UVA HIT Security Team

Access Management Platform (AMP) UVA Health Account Claim Tip Sheet

Claiming UVA Health System Network & Email Account

How You Will be Notified to Claim Your Account

All Team Members will receive an email from Health IT Security (subject line: "First Time Sign in with UVA Health") requesting they use these instructions provided in the email to claim their UVA Health account and reset their temporary password. (Example of email below)
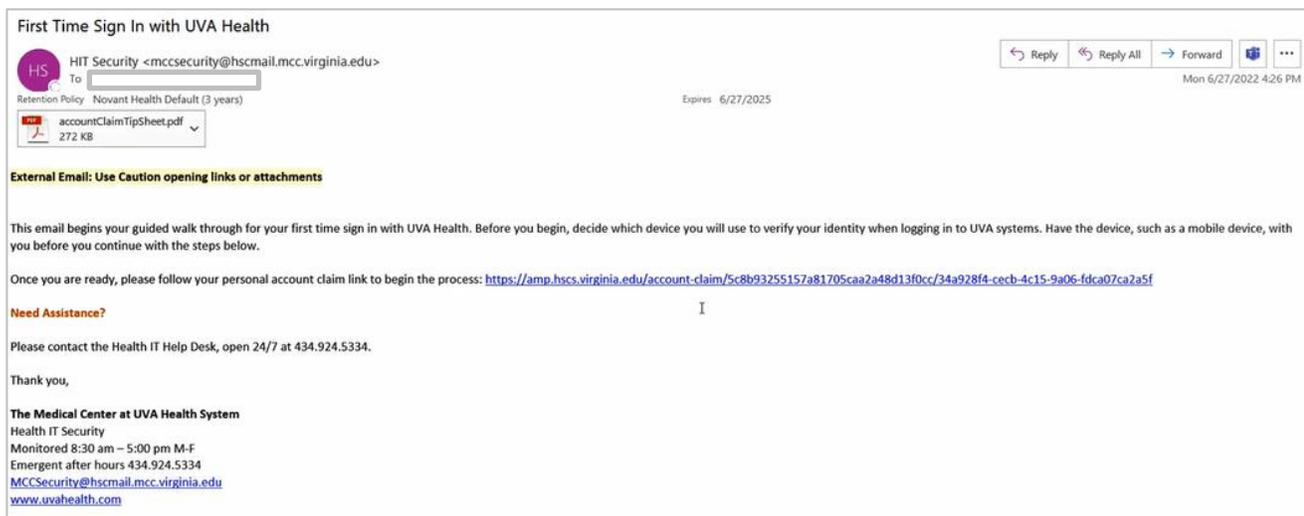
How to Claim Your Account

Please follow the steps below to claim your account. Detailed instructions with screenshots for these steps begin on the next page. This process should take approximately 20 minutes to complete.

1. Download Duo to the mobile or tablet device of your choosing from the App Store (iPhone) or Google Play (Android)
2. On your computer or laptop, click the link in the email you received
3. Enter requested information (e.g., your legal name, birthdate) to claim your account
4. Write down or screenshot the new UserID and temporary password you receive. You will need this info!
5. Log in with your new email address and temporary password
6. Set up Duo, the mobile/tablet application for security authentication
7. On your computer or laptop, click *I have Duo Mobile*
8. Use the Duo application on your table or mobile device to authorize your access to email on your computer
9. Reset your password

What You Will Need to Complete this Process

1. These Instructions
2. A Mobile Device (your phone or tablet). You will use this to provide security authentication when you log in to your new email.

## Claiming UVA Health System Network & Email Account

Detailed Instructions

1. **Download Duo to the mobile or tablet device of your choosing from the App Store (iPhone) or Google Play (Android)**

Duo is the mobile application that will be used for security authentication each time you log in to your UVA Health email. Download Duo first on your mobile or tablet device to begin the account claim process.

