

The Welcome to the OCHIN Remote Portal screen will display:



Imprivata EPCS Enrollment

From the Welcome to the OCHIN Remote Portal screen click **Imprivata ID Proofing**.



The Imprivata EPCS Enrollment screen will open, do not close the screen.





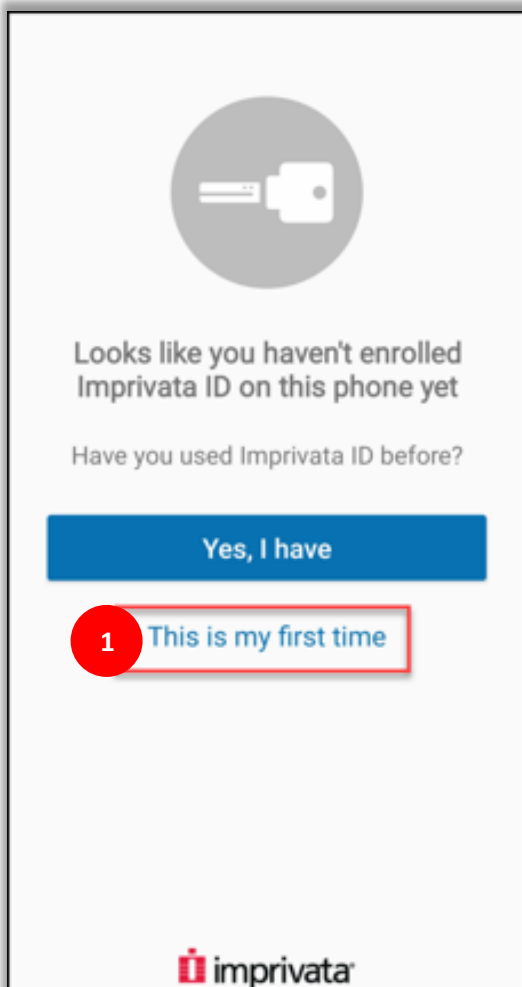
For more information, see the **Imprivata EPCS for the Provider – OCHIN Hosted** user guide, or the **Imprivata EPCS for the Provider – Member Hosted** user guide in Ella.

From the End User's Cell Phone

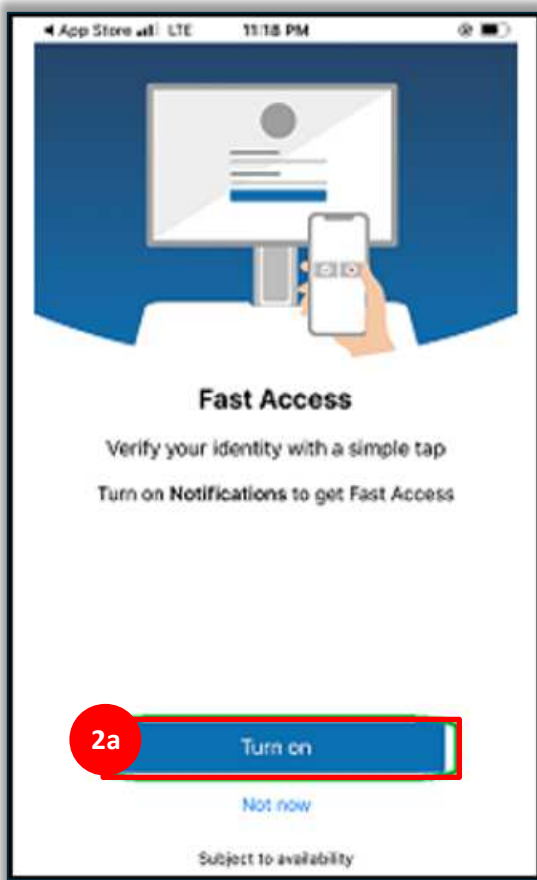
Position the cell phone camera on the barcode corresponding to the device being used.

