



Purpose: This guide will walk you through how to enroll a new device for the purpose of using Citrix Netscaler access. Specifically the following items are covered:

1. Device requirements
2. Enrolling the device using Citrix Netscaler
3. Enrolling the SMS text features
4. Future workflow

I. Device Requirements

1. Apple iPhone Requirements:

- a. Ensure your device has iOS 8 or later installed. (**This is the Operation System (OS) that the phone needs to have and not the application that needs to be installed.**)
- b. Download and install the Imprivata Confirm ID mobile app (available from the iTunes App Store.)
- c. Ensure the app permissions are appropriately set to allow notifications (Settings > Imprivata ID): Notifications enabled and configured.

2. Android Requirements:

- a. Ensure your device has Android "KitKat" OS or later installed. (**This is the Operation System (OS) that the phone needs to have and not the application that needs to be installed.**)
- b. Download and install the Imprivata Confirm ID mobile app (available from the Google Play Store.)
- c. Ensure the app permissions are appropriately set to allow notifications



II. Enroll Your Imprivata ID using Citrix Netscaler

1. Make sure to have access to the Citrix Netscaler site which can be accessed two different ways:
 - a. <https://kdremote.chkd.org/vpn/index.html>
 - b. <http://www.chkd.org/employees/>

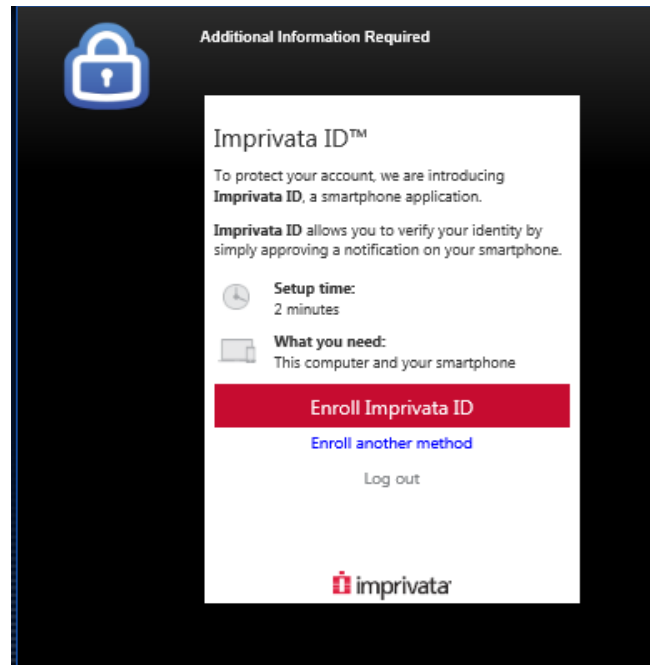
Employee Resources

- Web Email -- Access your CHKD Email from a web browser
- CHKD Extranet (all employees) -- KDRemote2
- **CHKD Extranet (2-Factor Authentication) -- KDRemote**
- Information Services Customer Service Portal

2. Open the **Imprivata Confirm ID for Remote Access** app on your device (if you don't have the Imprivata App, please download now from your App Store):

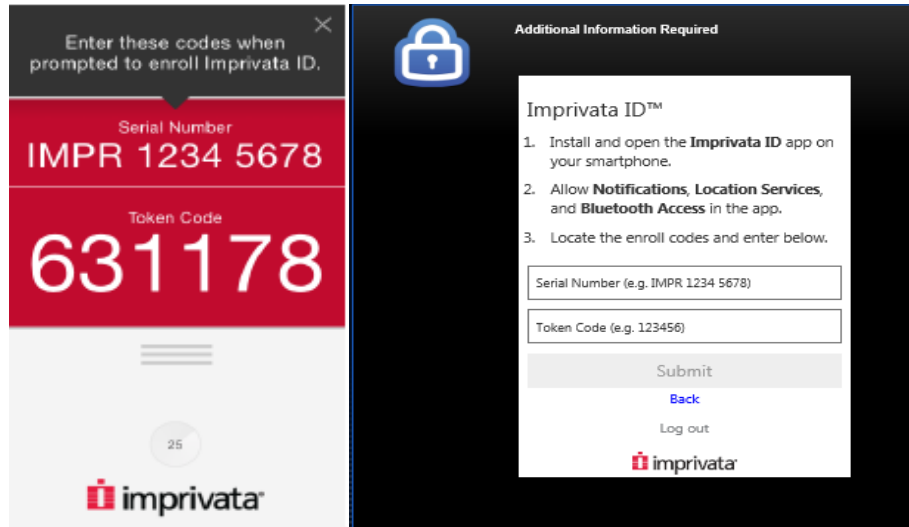


3. Access the **Citrix Netscaler** utility and use your standard CHKD AD/Email Credentials. (Netscaler Link: <https://kdremote.chkd.org/vpn/index.html>).
4. Click Enroll Imprivata ID:



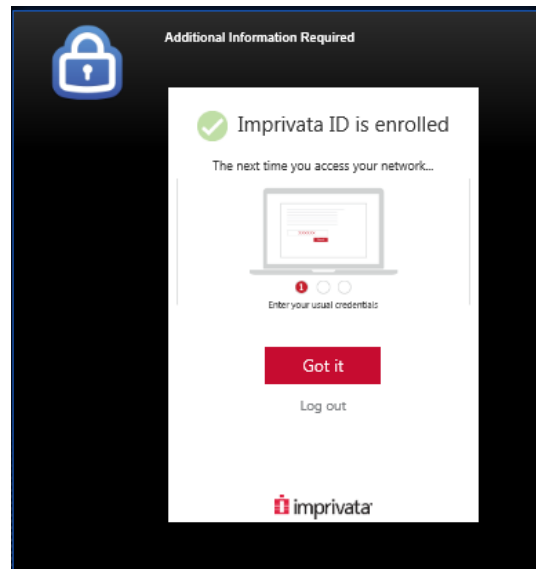
Note: If you do not wish to Enroll through the Imprivata ID application or not a Smart Phone/Device user, you have the option to enroll into Imprivata **SMS (Text) only** by selecting “**Enroll another Method**” found under “Enroll Imprivata ID”.

5. On the next Imprivata ID screen, enter the **Serial Number (including the ‘IMPR’ and no spaces)** and **Token Code** that are displayed



NOTE: The Token Code changes every 30 seconds

6. Once Enrolled, click **Got it**

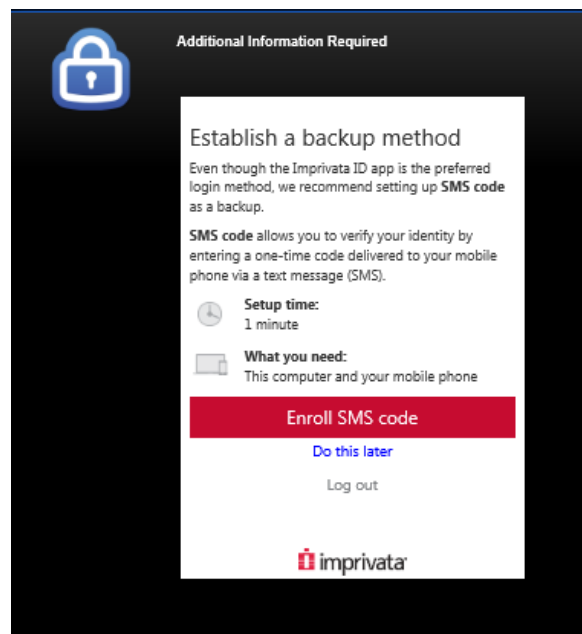


III. SMS Text Message Enrollment



After setting up enrollment for the Imprivata Confirm ID app, you will then be prompted to enroll in Imprivata SMS (Text Message) as a backup method of authentication for the Imprivata Confirm ID App.

1. Click [Enroll SMS code](#).





2. Enter your Mobile number including the **Area Code** and hit **Submit**:

A screenshot of a mobile application interface. At the top left is a blue padlock icon. The title is "Additional Information Required". Below it is a white box with the heading "Enroll SMS code" and the instruction "Enter your mobile phone number with area code." There is a text input field. Below the field is the text "Message and data rates may apply". At the bottom of the white box are three buttons: "Submit", "Back", and "Log out". The "imprivata" logo is at the bottom right of the white box.

3. You will receive a **Text (SMS)** message with a **6 digit code**. Enter that into the Code field and hit **Submit**.

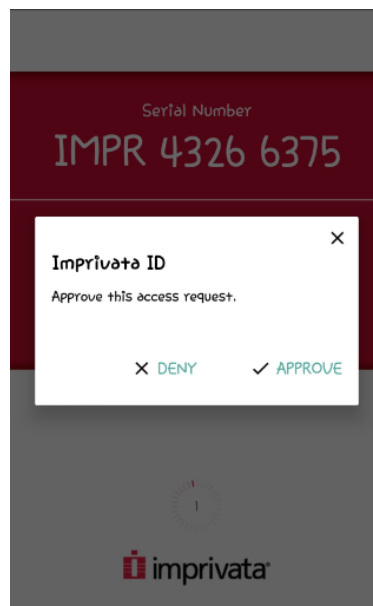
A screenshot of a mobile application interface. At the top left is a blue padlock icon. The title is "Additional Information Required". Below it is a white box with the heading "Check your phone" and the instruction "A text message was sent to your mobile phone (757) 589-2151. Enter the verification code from that message." There is a text input field. Below the field are three buttons: "Submit", "Edit phone number", and "Log out". The "imprivata" logo is at the bottom right of the white box.

You're Done with Enrollment!!



IV. Moving Forward

1. After you have successfully enrolled in the ImprivataID application and/or SMS (Text), you will now receive a notification when attempting to login via AnyConnect VPN
2. Your smart device, from the Imprivata Confirm ID app, will receive a push notification and prompt to **Approve or Deny** access to the CHKD Network
3. If enrolled in Imprivata SMS (text) only, you will receive a Text message with a 6 digit code:



4. If you receive the notification screen shot above, or a Text msg with a 6 digit code, to your device after login to VPN, then you have successfully enrolled.
5. **Contact Information Services Support for assistance (757-668-7075)**