

EpicCare Link Users

Action required to continue access to EpicCare Link



NAVIGATION TIP FOR THIS DOCUMENT: Click on the Content You Want to Access, then Click Return to Contents

CyberArk® Registration Tip

- Complete two steps
 - Go to CyberArk.BSWHealth.org and register on a computer
 - Add the CyberArk® Identity app to your mobile device using customized QR codes

How to Register

- [Registering at office/home off the BSWH network](#)

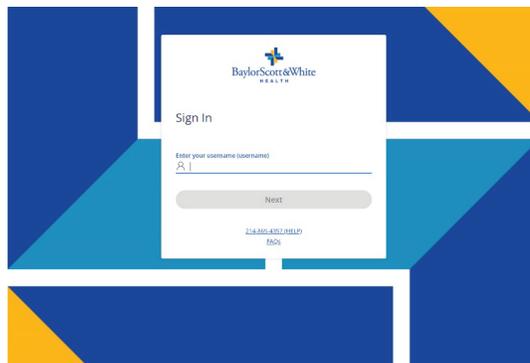
Add Mobile Device for Authentication

- [Add the CyberArk® Identity app to your mobile device using customized QR codes](#)



How to register at office/home off the BSWH network

- Go to CyberArk.BSWHealth.org on your PC or Mac
- Enter your **BSWH USER ID**
Click **Next**
- If you are currently using your mobile phone for BSWH SecureAuth second-factor authentication, it has been ported over. You do not need to call the IS Service Desk unless you notice the number needs to be changed
- If you receive an error message or the screen does not update after entering your **BSWH USER ID**, you do not have a mobile device number associated with your BSWH account. Call the IS Service Center at **214-865-4357 (HELP)** to update your number
- Once the IS Service Center confirms the number associated with your account is updated, go to CyberArk.BSWHealth.org on your PC or Mac. Enter your **BSWH USER ID**
Click **Next**
- Enter your **BSWH PASSWORD**



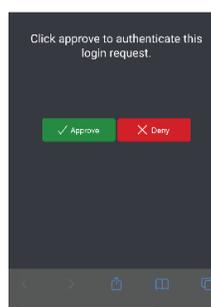
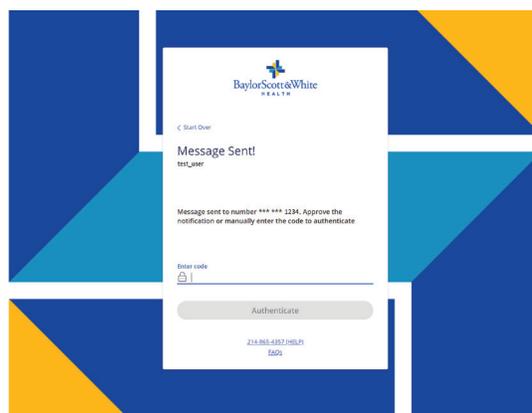
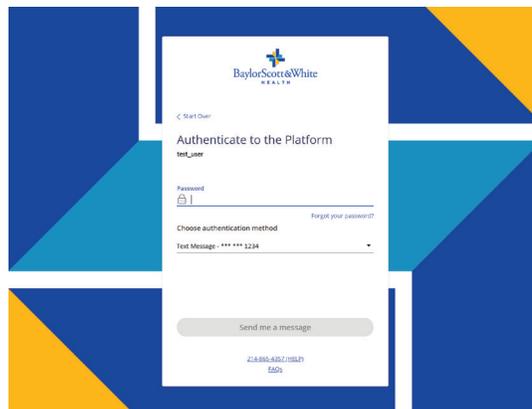


How to register at office/home off the BSWH network

- The last four digits of your mobile device number will appear under Choose authentication method. To receive a text message to authenticate registration click **Send me a message** (Do not close the portal window)
- You will receive confirmation. To authenticate on your mobile device, click the **Link**
NOTE: It is recommended you use the **Link** and authenticate on your mobile device rather than using the code
- Click **Next**



- Click **Approve**
- You will receive a confirmation of success
- To authenticate on the portal, enter the 6-digit code you received on your mobile device to be taken to the portal welcome screen





