

## Reference Guide:

# How to Enroll in MFA (Multi-Factor Authentication) Program

## Contents

Introduction and Overview .....	1
Self Service.....	1
Enroll a Mobile Device – Apple Products (iPhone).....	2
Enroll a Mobile Device – Android Products.....	3
Enroll a Computer (Desktop or Laptop) – Banner Owned .....	5
Enroll a Computer (Desktop or Laptop) – Personal Owned .....	7

## Introduction and Overview

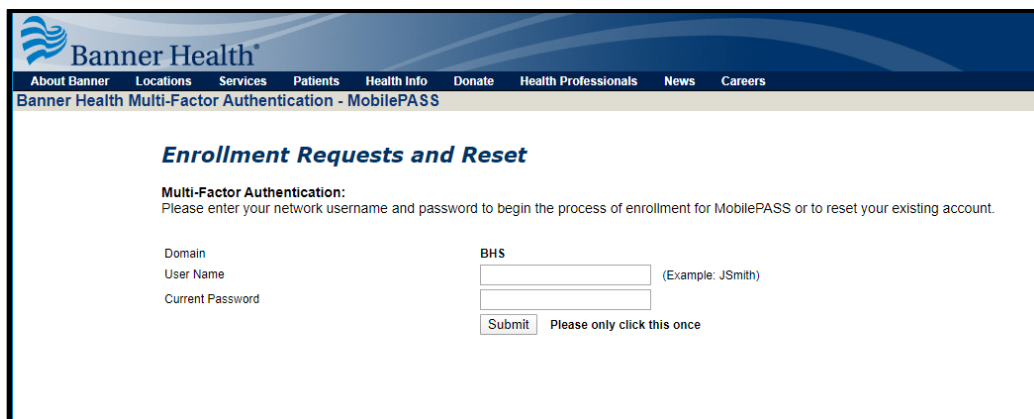
If you would like to remote access to the Banner Health network to check E-Mail, MyHR, EMR Apps, or Clinical Connectivity Apps while you are away from a Banner facility, you will need to enroll in the MFA (Multi-Factor Authentication) Program. Banner Health uses MobilePASS+ for mobile devices and MobilePASS client for computers and laptops.

## Self Service

If you are in need of following:

- Enroll for the first time
- Request a new enrollment email due to expiration (failure to use within 90 days)
- Require a new token on a new device

Please [Click Here](#) to be directed to the MobilePASS Self Service Tool.



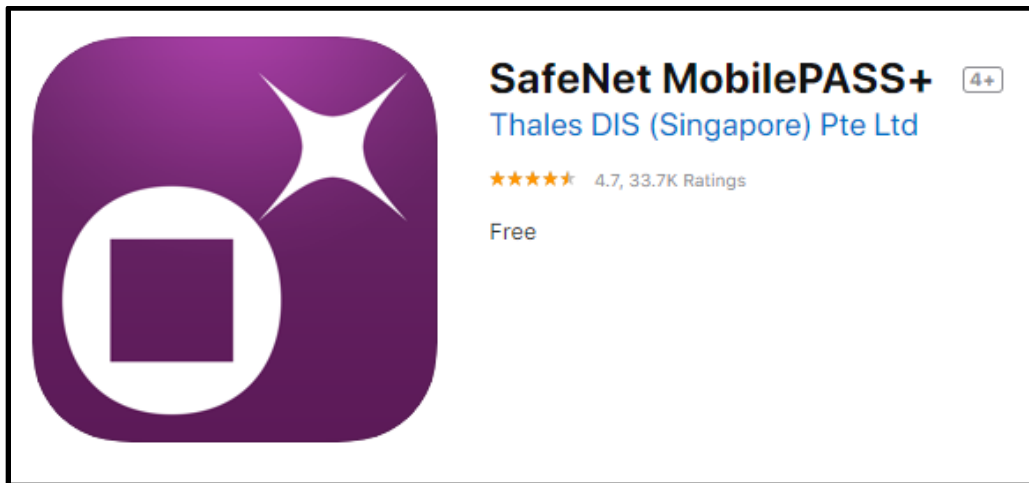
The screenshot shows the Banner Health website header with navigation links: About Banner, Locations, Services, Patients, Health Info, Donate, Health Professionals, News, and Careers. Below the header is the title "Banner Health Multi-Factor Authentication - MobilePASS". The main content area is titled "Enrollment Requests and Reset" and contains a section for "Multi-Factor Authentication" with the instruction: "Please enter your network username and password to begin the process of enrollment for MobilePASS or to reset your existing account." The form includes three input fields: "Domain" (with "BHS" as a hint), "User Name" (with "(Example: JSmith)" as a hint), and "Current Password". A "Submit" button is located below the password field, with a note "Please only click this once" next to it.

