Accessing The Hub Outside the Adventist Health System Network
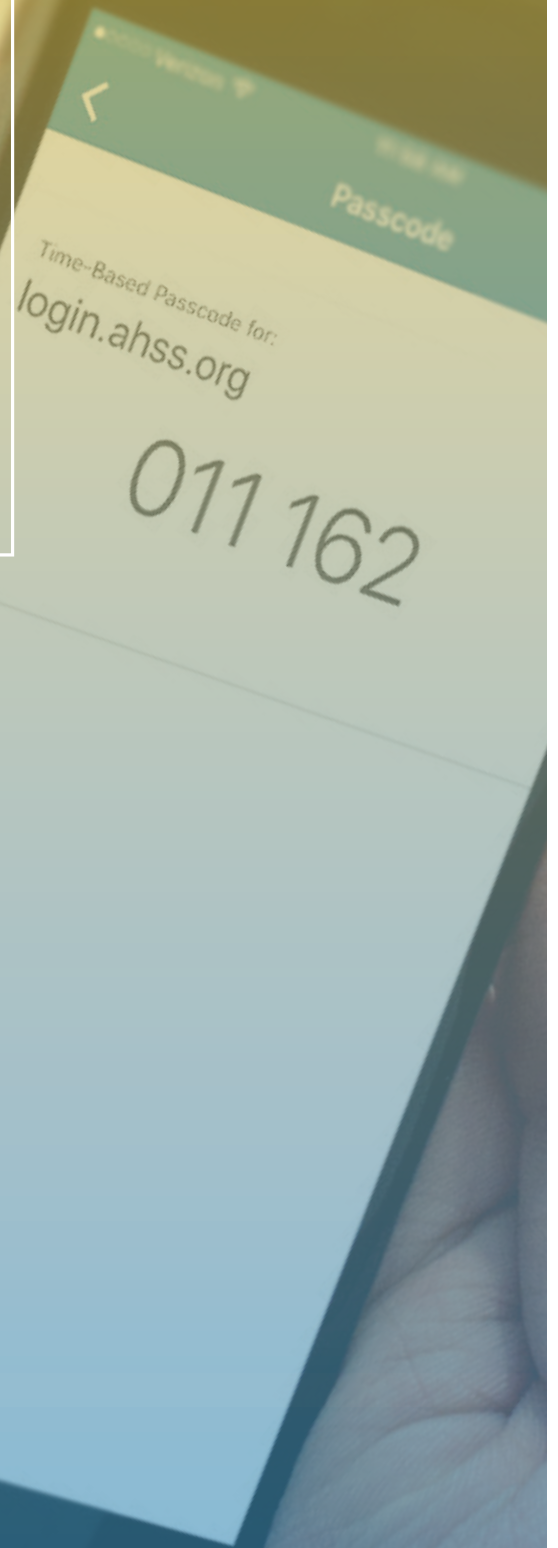
- View your paycheck

