-Factor Authentication

From your Trinity/Lourdes computer, go to <https://thcorpmpfa.trinity-health.org> and enter your Trinity username and password.



The screenshot shows a web browser window with the address bar displaying <https://thcorpmpfa.trinity-health.org/MultiFactorAuth/>. The page title is "Multi-Factor Authentication User Log In". On the left, there is a blue square icon of a smartphone with a keyhole. Below it, the text reads "Version 8.0.1" and "© 2018 Microsoft. All rights reserved." In the top right corner, there is a language dropdown menu set to "en: English" and a "Help" link. The main content area features the heading "Multi-Factor Authentication User Log In" and a smartphone icon. Below the heading are two input fields: "Username" and "Password". At the bottom of the form is a "Log In" button.

NOTE: The MFA enrollment cannot be done from your home PC or mobile phone. You must enroll from a Trinity PC.

Enter Your Cell Phone Number for Authentication

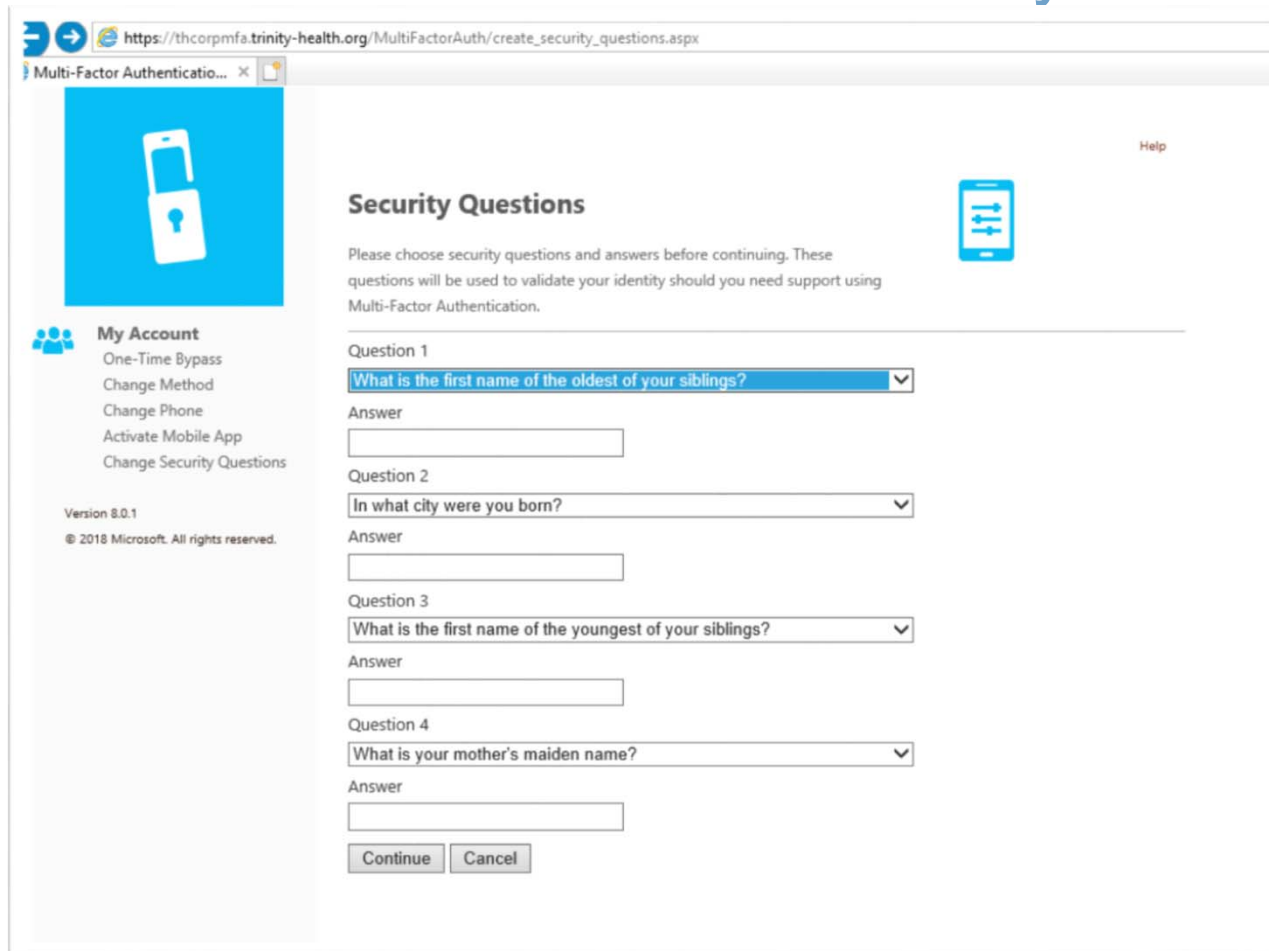
PRIMARY

New Phone Number

New Extension

NOTE: Do not enter any special characters with your phone number. Use only numbers.