## Enroll a Mobile Device – Apple Products (iPhone)

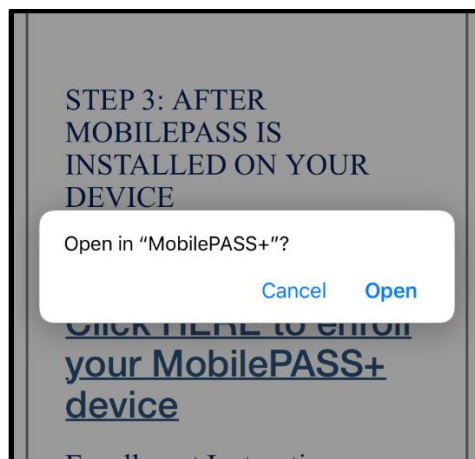
*Note:* You will utilize the mobile application if you intended to work remote from several devices.

**Step 1:** Open the MobilePASS registration email sent from [No-Reply-MFA@bannerhealth.com](mailto:No-Reply-MFA@bannerhealth.com) (Enrollment e-mail can be forwarded to a personal email address to access the email on a personal device)

**Step 2:** Download and Install SafeNet MobilePASS+ for your Apple Device. [App Store Link](#)



**Step 3:** Once MobilePASS+ is installed, **immediately** return to the enrollment email. Select the “Click here to Enroll your MobilePASS+ device” link.

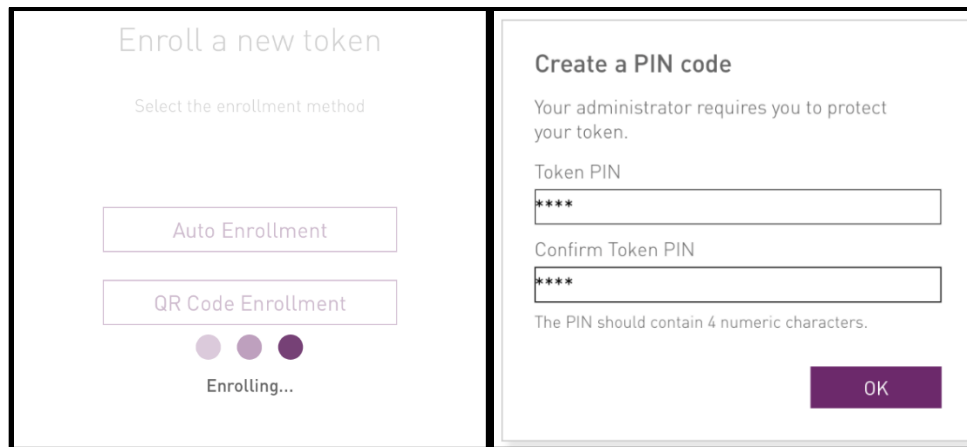


**Step 4:** MobilePASS+ should automatically begin the enrollment process. Then create a four-digit token PIN, and select “OK”

**4a:** Make sure your PIN is memorable. If you forget your PIN you will need to re-enroll

**4b:** Never share your PIN with anyone.

**4c:** Never write down or save your PIN



Enroll a new token

Select the enrollment method

Auto Enrollment

QR Code Enrollment

Enrolling...

Create a PIN code

Your administrator requires you to protect your token.

Token PIN

\*\*\*\*

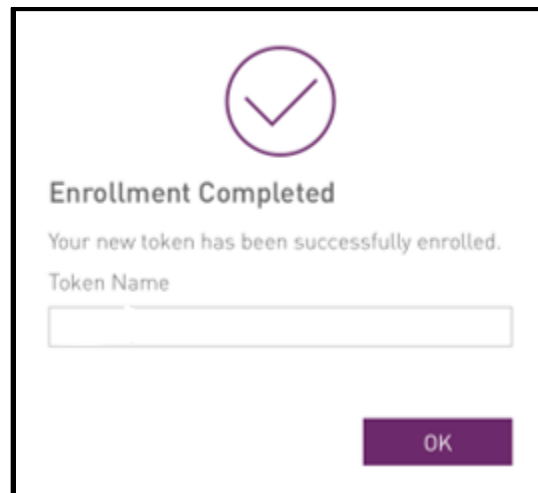
Confirm Token PIN

\*\*\*\*

The PIN should contain 4 numeric characters.

