# MultiFactor Authentication Options and Enrollment

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Options

ChristianaCare supports two different types of free options:

1. VIP Access for mobile (Recommended) – This is an App installed on your smartphone or tablet.

2. VIP Access for desktop (for use on home computer) – This is an application installed on your personal computer. You will not be able to install this on a ChristianaCare computer or Laptop.

Option 1 – Install the VIP Access App for Mobile

Installation Instructions - VIP Access for Mobile (Recommended)

- For Apple and Android devices, go to your App store and search for “VIP Access.” Download/Install this application.

  The App icon will look like this:  

  - On an Apple device you may be prompted to for your iTunes or AppleID password.

- For any other devices (Windows Phone or Tablet, flip-phone) access the following link from the device - [https://m.vip.symantec.com](https://m.vip.symantec.com) – this will direct you to the appropriate download for your device.

When you open the app for the first time, please click the “X” at the top to close the “New Features” screen.
This is what the app will look like on your device:

Enroll a Device as a New User

**AFTER** you have installed the application on your device, please follow the steps below to set it up for use. You will need to have the device available to complete these steps.

Click or copy the link below for the Symantec VIP Self Service Portal.

https://ssop.christianacare.org:8233

- Note that you can access this site from a phone, tablet, or computer.
- This link is available both internally and externally.
Login with your ChristianaCare username and password.

You will be prompted to send a text to confirm your identity to the phone number on record in Workday.
Hit “Continue” and enter the security code from the text.

Once signed in, you can register your device.

When registering your new device, there are 3 fields to enter information:

a. **Credential Name** – This is a name for the device you installed the application on. For example, “My iPhone”, “Mary’s phone” or “Miguel’s Computer”.

b. **Credential ID** – This will be on your Device screen. Please see below. **Do not enter any spaces.**

c. **Security Code** – This will be on your Device screen. Please see below. Note that the Security Code changes every 30 seconds.
Registering your phone or tablet looks like this:

Hit submit.

After Registration, you will be redirected to a confirmation page showing registration has been completed and a list of your registered devices.

You can check your credential at this link: https://idprotect.vip.symantec.com/resethome.

Note – If you replace your mobile device or reinstall the software, your Credential ID will change, and it will be necessary to register the new device or software install. At that time, you can also remove the old device.
Enroll a New Device When the Old Device is No Longer Available

**AFTER** you have installed the application on your device, please follow the steps below to set it up for use. You will need to have the device available to complete these steps.

Click or copy the link below for the Symantec VIP Self Service Portal.

https://ssop.christianacare.org:8233

- Note that you can access this site from a phone, tablet, or computer.
- This link is available both internally and externally.

Login with your ChristianaCare username and password.

You will be prompted to “Confirm Your Identity”.

If the old device is no longer available, you will need to click “Trouble signing in.”

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You will be prompted to send a text to confirm your identity to the phone number on record in Workday.

Once signed in, you can register your device.

When registering your new device, there are 3 fields to enter information:

a. **Credential Name** – This is a name for the device you installed the application on. For example, “My iPhone”, “Mary’s phone” or “Miguel’s Computer”.

b. **Credential ID** – This will be on your Device screen. Please see below. **Do not enter any spaces.**

c. **Security Code** – This will be on your Device screen. Please see below. Note that the Security Code changes every 30 seconds.
Registering your phone or tablet looks like this:

Hit submit.

After Registration, you will be redirected to a confirmation page showing registration has been completed and a list of your registered devices.

You can check your credential at this link: https://idprotect.vip.symantec.com/resethome.

Note – If you replace your mobile device or reinstall the software, your Credential ID will change, and it will be necessary to register the new device or software install. At that time, you can also remove the old device.
Option 2 – Install the VIP Access App for Computer

Installation instructions - VIP Access for desktop (for use on home computers)

- To download and install this software for your computer please access this link - https://vip.symantec.com/desktop/download.v
- Choose the option that is right for your computer (Windows or Mac).

