BSWH Team Members

Action required to continue access to BSWH applications

All employed AND contract/contingent staff must register

NAVIGATION TIP FOR THIS DOCUMENT: Click on the Content You Want to Access, then Click Return to Contents

CyberArk® Registration Tips

- Complete two steps
    - Go to CyberArk.BSWHealth.org and register on a computer
    - Add the CyberArk® Identity app to your mobile device using customized QR codes

How to Register

- At a BSWH facility or via VPN on a BSWH computer

- Off the BSWH network

Add Mobile Device for Authentication

- Add the CyberArk® Identity app to your mobile device using customized QR codes

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QUESTIONS AND SUPPORT
214-865-4357 (HELP)
Service Center online: ServiceCenter.BSWHealth.com

How to register at a BSWH facility or via VPN on a BSWH computer

- Go to **CyberArk.BSWHealth.org**

- Enter your **BSWH USER ID**
  Click **Next**

- Enter your **BSWH PASSWORD**
  Click **Next**

- Once you have logged in, you will be taken to the CyberArk® Welcome screen

- Click **Get Started**

How to register at a BSWH facility or via VPN on a BSWH computer

- If you are currently using your mobile phone for BSWH SecureAuth second-factor authentication, it has been ported over. At this point, you can choose to replace the mobile number associated with your account

- If a number was not ported over, enter the mobile device number you will be using to authenticate

- Click **Save**

- Enter your **BSWH PASSWORD**
  Click **Proceed**

- You will see a Congratulations Screen. To navigate to the CyberArk® portal click **Done**

- Then follow the **steps shown here** to add the CyberArk® app

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How to register off the BSWH network

- Go to **CyberArk.BSWHealth.org** on your PC or Mac

- Enter your **BSWH USER ID**
  Click **Next**

- If you are currently using your mobile phone for BSWH SecureAuth second–factor authentication, it has been ported over. You do not need to call the IS Service Desk unless you notice the number needs to be changed

- If you receive an error message or the screen does not update after entering your **BSWH USER ID**, you do not have a mobile device number associated with your BSWH account. Call the IS Service Center at **214–865–4357 (HELP)** to update your number

- Once the IS Service Center confirms the number associated with your account is updated, go to **CyberArk.BSWHealth.org** on your PC or Mac. Enter your **BSWH USER ID** Click **Next**

- Enter your **BSWH PASSWORD**
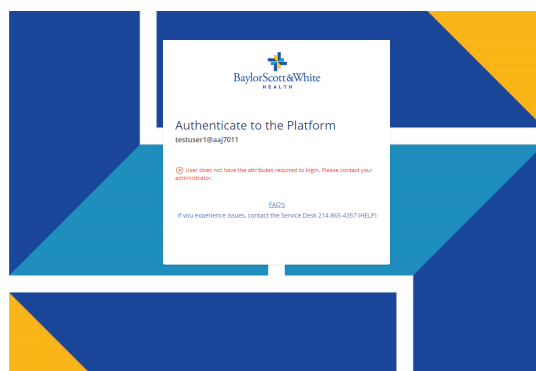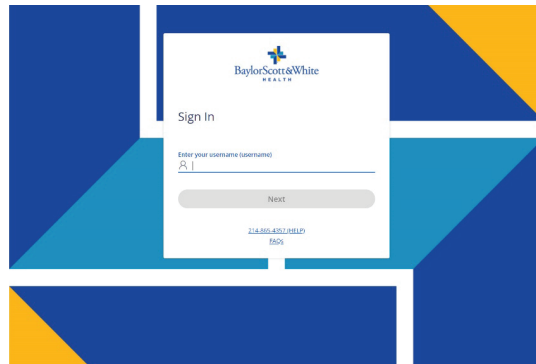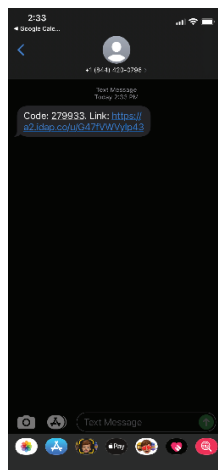
How to register off the BSWH network

- The last four digits of your mobile device number will appear under Choose authentication method. To receive a text message to authenticate registration click **Send me a message**
 (Do not close the portal window)

- You will receive confirmation. To authenticate on your mobile device, click the **Link**
  NOTE: It is recommended you use the **Link** and authenticate on your mobile device rather than using the code

