

## Medical Staff User Guide: Request SafeNet Token Form

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### What is the FH Request SafeNet Form?

The FH *Request SafeNet Form* is an electronic submission system that was developed to streamline the process of requesting, approving and delivering SafeNet tokens. This form is used for requesting a SafeNet token.

### What is a SafeNet token?

A SafeNet token provides security when accessing FH resources remotely. A SafeNet token is needed if you are accessing Fraser Health application and information using your own personal computer. A SafeNet token is not needed if you are using a Fraser Health corporate laptop for remote access.

A SafeNet token is a software application that provides additional security when logging in to the Fraser Health Virtual Private Network (VPN) using a Fraser Health Remote Desktop connection, such as <https://GO.fraserhealth.ca> or to a Cisco VPN Client.

The SafeNet token uses the MobilePASS app to generate authentication codes, which you use along with your PIN to login in to the Fraser Health network. The SafeNet token requires activation on whichever device you choose. The MobilePass app can be installed on your **Smart Phone** (Android, Blackberry, iPhone, Windows).

### Who needs a SafeNet token?

Users who wish to access the Fraser Health systems using their own computer need a SafeNet token.

### What are the pre-requisites for completing this Request SafeNet Token form?

- The *Request SafeNet Token* form is only accessible from within the Fraser Health network.
- The requestor, end user, and approver must have a valid Fraser Health user account and email address
- If there is a valid Fraser Health user account but no email address, please complete the [FH System User Access](#) form

### What happens when the form is submitted?

When the *Request SafeNet Token* form is submitted, the following events occur:

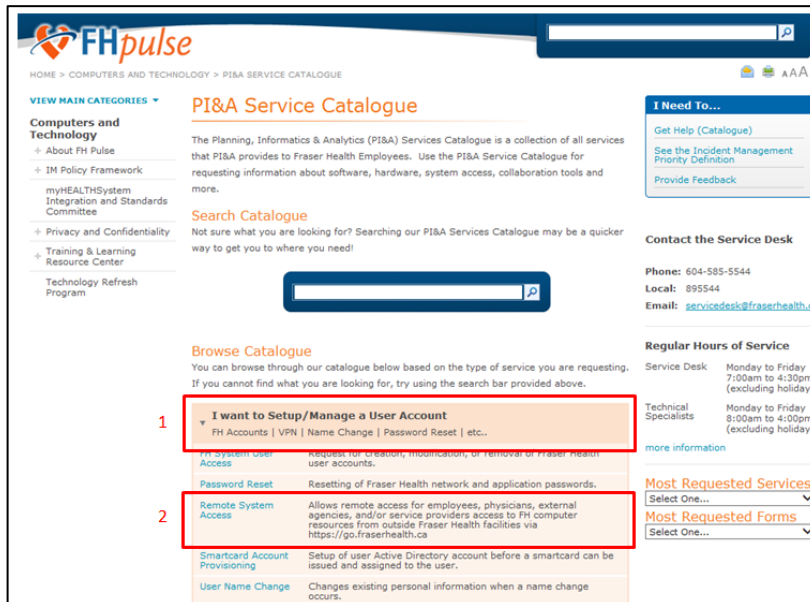
- 1) The requestor receives an email confirming that the request was submitted.
- 2) The submitted form is automatically routed to the Approver.
- 3) The Approver receives an email request for approval.
- 4) If the request is approved:
  - a) The end user (cc: requestor) receives a notification to check his/her Fraser Health email for a *Fraser Health SafeNet MobilePASS Activation* correspondence within 2 business days.
  - b) A SafeNet token license is issued to the end user and the end user receives a *Fraser Health SafeNet MobilePASS Activation* notification to their Fraser Health email (*Note: This happens within 2 days from time approval was granted*)
  - c) The end user opens the *Fraser Health SafeNet MobilePASS Activation* email on the device that the SafeNet MobilePASS app will be installed.
- 5) If the request is rejected, the requestor receives an email notification.

### Terminology

<b>Requestor</b>	The person who submits the <i>Cancel SafeNet Token</i> form
<b>End-user</b>	The person who requires the SafeNet token.
<b>Approver</b>	The designated person for approving SafeNet token requests

## Steps for requesting a SafeNet Token

- a) Access the Request SafeNet Token form through the I&TS Service Catalogue
  - 1) Select ***I need to Setup/Manage a User Account***
  - 2) Select ***Remote System Access***



The screenshot shows the PI&A Service Catalogue interface. On the left, there is a navigation menu under 'Computers and Technology'. The main content area is titled 'PI&A Service Catalogue' and includes a search bar. A dropdown menu is open, showing the following options:

- 1 **I want to Setup/Manage a User Account**
  - FH Accounts | VPN | Name Change | Password Reset | etc...
  - FH System User Access Request for creation, modification, or removal of Fraser Health user accounts.
  - Password Reset Resetting of Fraser Health network and application passwords.
  - 2 Remote System Access Allows remote access for employees, physicians, external agencies, and/or service providers access to FH computer resources from outside Fraser Health facilities via <https://go.fraserhealth.ca>
  - Smartcard Account Provisioning Setup of user Active Directory account before a smartcard can be issued and assigned to the user.
  - User Name Change Changes existing personal information when a name change occurs.