- View your benefits

- Update your personal information
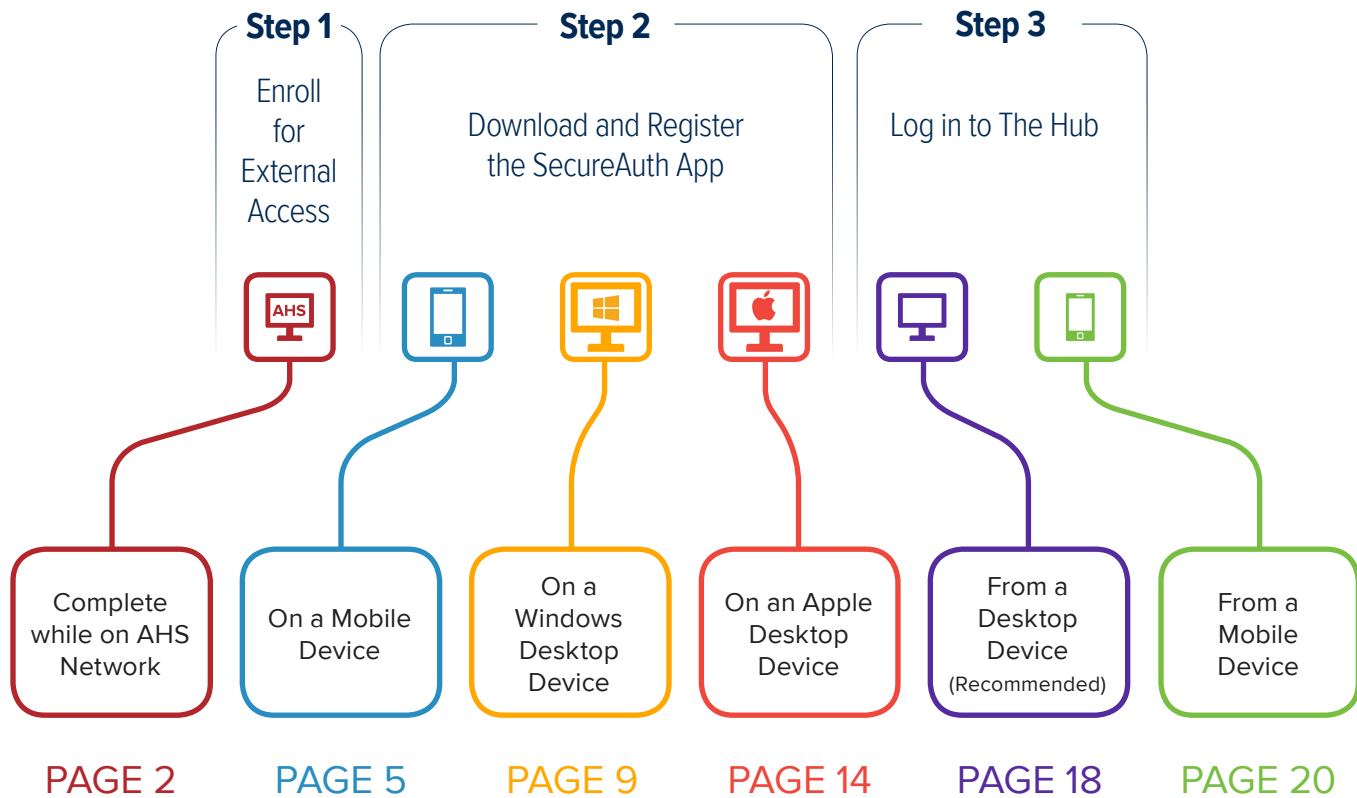
The Hub

Convenient Access to The Hub Away from Work

The Hub is home to some of your most private employment information, so we are taking every effort to ensure that this information remains secure.

When logging in from outside of the Adventist Health System network, a two-step login process that utilizes the SecureAuth application is required. Once downloaded and registered, this application will generate a random code that you will use, in addition to your username and password, each time you log in. This ensures that an unauthorized user cannot access your account in the event that they are able to capture your username and password.

Contents

This user guide is a detailed step-by-step process document that will guide you through the three steps above in order to gain access to The Hub for the first time outside of the AHS network. While these instructions are thorough, the entire process from start to finish should take no more than 15–20 minutes to complete. An electronic version of this user guide is also available on Corporate Arc under the iSynergy team site and at http://ahs.link/secureauth

Step 1:
Enroll for External Access

Prior to enrolling for external access, you will need to know your Active Directory username (OpID) and password. If you are unsure of your password, or if your password has expired, please visit the Adventist Health System Self-Service Password Reset website at pwchange.ahss.org.

Enrollment must be completed while on the AHS Network. In order to provide secure external access to The Hub, we are implementing a two-factor login process. This process utilizes a mobile or desktop application that produces a random code to ensure that an unauthorized user cannot access your account in the event that they are able to capture your username and password.

To complete this enrollment process:

1. Navigate to http://login.ahss.org/enroll from within the AHS internal network.

   (This is the network our facilities use to connect to the internet. You use this network while at work or while using VPN from home.)
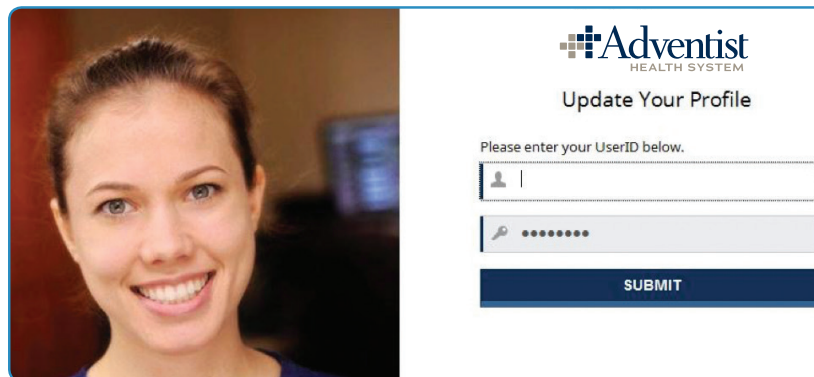
2. Enter your Active Directory username and password and press submit to login.

