

Instructions for remote.ochin.info Two Factor Authentication (2FA)

Starting Friday 4/21/23

The preferred method to access Epic when working offsite is through your Axis Citrix desktop at portal.axishealth.org using the Imprivata Epic link on your desktop:

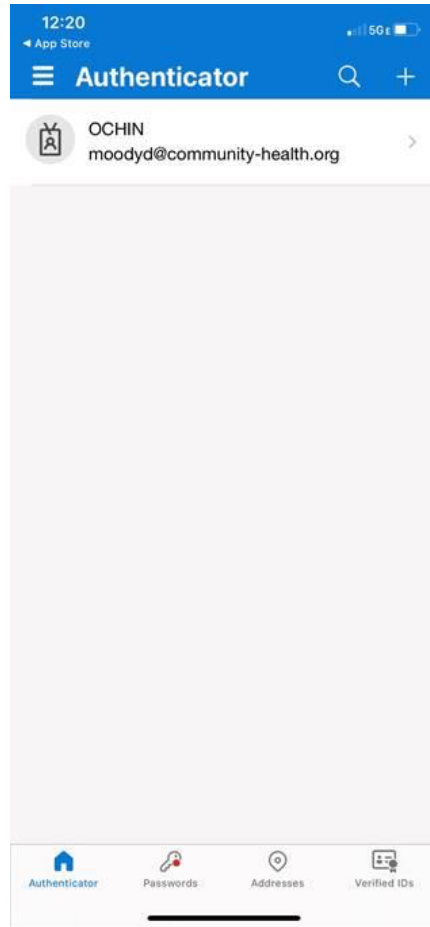
If you're not able to access Epic through the Axis Citrix portal, remote.ochin.info is the best back-up option for Epic access. **If you use remote OCHIN follow the steps below to proactively enroll before midnight this Thursday.**

1. Install the Microsoft Authenticator App. At this point open your cell phone's app store and search for the app which should have this:



2. Go to <https://remote.ochin.info>
3. Click on the blue "Next" button
4. The first suggested account for login will likely be your axishealth.org account. **DO NOT TRY TO SIGN IN WITH THAT ACCOUNT.** Instead click the option to add another account
5. Enter your user ID from remote OCHIN, which is likely your first initial and last name (for some users it's last name then first initial), followed by @community-health.org for example, moodyd@community-health.org
6. Enter your current password for remote OCHIN and click the blue sign-in button. **HINT: you can use your saved Google passwords to see both you user ID and password for remote OCHIN**
7. The next screen should say "more information required". Confirm that the account listed on this screen is your remote OCHIN used ID with @commmunity-health.org after and press "next"
8. A screen will appear that says "Keep your account secure" and includes information about Microsoft Authenticator, press the blue "next" button on your computer screen and follow the prompts until a QR code appears
9. Open the Microsoft Authenticator app on your phone. There are a few initial set-up screens to acknowledge, **be sure to allow push notifications for this app**
10. Select the option to add a work account

11. Use the QR code scan option to link the authenticator app to remote OCHIN.
12. If successful the computer screen will say "Success" and your MS authenticator app should look like this:



If you allowed notifications you'll get a push notification on your phone to approve log-ins to remote OCHIN. If you didn't allow notifications you'll need to open the authenticator app each time to enter a 6 digit code.