

# Single Sign On (SSO)

## Enrollment Instructions

### Introduction to Single Sign On

Single Sign On (SSO) is an application that will be installed on all clinical workstations throughout UH. It introduces added security and password authentication.

This new hardware and software will initially give registered users access to all SSO enabled applications once they log on to the UH network. SSO will not give you access to applications for which you do not have security rights. Following is a list of the current SSO enabled applications.

SSO Enabled Applications	
• Electronic Medical Records (EMR)	• GE Muse Web
• Physicians Portal	• Heartlab
• Meta eSig from Portal	• Oracle
• PACS Easy Access Web	• Outlook Web Access (OWA)
• RECS (UHCMC Residents)	• Kronos Timestamp
• OnCall Data (ePrescription)	

**Note** ► When Order Entry and Electronic Medication Administration Record (eMAR) are implemented, SSO will serve as a second layer of Positive Identification for the Electronic Medical Record (EMR) application that is regulated by the Ohio Board of Pharmacy. All Clinicians will need SSO to submit orders and document medication administration within the hospital.

## Single Sign On Hardware

For most new employees, the SSO technology is already built into your UH badge. If your badge does not have the built in technology you will receive an SSO tag that works with the hardware. You will affix this tag to the back of your UH badge in the upper right hand corner. When placing the tag, do not cover the magnetic strip.

## Single Sign On Enrollment Instructions

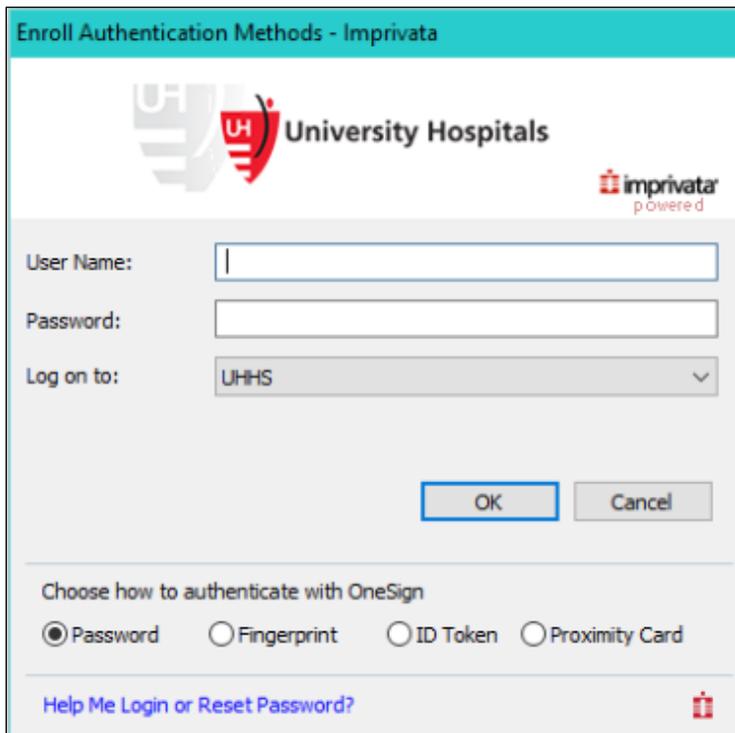
You must complete the enrollment process before your badge will work with the SSO card reader.

1. Remove the last page of this document with the 144 enrollment questions.
2. Write down your answers to 15 of the 144 questions on this sheet of paper.

- Note** ▶ This step is important because you will answer these questions via the computer and you only have 10 minutes to complete your answers before the system forces you to start over.
- Note** ▶ Keep the page you wrote your answers on in a secure location. If ever you forget your UH ID badge, the system will prompt you with 2 of your 15 questions for authentication. If there is no possibility of you forgetting your questions, discard the paper with your questions in a secure paper bin or shred it.

## Registering your SSO Questions/Answers to your Profile

3. Access a clinical workstation in your area  
 The Enroll Authentication Methods Imprivata – Log on Screen should appear.