   (Your Active Directory username and password are what you currently use to log in to Windows or Outlook.)

3. Once you have logged in, you will need to verify and/ or update your profile information. You can update your publicly visible work phone, and add your mobile number or personal email address to be used for identity verification.

Note: *In order to activate two-factor authentication and enable external access, AHS requires a personal contact method (such as a mobile phone or personal email address). A registration code will later be sent to the personal contact method provided. This information is stored in a secure fashion and is only accessible to IT support staff. Fields labeled public will be visible in the AHS directory, whereas fields labeled private are only accessible to IT support staff to assist in troubleshooting.*

4. Click Update.

5. Upon updating your contact information, you will receive a message that the update was successful.
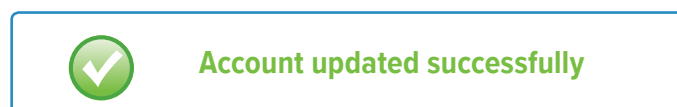
6. If you would like to clear the fields and start over, click reset.

7. Once you have successfully updated your data, you may close the web browser.

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Before you continue:

If you will be downloading the SecureAuth app on your phone or other mobile device, please continue reading. For instructions on downloading the SecureAuth app on your home computer, please skip to page 9 for Windows desktop devices or page 14 for Apple desktop devices.

AHS

Step 2.1:
Download and Register the SecureAuth App on a Mobile Device

To download and register this application:

Note: You do not need to access The Hub from the same device to which you download the SecureAuth app.

1. Open the app store on your mobile device and search for "SecureAuth Authenticate."

2. On an Android device, click Install. On Apple devices, click the box that says Get, then click Install. On a Blackberry device, click Download. On a Windows phone click Get the App.
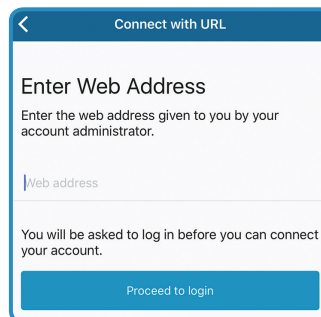
3. If asked, enter your password.

4. After installation, launch the app.

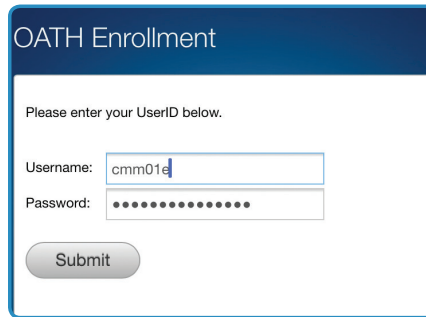5. Click the + in the upper left-hand corner and select Connect with URL.
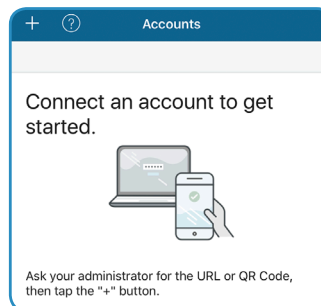
6. Enter login.ahss.org in the web address field, then click Proceed to login.

7. When asked for your username and password, enter your Active Directory username and password, then click Submit.

(Your Active Directory username and password are what you currently use to log in to Windows and Outlook.)
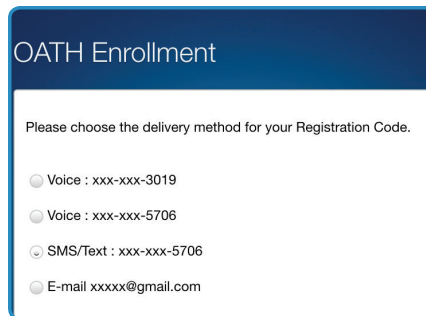
OATH Enrollment

Please enter your UserID below.

Username: cmm01e

Password: ●●●●●●●●●●●●●●●

Submit

8. You will be asked to select the delivery method that you would prefer for your one-time use registration code. The method you select will determine where the registration code will be sent.