OK

**Step 5:** Once enrollment is complete, you will be prompted to give the token a name.



Enrollment Completed

Your new token has been successfully enrolled.

Token Name

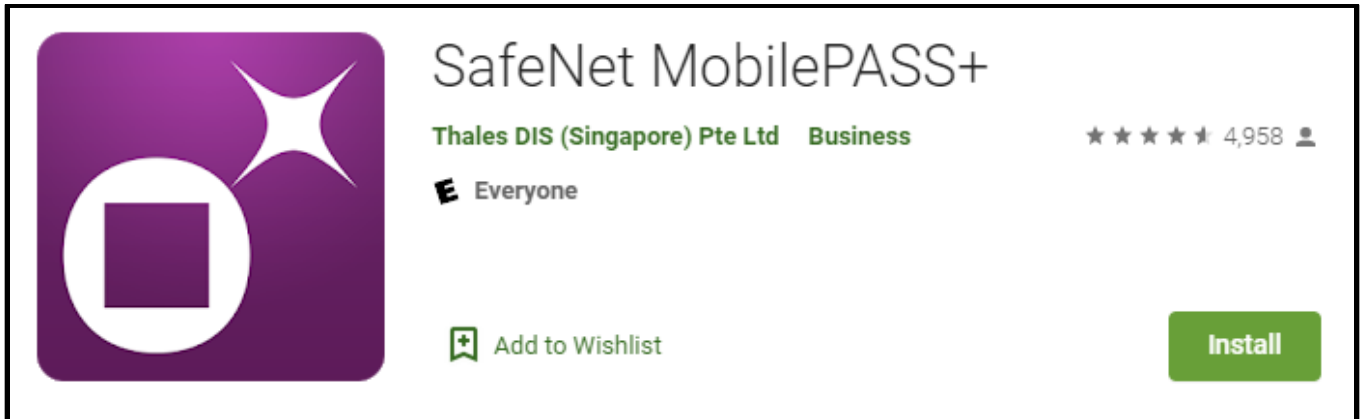
OK

## Enroll a Mobile Device – Android Products

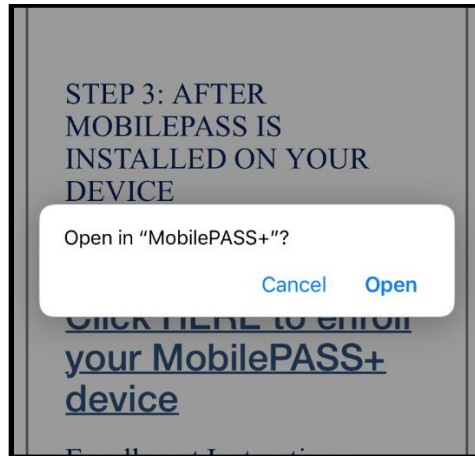
*Note:* You will utilize the mobile application if you intended to work remote from several devices.

**Step 1:** Open the MobilePASS registration email sent from [No-Reply-MFA@bannerhealth.com](mailto:No-Reply-MFA@bannerhealth.com) (Enrollment e-mail can be forwarded to a personal email address to access the email on a personal device)

**Step 2:** Download and Install SafeNet MobilePASS+ for your Android Device. [Google Play Link](#)



**Step 3:** Once MobilePASS+ is installed, **immediately** return to the enrollment email. Select the “Click here to Enroll your MobilePASS+ device” link.