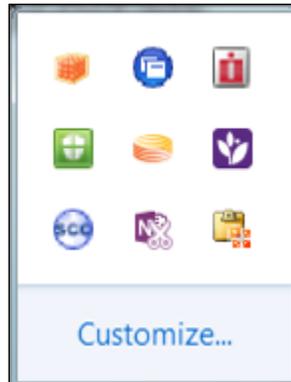


4. Enter your network **Username**.
5. Enter your network **Password**.

6. From the systems tray (in the lower left corner of the screen), click the **Show Hidden Icons** arrow .

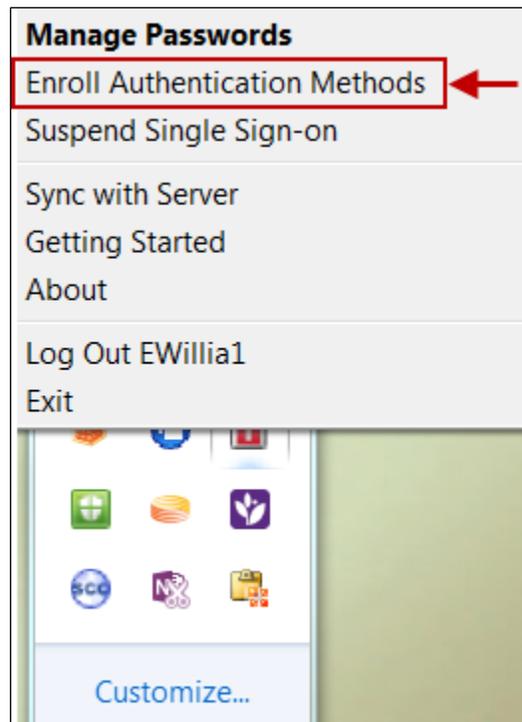


-  The Show Hidden Icons window appears.

