

CyberArk® Frequently Asked Questions



What is CyberArk®?

CyberArk® is replacing SecureAuth as the authentication tool that is required to access Baylor Scott & White Health (BSWH) applications. It is a multi-factor authentication application that provides enhanced security. In addition to entering username and password (single-factor authentication), multi-factor authentication adds extra steps to the log in when you are remote or not on the BSWH network. Even if you currently have a SecureAuth account, you must create a CyberArk® account.

How do I register for CyberArk®?

Follow two steps:

- Create your CyberArk® account by registering at CyberArk.BSWHealth.org on a computer
- Add the CyberArk® Identity app to your mobile device

These guides provide information for registering whether on or off the network.

[Physician and APP Guide](#)

[Employee/Contract/Contingent Worker Guide](#)

Why is a mobile number required as part of the authentication process?

Each time you need a multi-factor authentication code to log in, the code is sent to your mobile device. A code is also needed to access the self-service password reset option in CyberArk®. Mobile numbers stored in CyberArk® are not published or shared and are used to authenticate access for security purposes only.

Why can't I use knowledge questions to authenticate in CyberArk® as I did in SecureAuth®?

Knowledge-based authentication is the prompting of secret knowledge from a user in order to prove identity. Because it is not the most secure way to authenticate, knowledge-based questions will no longer be an option to authenticate in CyberArk®.

What browsers are compatible with CyberArk®?

CyberArk® supports the latest versions of [Google Chrome](#), [Microsoft Edge](#), [Mozilla Firefox](#), and [Apple Safari](#). When registering, please use one of these browsers.





Will I need to authenticate for every application I access off network?

It depends on how you are accessing applications. For example, if you are using multiple browsers and/or devices to access different applications you may be prompted for each application. In most cases, logging in once to CyberArk® will facilitate access to most business-oriented applications.

Will I ever be prompted for multi-factor authentication when on the BSWH network?

Logging in from the BSWH network from the same browser and device combination that you've used previously will typically not require additional authentication. There are certain instances when you will be prompted on the network if a browser and device combination is not recognized.

What BSWH applications are protected by CyberArk®?

Many BSWH applications are protected by CyberArk® including clinical, non-clinical and financial applications. Examples include PeoplePlace, Citrix (myApps), ServiceNow and Office 365. If you have not registered with CyberArk®, you will be prompted to register when logging in to an application protected by CyberArk®.

If I am registered in CyberArk®, does this mean I automatically have access to all the applications it protects?

No, application access is granted on an application-by-application basis. If you entered your correct network user ID and password but still received an invalid login or denied access message, please confirm with your management team or the IS Service Center that your access to that individual application is valid and has not expired. Application access can be requested through AccessOne or by contacting the IS Service Desk.

What happens if I enter the wrong network password or don't remember my network password?

If you enter an incorrect network password, CyberArk® will allow you to try again. If you enter an incorrect password more than 12 times, your account will be locked, and CyberArk® will prompt you to use your registered mobile phone to unlock your account and reset your password. If you prefer not to use the CyberArk® reset option, you can reset your password by calling the IS Service Center at 214-865- 4357 (HELP).

Password reminders:

- Passwords are case sensitive
- Password must not contain your username
- Password must differ from previous 12 passwords
- Password length must be greater than 8 characters
- Must contain at least 3 of the following:
 - o 1 digits (0-9)
 - o 1 symbols (!, @, #, \$, %, *, etc.)
 - o At least 1 uppercase English letter (A-Z)
 - o At least 1 lowercase English letter (a-z)



Who do I contact for issues registering or accessing CyberArk®?

If you experience issues or receive an invalid login or denied message, contact the IS Service Center: **214-865-4357 (HELP)** [ServiceCenter.BSWHealth.com](https://www.bswhealth.com/ServiceCenter)

Is there a CyberArk® Desktop Authenticator?

Yes, there is a CyberArk® desktop authenticator that can be downloaded for secondary authentication. For information on downloading, go to: <https://www.bswhealth.com/Pages/physician-relations/access.aspx>

EpicCare Link Users

If you experience issues, please contact the Service Desk **214-865-HELP (4357)** and select “**option 1**” for clinical support.

If you need to create an EpicCare Link account or need access to an account, go to [BSWHealth.med/EpicCareLinkInfo](https://www.bswhealth.com/BSWHealth.med/EpicCareLinkInfo) and click the tab **Request Access** at the top of the page.

To protect the security of patient information, a password reset is required every 6 months. To reset your password, log in to <https://epiccarelink.bswhealth.org/> then click the link “**reset password**” on the home page. You can also reset your password by calling the Service Desk **214-865-4357 (HELP)**