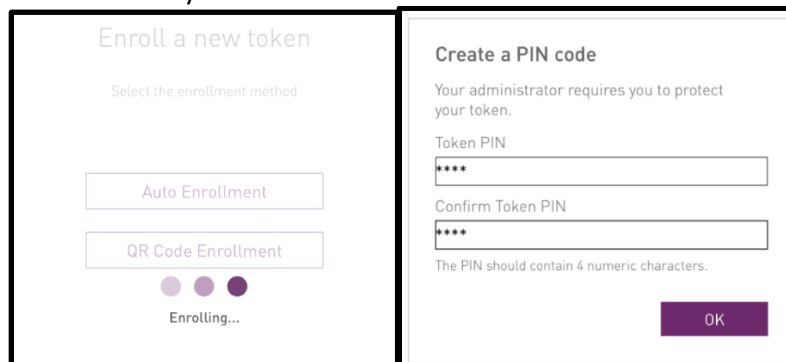


**Step 4:** MobilePASS+ should automatically begin the enrollment process. Then create a four-digit token PIN, and select “OK”

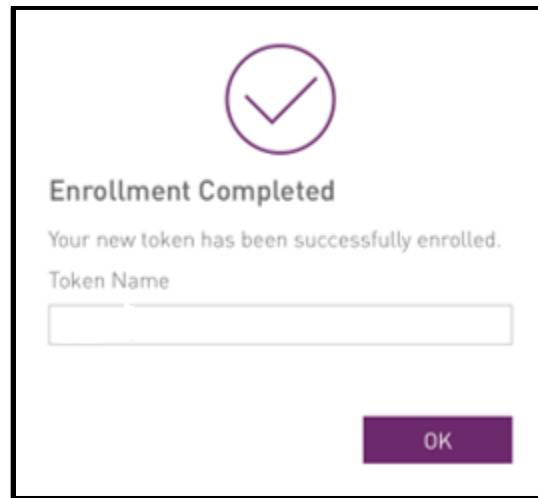
**4a:** Make sure your PIN is memorable. If you forget your PIN you will need to re-enroll

**4b:** Never share your PIN with anyone.

**4c:** Never write down or save your PIN



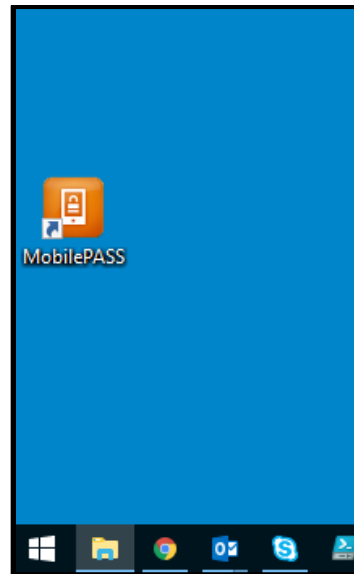
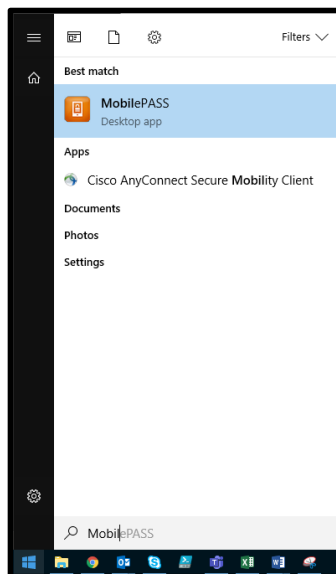
**Step 5:** Once enrollment is complete, you will be prompted to give the token a name.



## Enroll a Computer (Desktop or Laptop) – Banner Owned

*Note:* You will utilize the computer application if you use a single computer to access remote apps for work

**Step 1:** Banner devices will have MobilePASS pre-installed. MobilePASS will be located in the “Start” menu or on the desktop.