Requirement	Apple	Android
Operating System	iPhone 8 or better	Android 6 or later installed
QR Code or website	iTunes App Store 	Google Play 

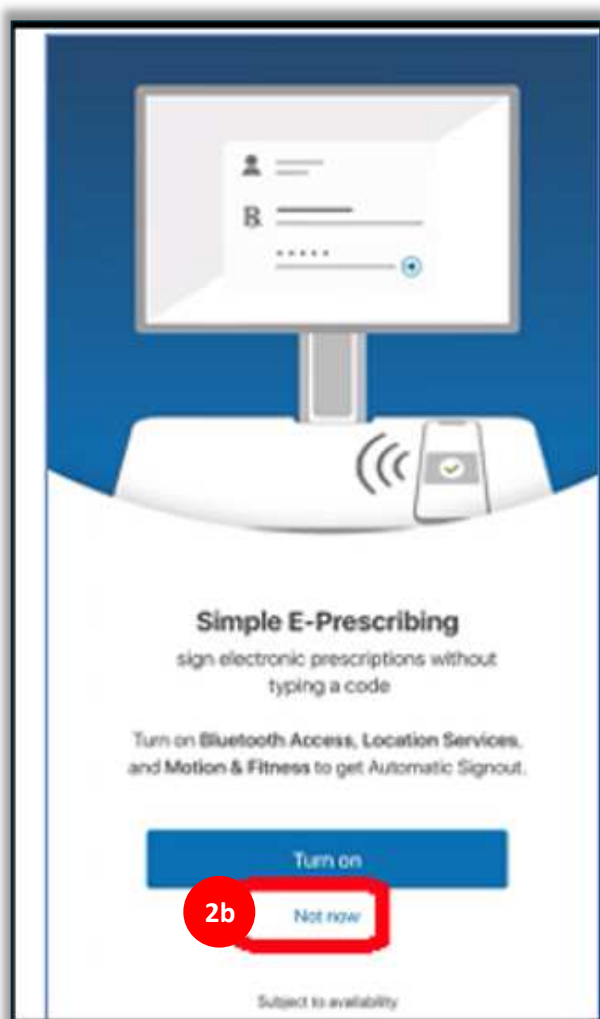
1. When the App has downloaded, select **"This is my first time"** even if the end user has used Imprivata before.



2. The App will need three features turned on:
 - a. For Fast Access click **Turn on**.



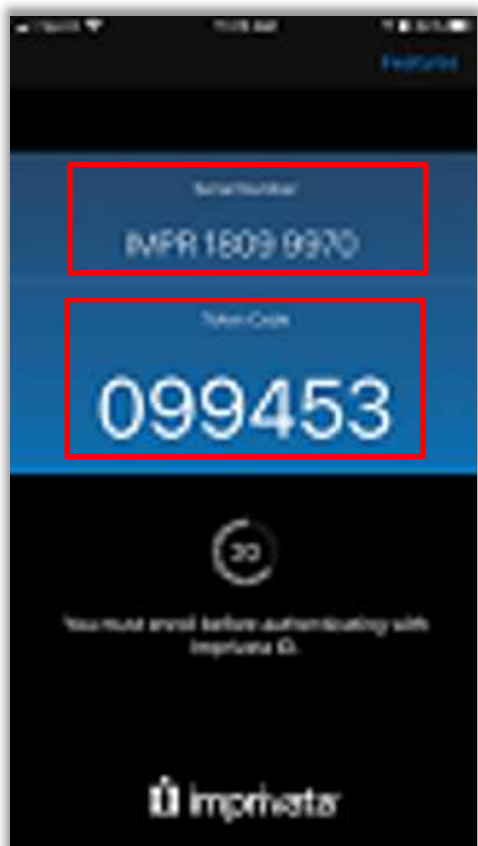
- b. Simple E-Prescribing response should be **Not now**.



- c. Select Not now for Automatic Signout.



A serial number beginning with IMPR, and a token code will be generated on the cell phone, **please keep the screen open.**



From End User's Desktop or Laptop

1. Login with the end user's personal community-health.org email address from the Web Tools email (ie: jdoe@community-health.org), and the new password created previously.

Enroll Authentication Methods

____@community-health.org

.....

1 Log in



2. Click **Start enrolling**.

S _____

Hi s____! It looks like you're new here.

Set up your eligible authentication methods now.

 Enroll your Imprivata ID

2 Start enrolling

3. Enter the **Serial Number** including the letters IMPR.
4. Enter the **Token Code**.
5. Click **Submit**.

Enroll Imprivata ID

1. Open the **Imprivata ID** app on your smartphone.
If you don't already have the **Imprivata ID** app, install it.
2. In the app, allow **Notifications**, **Location Services**, and **Bluetooth Access**.
3. In the app, locate the **Serial Number** and **Token Code**, and enter them below.

