

Key Points: VUMC Network & Access Management

Welcome to Vanderbilt University Medical Center! As you begin at VUMC, please review this document to learn about how to establish access to the facilities and to the network resources you'll need to do your work. Please start with the information about accepting your VUMC ID invitation and enrolling in multi-factor authentication, as you'll need this access to establish your VUMC identity and basic system access.

The Appendix of the document describes both how to complete the password reset process and how to install and use VUMC's Virtual Private Network (VPN) to safely access data from remote locations.

Please use your normal procedures should you have questions or experience any problems while completing these activities.

Step 1: Accept invitation to claim VUMC ID

Note	The information supplied in this step applies only to non-employed affiliates of the facility (e.g. community providers, VIP providers, contractors). Facility or staff employees should reference these instructions instead.
What?	After accepting the invitation to claim your VUMC ID, you will obtain a username (your VUMC ID) and create a password you can use to access VUMC applications and resources.
Why?	A VUMC ID and password are required to obtain your ID badge (for facilities access) and for access to some VUMC resources.
How?	<ul style="list-style-type: none"> • Review your personal e-mail inbox for a message entitled 'Invitation to Vanderbilt University Medical Center' • Upon receipt, open the e-mail and click the Accept Invitation link. • If prompted, enter the invited e-mail address and the invitation code as included in the e-mail then click Submit Code • You will be directed to a page entitled 'Welcome to Vanderbilt University Medical Center.' Click Continue and complete the following steps: <ul style="list-style-type: none"> ○ Review and Accept the VUMC Acceptable Use Policy ○ Confirm your identity by entering identifying information and clicking Continue ○ Enter your password and click Submit ○ Click OK to confirm that the process is complete <p>NOTE: Your VUMC ID information may be easy to forget since you may need it only infrequently at first. With that in mind, take special steps to remember both your username and password so you can avoid taking the extra time needed to reset it later.</p> <p><i>Optionally, you can click here for additional details about the process and screenshots of each step.</i></p>

Step 2: Enroll in Multi-Factor Authentication (MFA)

What?	Multi-Factor Authentication enhances the security of VUMC patient and other critical data, as well as your personal information, by using a secondary device to verify your identity.
Why?	Multi-Factor Authentication is required both to complete the password recovery process and to access some VUMC software applications.
How?	<ul style="list-style-type: none"> • After claiming your VUMC ID, visit http://mymfa.app.vumc.org/ to begin the enrollment process. • Log in using your VUMC ID and password. • Complete the online enrollment process and select your preferred option for security code delivery. • If you selected 'MobilePASS+ as your code delivery option, download the SafeNet MobilePASS+ app from the iPhone or Android app store and install it on your smartphone. • You will receive an e-mail entitled 'VUMC MFA Token Enrollment' that provides information about next steps. For employed staff, this e-mail will be delivered into your vumc.org e-mail address. For non-employed affiliates (e.g. Community providers, VIP providers, Contractors), this e-mail will be delivered into the same personal e-mail box where your original VUMC ID invitation was sent. Click the enrollment link included in that message and follow the instructions to complete your enrollment.

Appendix: Password Reset

What?	Users with a valid VUMC ID and that are enrolled in Multi-Factor Authentication can complete the following process to reset a forgotten password.
Why?	This process must be completed to recover a forgotten password.
How?	<ul style="list-style-type: none"> • If your PII is not on file with VUMC IT, call the helpdesk at 615-343-HELP (4357) to request a Password Reset Code. If your PII is on file with VUMC IT, skip this step. • Open AccessVUMC at https://www.vumc.org/it/accessvumc. • Click the Existing Users button. • Click the Forgot Password button. • Enter your VUMC ID and click Sign On. • Follow the prompt at the multi-factor authentication step, using your smartphone where MobilePASS+ is installed. • Confirm your identity by entering your VUMC ID again. Click Continue. • Review and Accept the VUMC Acceptable Use Policy. • Confirm your identity by entering either your personal identifying information (PII) or the Password Reset Code provided by the helpdesk if your PII is not on file. Click Continue. • Enter your new password then click Submit. • Click Finish.

Appendix: Download and Access the VUMC VPN

What?	The Virtual Private Network (VPN) solution, in conjunction with Multi-Factor Authentication, provides a secure link from the user's computer to the VUMC network to preserve data confidentiality and integrity when information is transmitted to a remote location.
Why?	VPN is required to access some VUMC software applications.
How?	<ul style="list-style-type: none"> • Download and install the VPN version appropriate to your operating system: <ul style="list-style-type: none"> ○ Windows ○ MacOS • Once installed, log in to the VPN client as follows: <ul style="list-style-type: none"> ○ Launch the BIG-IP Edge Client. ○ The BIG-IP Edge Client application launches. Click Connect. ○ If prompted, click Add this site to your Trusted Sites List. ○ Enter your VUMC ID and Password, then click Logon. ○ Follow the prompt at the multi-factor authentication step, using your smartphone where MobilePASS+ is installed. ○ Once the VPN client has connected to the server, you can access VUMC resources securely as you would from the office. ○ When you are ready to disconnect, click on the F5 icon in the system tray then click Disconnect.