2. **On your computer or laptop, click the link in the email you received**

This will bring you to the UVA Health Account Claim webpage.
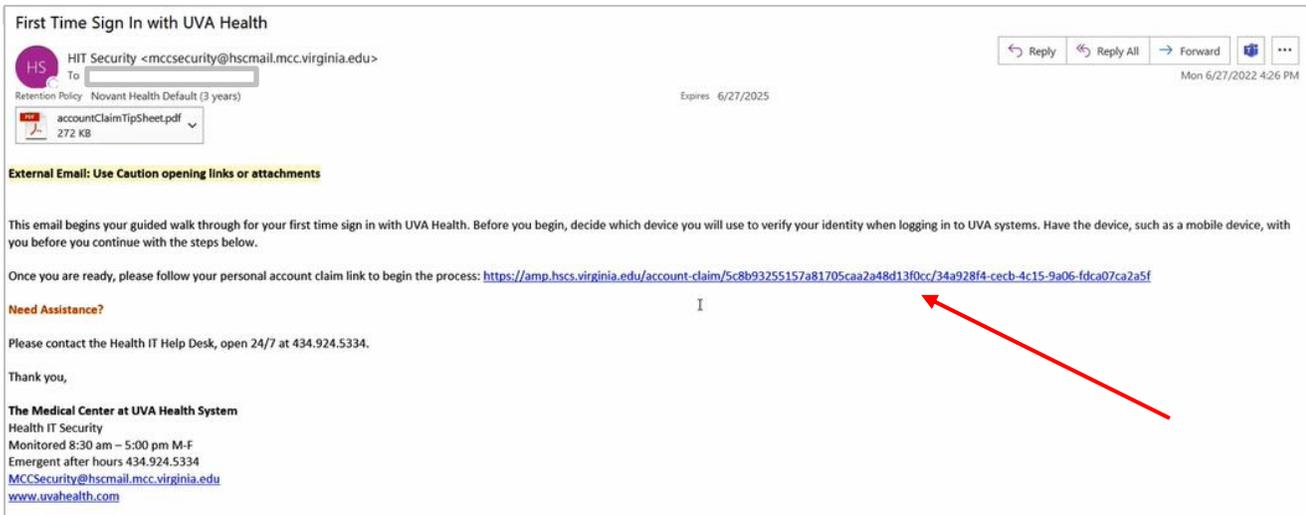
3. **Enter requested information (e.g., your legal name, birthdate) to claim your account**

You are required to enter all the information listed in the screenshot below correctly to proceed with claiming your account.

Use the email address to which you were sent the notification to claim your account.

Once you have entered the information correctly, you will receive your Account Information, including:
- **ComputingID:** This will be the prefix of your new email address (see image below)
- **Password:** This is your temporary password

Do not do anything else until you have written down or screenshot this information. You will need it.

UVAHealth
Account Claim

Account Information:

UniversityID:	394139277
ComputingID:	RBR6GQ ←
Password:	rbr6gq9277

Copy Password

Use the link to reset your password:

https://portal.uvahealth.virginia.edu/ ←

Example of your new email address:

RBR6GQ@UVAHealth.org

Note: This link is also provided as an icon to Citrix portal on Novant desktops (only).

4. **Write down or take a screenshot of this information before you move on to the next step!**
You will need the ComputingID and temporary password to finish this process. The UniversityID will NOT be needed to complete this process.

5. **Log in with your new email address and temporary password**
Click the link to the UVA Health Access Portal.
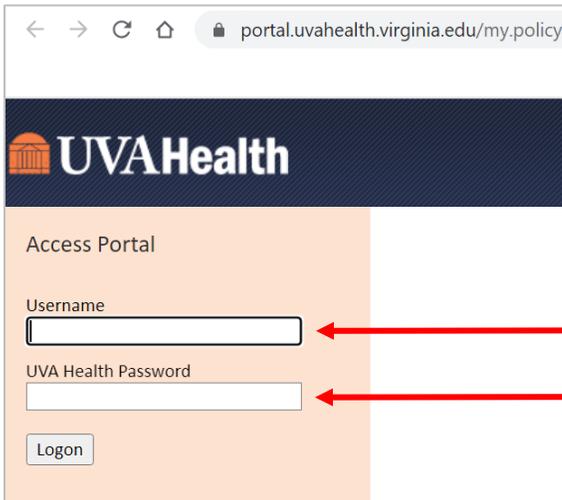
UVAHealth
Account Claim

Account Information:

UniversityID:	394139277
ComputingID:	RBR6GQ
Password:	rbr6gq9277

Copy Password
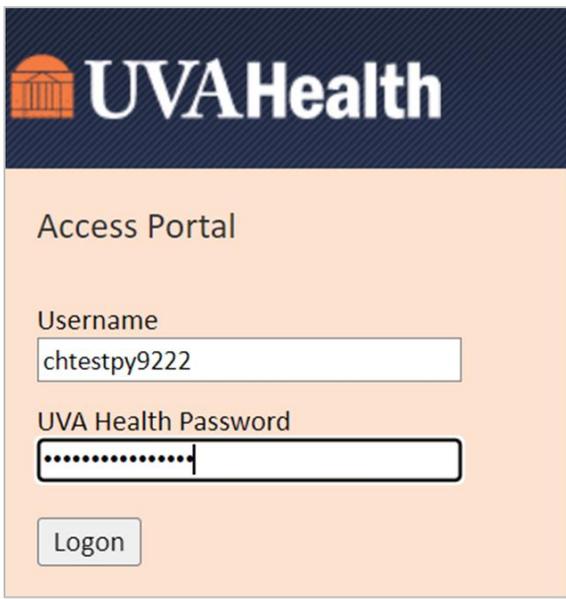
Use the link to reset your password:

https://portal.uvahealth.virginia.edu/ ←

Enter your ComputingID and temporary password.