This is what the application will look like when you open it on your computer:
Enroll Computer as a New User

**AFTER** you have installed the application on your device, please follow the steps below to set it up for use. You will need to have the device available to complete these steps.

Click or copy the link below for the Symantec VIP Self Service Portal.

https://ssop.christianacare.org:8233

- Note that you can access this site from a phone, tablet, or computer.
- This link is available both internally and externally.

Login with your ChristianaCare username and password.

You will be prompted to send a text to confirm your identity to the phone number on record in Workday.

Updated March 2021
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When registering your new device, there are 3 fields to enter information:

a. **Credential Name** – This is a name for the device you installed the application on. For example, “My iPhone”, “Mary’s phone” or “Miguel’s Computer”.

b. **Credential ID** – This will be on your Device screen. Please see below. **Do not enter any spaces.**

c. **Security Code** – This will be on your Device screen. Please see below. Note that the Security Code changes every 30 seconds.
Registering a computer will look like this:

Hit submit.

After Registration, you will be redirected to a confirmation page showing registration has been completed and a list of your registered devices.

You can check your credential at this link: https://idprotect.vip.symantec.com/resethome.

Note – If you replace your computer or reinstall the software, your Credential ID will change, and it will be necessary to register the new device or software install. At that time, you can also remove the old device.
Enroll a New Computer When the Old One is No Longer Available

AFTER you have installed the application on your device, please follow the steps below to set it up for use. You will need to have the device available to complete these steps.

Click or copy the link below for the Symantec VIP Self Service Portal.

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- This link is available both internally and externally.

Login with your ChristianaCare username and password.

You will be prompted to “Confirm Your Identity”.

If the old computer is no longer available, you will need to click “Trouble signing in.”
You will be prompted to send a text to confirm your identity to the phone number on record in Workday.

Once signed in, you can register your device.

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Registering a computer will look like this:

Hit submit.

After Registration, you will be redirected to a confirmation page showing registration has been completed and a list of your registered devices.

You can check your credential at this link: https://idprotect.vip.symantec.com/resethome.

Note – If you replace your computer or reinstall the software, your Credential ID will change, and it will be necessary to register the new device or software install. At that time, you can also remove the old device.
How do I login?
Access through Christianacare.org

Go to https://christianacare.org, navigate to the very bottom of the page and click on “ChristianaCare Login”.

Enter your ChristianaCare Username (801#) and password and click “Sign in”

A notification will pop-up asking to “Confirm Your Identity”.

a. **Authentication with a Mobile Device** - Press the “check mark” (circled below) or “APPROVE” on your device. You will be automatically logged in.

   NOTE – you will be required to un-lock your mobile device.
If you have the VIP Access application open on your device:

![VIP Access application open](image)

If you receive a notification pop-up on your device:

![VIP Access notification](image)
b. **Authentication with a PC / Laptop** - Enter the 6-digit Security Code displayed and click “Continue”

Note that a new security code will appear every 30 seconds

The Appropriate portal for your role (employee, Nursing, etc.) will be displayed
Access through GlobalProtect

Launch the GlobalProtect client and click “Connect”.

Enter your ChristianaCare Username (801#) and password and click “Sign In”
A notification will pop-up asking to “Confirm Your Identity”.

a. **Authentication with a Mobile Device** - Press the “check mark” (circled below) or “APPROVE” on your device. You will be automatically logged in.

   NOTE – you will be required to un-lock your mobile device.

If you have the VIP Access application open on your device:

If you receive a notification pop-up on your device:
b. **Authentication with a PC / Laptop** - Enter the 6-digit Security Code displayed and click “Continue”

Note that a new security code will appear every 30 seconds.

The Connection will complete, and the window will minimize automatically.
Access through Workday, ServiceNOW

Go to https://christianacare.org and click “Workday Login” or navigate to ServiceNOW (https://christianacare.service-now.com)

You will be directed to the ChristianaCare login page. Enter your ChristianaCare email address as the Username (someone@christianacare.org) and password and press “Sign in”

The page will show a message requiring additional information and a notification will pop-up asking to “Confirm Your Identity”
A notification will pop-up asking to “Confirm Your Identity”.

a. **Authentication with a Mobile Device** - Press the “check mark” (circled below) or “APPROVE” on your device. You will be automatically logged in.

