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Change Phone For Imprivata EPCS

When a clinician replaces their device with a new model, or restores, or replaces, or reinstalls the Imprivata ID for any reason, the EPCS Allowed Imprivata ID enrollment is not carried forward to the new device. The clinician does not need to repeat identity proofing unless they changed their phone number, but before they can use Imprivata ID on the new device for EPCS workflows, they will need to confirm the same email and phone number as was used during Identity Proofing.
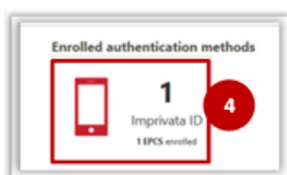
To access the Imprivata enrollment tool:

1. Log in to the OCHIN Remote Portal at remote.ochin.info with user ID and login.

2. Single-click to launch Imprivata ID Proofing.
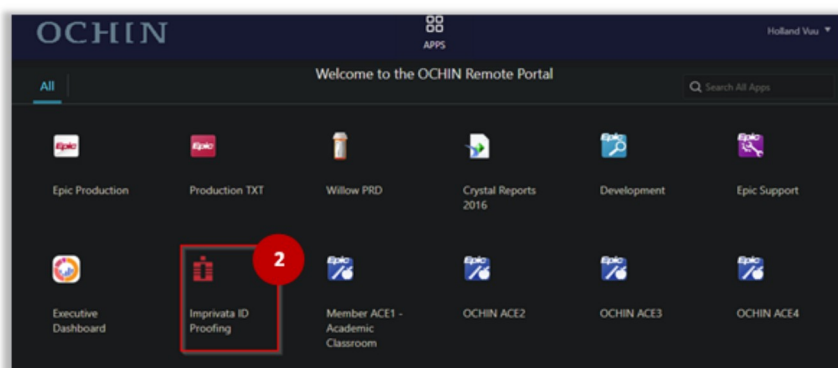
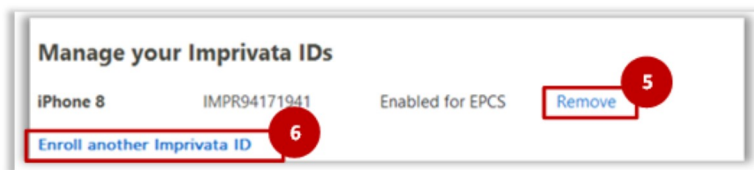3. Enter username and password, then click **Log in**.
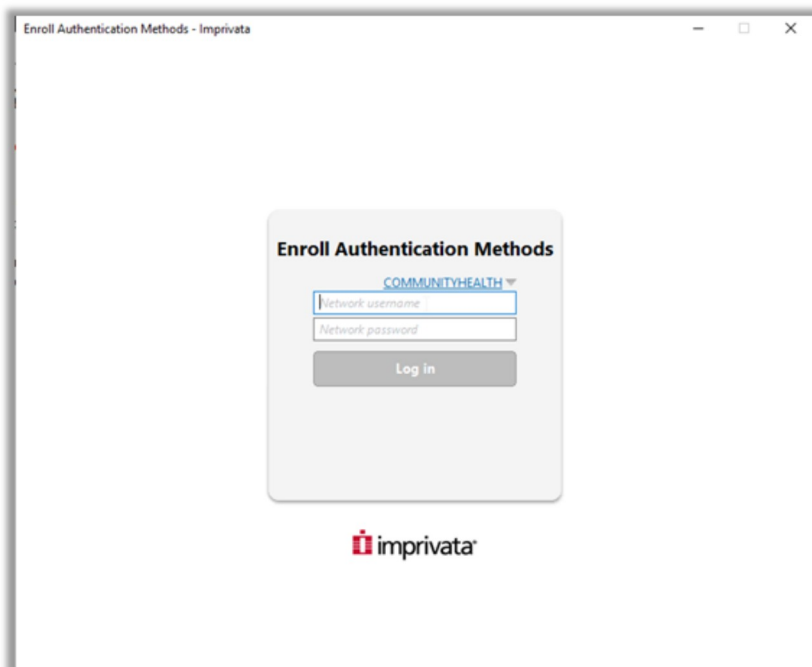
4. Click on the image. The Enrolled authentication methods screen opens.

5. Click **Remove** on the old device. This ensures that Imprivata will only send notifications to the new device.

6. Click **Enroll another Imprivata ID**.

7. Enter the serial number and token code from the app on your phone.

8. Click **Submit**. You will return to the previous screen.

For questions regarding this document, or to request updates to this document, please open a Learning Management Systems (ELLA)