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

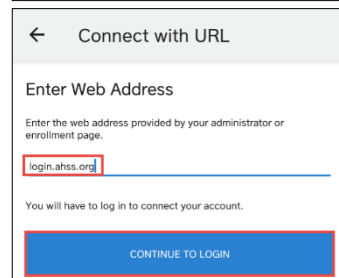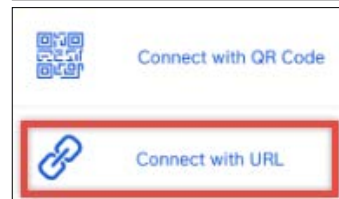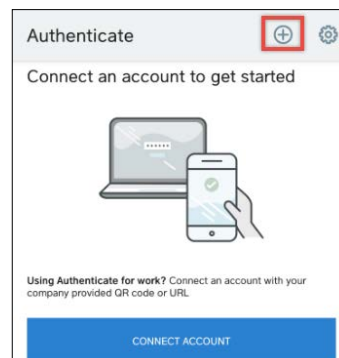## Installation:

1. Search for the SecureAuth app in the Apple Store or Google Play
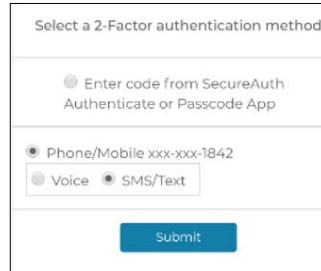   a. Install app and launch

Registering the Device:

2. When prompted to connect an account, tap the "+" button

3. Select *Connect with URL*

4. When prompted, enter the URL: *login.ahss.org* and *click Proceed to Login*

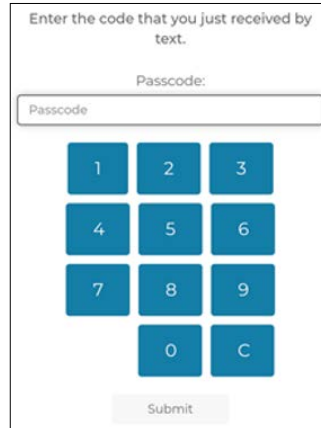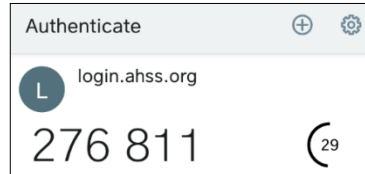5. Enter AdventHealth Orlando Username, password and click Submit

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

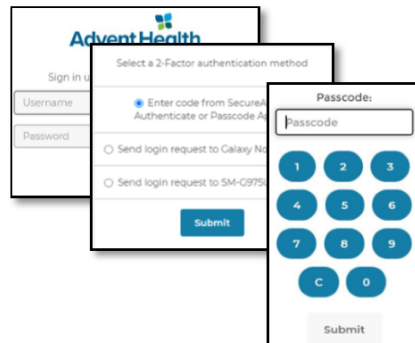7. Enter the verification code received via text into the box and click submit

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

When logging into Doc.AdventHealth.com
1. Enter OPID, PASSWORD and click Sign In
2. Select **Enter Code from SecureAuth Authenticate or Passcode App** and click **Submit**
3. Enter passcode and click **Submit**

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

VPN Instructions

Change the address to: **vpn.adventhealth.com** from the current default.
• If **vpn.adventhealth.com** 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.
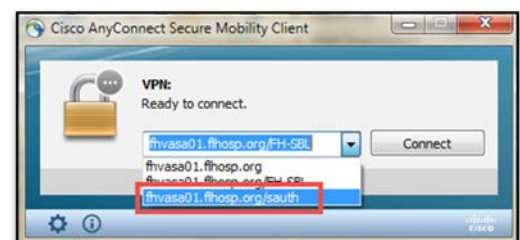
Creating 2ⁿᵈ SecureAuth Account

A secondary account can be added to the SecureAuth application.
The steps are as follows:

- ○ Click on the "+" button
- ○ Select **Enroll with URL** link
- ○ Follow the steps for creating an account
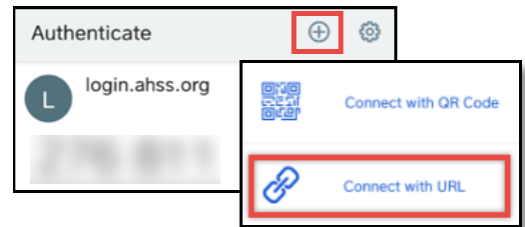
Additional Troubleshooting Tips

- **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. Reset button may have inadvertently 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

Physician Informatics
Spectralink Numbers

AdventHealth Main Campus

Altamonte	Apopka	Celebration
121- 7708	609-7242	303-4707
East Orlando	**Kissimmee**	**Orlando**
116-7135	226-2127	110-2210
Winter Garden	**Winter Park**	
1340	117-2357	

AdventHealth Free Standing ED

Lake Mary	Lake Nona	Oviedo
121-7708	116-7135	117-2357
Palm Parkway	**Partin Settlement**	**Waterford Lakes**
303-4707	226-217	116-7135

24 HR Physician Support Line
407-303-5580