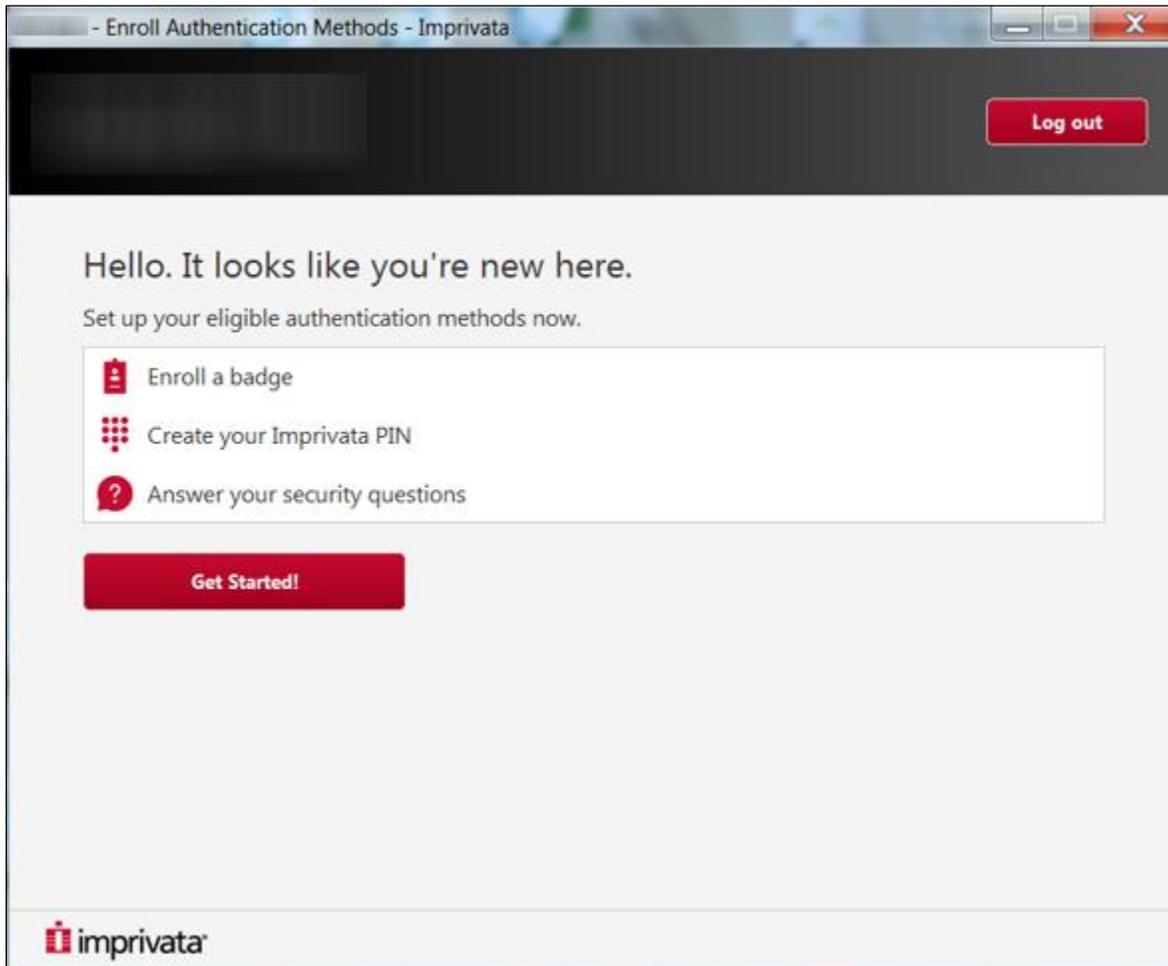


7. Click the **SSO** icon. 

8. Select the Enroll Authentication Methods



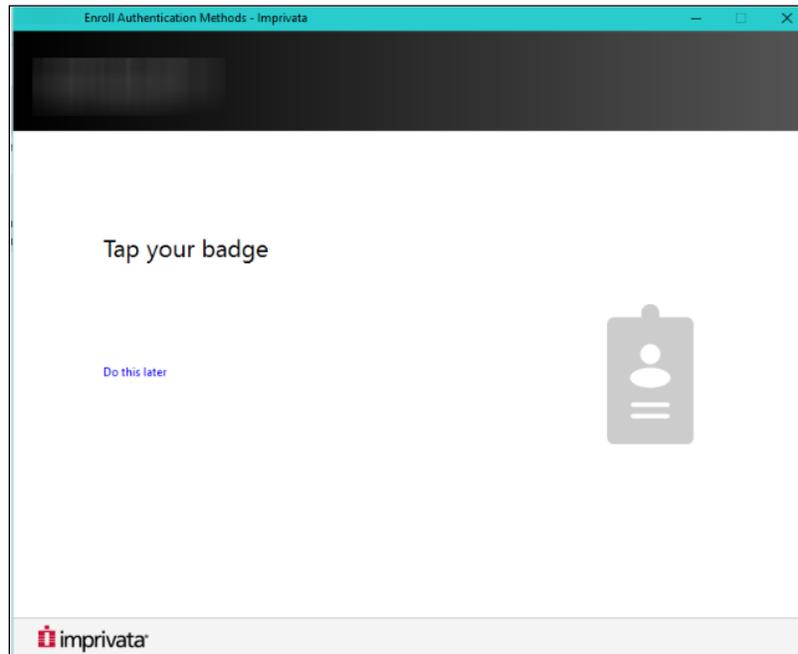
The Enroll Authentication Methods - Imprivata screen appears.



9. From the **Enrollment authentication methods screen**, click the **Get Started** button.

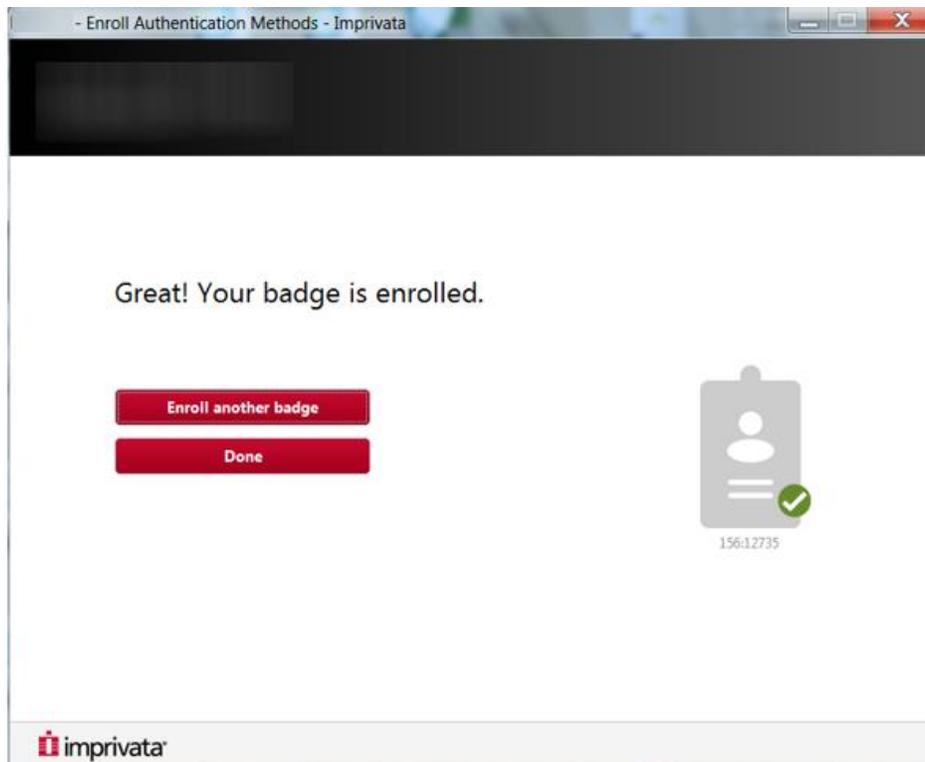


- ☞ The Tap your badge screen appears.



