

PhoneFactor

User Guide

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Log In to Phone Factor

Internet Explorer / Chrome / Firefox / Safari

1. Type <https://store.pvhmc.org>. The **PVHMC Access Gateway** page will display.

Citrix Access Gateway Page

2. At the bottom of the page, click **“Click here” to manage your PhoneFactor account**. The **PhoneFactor User Log In** page will display.

PhoneFactor User Log In Page

3. Type in your Network (Active Directory) **Username** and **Password**.
4. Click **Log In**. The **PhoneFactor User Set Up** page will display.

Language: en: English

Help

POMONA VALLEY HOSPITAL
MEDICAL CENTER

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PhoneFactor User Log In

Username

Password

Log In

Set Up Your Account

To enable PhoneFactor for your account, you must type your Phone Number to use for authentication to PVHMC Access Gateway. If you do not have your Primary Phone with you when log on to PVHMC, the system will call your Backup Phone Number.

PhoneFactor User Setup Page

1. Type the Primary Phone Number including the area code.
2. Type the Backup Phone Number including the area code (optional.)
3. Click **Call Me Now To Authenticate**. Your phone will ring.
4. Answer your phone and press # to Authenticate. The Security Questions page will display.

Security Questions Page

5. Select the Questions 1 -4
6. Type an Answer for the selected questions.
7. Click **Continue**. The Account Configuration Complete page will display.

Account Configuration Complete Page

Your Account has been configured to use PhoneFactor Two-Factor authentication. You can return to Phone Factor at any time to change your phone number, method of authentication (Phone Application, SMS Text, or Voice Call.), security questions, and obtain a one-time bypass in case you have no phone access.

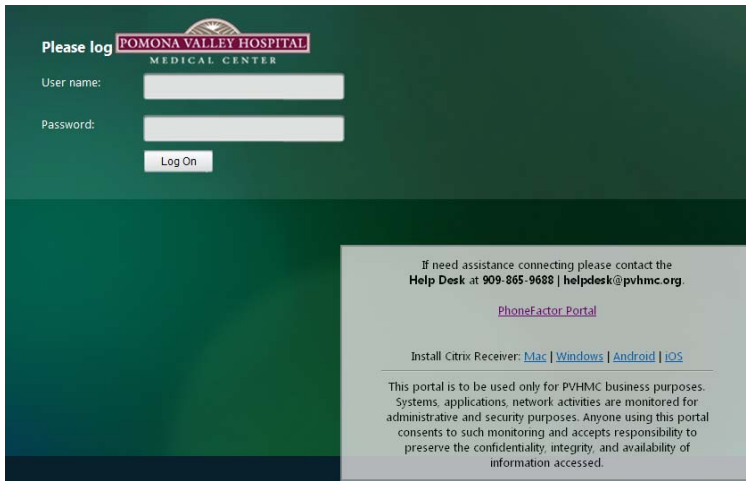
8. On the top toolbar, click **Log Out**.
9. Close the window to return to the **PVHMC Access Gateway Page**.

Log On to PVHMC Access Gateway

Now that you have created your Phone Factor account, you can log on to the PVHMC Access Gateway and access your applications.

PVHMC Access Gateway Page

1. Type your Network (Active Directory) User name and Password.
2. Click **Log On**. You will receive a phone call from Phone Factor to authenticate your account.
3. Answer your phone.
 - a. Voice Call: Press #
 - b. SMS Text: Respond via SMS text to the 6 digit PIN number.
 - c. Phone App: Answer that you are authenticating to the system.
4. PhoneFactor will authenticate your account and automatically log on to PVHMC Access Gateway.



One-Time Bypass

Once your PhoneFactor account is created, there may be times where you are not near your primary phone or backup phone, For those situations, you can request a one-time bypass. The bypass will expire after five minutes.