(The recommended delivery method is SMS/Text to your mobile phone.)

OATH Enrollment

Please choose the delivery method for your Registration Code.
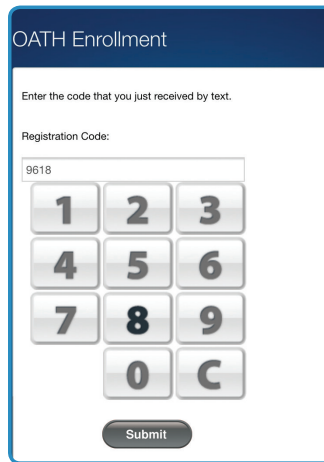
○ Voice : xxx-xxx-3019

○ Voice : xxx-xxx-5706

◉ SMS/Text : xxx-xxx-5706

○ E-mail xxxxx@gmail.com

9. You will immediately receive your registration code via your chosen method.

10. Once you have received the registration code through your chosen delivery method, enter it on this screen using the keypad provided and click Submit.

11. Your SecureAuth app is now registered. To access the one-time 6-digit passcode, click on the key symbol on the right of the URL.
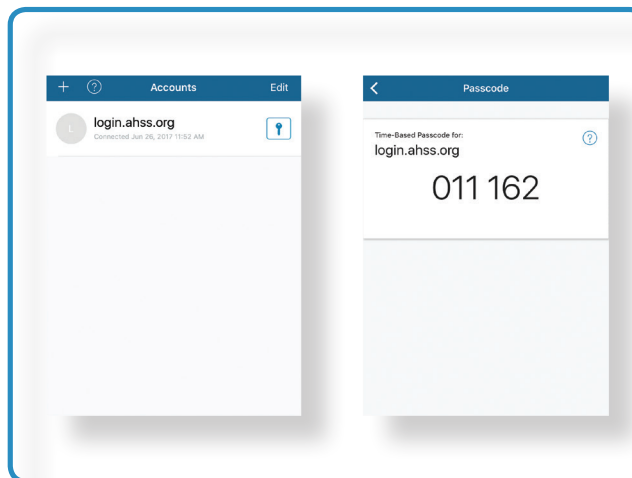
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In the future, when you are prompted for a two-factor code while logging in to The Hub, you will open the SecureAuth application and use the one-time 6-digit passcode displayed on the screen to authorize your application. This passcode will remain valid for 60 seconds. If the timer expires before you have entered the passcode, look for the new 6-digit passcode to appear and enter this new number to log in.

Step 2.2:
Download and Register the SecureAuth App on a Windows Desktop Device

To download and register this application:

Note: You do not need to access The Hub from the same device to which you download the SecureAuth app. If two people are downloading the SecureAuth app to the same desktop device, each individual will need to create a separate user profile on their computer and download the application once for each user profile in order to use the application successfully.
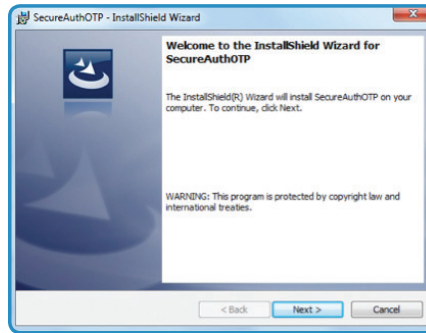
1. Open your web browser and enter the following URL:

