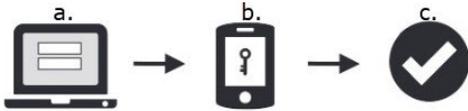


## eHS MultiFactor Authentication User Instructions

eHS Multifactor Authentication also known as Two-Factor Authentication (2FA) is requires to be able to access the eHealth Saskatchewan Network via VDI (Omnissa) or via Virtual Private Network (VPN). 2FA adds a second layer of security to your online account. Verifying your identify using a second factor (e.g. your personal cell phone – home/work) prevents anyone from logging in, even if that person knows your password.



Log in steps follow which involve MultiFactor Authentication:

- A. Enter domain\username and password at log in screen.
- B. Cell phone receives text message from **Duo Mobile** app. Select **Approve** to verify your identity.
- C. Once identify verified access to network is completed.

### Pre-Requisites Required

To setup MultiFactor Authentication the customer needs a personal cell phone (home/work) with the Duo Mobile App installed. The eHealth Saskatchewan VDI (Omnissa) or VPN will deny access unless the cell phone meets the follow pre-requisites.

**Anonymous Networks:** No using the phone through proxy, Tor or other VPN networks

**Authentication Methods:** Must use Duo Push or Duo Mobile Passcode from cell phone

**Operating Systems:** Android or iOS (Apple)

**Password/Passcode:** Must be enabled.

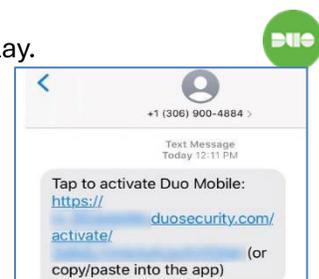
**Tampered Devices:** Phone cannot be 'rooted' (Android) or 'Jail broken' (iOS)

### Install and Activate Duo Mobile App on Cell Phone

#### **IMPORTANT:**

- As mentioned, this is **required** for you to access the eHealth Saskatchewan network via VDI or VPN.
- eHS Service Desk requires your **personal** cell phone number (home/work) to set up your **Duo** security account. **Note:** If you have issue with using your personal cell phone, you can discuss this with your manager/director but for now, this is the only option available.

1. Download **Duo Mobile** App available on the Apple App Store or Android Google Play.
2. Once account has been set up, your cell phone will receive an activation text message.
3. Click on the activation link in the text message and pick Duo Mobile from choices provided.



**IMPORTANT:** This link is only good for 24 hours. If the link expires, please contact the eHS Service Desk to

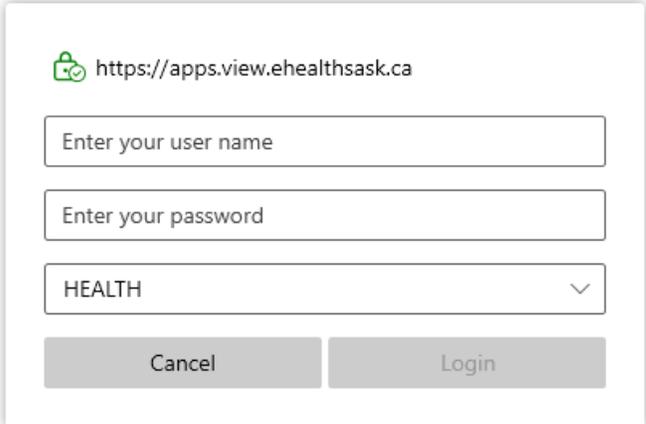
arrange to receive a new activation link.

4. This link will open **Duo Mobile** to complete activation of your account: “Account added successfully.”
5. Click DISMISS at opening message about collecting usage data and MAYBE LATER to other messages except if a message indicates “We have detected some security issues with your device that require your attention.” Select FIX NOW and fix any of the pre-requisites mentioned above.
  - a. Make sure to enable Screen Lock, which will require setup of a pin/password on the phone.

