Wentworth-Douglass Hospital Information Systems

How to Perform SecureAuth Self Service Registration

The first time you access a System protected by SecureAuth, you must perform the SecureAuth Self Service Registration. After completing the Self Service Registration, you may register up to 5 non-wdh owned computers by using the information that you provide during your self-registration.
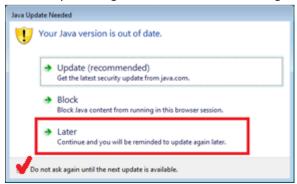
NOTE:
INITIAL REGISTRATION MUST BE PERFORMED "ON-SITE" WHILE ON THE WDH NETWORK. IF THIS IS NOT POSSIBLE, PLEASE CALL THE SERVICE DESK AT 603-740-2420 FOR ASSISTANCE.
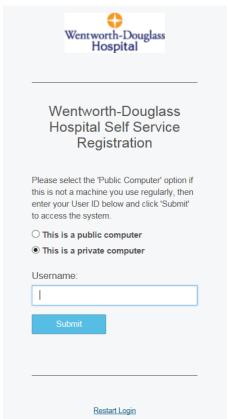
SERVICE DESK HOURS: 6:30am to 11pm Mon – Fri, 2:30pm to 11pm Sat and Sun.

1. Open Internet Explorer and go to https://secureauth.wdhospital.com/secureauth2/ .
   You may be prompted with a Java security warning. If so, check 'Do not ask again' and click Later:
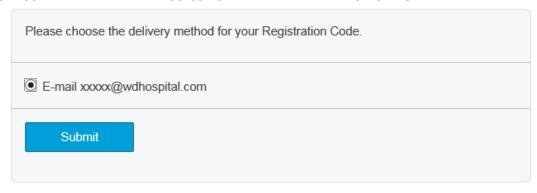

2. For WDH and personal computers, click the radio button next to "This is a private computer". For all other computers leave the default "This is a public computer." Enter your WDH Network Username in the box below and click the "Submit" button:
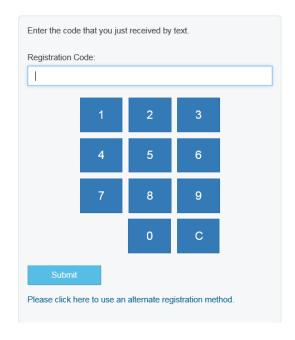
3. You will be prompted to select a registration code delivery method. Select your preferred option and click "Submit".
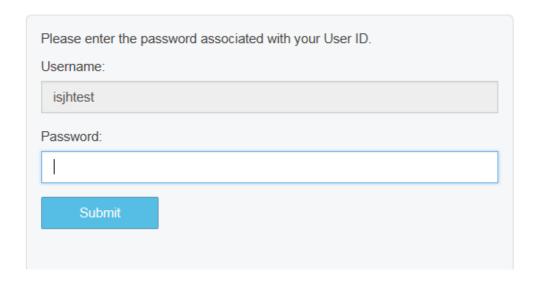   **NOTE: YOU MUST HAVE IMMEDATE ACCESS TO THE DELIVERY METHOD SELECTED**

> Please choose the delivery method for your Registration Code.
>
> ◉ E-mail xxxxx@wdhospital.com
>
> [Submit]

4. You will receive a one-time registration code either via the method selected above. Please enter this code on the page similar to that shown below and press the "Submit" button.

> Enter the code that you just received by text.
>
> Registration Code:
>
> [   ]
>
> | 1 | 2 | 3 |
> | 4 | 5 | 6 |
> | 7 | 8 | 9 |
> | | 0 | C |
>
> [Submit]
>
> Please click here to use an alternate registration method.

5. You will be presented with a login screen. Enter your WDH password and press the "Submit" button.

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Please enter the password associated with your User ID.

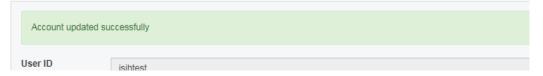Username:

isjhtest

Password:

|

Submit

6. Fill out all the fields to update your user registration.
   NOTE: SecureAuth is configured to challenge users for a second factor periodically or when logging in from a new computer. In order to successfully authenticate when accessing WDH remotely, you must provide a mobile phone and email address that you have access to OUTSIDE of the WDH network to receive your registration code. Additionally, you can answer knowledge based questions that are asked in lieu of a code.

User ID	isjhtest3	Update
Given Name	Jean	Reset
Surname	Test3	
Mobile			
Office Phone		
Email 1	**************	
Email 2		

Knowledge Based Questions (required) ☑ Hide Typing Below

What city were you born in?
Required

What was your favorite childhood game?
Required

What was your dream job as a child?
Required

Who is your personal hero?
Required

What is the last name of your favorite school teacher?
Required

7. Click Update. Look at the top of the screen to confirm that your changes were saved. You should see:

Account updated successfully

User ID   isjhtest

8. If you see 'Account updated successfully', your registration is completed and you can close Internet Explorer. If you do NOT see this message, please contact the Service Desk for assistance.

About SecureAuth

SecureAuth provides Multi-Factor authentication for remote access to WDH resources. Once fully registered SecureAuth will prompt you to verify your identity using the following methods or questions:

- Office Phone (not editable, contact WDH Helpdesk to request a change)
- Personal Phone (Entered during registration process)
- Work Email Address (not editable, contact WDH Helpdesk to request a change)
- Personal Email Address (Entered during registration process)
- Knowledge Base Questions and Answers (Entered during registration process)

If you select the Phone or email option you will receive a Voice Call, SMS Text or email based on your selection that contains a PIN that you will need to enter into the site to verify your identity. Once your identity is verified, the SecureAuth system will register your machine for the next 3 days. After that time, you will be prompted by SecureAuth again for Multi-Factor Authentication.