    http://adventisthealthsystem.com/secureauthwin

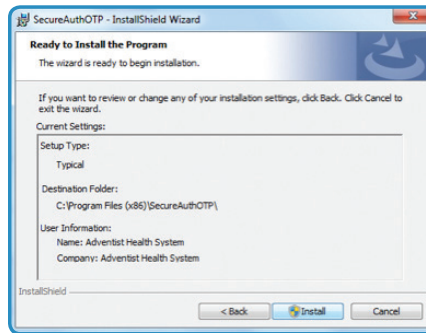2. If asked if you want to Run or Save the file, click Run.
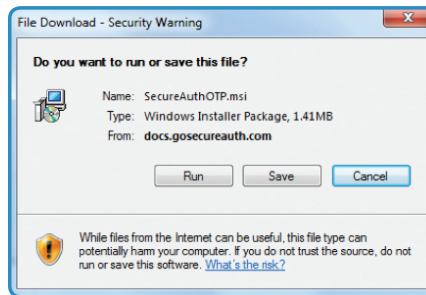
3. If asked if you want to run this software, click Run.
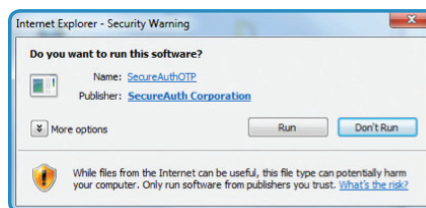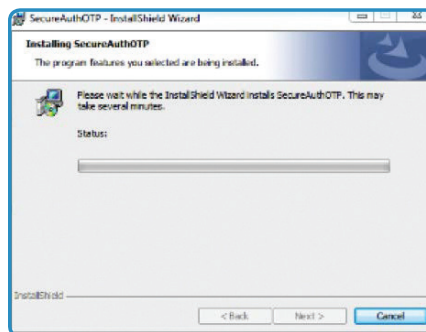
4. When the installer launches, you will be presented with a welcome screen. Click Next > to continue.

5. At the Ready to Install the Program screen, click Install to continue.
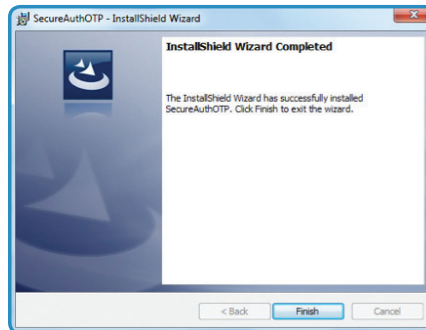

6. You will be presented with a status bar to track the progress of the installation.


7. If asked to allow SecureAuth to install software on your computer, click Yes.

8. You will now be presented with the InstallShield Wizard Completed screen; the installation process has concluded. Click Finish to exit the installer.

9. Launch the SecureAuth OTP client.
(Start ➔ All Programs ➔ SecureAuth ➔ SecureAuth OTP)

10. Once you launch the app, you will be asked to enter a Server URL. Enter login.ahss.org in this field, then click Start.
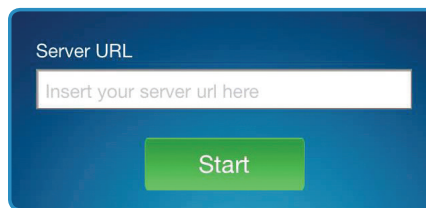
11. When asked for your username and password, enter your Active Directory username and password, then click Submit.
(Your Active Directory username and password are what you currently use to log in to Windows and Outlook.)

12. You will be asked to select the delivery method that you would prefer for your one-time use registration code. The method you select will determine where the registration code will be sent.

(The recommended delivery method is SMS/Text to your mobile phone.)

Please choose the delivery method for your Registration Code.

○ Voice : xxx-xxx-2634
○ Voice : xxx-xxx-9485
◉ SMS/Text : xxx-xxx-9485

Submit

13. Once you have chosen the appropriate delivery method, click Submit. You will immediately receive your registration code via your chosen method.

14. Once you have received the registration code through your chosen delivery method, enter it on this screen using the keypad provided and click Submit. Your SecureAuth app is now registered.

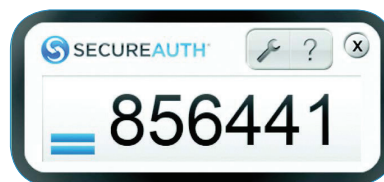| 1 | 2 | 3 |
4	5	6
7	8	9
	0	C

Submit

15. You will be asked to enter a 4-digit PIN code of your choosing. Memorize the PIN you create as it will need to be entered every time you open the SecureAuth app to retreive your one-time passcode for The Hub.

16. You will be presented with a second screen to confirm the PIN code that you entered.

17. You will receive a success message after confirming your PIN code; click OK. Your SecureAuth app is now registered. Once you have confirmed your PIN, you will be shown your one-time 6-digit passcode.

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In the future, when you are prompted for a two-factor code while logging in to The Hub, you will open the SecureAuth application, enter your PIN, and use the one-time 6-digit passcode displayed on the screen to authorize your application. This passcode will remain valid for 60 seconds. If the timer expires before you have entered the passcode, look for the new 6-digit passcode to appear and enter this new number to log in.