Internet Explorer / Chrome / Firefox / Safari

1. Type <http://store.pvhmc.org>. The PVHMC Access Gateway page will display.

PVHMC Access Gateway Page

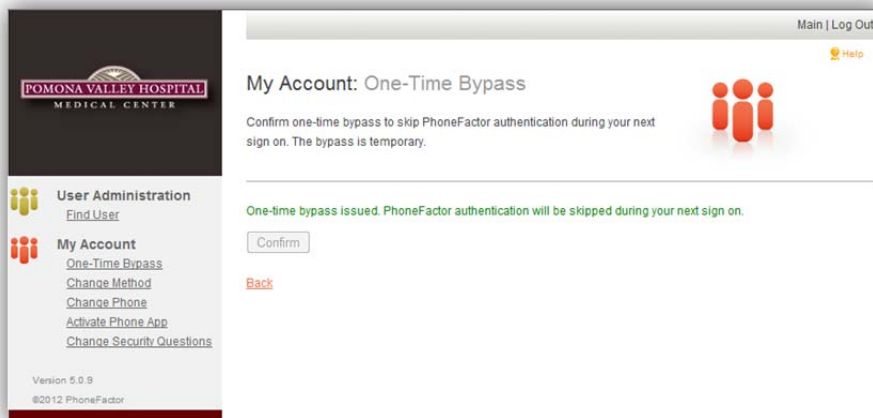
2. At the bottom of the page, click "Click here" to manage your PhoneFactor Account. The PhoneFactor User Log In page will display.

PhoneFactor User Log In Page

3. Type your Network (Active Directory) User name and Password.
4. Click Log In. The Welcome Page will display
5. Click **One-Time Bypass**. The **My Account: One-Time Bypass** page will display.

My Account: One-Time Bypass Page

6. Click **Confirm**. The one-time bypass confirmation will display.



7. Close the window to return to PVHMC Access page.

PVHMC Access Gateway Page

8. Type your Network (Active Directory) **Username** and **Password**.
9. Click **Log On**. The **Citrix StoreFront** webpage will display. You can now access your PVHMC applications or desktop.

PhoneFactor “Active Authentication” PhoneApp

Download Active Authentication from App Store

1. From the Apple App Store, search for “Active Authentication”
2. Press on **Free** button to download the application.
3. Once complete, press **Open**

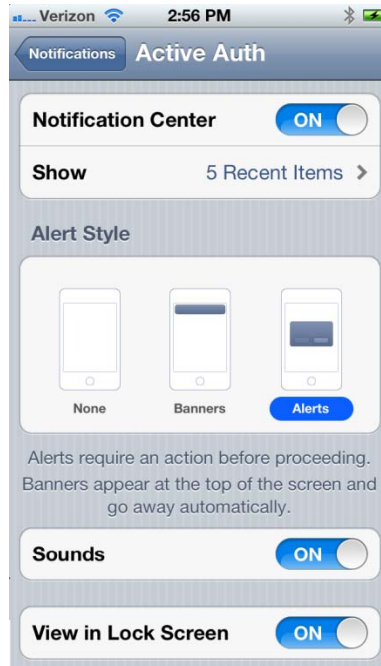


4. Click **OK**. TO allow “Active Auth” to send Push Notifications. If this option is not enabled Active Authentication will not function properly.

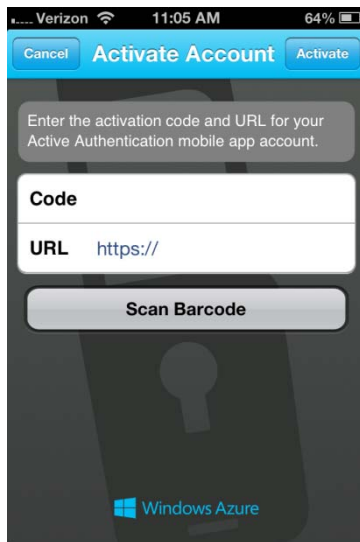


- a. Recommended notifications settings on the iOS device:
 - i. Select Settings -> Notifications -> Active Auth
 1. **Notification Center:** On
 2. **Show:** 5 Recent Items

3. **Alert Style:** Alerts
4. **Sounds:** Can be On or Off
5. **View in Lock Screen:** On



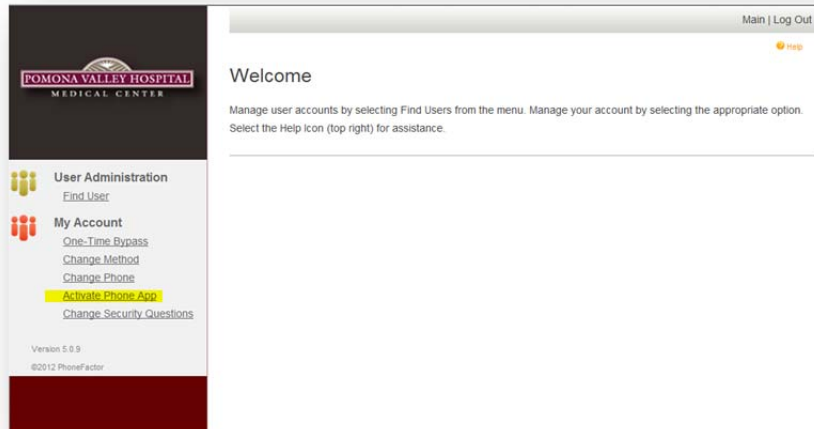
5. The Activation Account screen will appear on the iOS device. Requesting for Code and URL. Keep this screen opened on the iOS device.