- Click **Next**

- Click **Approve**

- You will receive a confirmation of success

- To authenticate on the portal, enter the 6-digit code you received on your mobile device to be taken to the portal welcome screen
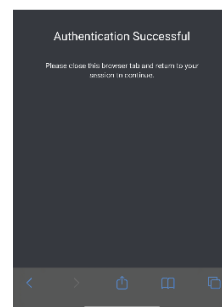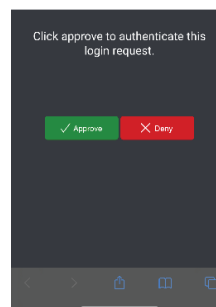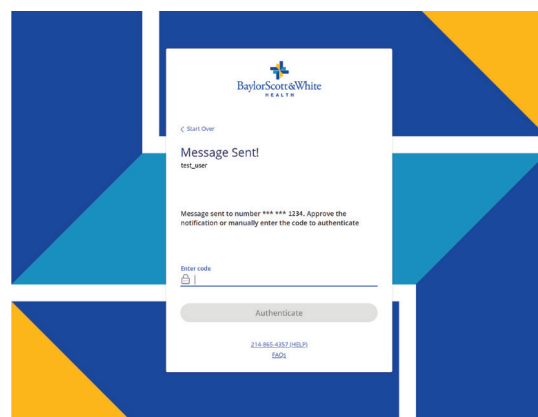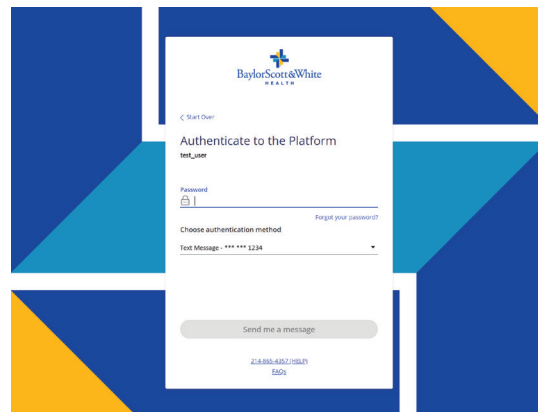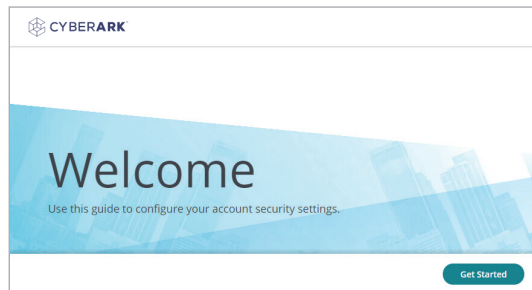
Continue

How to register off the BSWH network

- Next, return to the portal on your PC or Mac. You will be taken to the CyberArk® Welcome screen to continue your registration

- Click **Get Started**

- At this point, you can choose to replace the mobile number associated with your account
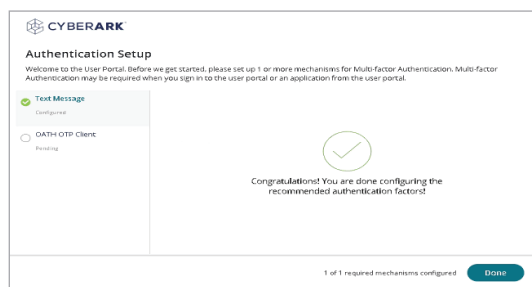
- Click **Save**

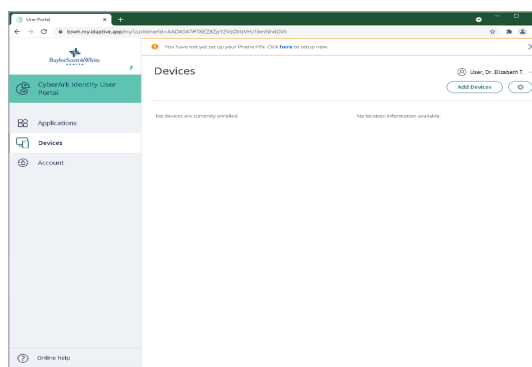- Enter your **BSWH PASSWORD**

- Click **Proceed**

- You will see a Congratulations Screen

- Click **Done**

- To add the CyberArk® Identity app to your mobile device using a customized QR code, in the left navigation select **Devices** (Do not close the portal window)