Step 2.3
Download and Register the SecureAuth App on an Apple Desktop Device

To download and register this application:

Note: You do not need to access The Hub from the same device to which you download the SecureAuth app. If two people are downloading the SecureAuth app to the same desktop device, each individual will need to create a separate user profile on their computer and download the application once for each user profile in order to use the application successfully.

1. Open your Mac app store and search for SecureAuth Passcode.

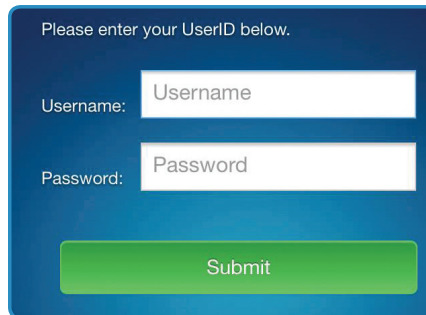2. Select "Get," then "Install App" from the application's download page.

3. Launch the SecureAuth Passcode app.

4. Once you launch the app, you will be asked to enter a Server URL. Enter login.ahss.org in this field, then click Start.
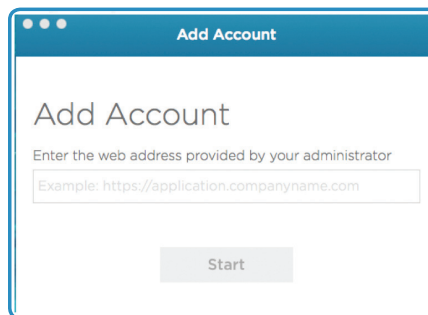
5. When asked for your username and password, enter your Active Directory username and password, then click submit.
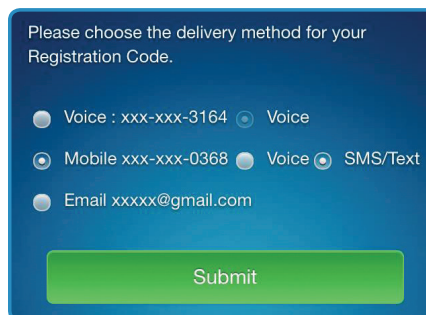*(Your Active Directory username and password are what you currently use to log in to Windows and Outlook.)*

Please enter your UserID below.

Username: Username

Password: Password

Submit

6. You will be asked to select the delivery method that you would prefer for your one-time use registration code. The method you select will determine where the registration code will be sent.
(The recommended delivery method is SMS/Text to your mobile phone.)

Please choose the delivery method for your Registration Code.

○ Voice : xxx-xxx-3164 ◉ Voice

◉ Mobile xxx-xxx-0368 ○ Voice ◉ SMS/Text

○ Email xxxxx@gmail.com

Submit

7. Once you have chosen the appropriate delivery method, click Submit. You will immediately receive your registration code via your chosen method.

8. Once you have received the registration code through your chosen delivery method, enter it on this screen using the keypad provided and click Submit. Your SecureAuth app is now registered.
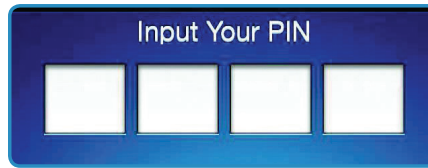
Enter the code that you just received by text.

Registration Code
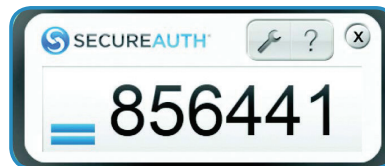
1 2 3
4 5 6
7 8 9
0 C

Submit

9. You will be asked to enter a 4 digit PIN code of your choosing. Memorize the PIN you create as it will need to be entered every time you open the SecureAuth app to retrieve your one-time passcode for The Hub.

Input Your PIN

10. You will be presented with a second screen to confirm the PIN code that you entered.

Confirm PIN

11. You will receive a success message after confirming your PIN code; click OK. Your SecureAuth app is now registered. Once you have confirmed your PIN, you will be shown your one-time 6-digit passcode.

