

FOUNDED BY BRIGHAM AND WOMEN'S HOSPITAL AND MASSACHUSETTS GENERAL HOSPITAL



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.

- 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.

a. Under Phone, select **Mobile or Home**.

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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.

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Thursday, July 9	Enter Confirmation Code
	We are now sending a text message containing a confirmation code to the following phone number you selected.
Partners HealthCare: Please enter	senter Selected Phone Number:
610330 as your one-time confirmation code to access our network. alice to reply	Mobile: +1 - X00000(5371 Enter the confirmation code below. After entering the confirmation code, you will be authorized to continue. If you didn't receive the text within 60 seconds, or had other problems, <u>Click here.</u> Confirmation Code:
_ Ø	Cancel
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.

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