

Instructions to update your MultiPASS+ SMS (text) token for multi-factor authentication

1. Login to the MFA Configuration Assistant at mymfa.app.vumc.org.
2. You'll see your current enrollment status is "SMS (text message)."
3. Click "Begin" to update your MFA token.

Multi-Factor Authentication (MFA) Configuration Assistant

Cybersafe Communication Protect VUMC data and your personal information with MFA

MFA enhances the security of VUMC data and information as well as your personal information by using a secondary device to verify your identity. Creating an extra layer of defense makes it more difficult for an unauthorized person to access your information.

Your Current Status

Current status: SMS (Text Message)

You are enrolled in SafeNet SMS (Text Message) as of Wed January 16, 2019 9:30 AM

Please complete the steps below if you have not already.

- Within the next hour you will receive a text message on your phone "Welcome to VUMC MFA! Your enrollment is complete."
- Once you receive this message you will be able to use it as your MFA solution in VUMC applications like C2HR.

Important:
Please do not log a Pegasus Incident unless no text messages are received by Wed January 16, 2019 10:30 AM

The MFA Configuration Assistant will help you update MFA for your VUMC ID account. Click **Begin** to proceed.

Begin

4. The next page gives you the option of selecting either:
 - a. MobilePass+ App, or
 - b. SafeNet Hardware Token
5. Make your selection and click "Continue."

Multi-Factor Authentication (MFA) Configuration Assistant

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Welcome to the MFA Configuration Assistant. According to my records, you are authorized to prescribe controlled substances through the Electronic Prescribing of Controlled Substances (EPCS) system.

There are two MFA options available for you to use. Please select the option that best fits your needs, and click the Continue button below.

MobilePASS+ App (Recommended) 

SafeNet Hardware Token 

Continue

6. If you select the MobilePASS+ Purple Application, "Confirm" your selection.

Multi-Factor Authentication (MFA) Configuration Assistant

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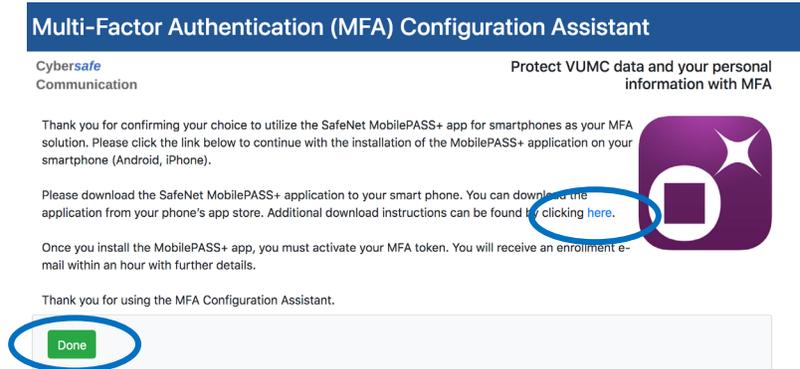
You have requested to use the SafeNet MobilePASS+ app for smartphones for your MFA solution.

This secure app will need to be installed on your Android or iPhone smartphone.

To verify this choice, click the Confirm button below.

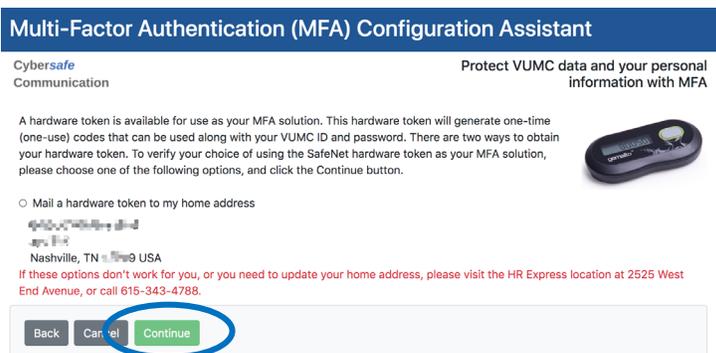
Confirm

7. If you enrolled in the MobilePASS+ purple application, you'll receive a confirmation screen to complete your setup, if you haven't already. Click "Done."



- a. To complete your setup, open the email you received from VUMC MFA <safenetvumc.org> and follow the instructions.
- i. Video instructions to complete MobilePASS+ enrollment for IOS:
https://www.vumc.org/it/sites/vumc.org.it/files/public_files/Final%20iOS%20Purple.mp4
 - ii. Video instructions to complete MobilePASS+ enrollment for Android:
https://www.vumc.org/it/sites/vumc.org.it/files/public_files/Final%20Android%20purple.mp4

8. If you selected a MobilePASS+ hard token, you'll need to confirm your mailing information. If the mailing information on the screen is incorrect, contact HR at 615-343-4788. Click "Continue."



9. For hard token delivery, note the delivery times (which could take longer due to the pandemic) and that there is a replacement fee for lost tokens and click “Continue.”

Multi-Factor Authentication (MFA) Configuration Assistant

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A note about hardware tokens:

- If you choose to have a hardware token mailed to you, it will be sent out within 48 hours of your enrollment using Two Day delivery. You can expect delivery to your home address within 3-5 business days.
- If your hardware token is lost there is a replacement fee of \$30.



Click the Continue button to proceed.

[Back](#) [Cancel](#) [Continue](#)

10. Your enrollment for an MFA hard token is complete. Click “Done.”

Multi-Factor Authentication (MFA) Configuration Assistant

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Thank you for enrolling in MFA. You have confirmed that you will be using the SafeNet Hardware token as your MFA solution, and that it will be mailed to your home address:


Nashville, TN 37203 USA



Instructions for activating your SafeNet hardware token will be sent to your VUMC e-mail within an hour.

Please note that hardware tokens are mailed within 48 hours of enrolling using Two Day delivery. You can expect delivery to your home address within 3-5 business days.

[Done](#)

11. When you receive your hard token in the mail, find the email you received from VUMC MFA <safenetvumc.org> and provide the serial number located on the back of the token and complete the enrollment process.
- a. Due to the current coronavirus pandemic, we are not currently able to provide tokens for pick-up.

Your Current Status Logged in as [User]

You are enrolled in SafeNet eToken (Purple Token) as of Tue July 21, 2020 10:15 AM

To activate your hardware token, complete the steps below:

- **You must have your hardware token in order to complete enrollment.**
- If you are picking up your hardware token at Medical Center North, room D-2101, please [print this page and bring it with you.](#)
- Once you have picked up your token, click on the SafeNet link in the confirmation e-mail sent to [\[Redacted\]](#) to provide the serial number located on the back of the token to complete the enrollment process.



Important:
Please do not log a Pegasus Incident unless no emails are received by Tue July 21, 2020 10:20 AM

You recently changed enrollment. Changes can take up to an hour to take effect.
If you need to change your enrollment, please try again after Tue July 21, 2020 10:20 AM.