



Overview

PhoneFactor is a program provided through EasyAccess that allows you to set up and use your personal primary phone to securely access the CHE Trinity Health network to work remotely.

In this Job Aid you will learn how to log in and set up your PhoneFactor account for remote access. Then you will learn how to log on to EasyAccess and authenticate your account so you can access your network applications. If your phone is not available when you want to log into the network for some reason, we will show you how to get a "One-Time Bypass" for authentication to EasyAccess.

Note: There are a couple of network access methods including a using numeric FOB, but the PhoneFactor method requires only that you set up and use your primary phone.

Log In to Phone Factor

Open an Internet Explorer browser window

1. In the browser address bar, type <https://easyaccess.trinity-health.org/phonefactor>. The **Easy Access > Secure Access SSL VPN** login page will display.

Secure Access SSL VPN page

2. In the middle of the page next to "Manage your PhoneFactor Account," click <https://tagsignup.trinity-health.org/phonefactor>. The **PhoneFactor User Log In** page will display.

PhoneFactor User Log In page

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

Set Up Your Account

To enable PhoneFactor for your account, you will type your Primary Phone Number and create a PIN to use for authentication to Easy Access. If you do not have your Primary Phone with you when you log on to TAG, the system will call the Backup Phone Number, if one has been entered.

Set Up Your Account (continued)

Phone Factor User Set Up Page

1. Type the **Primary Phone Number** including the area code.
2. Type the **Backup Phone Number** including the area code. This step is optional.
3. Create your four-digit **PIN**.
4. Type the four-digit **PIN** again to confirm.
5. Click **Call Me Now to Authenticate**. Your phone will ring.
6. Answer your phone. An automatic voice responds with instructions for next steps. Enter your **PIN** and press **#**. The **Security Questions (4)** page will display.

Security Questions Page

7. In the **Question 1** drop-down list, select the first question.
8. Type an **Answer** for the selected question.
9. Repeat steps 7 and 8 above for the remaining **Questions 2, 3, and 4**.
10. Click **Continue**. The **Account Configuration Complete** page will display.

Account Configuration Complete Page

Your account is now set up. You can return to PhoneFactor at any time to change your phone number, PIN, security questions, or to obtain a one-time bypass. (See the One-Time Bypass section below.)

11. In the top toolbar, click **Log Out**.
12. Close the window to return to the **EasyAccess SSL VPN** page.

Log On to Easy Access to Work Remotely

Now that you have created your PhoneFactor account, you can log on to EasyAccess and access your applications on the network.

Easy Access SSL VPN Page

1. In the fields provided, type your network (Active Directory) **Username** and **Password**.
2. Click **Log On**. You will receive a phone call from PhoneFactor to authenticate your account.
3. Answer your phone. An automatic voice responds with instructions for next steps.
4. Enter your **PIN** and press **#**. The EasyAccess landing page will appear. PhoneFactor will authenticate your account and automatically log you on to EasyAccess.
5. To ensure a secure connection, click on the **Start** button next to either **Network Connect** OR **Windows Secure Application Manager**. For Physician Office Services, we recommend you use **Secure Application Manager**. Others may use **Network Connect**.
6. Follow the prompts as directed. You are now connected to the CHE Trinity Health network.

Note: Do not run both Network Connect and Secure Application Manager at the same time.

Log On to Easy Access to Work Remotely (continued)

To ensure a secure connection, click on the **Start** button next to either **Network Connect** OR **Windows Secure Application Manager**.



One-Time Bypass

Once your PhoneFactor account is created, there may be times where you are not near your Primary Phone or your Backup Phone. For those situations, you can request a one-time bypass. You can access the Bypass feature and manage your Account on the same page you configured your settings. Once you confirm the Bypass it will expire after five minutes.

Open an Internet Explorer browser window

1. In the browser address bar, type <https://easyaccess.trinity-health.org/phonefactor>. The **Easy Access > Secure Access SSL VPN** login page will display.

Secure Access SSL VPN page

2. In the middle of the page next to "Manage your PhoneFactor Account," click <https://tagsignup.trinity-health.org/phonefactor>. The **PhoneFactor User Log In** page will display.

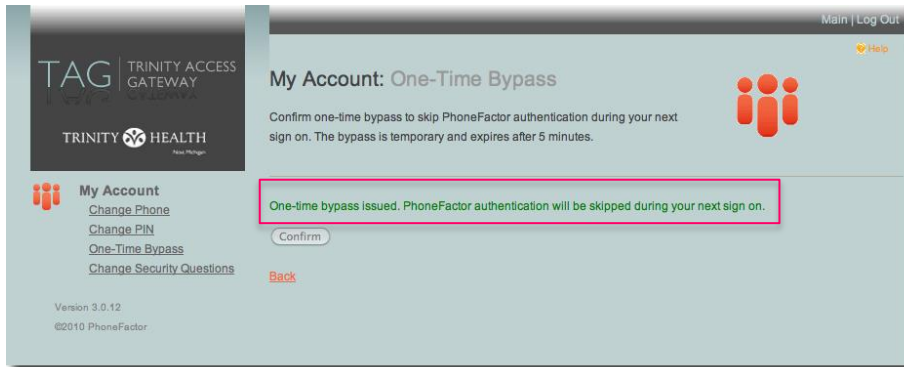
PhoneFactor User Log In page

3. Type your network (Active Directory) **Username** and **Password**.
4. Click **Log In**. The page will take several minutes to load. The **Welcome** page will display.
5. You will be asked to answer several of your (4) **Security Questions**.
6. Click **One-Time Bypass**. The **My Account: One-Time Bypass** page will display.

One-Time Bypass (continued)

My Account: One-Time Bypass Page

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



8. Close the window to return to the **Easy Access SSL VPN** page.

Easy Access SSL VPN page

9. Type your network (Active Directory) **Username** and **Password**.
10. Click **Log On**. The **Easy Access** landing page (Welcome to Secure Access SSL VPN) will display.
11. To ensure a secure connection, click on the **Start** button next to either **Network Connect** OR **Windows Secure Application Manager**. For Physician Office Services, we recommend you use **Secure Application Manager**. Others may use **Network Connect**.
12. Follow the prompts as directed. You are now connected to the CHE Trinity Health network. When you are finished working on the network, click the **Logout** door button in the upper right corner to properly disconnect and log out.