

PHONE-BASED AUTHENTICATION: SETUP & CONNECTION INSTRUCTIONS

WHAT IS PHONE-BASED AUTHENTICATION?

Phone-based authentication provides an extra layer of security when accessing certain internet-facing Partners applications, such as Outlook Web App (OWA) and PeopleSoft. This feature works by sending a unique confirmation code by text message when you log in. An alternative method is available by phone call.

REGISTER YOUR PHONE NUMBER

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

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(s):

Add Text-enabled Mobile Phone

Phone must be able to receive text messages.

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

Alternate Method

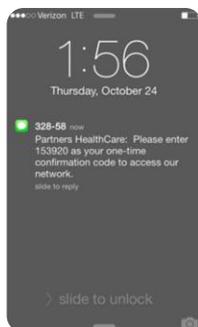
Choose if your phone cannot receive text messages.

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

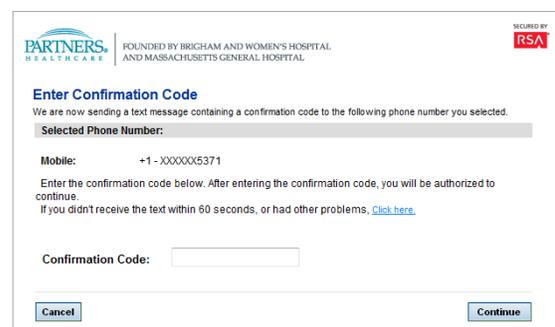
CONNECT BY TEXT MESSAGE

Log in to a Partners application that requires phone-based authentication.

1. Go to the application's log in page.
2. Log in with your Partners user name and password.
3. You may be prompted to select a connection method. Choose **Text Message**, and then click **Continue**.
4. Select the phone where you wish to receive the confirmation code, and then click **Continue**.
5. You will receive a text message containing a 6-digit confirmation code from sender 328-58.
6. Enter the confirmation code, and then click **Continue**. You will now be connected to the application.



Receive confirmation code via text

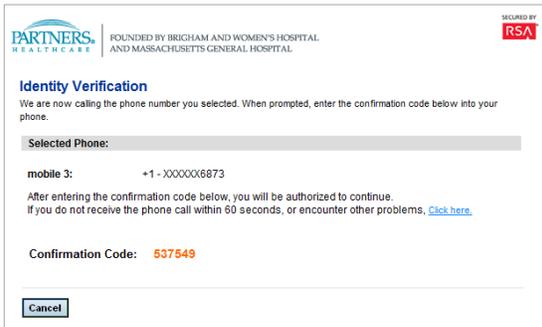
Enter confirmation code

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ALTERNATE METHOD: CONNECT BY PHONE CALL

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

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



Receive confirmation code



Enter confirmation code

FREQUENTLY ASKED QUESTIONS

What if I do not receive a text message?

Wait 60 seconds. If you do not receive a text message, log in again to request a new confirmation code. You may need to go to <https://myprofile.partners.org> 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 for normal service while traveling internationally, the text will be delivered to your phone. International phone numbers cannot be registered to receive a text or call.

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