SECUREAUTH

SecureAuth Installation Instructions

The following guide will assist you with installing SecureAuth on your smartphone for use with the AdventHealth Orlando System.

Requirements

- Active Cell Phone Number (Not Automated System)
- Eligible device (Android 4+, IOS 6+)
- Active AdventHealth Orlando OPID

Installation:

1. Search for the SecureAuth app in the Apple Store or Google Play

2. Install the app and launch

Registering the Device:

3. When prompted, enter the URL: login.ahss.org

4. Enter AdventHealth Orlando Username and click Submit

5. Select delivery method for registration code, (suggested method is SMS/Text) click Submit

6. Enter the verification code received

7. Enter AdventHealth Orlando OPID and Password

8. A prompt will display asking to create a 4-digit pin. Enter and confirm

   * **Do not click Reset** (Reset will remove your current SecureAuth Registration)

9. After pin is confirmed, a window with a dynamic authentication code will display

When logging into Doc.AdventHealth.com enter OPID, PASSWORD, and enter the SecureAuth code where the pin/token is requested.

*Keep authentication code window open until access to AH is confirmed

SecureAuth use with existing account / Hospital facility (i.e. AHS)

FH can be added as an additional account. The steps are as follows:
- Have the provider enter their 4-digit pin
- Click the 3 dots at the top right of the next screen. This opens the accounts page. Click the plus sign at the upper right.
- Select **Enroll with URL** link
- Follow the steps for creating an Account using the FH information

The next time you open the SecureAuth application, click the 3 dots to choose the appropriate account.

VPN Instructions:

Change the address to: **fhvasa01.flhosp.org/sauth** from the current default. If **fhvasa01.flhosp.org/sauth** does not appear, use the drop down arrow and select it from the options listed.

If you are on a personal device, this setting will hold and there will be no need for an adjustment to this line going forward.
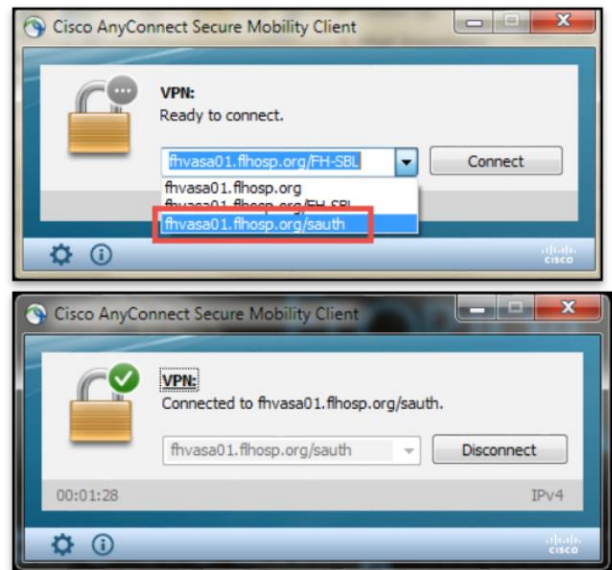
Additional Troubleshooting Tips:

- **Issue:** Message "Invalid Credentials"
- **Solution:** Phone must be within 1 minute of Official EST/Atomic time. Use Automatic date and time (Network-provided time)

- **Issue:** Application is requesting registration again
- **Solution:** User registration on device was removed. Inadvertent Reset button may have been selected. Please re-register the device.

- **Issue:** Installing on Apple devices at times takes the user directly to a 4-digit passcode bypassing registration.
- **Solution:** If this happens, enter a random passcode you never have used for anything previously. At this point, it will take you through the registration process

Reference Numbers for Physician Informatics:

Physician Informatics Spectralink Numbers:	
Altamonte	7708
Apopka	407-609-7242
Celebration	7155
East Orlando	7135
Orlando	110-2210
Kissimmee	5463
WPMH	2357
Winter Garden	407-614-0500 x 1340