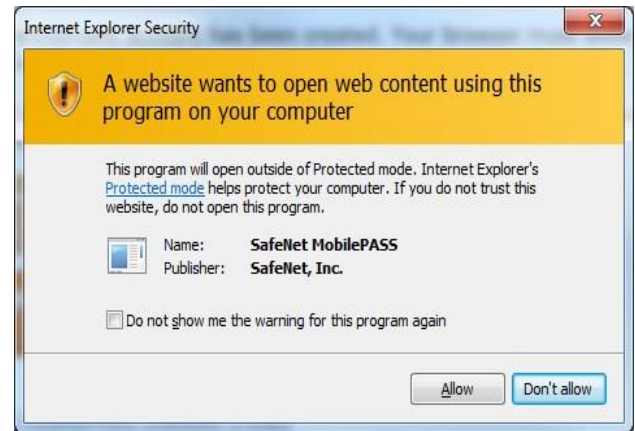


**Step 1b:** If MobilePASS is not available on the computer please contact Service Desk at 602.747.4444

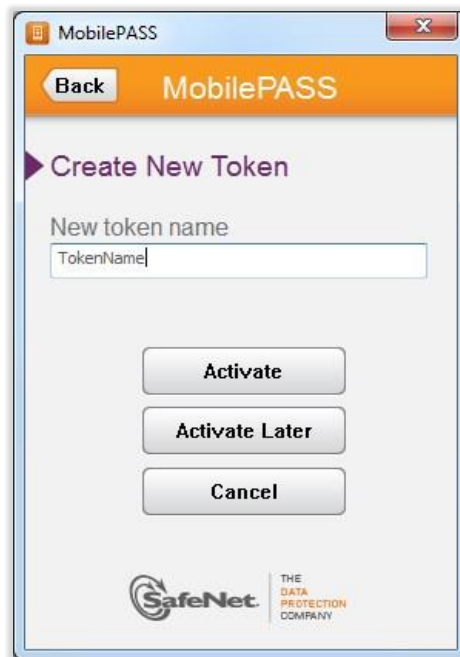
**Step 2:** Open the MobilePASS registration email sent from [No-Reply-MFA@bannerhealth.com](mailto:No-Reply-MFA@bannerhealth.com)

**Step 3:** Click “Enroll your MobilePASS device”

**Step 4:** Select “Allow” on the next two prompts



**Step 5:** MobilePASS has opened. Assign a name to your token and select “Activate”



**Step 6:** Next you will set your MobilePASS Token PIN and re-enter your newly created PIN.

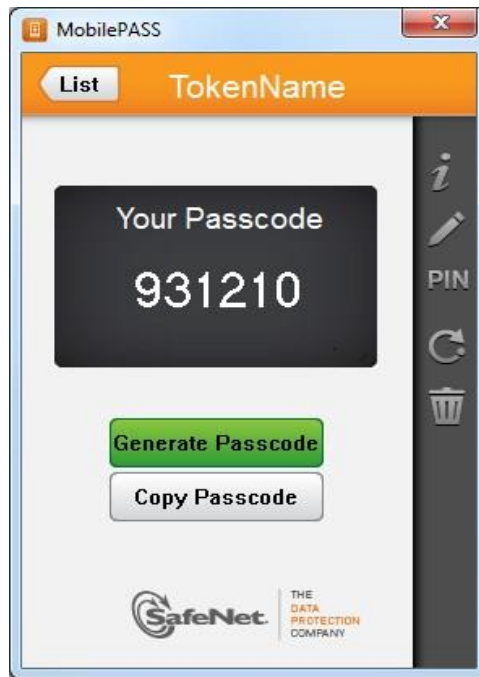
**6a:** Make sure your PIN is memorable. If you forget your PIN you will need to re-enroll

**6b:** Never share your PIN with anyone.

**6c:** Never write down or save your PIN



**Step 7:** Enrollment is now complete. Your MobilePASS Token is enrolled and should now display a 6-digit number known as a “Passcode”. Each Passcode can only be used once. Each time you login, MobilePASS will generate a new Passcode.



## Enroll a Computer (Desktop or Laptop) – Personal Owned

*Note:* You will utilize the computer application if you use a single computer to access remote apps for work

**Step 1:** Open the MobilePASS registration email sent from [No-Reply-MFA@bannerhealth.com](mailto:No-Reply-MFA@bannerhealth.com)

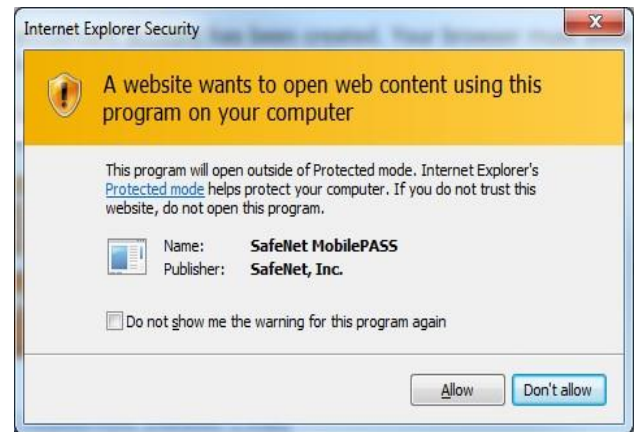
**Step 2:** Click “Enroll your MobilePASS device”