- Then follow the **steps shown here** to add the CyberArk® app

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Add the CyberArk® Identity app to your mobile device using **Customized QR Codes**
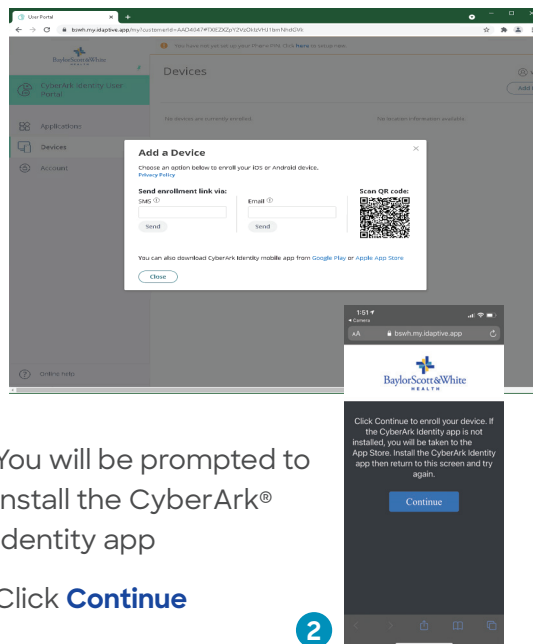
These steps continue the CyberArk® set up:

- After selecting **Devices**

- Select **Add Devices**

- You will be presented with a personal QR Code (Do not close the portal window. You will be scanning this QR code twice)

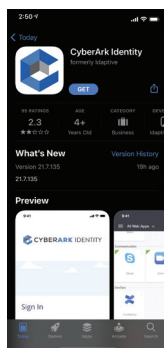- Scan the device QR code with your mobile device camera

1
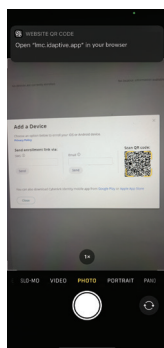
- You will be prompted to install the CyberArk® Identity app

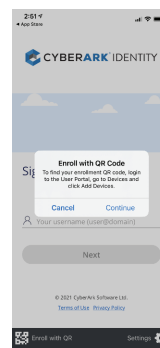- Click **Continue**

2

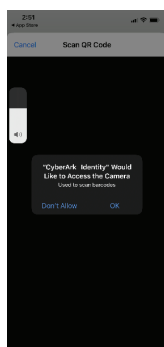- You will be taken to the App or Google Play Store to install and open the CyberArk® Identity (formerly Idaptive) app

3

- Scroll down and select **Enroll with QR**

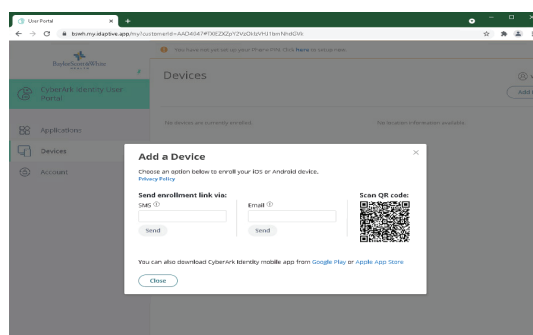- Click **Continue**

4

- Grant CyberArk® Identity permission to use camera

5

- Go to your PC or Mac and return to the CyberArk® portal

- Scan your device QR code one more time using your mobile device (Keep the portal window open on your computer)
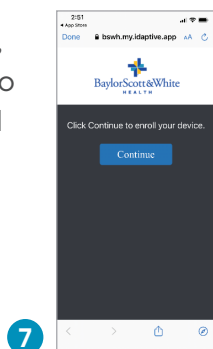
6

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Continue

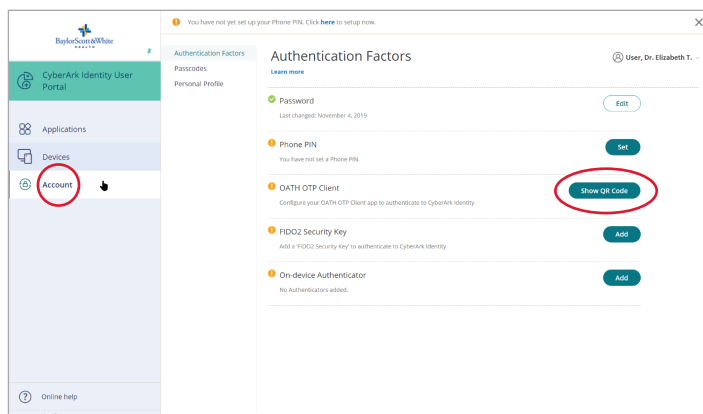## Add the CyberArk® Identity app to your mobile device cont.