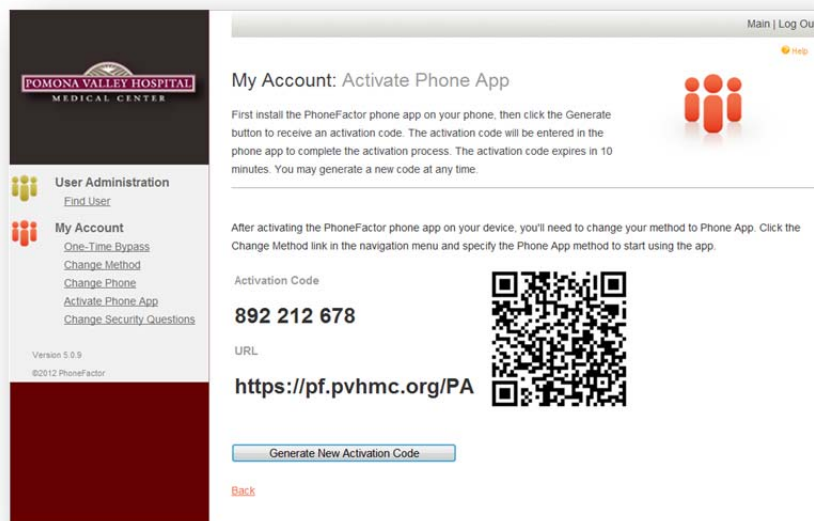
Activate PhoneApp on PhoneFactor User Portal

1. Go to another device that has Internet Access
 - a. Click on the browser and go to <https://pf.pvhmc.org/PhoneFactor>
 - b. Enter your Windows Username and Password
 - c. Click Login.

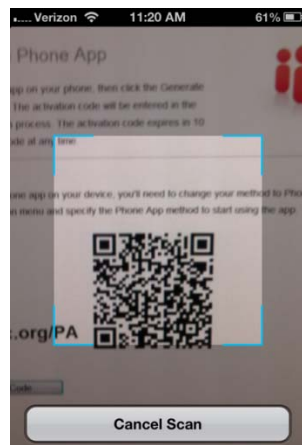
2. Click on Activate Phone App (highlighted in yellow) from the PhoneFactor User Portal – Welcome page



3. Click on **Generate Activation Code**
4. The **My Account: Activate Phone App** page will appear as shown below.



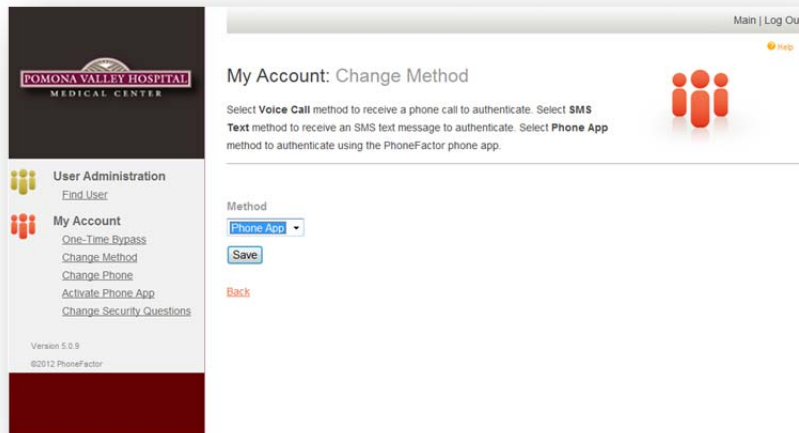
5. On the iOS device with Active Authentication. Press on “Scan Barcode”
6. Then with the iOS device, scan the QR Code.



- Complete, PVHMC will appear on the screen shown below.



- On the computer, go to the PhoneFactor User Portal webpage
- Under My Account, click on **“Change Method.”**
- Change the drop-down field from Voice to **PhoneApp**
- Click **Save**



- To add additional devices for authentication repeats the steps above.
- Complete, second factor authentication method will now be with the PhoneApp.