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In the future, when you are prompted for a two-factor code while logging in to The Hub, you will open the SecureAuth application, enter your PIN, and use the one-time 6-digit passcode displayed on the screen to authorize your application. This passcode will remain valid for 60 seconds. If the timer expires before you have entered the passcode, look for the new 6-digit passcode to appear and enter this new number to log in.
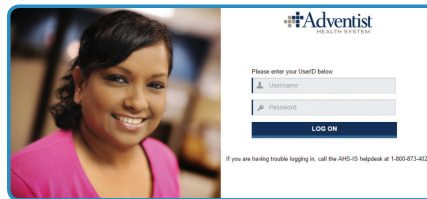
Step 3.1
Logging in to The Hub from a Desktop Device (Recommended)

To log in to The Hub on a desktop device:

Note: You do not need to access The Hub from the same device to which you download the SecureAuth app.

1. Launch your web browser and navigate to http://hub.ahss.org.


2. Enter your Active Directory username and password, then click Log On.

   (Your Active Directory username and password are what you currently use to log in to Windows or Outlook.)

3. You will be asked to confirm that you will be using the SecureAuth app. Select this option and click Submit.

   Note: If you have previously registered the device as a private computer, you will be forwarded directly into The Hub.
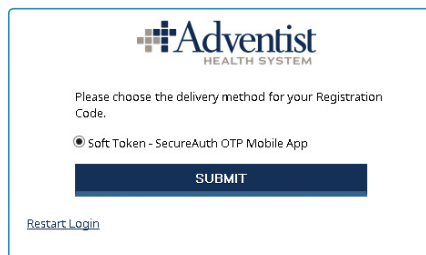
4. Once on this screen, open your SecureAuth Authenticate app, enter the assigned 6-digit passcode, then click Submit to access The Hub.

Each time you access The Hub from a device other than one you have identified as a private computer, you will be asked to enter a passcode from your SecureAuth app. Simply open the previously downloaded SecureAuth app and you will be given a new 6-digit passcode, good to use for 60 seconds.
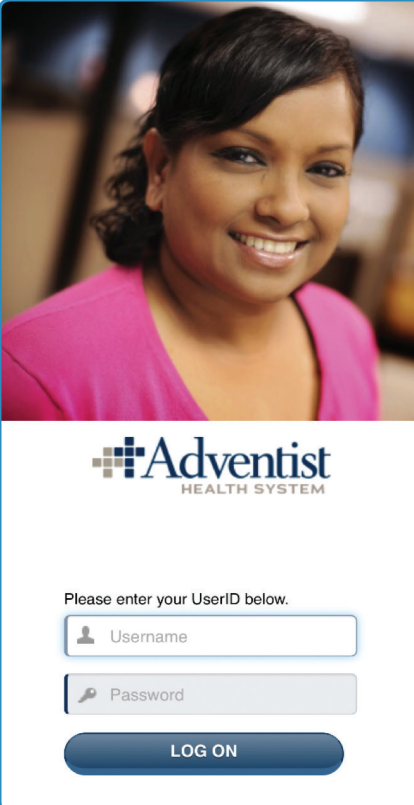
Step 3.2
Logging in to The Hub from a Mobile Device

To log in to The Hub on a mobile device:

Note: You do not need to access The Hub from the same device to which you download the SecureAuth app.

1. Launch your web browser and navigate to http://hub.ahss.org.

2. Enter your Active Directory username and password, them click Log on. (*Your Active Directory user name and password are what you are currently use to log in to Windows or Outlook)*

3. Close your web browser and open your SecureAuth Authenticate app. Memorize or write down the assigned 6-digit passcode.

4. Close your SecureAuth Authenticate app and reopen your web browser. Select "This is a public computer," enter your assigned 6-digit passcode, then click Submit to access The Hub. (You will not be allowed to select "This is a private computer" from a mobile device.)

![Adventist Health System Second Factor login screen. Please select the 'Public Computer' option if this is not a machine you use regularly, then enter your User ID below and click 'Submit' to access the system. Radio buttons: This is a public computer (selected), This is a private computer. Enter the code from your SecureAuth OTP Mobile App. Registration Code field with a numeric keypad (1-9, 0, C) and a SUBMIT button.]

Note: You will have only 60 seconds to enter the code into your web browser from the time you open your

SecureAuth Authenticate app before the code expires and you are assigned a new code.

> *i* Each time you access The Hub from a device other than one you have identified as a private computer, you will be asked to enter a passcode from your SecureAuth app. Simply open the previously downloaded SecureAuth app and you will be given a new 6-digit passcode, good to use for 60 seconds.

hub.ahss.org