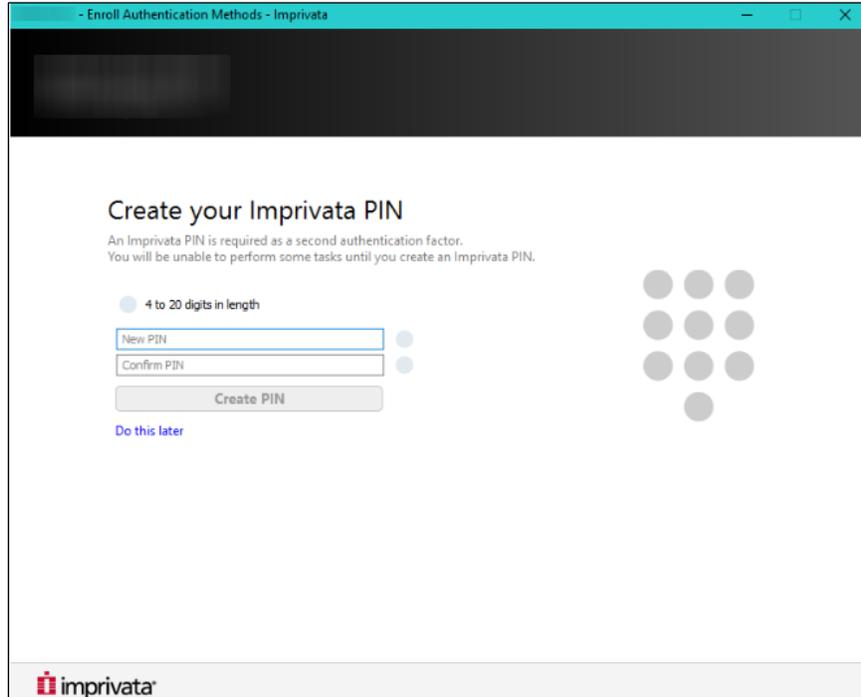
10. Tap your **badge** over the SSO Card Reader.

- ☞ The Enroll Authentication Methods – Imprivata screen appears with the message “Great! Your badge is enrolled.”

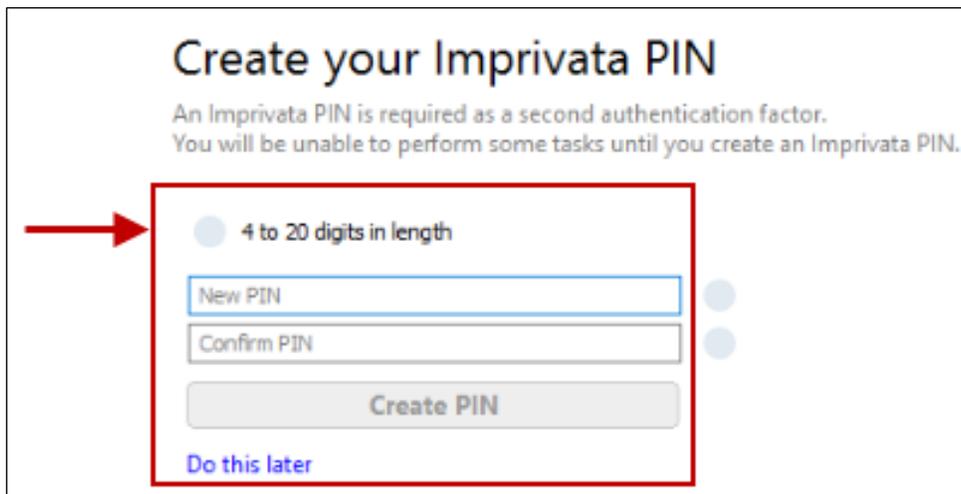


11. Click the **Done** button.

 The Create your Imprivata Pin screen appears.



