EpicCare Link Users

Registering with Baylor Scott & White’s Two-Factor Authentication System

**CyberArk® Registration Tip**
- Complete two steps
  - Go to [CyberArk.BSWHealth.org](http://CyberArk.BSWHealth.org) and register on a computer
  - Add the CyberArk® Identity app to your mobile device using customized QR codes

**How to Register**
- [Registering at office/home off the BSWH network](#)

**Add Mobile Device for Authentication**
- [Add the CyberArk® Identity app to your mobile device using customized QR codes](#)

**QUESTIONS AND SUPPORT**
214-865-4357 (HELP)
Service Center online: [ServiceCenter.BSWHealth.com](http://ServiceCenter.BSWHealth.com)
How to register at office/home 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 at office/home 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
How to register at office/home 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
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
   - Click **Continue**

3. 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)
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.

- 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 an **OTP QR Code** customized for you. (Do not close the portal window.)

- 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.

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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