**Step 3:** On the enrollment website, click “Download MobilePASS”

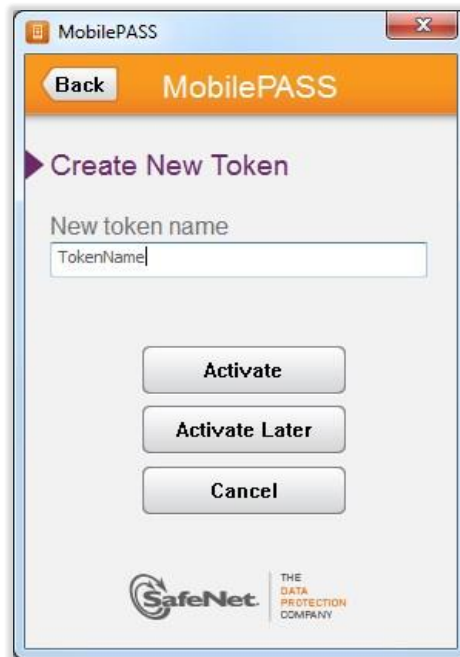


[Download MobilePASS](#)

**Step 4:** Select “Allow” on the next two prompts



**Step 5:** MobilePASS has opened. Assign a name to your token and select “Activate”





**Step 6:** Next you will set your MobilePASS Token PIN and re-enter your newly created PIN.

**6a:** Make sure your PIN is memorable. If you forget your PIN you will need to re-enroll

**6b:** Never share your PIN with anyone.

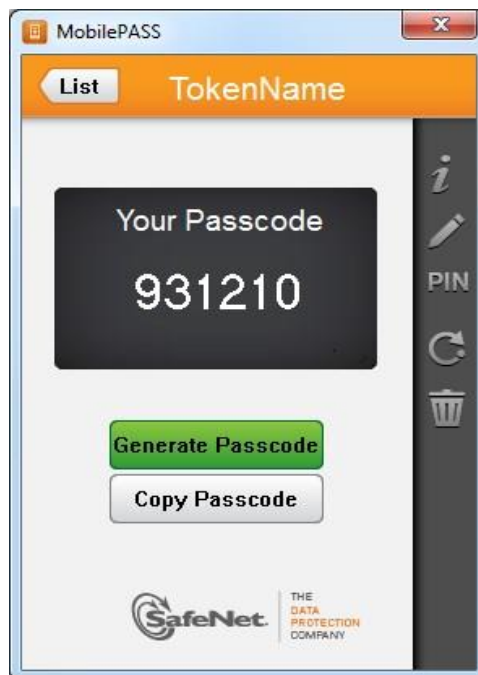
**6c:** Never write down or save your PIN



The first screenshot shows the 'Set a Token PIN' screen. It has a title bar 'MobilePASS' and a header 'TokenName'. Below the header is a section 'Set a Token PIN' with a 'Token PIN' input field (masked with asterisks). There are 'Continue' and 'Cancel' buttons. A note at the bottom says 'Token PIN should contain 4 decimal or alphanumeric characters.' The SafeNet logo and 'THE DATA PROTECTION COMPANY' are at the bottom.

The second screenshot shows the 'Re-enter Token PIN' screen. It has the same title bar and header. Below the header is a section 'Set a Token PIN' with a 'Re-enter Token PIN' input field (masked with asterisks). There are 'Continue' and 'Cancel' buttons. The SafeNet logo and 'THE DATA PROTECTION COMPANY' are at the bottom.

**Step 7:** Enrollment is now complete. Your MobilePASS Token is enrolled and should now display a 6-digit number known as a “Passcode”. Each Passcode can only be used once. Each time you login, MobilePASS will generate a new Passcode.



The screenshot shows the 'List' screen of the MobilePASS application. It has a title bar 'MobilePASS' and a header 'TokenName'. Below the header is a section 'Your Passcode' displaying the number '931210'. There are 'Generate Passcode' and 'Copy Passcode' buttons. A sidebar on the right contains icons for information, edit, PIN, refresh, and delete. The SafeNet logo and 'THE DATA PROTECTION COMPANY' are at the bottom.