Enter your ComputingID here

Enter temporary password here

**6.** Set up Duo, the mobile/tablet application for security authentication.

On your computer or laptop, you will be taken to a new screen to enroll in Duo for security authentication (Duo is similar to PingID.). Click Start setup.

Select the type of device you wish to enroll. This will be the mobile or tablet device to which you downloaded the Duo Mobile application in Step 1. You will Duo Mobile for security authentication when you want to access your email. Click Continue.


Enter a phone number to enroll, then click Continue. Select what type of phone it is, then click Continue.
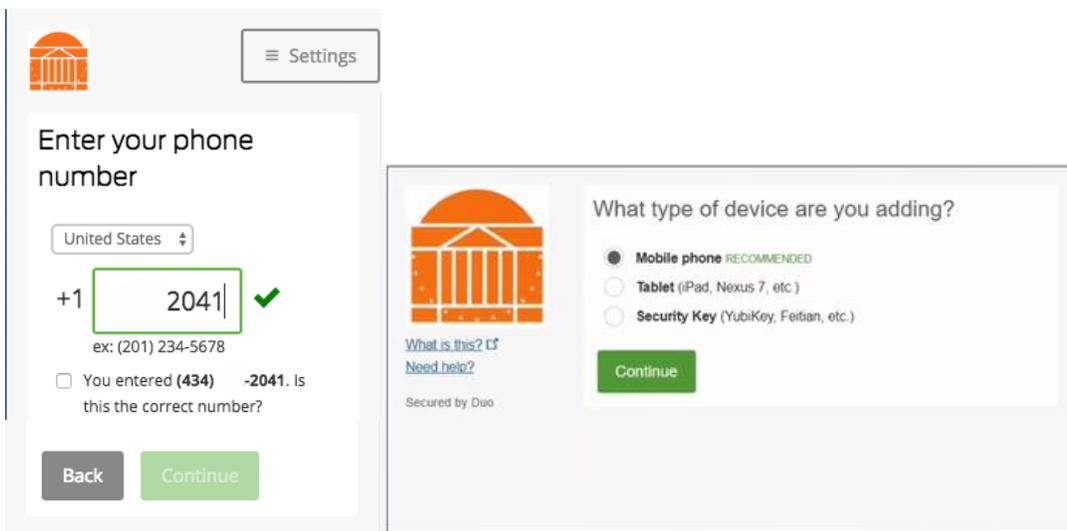
7. On your computer or laptop, click *I have Duo Mobile.*
Your computer will prompt you to download "Duo Mobile" from either the App Store (iPhone) or Google Play (Android) onto your mobile or tablet device. You should have completed this in Step 1.

Click *I have Duo Mobile* to advance to the next step.
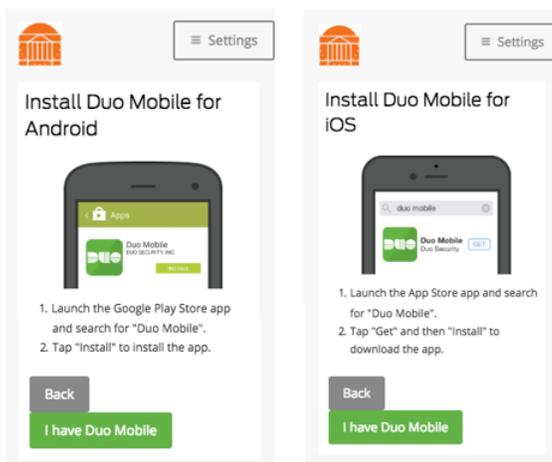
8. **Use the Duo application on your table or mobile device to authorize your access to email on your computer.**

Your computer will show a QR code.

Open the Duo application on your mobile or tablet device. The application will prompt you to add an account. Select that you want to use a QR code for this. It may ask for permission to access your camera – say yes. Then point your mobile or tablet device camera at the QR code on your computer screen. A green check box will show on your computer when you are successful. Click Continue.


NOTE: If prompted in the mobile or tablet Duo application, allow Duo to send you notifications.

On your computer, select the drop down to *Automatically send this device a Duo push.* Click *Save*, then Continue to Login.

