

VPN: PHONE-BASED ACCESS FOR EXISTING TOKEN USERS

This guide provides instructions for existing VPN token users who wish to make the switch to phone-based access.

WHAT IS VPN & PHONE-BASED ACCESS?

VPN allows you to connect to the Partners network from home or a remote location. With phone-based access, each time you connect, a unique confirmation code is sent to your registered mobile phone by text message. As an alternate method, you can connect by phone call (e.g., on a landline phone).

FREQUENTLY ASKED QUESTIONS

What if I do not receive a text message?

Wait 60 seconds. Log in again to request a new code. You may need to confirm or update your phone number.

Will I be charged for the text message I receive?

Text message rates may apply. Check your plan for details.

Can I receive texts and phone calls outside of the U.S.?

Yes, if your plan allows this service while traveling internationally, the text will be delivered to your phone.

REGISTER YOUR PHONE

A one-time registration is required for each phone you register (up to three phones).

Tip! We recommend that you register your phone while connected to the Partners network. If you register from a remote location (not on the Partners network), you will be prompted to answer a series of questions to prove your identity. These questions are similar to what you may have experienced with online banking setup.

1. Go to <https://myprofile.partners.org>.
2. Enter your Partners user name, and then click **Log In**.
3. Verify your Security Image and Phrase. Enter your Partners password, and then click **Log In**.
4. Under My Profile Information, click **Update my Phone Numbers**.
5. Add your phone number:

Text-enabled Mobile Phone

Your phone must be able to receive text messages.

- a. Under Phone, select **Mobile**.
- b. Enter your **Phone Number**.
- c. Select **Text-enabled**.
- d. Click **Add**.

Alternate Method

Choose if your mobile phone cannot receive text messages.

- a. Under Phone, select **Mobile or Home**.
- b. Enter your **Phone Number**.
- c. Click **Add**.

6. Repeat to add an additional phone or click **Done**.

LOG IN TO PHONE-BASED VPN

Each time you connect to VPN, you will need to request a new confirmation code.

1. Go to www.partners.org/vpn.
2. Under Phone-based, click **Connect**.
3. Enter your Partners user name and password, and then click **Login**.

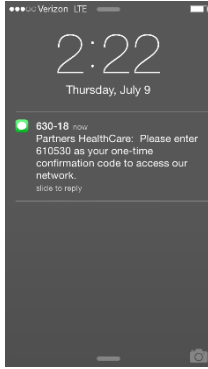
Follow the instructions on the next page for your connection method.

VPN: PHONE-BASED ACCESS FOR EXISTING TOKEN USERS

CONNECT BY TEXT MESSAGE

Follow the instructions below if you are able to receive text messages.

1. You may be prompted to select a connection method. Choose **Text Message**, and then click **Continue**.
2. Select the phone where you wish to receive the confirmation code, and then click **Continue**.
3. You will receive a text message containing a 6-digit confirmation code from sender 328-58.
4. Enter the confirmation code, and then click **Continue**. You will now be connected to the network.



Receive confirmation code via text



Enter confirmation code

ALTERNATE METHOD: CONNECT BY PHONE

Follow the instructions below if you are **not able** to receive text messages.

1. You may be prompted to select a connection method. Choose **Phone Call**, and then click **Continue**.
2. Select the phone where you can be reached to enter the confirmation code, and then click **Continue**.
3. A 6-digit confirmation code will display.
4. You will receive a phone call on your registered phone in less than one minute.
5. Enter the confirmation code into your phone (do **not** press #).
6. You will now be connected to the network.

Receive confirmation code



Enter confirmation code

IS SERVICE DESK

BWH 617-732-5927

BWH-RICS 617-525-0848

DFCI 617-632-3399

FALK 617-983-7454

LCC 857-307-4150

MCL 781-416-8940

MGH 617-726-5085

NHP 617-643-2020

NSMC 978-354-2014

NWH 617-243-6001

PCHI 781-433-3757

PHH 617-726-0790

PHS 617-726-5085

SRH 617-952-5555