How to register at office/home off the BSWH network

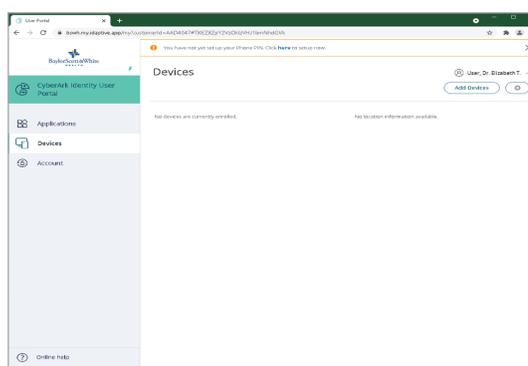
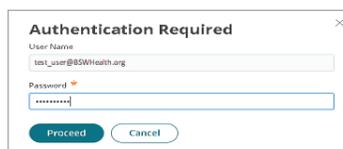
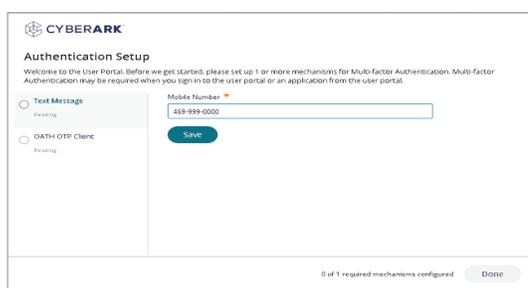
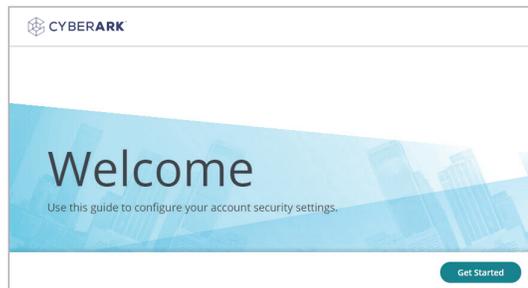
- Next, return to the portal on your PC or Mac. You will be taken to the CyberArk® Welcome screen to continue your registration
- Click **Get Started**

- At this point, you can choose to replace the mobile number associated with your account
- Click **Save**

- Enter your **BSWH PASSWORD**
- Click **Proceed**

- You will see a Congratulations Screen
- Click **Done**

- To add the CyberArk® Identity app to your mobile device using a customized QR code, in the left navigation select **Devices** (Do not close the portal window)
- Then follow the [steps shown here](#) to add the CyberArk® app



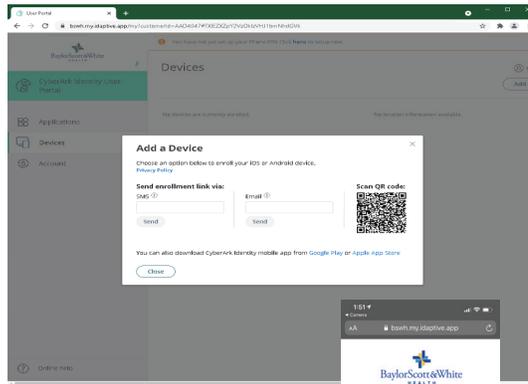
Add the CyberArk® Identity app to your mobile device using Customized QR Codes



These steps continue the CyberArk® set up:

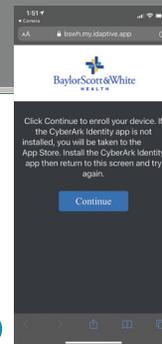
- After selecting **Devices**
- Select **Add Devices**
- You will be presented with a personal QR Code (Do not close the portal window. You will be scanning this QR code twice)
- Scan the device QR code with your mobile device camera

1



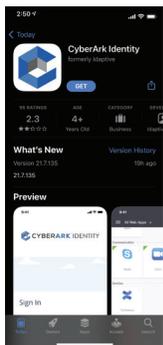
- You will be prompted to install the CyberArk® Identity app
- Click **Continue**

2



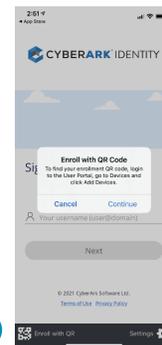
- You will be taken to the App or Google Play Store to install and open the CyberArk® Identity (formerly Idaptive) app

3



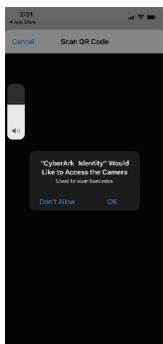
- Scroll down and select **Enroll with QR**
- Click **Continue**

4



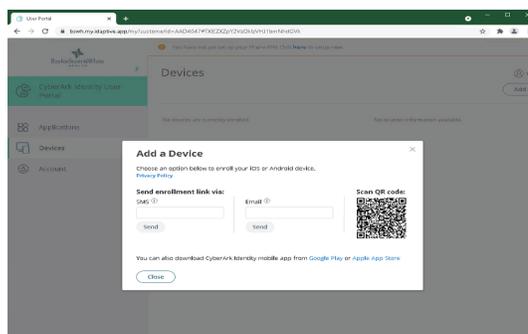
- Grant CyberArk® Identity permission to use camera

5



- Go to your PC or Mac and return to the CyberArk® portal
- Scan your device QR code one more time using your mobile device (Keep the portal window open on your computer)

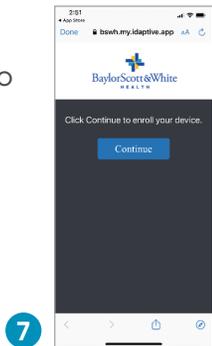
6



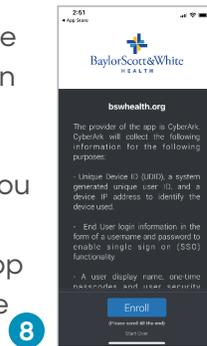
Add the CyberArk® Identity app to your mobile device cont.