Serial Number

IMPR

3

Token Code

4

[Enroll later](#)

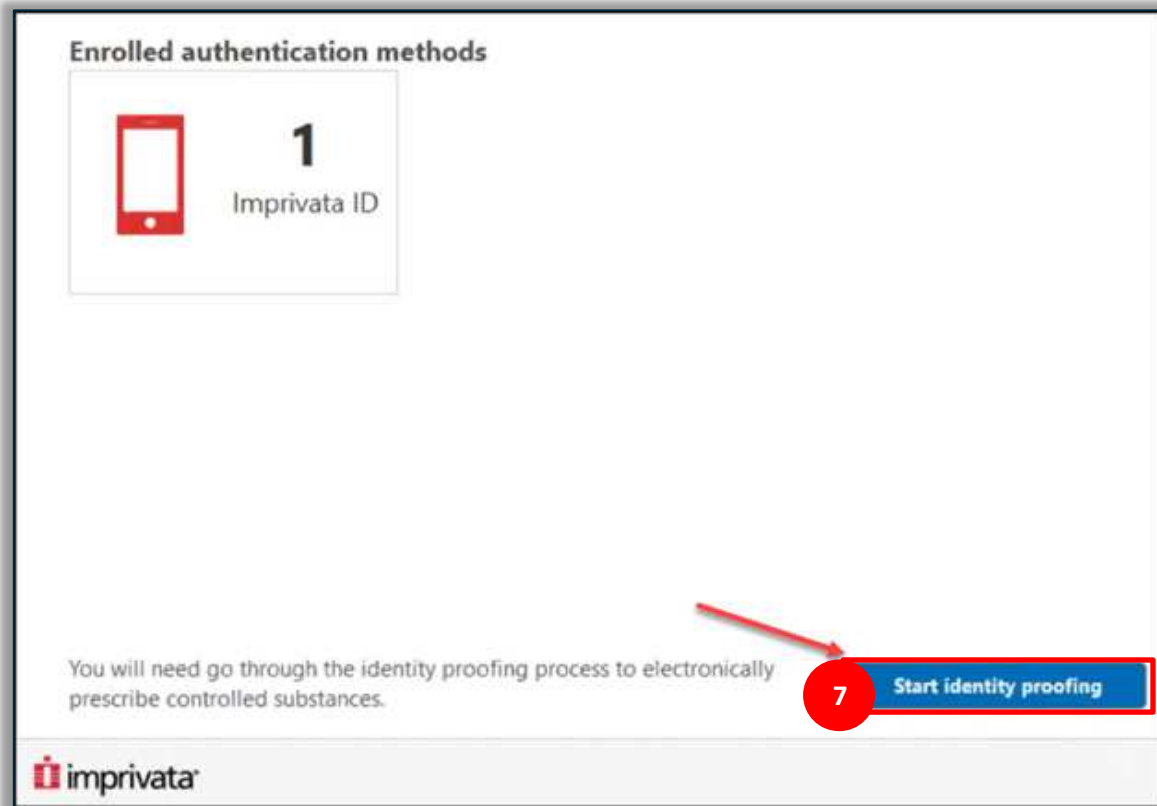


5

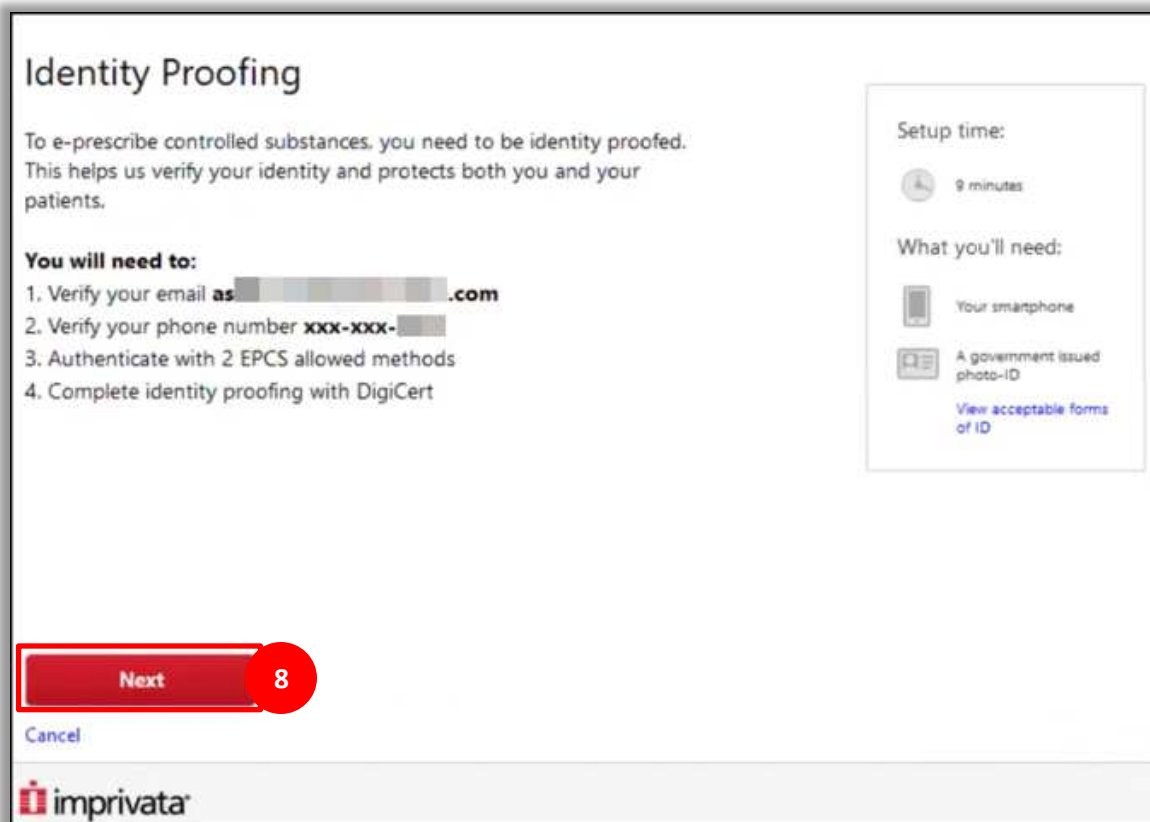
[Submit](#)