Choose from the following:

### **Use eHS MultiFactor authentication to Log In to VDI (Omnissa)**

1. Access VDI (Omnissa) as you do normally (e.g. using Omnissa Horizon Client)
2. Select the desired server (e.g. apps.view.ehealthsask.ca)
3. At the Login screen, enter your network User Name, Password and select your Domain name from the drop down menu. Click “Login”.
4. An “Authenticating...” status will appear in the lower left.
5. Your cell phone will receive a Login Request from eHealth Saskatchewan pushed through the Duo Mobile application. Press “Approve” to authorize your connection to VDI, which will enable you to access your applications.



https://apps.view.ehealthsask.ca

Enter your user name

Enter your password

HEALTH

Cancel Login

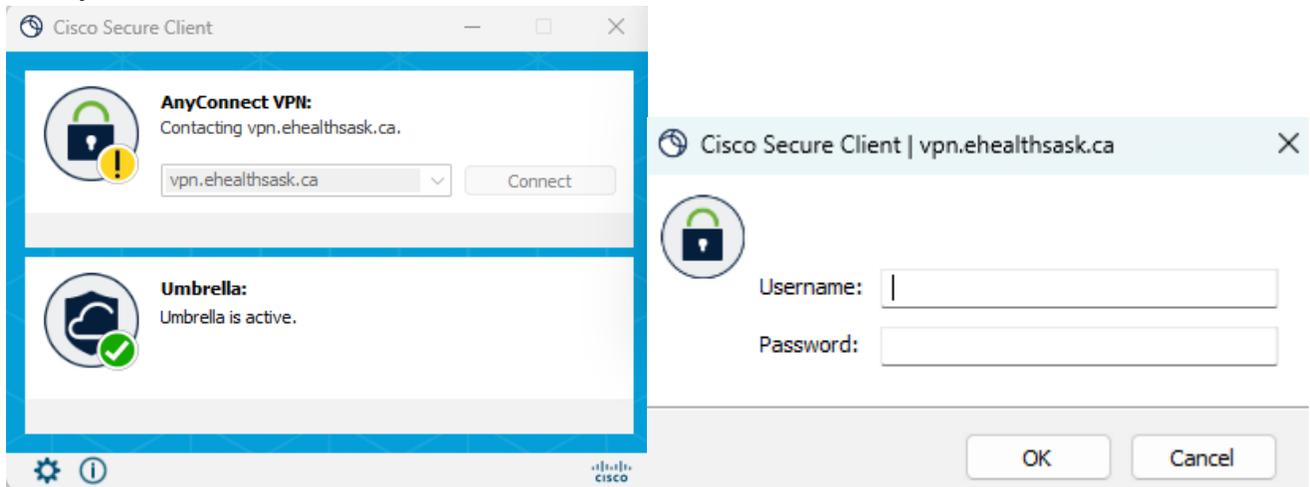
### **Use eHS MultiFactor authentication to Log In to VPN**

**IMPORTANT:** Install **Cisco AnyConnect Secure Mobility Client** / **Cisco Secure Client** if not already installed. See Separate handout on how to do this.

1. Install Cisco AnyConnect Secure Mobility Client or Cisco Secure Client Icon to connect to eHS VPN.
2. Click connect to the VPN network (vpn.ehealthsask.ca)



3. Enter your network Domain\Username and Password.



Note: Just need username (not Domain) for Saskatoon (PACS only)/eHealth SSL:  
<https://vpn.ehealthsask.ca/sktnhrpacs>

4. If there is a **Second Password** field (Required in Cisco AnyConnect) you have 2 options:
  - a. Enter the keyword “push” (without quotes) and then “OK” to receive a push notification from **Duo** security for the MultiFactor authentication. Cell phone receives notification, then press “Approve”
  - b. Enter the six-digit Duo-Protected code from the **Duo Mobile** app and then “OK”. Enter as one number with no space (e.g. 612613 not 612 613).



5. You should now be able to use the eHealth Saskatchewan VPN service.

Should you encounter any problem, please contact the **eHealth Service Desk**:

- Phone (888) 316-7446 Fax: (306) 781-8480
- Email: [ServiceDesk@eHealthsask.ca](mailto:ServiceDesk@eHealthsask.ca)