   NOTE – you will be required to un-lock your mobile device.

If you have the VIP Access application open on your device:

If you receive a notification pop-up on your device:
b. **Authentication with a PC / Laptop** - Enter the 6-digit Security Code displayed and click “Continue”

Note that a new security code will appear every 30 seconds

You will be redirected to your application.
MultiFactor Authentication Frequently Asked Questions

Why do we need this?
By using MultiFactor Authentication, we can significantly improve our ability to protect ChristianaCare from cyber-attacks making it virtually impossible for a hacker to login to ChristianaCare’s IT systems with a stolen username password. It is critical that we take action as password compromises are one of the most successful methods of compromise. We will be asking for your support by adopting this new method of accessing ChristianaCare systems remotely.

What if I don’t have my device?
You can contact the Customer Service Center - 302-327-3637 (EMER) to obtain a temporary Security Code.

I only have a flip-phone. What do I do?
The Symantec VIP app is compatible with many phones, including flip phones.

Please visit https://m.vip.symantec.com/supportedphones.v to review the list of supported devices. Tip – you can text yourself the following website https://m.vip.symantec.com for easy access.

Can I register more than one device?
Yes. You can install the software and register up to 5 devices. For example, a Phone, a Tablet and a personal computer.

I received a pop-up on my phone, but I am not trying to log in. What should I do?
Please contact the Customer Service Center - 302-327-3637 (EMER) as soon as possible to report this issue.

I already use VIP Access for another organization. Can I add ChristianaCare to the app?
Yes. This application is not ChristianaCare specific and may also be used with other organizations as a second factor during login.

Does the VIP Access Mobile Phone application use data from my data plan?
You do need internet access to download and activate VIP Access on your mobile device. We recommend that when you download and activate the app for the first time that you do so on Wi-Fi. After the VIP credential is provisioned on your mobile, no Internet connectivity is required to generate security codes.

If you use the Push function on your mobile phone, a small amount of data is used, comparable to sending a short email message.

Your data plan will not be used when connected to Wi-Fi.

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Will the VIP Access Mobile Phone application drain my battery?
No, the battery usage is minimal and should not significantly alter battery charge. You can close the application on your phone after you've used it to get your six-digit code.

Is the application for my device free to download?
Yes, this is a free application for mobile and desktop.

We recommend downloading to mobile devices while connected to Wi-Fi in order to minimize cellular data use.

I connect remotely from a ChristianaCare provided desktop. How can I install VIP Access?
If you connect remotely from a ChristianaCare provided desktop, the VIP Access application should be already installed, but you still need to register before you can use it. If you don’t see the VIP Access software on your Start Menu, please contact the Customer Service Center - 302-327-3637 (EMER) for assistance.

I have a ChristianaCare provided iPhone or iPad. How can I install VIP Access?
If you have a ChristianaCare provided iPhone or iPad that is individually assigned to you, the VIP Access App may be already installed, but you still need to register before you can use it. If you don’t see the VIP Access App on your device, please contact the Customer Service Center - 302-327-3637 (EMER) for assistance.

Can I transfer the mobile application to another device?
No, you cannot transfer the mobile app to another device. You will need to install the application on the new device and register it following the installation and registration instructions.

Will I lock my account if enter the incorrect Security Code?
Yes. You can contact the Customer Service Center - 302-327-3637 (EMER) to unlock your account or device.

Is the Mobile Phone app compatible with my Smart Watch (Android or Apple Watch)?
Yes. Please review the online documentation for additional information.


How can I test if my device is working correctly?
You can check and reset your credential from the Symantec at this link: https://idprotect.vip.symantec.com/resethome.v

You can contact the Customer Service Center - 302-327-3637 (EMER) if you encounter any issue.

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