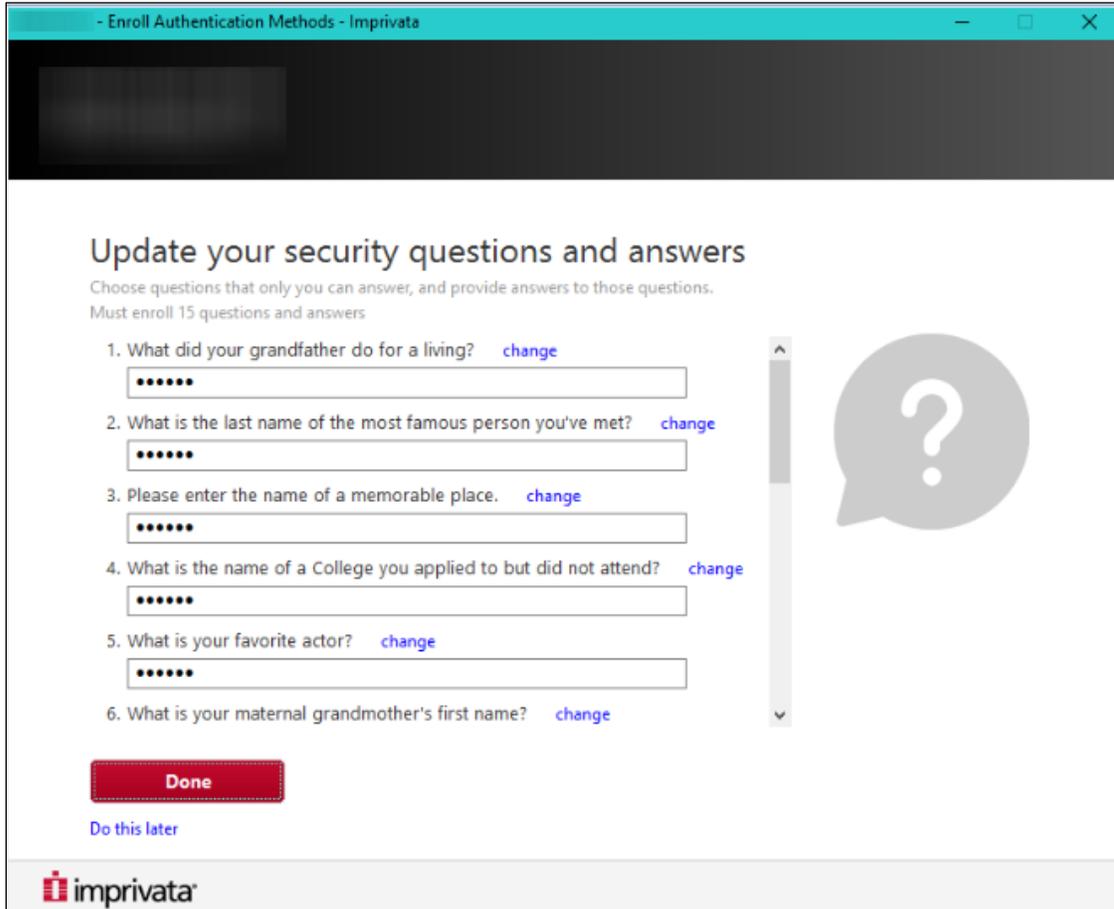
12. From, the **New Pin** field, enter a **4 -20 digit number**.



13. From the **Confirm PIN** field, enter your **PIN number** again.

14. Click the **Create PIN** button.

 The Update your security questions and answer screen appears on your desktop.



The screenshot shows a web browser window with the title bar '- Enroll Authentication Methods - Imprivata'. The main content area has a dark header with a blurred image. Below the header, the title 'Update your security questions and answers' is displayed in a large, dark font. Underneath the title, there is a subtitle: 'Choose questions that only you can answer, and provide answers to those questions. Must enroll 15 questions and answers'. The main content consists of six numbered questions, each followed by a text input field with a masked answer (represented by six dots) and a 'change' link to its right. The questions are: 1. 'What did your grandfather do for a living?', 2. 'What is the last name of the most famous person you've met?', 3. 'Please enter the name of a memorable place.', 4. 'What is the name of a College you applied to but did not attend?', 5. 'What is your favorite actor?', and 6. 'What is your maternal grandmother's first name?'. To the right of the questions is a vertical scrollbar and a large, light gray speech bubble icon containing a question mark. At the bottom of the form area, there is a red 'Done' button and a blue link that says 'Do this later'. The footer of the page features the Imprivata logo and the word 'imprivata' in a sans-serif font.

- Enroll Authentication Methods - Imprivata

## Update your security questions and answers

Choose questions that only you can answer, and provide answers to those questions.  
Must enroll 15 questions and answers

1. What did your grandfather do for a living? [change](#)  
.....
2. What is the last name of the most famous person you've met? [change](#)  
.....
3. Please enter the name of a memorable place. [change](#)  
.....
4. What is the name of a College you applied to but did not attend? [change](#)  
.....
5. What is your favorite actor? [change](#)  
.....
6. What is your maternal grandmother's first name? [change](#)

[Done](#)

[Do this later](#)

 imprivata

15. Select a **security question** and enter **your answer** in the free-text box below. You will do this for 15 questions.

(UHHS)

## Update your security questions

Choose questions that only you can answer, and provide answers  
Must enroll 15 questions and answers

1. Who was your favorite movie hero? [change](#)
2. Who was your best friend in high school?
3. Please enter the name of a memorable place
4. What is the name of a College you applied to
5. What is your favorite actor? [change](#)
6. What is your maternal grandmother's first name

[Do this later](#)