6. Click **Continue**.
7. Select **Start identity proofing**.



8. Verify the information is correct, click **Next**.



9. Enter the verification code sent in the email and click **Submit**.

Verify your email

Check your email. A verification code was sent to [redacted].com

Enter your code here

[Redacted text input field]

Having trouble? [Resend code](#)

Submit

[Cancel](#)

Track your progress

- Verify email
- Verify phone number
- Confirm your identity
- Identity proof

10. A Verify your phone number box will display, select **Receive a text**.

11. Click **Send code**.

Verify your phone number

Verify your phone number xxx-xxx-xxxx. If this is not the correct number, contact your help desk.

Select the method to receive a verification code.
Message and data rates may apply.

Receive a text

Receive a call

Send code

[Cancel](#)

Track your progress

- Verify email
- Verify phone number
- Confirm your identity
- Identity proof

12. Enter the **Verification code** received by text message.

Verify your phone number

A text message has been made to **xxx-xxx-xx** with the verification code.

Enter your code here

Verification code

Didn't receive a text? [Try again](#)
Or [receive a call](#)

Track your progress

- Verify email
- Verify phone number
- Confirm your identity
- Identity proof

13. Enter the network password to confirm identity, this is the new password created to login.
Click .


Confirm your identity



14. A prompt should open on the cell phone to **Confirm your identity**.


Confirm your identity





Imprivata ID
Approve on your iPhone SE 2nd Gen

15. The final step is Personal Verification with DigiCert, a trusted Imprivata partner. Click **Go to DigiCert**.

Identity proof with DigiCert

The final step in the process is Personal Verification with DigiCert, a trusted Imprivata partner. This process will open a new window.

You will be asked questions based on your credit history. If you are unable to answer those questions, an alternative is available.

What you'll need:
A government issued photo-ID

Go to DigiCert 15
[Do this later](#)

DigiCert

A form will appear to collect the following information:

- Current residential address
- Personal phone number
- Date of Birth
- Government issued identification

1. For Verification Method select **Online Verification**.
2. Click **Next Step**.

Verification Method

☒ **Online Verification** 1
This online verification process will ask you a series of questions in an attempt to verify your identity. If you select this option please be prepared to answer questions pulled from your credit history, to start the process you will be required to enter your social security number.

☐ **Declaration of Identity Verification***
This Declaration of Identity verification process includes downloading a document and having it signed by a notary or trusted agent.

NEXT STEP 2

The end user should enter their Social Security Number without any spaces and click the checkbox to Agree to Terms. They will then be presented with five multiple choice questions regarding their unique financial history and will need to answer 4 out of 5 correctly. When finished a message will appear that Imprivata will contact you if they need more information.

Exit the program. An email will be sent within two business days from ImprivataAdministrator@ochin.org. Please inform the Epic Support Analyst if this email has not been received after three business days.

For questions regarding this document, or to request updates to this document, please open a Learning Management Systems (Ella) JIRA. Last update: 09/08/2023.