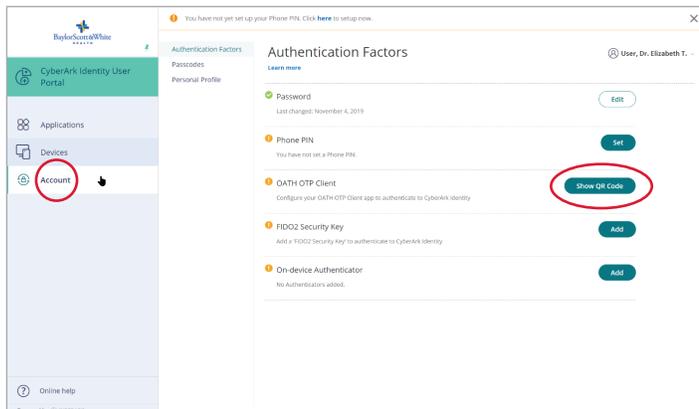
- After the second scan, you will be prompted to click **Continue** to enroll your device



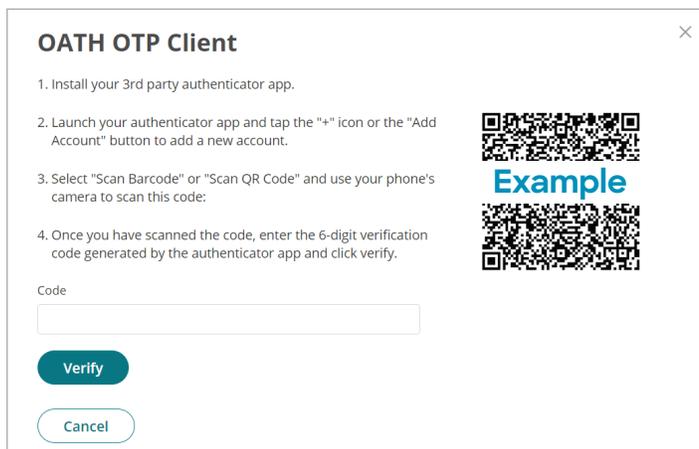
- Scroll to the end of the disclosures listed, then click **Enroll**
- After clicking **Enroll**, you will be taken to the CyberArk® Identity app on your mobile device and prompted for your preferences



- On your computer return to the portal, and close the device QR code window only
- Select **Account**, then **Show QR Code** (This QR code is different from the device QR code you used previously)



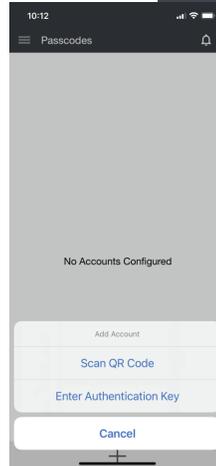
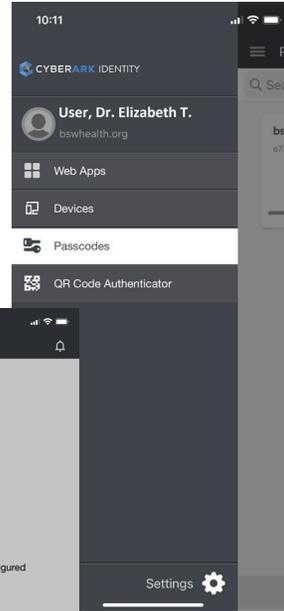
- You will see this pop-up window that will display next steps and a **OTP QR Code** customized for you (Do not close the portal window)



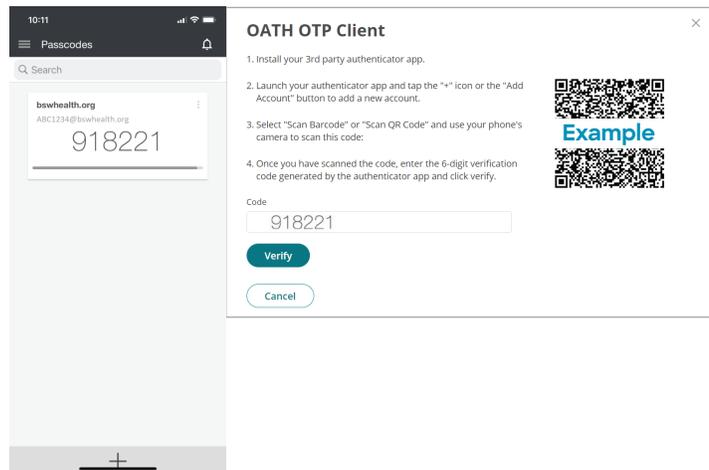
Add the CyberArk® Identity app to your mobile device cont.



- Now open the **CyberArk® Identity app**
- Click **Menu** in the upper left
- Select **Passcodes**
- Scroll down and click the **plus sign** at the bottom of the window
- Select **Scan QR Code**



- You will be presented with a 6-digit passcode
- Go back to the **CyberArk® portal**
- Enter the **6-digit passcode** in the portal pop up window, then click **Verify**



- You will receive a confirmation message of OATH OTP verified! Select **Close**
- You have completed set up and are ready to use the CyberArk® Identity passcode generator to access BSW applications when a second factor authentication is required
- Access OTPs by clicking **Menu**, then **Passcodes** when needed