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- How many uncles do you have?
- What was the first name of your man/maid of honor?
- What was your most memorable gift as a child?
- What is your oldest sibling's nickname?
- What is the name of the place where you had your wedding reception?
- What is the last name of the most famous person you've met?
- What is your most unique characteristic?
- What was your favorite place to visit as a child?
- What is your father's middle name?
- In what city was your grandfather born?
- In what city was your grandmother born?
- What is the first street on which you lived?
- What was your favorite childhood game?
- What is your favorite summer time activity?
- What is your favorite fairy tale story?
- Who was your favorite school teacher?
- What did your grandfather do for a living?
- What place do you call home?
- Who is the most influential person in your life?
- What did you always want to be when you grew up?
- Who was your first love?
- What is the highest level of your Father's education?
- What is the highest level of your Mother education?
- What was your spouse's educational background when you met?
- What is your favorite non-English word?
- What is your favorite accomplishment?
- What is your favorite tradition from childhood?
- What is your least family tradition from childhood?
- What is the first concert you went to?
- What is the first name of your high school prom date?
- In what year did you begin using computers?
- What is the last name of your favorite school teacher?
- What is the first name of your favorite aunt/uncle?
- Which celebrity do you admire the most?
- What was your favorite playground game/activity?
- Who was your childhood's best friend?
- What is your Mother's middle name?
- Who is your favorite historical president?
- What is your Mother's maiden name?
- What is your favorite pizza topping?
- What is your favorite music group?
- What is your favorite movie?
- What is your favorite book?
- What is your favorite author?
- What is your favorite cereal?

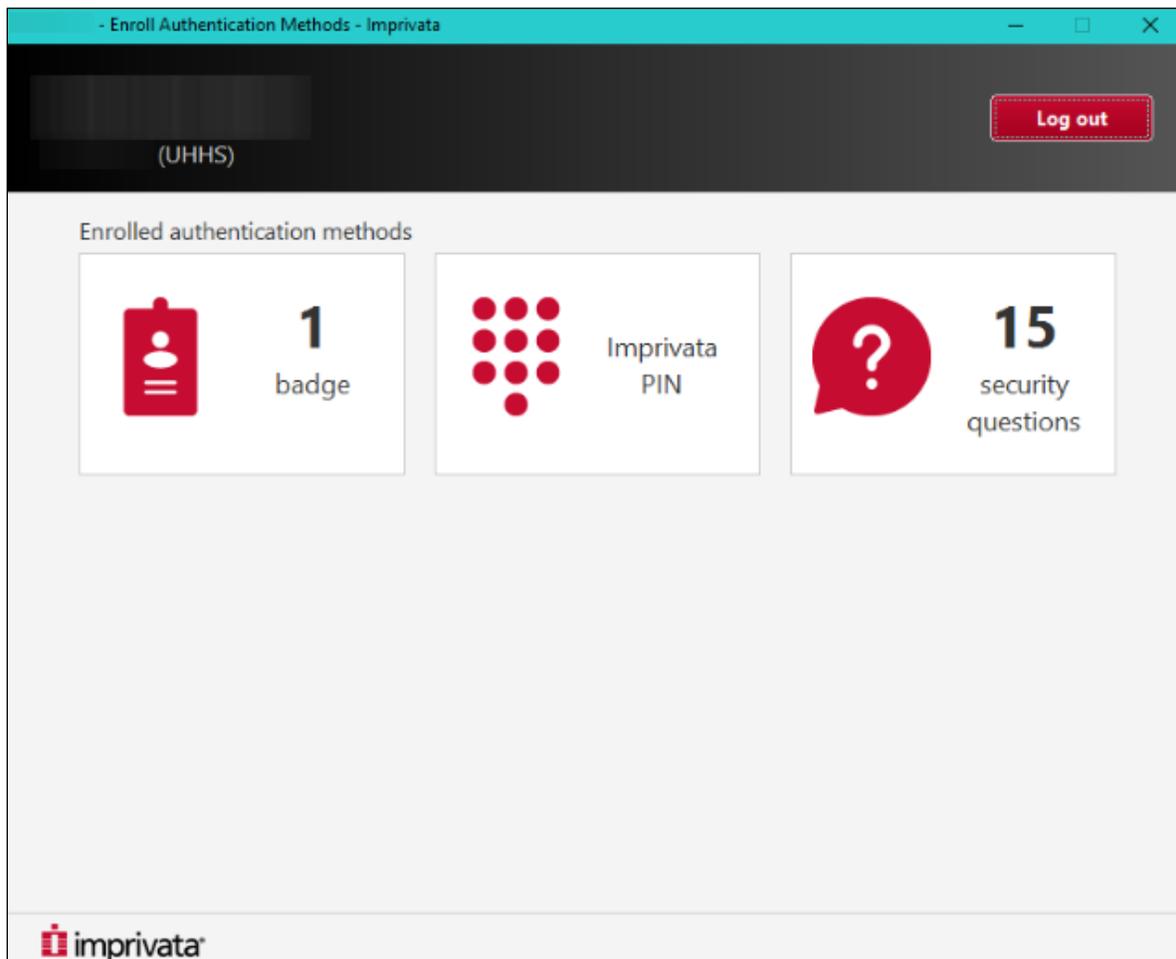
**Note** ▶ You cannot repeat an answer, even if the question is different.