You will then see the screen below on your computer, informing you that a request for security authentication is being sent to your mobile or tablet device.
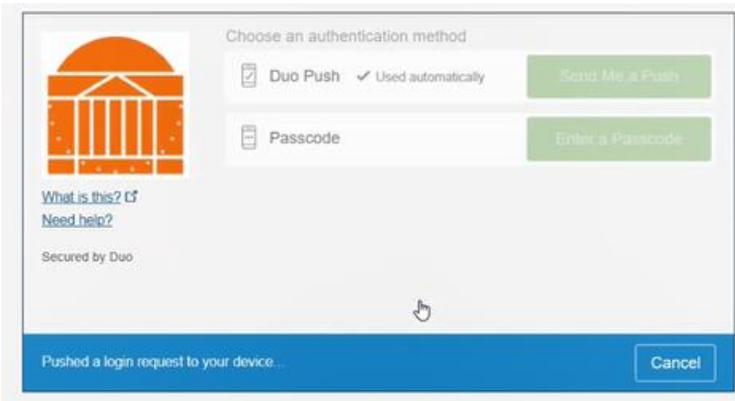
NOTE: If you do not see the image above on your computer, you may need to click *Send Me a Push*.

The mobile or tablet device will ask, "Are you logging into HS Microsoft Azure Active Directory?" Click Approve.

9. Reset your password

After you click approve, you will be prompted to change your password. You will need to enter your temporary password and then a new password of your choosing. Once complete, you will be logged into your UVA Health Apps Portal.

This completes the process to claim your account.

## Important Things to Know About Your Email

1. You will now have two email addresses, one from Novant or Culpeper, and one for UVA Health. Please make sure you monitor both email addresses until the Novant or Culpeper email is removed. More information to come on timing for this. Additionally, it may be beneficial to add an automatic reply to your UVA Health account until all UVA Community Health users switch to using UVA Health as the primary inbox.

2. Please see below for how to check your UVA Health email, depending on the type of computer or laptop you have. You will be prompted to provide security authentication through Duo each time.

    - **Novant Health:** Access your email through the desktop icon for the Citrix portal.

    Click to open Citrix Office Applications.
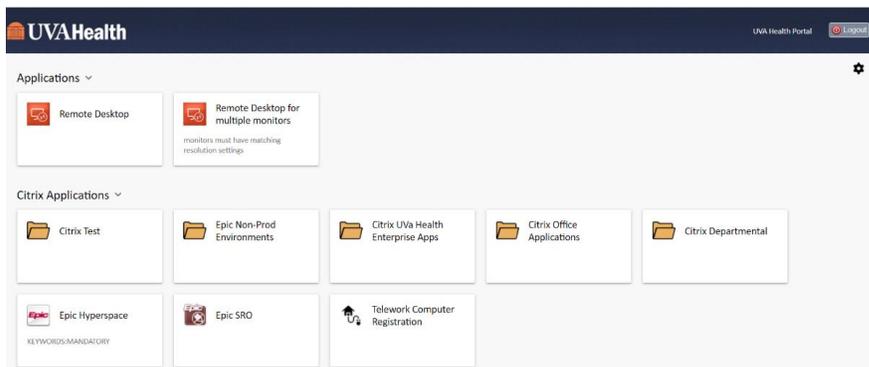
Click on Citrix Outlook 365 to access your email.
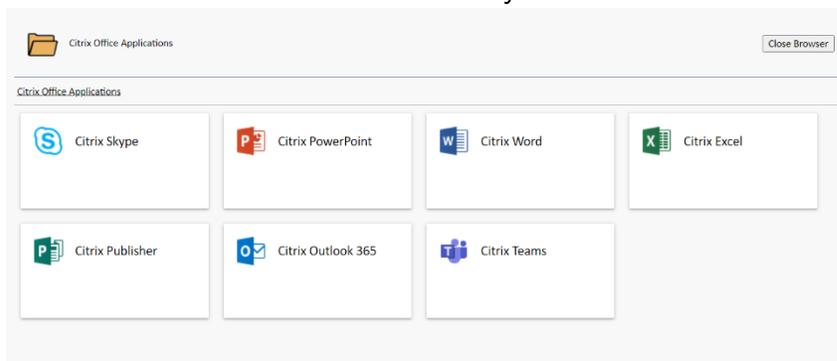
- **UVA Health:** Access the Outlook desktop application or enter the URL https://outlook.office365.com in your web browser.

- **Culpeper:** Access the Outlook application by clicking on the desktop icon pictured below.

If you have any problems with any of the steps above, please call the UVA Health Information and Technology Helpdesk at 434.924.5334 for assistance.

Please have your 9-digit UVA University ID available to provide to a support agent. If you do not know your University ID, you will need to provide 3 pieces of information from the following list:

- Employee ID
- Supervisor Full Name
- Employee Job Title
- Department
- Birthdate
- Supervisor ID
- Org Code