- After the second scan, you will be prompted to click **Continue** to enroll your device
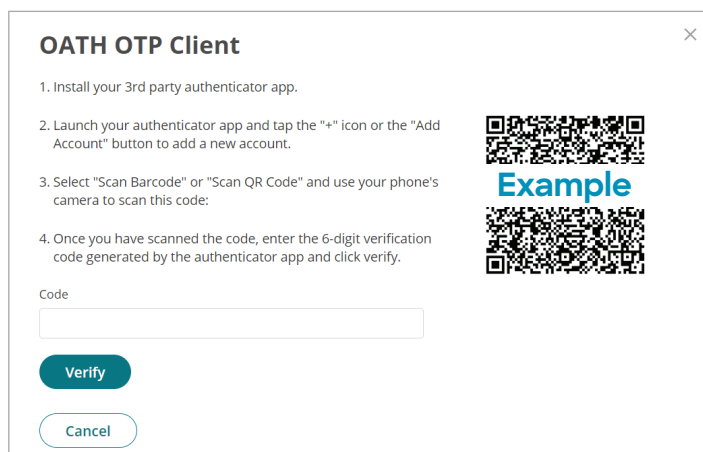
7

- Scroll to the end of the disclosures listed, then click **Enroll**

- After clicking **Enroll**, you will be taken to the CyberArk® Identity app on your mobile device and prompted for your preferences

8
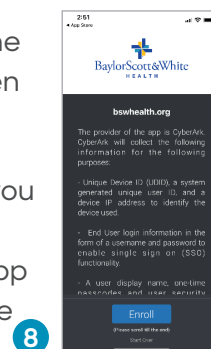
- On your computer return to the portal, and close the device QR code window only

- Select **Account**, then **Show QR Code** (This QR code is different from the device QR code you used previously)

- You will see this pop-up window that will display next steps and a **OTP QR Code** customized for you (Do not close the portal window)

OATH OTP Client

1. Install your 3rd party authenticator app.

2. Launch your authenticator app and tap the "+" icon or the "Add Account" button to add a new account.

3. Select "Scan Barcode" or "Scan QR Code" and use your phone's camera to scan this code:

4. Once you have scanned the code, enter the 6-digit verification code generated by the authenticator app and click verify.

Example

Code

[   ]

Verify

Cancel

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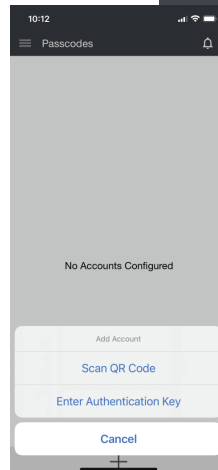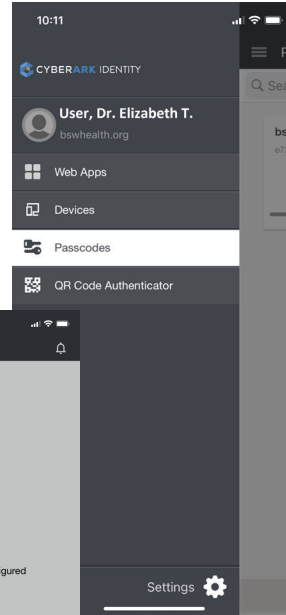**HEALTH**

Continue

# Add the CyberArk® Identity app to your mobile device cont.

- Now open the **CyberArk® Identity app**

- Click **Menu** in the upper left

- Select **Passcodes**

- Scroll down and click the **plus sign** at the bottom of the window

- Select **Scan QR Code**

- You will be presented with a 6-digit passcode

- Go back to the **CyberArk® portal**

- Enter the **6-digit passcode** in the portal pop up window, then click **Verify**
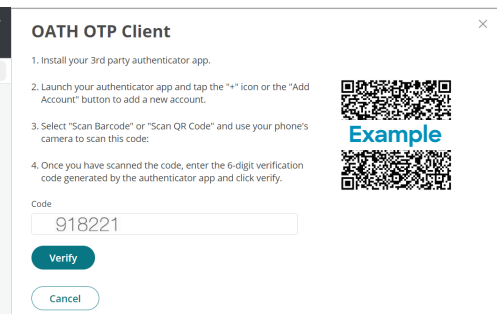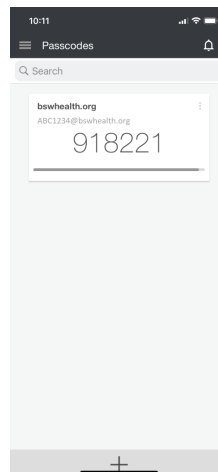
- You will receive a confirmation message of OATH OTP verified! Select **Close**

- You have completed set up and are ready to use the CyberArk® Identity passcode generator to access BSW applications when a second factor authentication is required

- Access OTPs by clicking **Menu**, then **Passcodes** when needed

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