**Note** ▶ You cannot repeat a single question multiple times.

**Note** ▶ The answers are not case sensitive.

16. Click the **Done** button.

- ☒ The Enroll Authentication Methods screen appears. (The screen shows that you enrolled one ID Badge, created a pin number, and answered 15 questions).



17. Click the **Log out** button.

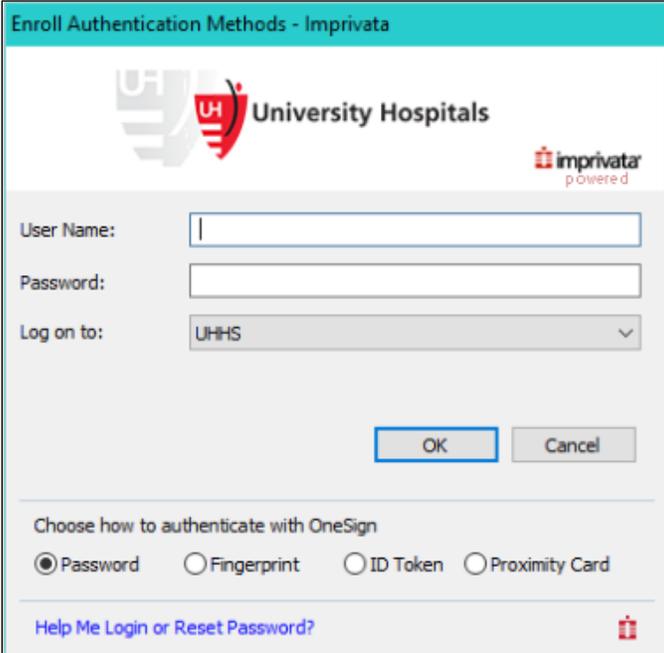
**Note** ► You are now signed on to the workstation and you have completed the initial enrollment process. **MAKE SURE YOU SECURELY DISCARD OR DESTROY THE PAPER WITH YOUR SECURITY QUESTIONS AND ANSWERS!**

## Log On to Single Sign On – Daily Procedures

After you have completed the initial enrollment and sign on process, the following steps detail your daily login procedures.

**Note** ▶ These instructions assume that the computer has already been signed on. If you are just starting the computer, you may have to sign on with your Network ID and Network Password. If you have forgotten your Network ID and/or Network Password, call the Service Desk at 216-844-3327.

1. The following login window will be present on the clinical workstations you approach.



2. Tap your **UH badge** over the SSO reader.

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**Tip** ▶ Optionally, if you are prompted, enter your **PIN** number in the PIN field.

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3. Click the **OK** button.

**Note** ▶ If you have forgotten your SSO PIN, contact the Help Desk at 216-844-3327 to have it reset.

## Log Off of Single Sign On

You should log off of your workstation if you plan to be away from your workstation for any length of time. This prevents unauthorized access to your workstation.

**To log off of Single Sign On, complete the following steps.**

1. Save any work you are in the process of completing on your workstation.
2. Tap your **UH Badge** over the SSO card reader to log off.

## Troubleshoot

Whenever you forget your ID badge, or if you access the system remotely, you will need to use the “Help Me Login or Reset Password” link to sign into SSO.

1. From the **Enroll Authentication Methods – Imprivata** logon screen, click the **Help Me Login or Reset Password** link.

- ☞ The Security Questions dialog box appears with two of your security questions.

2. In the **Answer** field, type the answers to the questions asked.
3. Click the **Next** button. The system logs you into SSO.

## Lost Badges

Immediately report any lost badges to your facility's HR department.

## SSO Security Questions Worksheet

SSO Security Questions (Answer 15 of the 144 questions below)	
1.	What is the color of your first car?
2.	What is the model of your first car?
3.	What is your maternal grandmother's first name?
4.	What is your maternal grandfather's first name?
5.	What is your paternal grandmother's first name?
6.	What is your paternal grandfather's first name?
7.	What is your favorite flower?
8.	What is your favorite fruit?
9.	What is your favorite food?
10.	What is your favorite cartoon character?
11.	What is your favorite magazine?
12.	What is your favorite play?
13.	What is your favorite charity?
14.	What is your favorite song?
15.	What is your favorite actress?
16.	What is your favorite actor?
17.	What is the square footage of your residence?
18.	How many uncles do you have?
19.	How many aunts do you have?
20.	What was the first name of your man/maid of honor?
21.	What was your most memorable gift as a child?
22.	What is your oldest sibling's nickname?
23.	What is the name of the place where you had your wedding reception?
24.	If you needed a new first name, what would it be?
25.	What is the last name of the most famous person you've met?
26.	What is your most unique characteristic?
27.	What is the name of a College you applied to but did not attend?
28.	Please enter the name of a memorable place.
29.	What was your favorite place to visit as a child?
30.	What is your father's middle name?
31.	In what city was your grandfather born?
32.	In what city was your grandmother born?
33.	What is the first street on which you lived?
34.	Where was your first kiss?
35.	What was your favorite childhood game?
36.	What is your favorite summer time activity?
37.	What is your favorite fairy tale story?
38.	Who was your favorite school teacher?
39.	What did your grandfather do for a living?