Choose and Answer Your Security Questions



The screenshot shows a web browser window with the URL https://thcorpma.trinity-health.org/MultiFactorAuth/create_security_questions.aspx. The page title is "Multi-Factor Authentication...". On the left, there is a "My Account" sidebar with links: "One-Time Bypass", "Change Method", "Change Phone", "Activate Mobile App", and "Change Security Questions". Below the sidebar, it says "Version 8.0.1" and "© 2018 Microsoft. All rights reserved.". The main content area is titled "Security Questions" and includes a "Help" link. A message states: "Please choose security questions and answers before continuing. These questions will be used to validate your identity should you need support using Multi-Factor Authentication." There are four questions, each with a dropdown menu and an answer input field:

- Question 1: "What is the first name of the oldest of your siblings?"
- Question 2: "In what city were you born?"
- Question 3: "What is the first name of the youngest of your siblings?"
- Question 4: "What is your mother's maiden name?"

At the bottom of the form are "Continue" and "Cancel" buttons.

NOTE: Your answers to the security questions must be more than 3 characters. Ex. "Ron" would not be accepted as an answer.

Using Multi-Factor Authentication

- Log onto at.connect.trinity-health.org
- Enter your network username and password and click sign-in
- You will receive a phone call, answer the call and hit the # sign
- Connect.trinity-health.org will then allow you to login and start your remote session

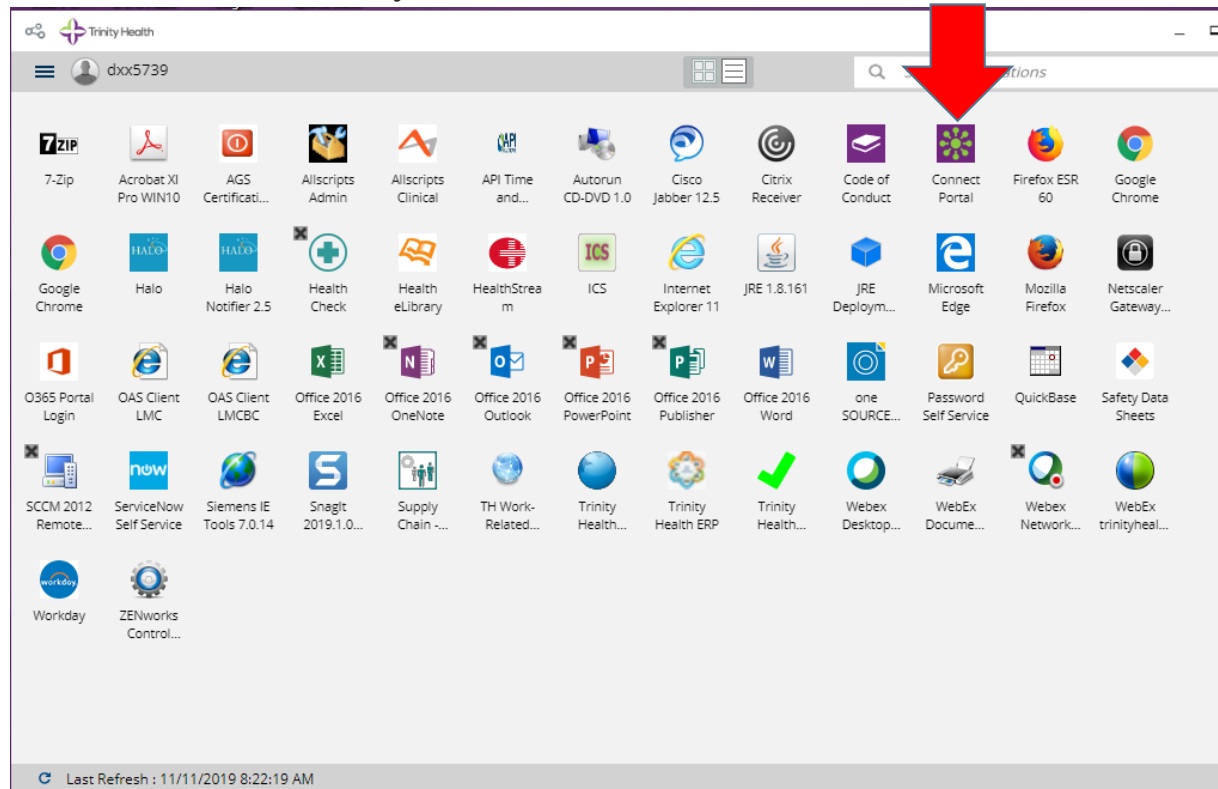


Accessing Intergy via Trinity's Connect Portal

Accessing Trinity's Connect Portal

For all non-Trinity issued PCs/Laptops type at.connect.trinity-health.org in your browser to get to the Connect portal.

From the Zenworks window on a Trinity device click the Connect Portal icon



Logging Into The Connect Portal

- User name: enter your Trinity Network User name
- Password: Trinity network password
- Select the “Trinity-Health” domain from the drop down

Please Note: From outside the Trinity Health Network you will be required to do multi-factor authentication to log in.



Welcome to Connect

Please log on

User name

Password

Domain ▼

Launch Intergy

Click the “**LHS – Greenway Intergy**” icon for the Practice Management module. For providers, select the “**LHS – Greenway Intergy EHR**” icon.

