

## SECURE LOG IN

Partners HealthCare uses a secure technology when logging in to web-based applications when not connected to the Partners network. This provides a simplified and consistent log in experience.

### APPLICATIONS THAT USE SECURE LOG IN

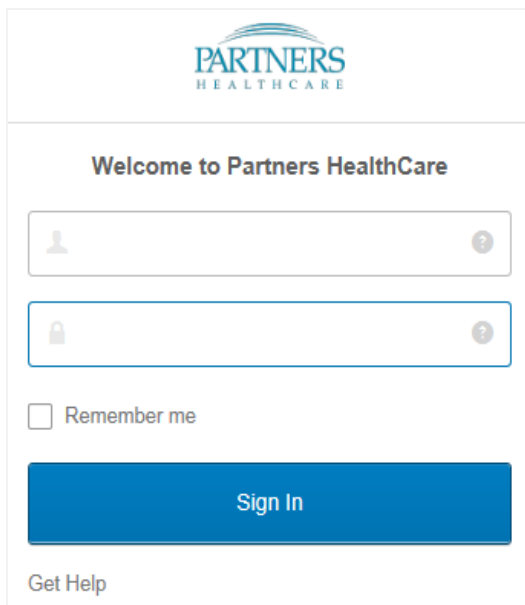
Many applications use this technology, including:

- HealthStream
- Office 365 Applications - Office 2016, Exchange Online, SharePoint Online
- Kronos
- ServiceNow & the IS Service Desk Website

### HOW IT WORKS

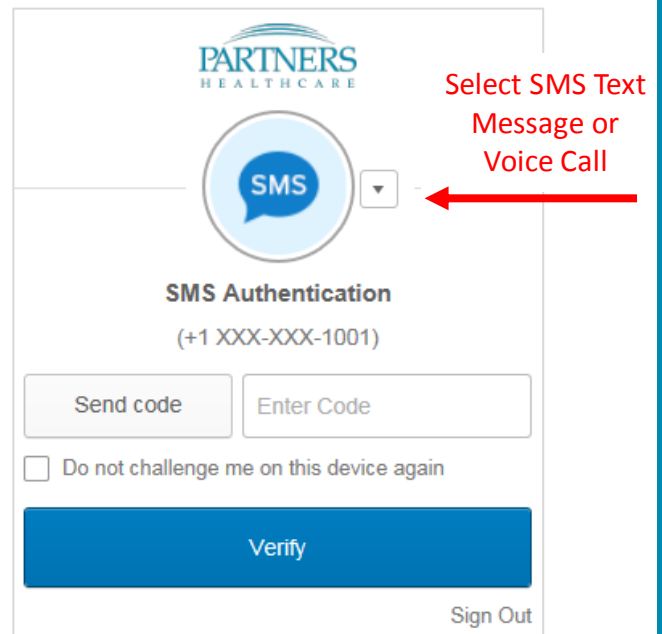
Follow these steps to log in to an application when not connected to the Partners network:

1. Enter your Partners User Name & Password.
2. Select your verification method SMS (Text Message) or Voice Call. Click **Send Code**.
3. Enter your code, then click **Verify** to access your application.



The sign-in form features the Partners Healthcare logo at the top. Below it is the text "Welcome to Partners HealthCare". There are two input fields: one for the user name (with a person icon) and one for the password (with a lock icon). A "Remember me" checkbox is located below the password field. A large blue "Sign In" button is at the bottom, with a "Get Help" link underneath.

Check here to access most applications without entering a code every time



The SMS authentication form shows a dropdown menu with "SMS" selected. A red arrow points to this dropdown with the text "Select SMS Text Message or Voice Call". Below the dropdown is the text "SMS Authentication (+1 XXX-XXX-1001)". There are two buttons: "Send code" and "Enter Code". A checkbox labeled "Do not challenge me on this device again" is present. A large blue "Verify" button is at the bottom, with a "Sign Out" link underneath.



- Some applications require a code with every login due to security policy.
- Secure log in is not needed when connected to the Partners network or connected over VPN.
- You can update your phone number in Password Self-Service at <http://myprofile.partners.org>.

### NEED HELP?

View FAQs and get a copy of this guide in IS Service Desk article [KB0032197](#).

Contact the IS Service Desk. View phone numbers or open a ticket at [www.partners.org/isservicedesk](http://www.partners.org/isservicedesk).