SSO Security Questions (Answer 15 of the 144 questions below)
40. What place do you call home?
41. Who is the most influential person in your life?
42. Who was your favorite movie hero?
43. What did you always want to be when you grew up?
44. Who was your best friend in high school?
45. Who was your first love?
46. What is the highest level of your Father's education?
47. What is the highest level of your Mother education?
48. What was your spouse's educational background when you met?
49. What is your favorite non-English word?
50. What is your favorite accomplishment?
51. What is your favorite tradition from childhood?
52. What is your least family tradition from childhood?
53. What is the first concert you went to?
54. What is the first name of your high school prom date?
55. In what year did you begin using computers?
56. What is the last name of your favorite school teacher?
57. What is the first name of your favorite aunt/uncle?
58. Which celebrity do you admire the most?
59. What was your favorite playground game/activity?
60. Who was your childhood's best friend?
61. What is your Mother's middle name?
62. Who is your favorite historical president?
63. What is your Mother's maiden name?
64. What is your favorite pizza topping?
65. What is your favorite music group?
66. What is your favorite movie?
67. What is your favorite book?
68. What is your favorite author?
69. What is your favorite cereal?
70. What is your mother's area code?
71. What is your father's area code?
72. What is the year your mother was born?
73. In what year was your father born?
74. Who is your favorite athlete?
75. Which is your favorite month of the year?
76. If you could start over, in what occupation would you want to be an expert?
77. What is your favorite home-cooked meal?
78. What gift you would love to receive the most?
79. What is your favorite website?
80. What school did you attend in the 5th grade?

SSO Security Questions (Answer 15 of the 144 questions below)
81. What is your favorite sports team?
82. What college did your maternal grandmother attend?
83. What was the name of your first pet's name?
84. What was your favorite subject in school?
85. What was first foreign country you visited?
86. What is the name of your favorite music band?
87. What is the first name of your childhood best friend
88. What was the model year of your first car (MMYY)?
89. How old were you when you received your first real kiss?
90. Who is your favorite historic figure?
91. What is the name of the street on which you lived in the 3rd grade?
92. What is the last name of your favorite teacher?
93. Who is your favorite vocalist?
94. What is your favorite beverage?
95. What is the last name of your favorite author?
96. Who is your hero?
97. What is your favorite salad dressing?
98. What is your favorite board, card or video game?
99. What is your favorite animal to visit at the zoo?
100. What is your dream vacation destination?
101. Who is your favorite actor or actress?
102. Which President of the United States was your favorite?
103. What is your favorite holiday?
104. What is your greatest fear?
105. What language would you most like to learn that you don't already know?
106. What is your least favorite subject in school?
107. What is your favorite subject in school?
108. What is your favorite television program?
109. How many computers have you owned?
110. If a genie granted you one wish, what would it be?
111. How many pairs of shoes are in your closet?
112. What is your favorite outdoor pastime?
113. Who is your favorite cartoon or comic book character?
114. What color were your bridesmaids' dresses?
115. What was the first name of your date for your Senior Prom?
116. In what year did you start wearing glasses or contact lenses?
117. What is your favorite vegetable?
118. If there was no limit on spaces, what would you like your license plate to read?
119. How many hats do you own?
120. What is the make and model of your dream car?
121. What color is your kitchen counter?

SSO Security Questions (Answer 15 of the 144 questions below)
122. What is your favorite relative's first name?
123. How many magazines do you subscribe to and read regularly?
124. What section of the newspaper do you read first?
125. Who is the best living, working professional in the sports world today?
126. What brand of shampoo do you use?
127. If you were stranded on an island for a year, who would you take with you?
128. What breed of dog or cat is your favorite?
129. What was the last name of your 4th grade teacher?
130. Where did you vacation last year?
131. What was the first concert you attended?
132. Where does your nearest sibling live?
133. What was your childhood nickname?
134. What was your fraternal grandfather's occupation?
135. Where did you meet your current spouse/significant other?
136. How many bones have you broken?
137. When you were a child, what did you want to grow up to be?
138. To which state or country do you want to retire?
139. What are the last four digits of the phone number you call most often?
140. What is your favorite dessert?
141. What was the name of the first school you attended?
142. In what city or town did your parents meet?
143. What was the name of your first stuffed animal?
144. What is your favorite restaurant?