On the right side of the page, there are sections for 'I Need To...', 'Contact the Service Desk', 'Regular Hours of Service', and 'Most Requested Services'.

- b) Select the ***Request SafeNet Token*** form

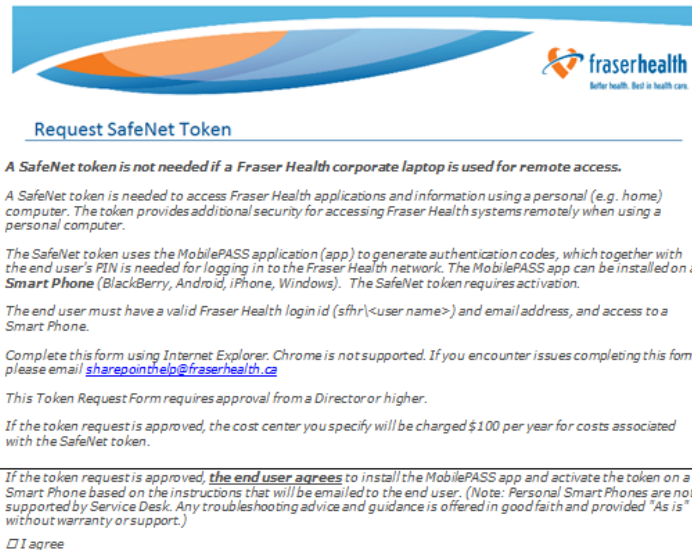
## PI&A Service Catalogue



<b>Service</b>	Remote System Access
<b>Description</b>	Allows remote access for employees, physicians, external agencies, vendors, and/or service providers access to FH computer resources from outside Fraser Health facilities via or Cisco VPN clients. A SafeNet token is needed to provide security when accessing FH resources remotely.
<b>Request this Service</b>	<p>Request a SafeNet token if you are accessing application and information using your own personal computer. <b>Note:</b> You do not need a SafeNet token if you are using a Fraser Health corporate laptop for remote access.</p> <p>A SafeNet token is a software application that provides additional security when logging in to the Fraser Health Virtual Private Network (VPN) using a Fraser Health Remote Desktop connection, such as <a href="https://GO.fraserhealth.ca">https://GO.fraserhealth.ca</a> or to a Cisco VPN Client.</p> <p>The SafeNet token uses the MobilePASS app to generate authentication codes, which you use along with your PIN to login in to the Fraser Health network. The MobilePass app can be installed on your Smart Phone (Android, Blackberry, iPhone, Windows) and requires activation.</p> <p>Click the following links to access the pertinent forms:</p> <ul style="list-style-type: none"> <li>• <a href="#">Request SafeNet Token</a> – to apply for a SafeNet token <b>Note:</b> The end user must have a valid Fraser Health user account and email address. If the end user has a valid Fraser Health user account but no email address, the <a href="#">FH System User Access</a> form needs to be completed first</li> <li>• <a href="#">Cancel Safenet Token</a> – to cancel a SafeNet token because it was activated on the incorrect device, or the device was lost/stolen or for replacement, or if the SafeNet activation link expired</li> </ul>

c) Please read the introduction and confirm acceptance by selecting **I agree**

**REQUEST SAFENET TOKEN**



**Request SafeNet Token**

*A SafeNet token is not needed if a Fraser Health corporate laptop is used for remote access.*

*A SafeNet token is needed to access Fraser Health applications and information using a personal (e.g. home) computer. The token provides additional security for accessing Fraser Health systems remotely when using a personal computer.*

*The SafeNet token uses the MobilePASS application (app) to generate authentication codes, which together with the end user's PIN is needed for logging in to the Fraser Health network. The MobilePASS app can be installed on a Smart Phone (BlackBerry, Android, iPhone, Windows). The SafeNet token requires activation.*

*The end user must have a valid Fraser Health login id (sfhr\<user name>) and email address, and access to a Smart Phone.*

*Complete this form using Internet Explorer. Chrome is not supported. If you encounter issues completing this form, please email [sharepointhelp@fraserhealth.ca](mailto:sharepointhelp@fraserhealth.ca)*

*This Token Request Form requires approval from a Director or higher.*

*If the token request is approved, the cost center you specify will be charged \$100 per year for costs associated with the SafeNet token.*

*If the token request is approved, the end user agrees to install the MobilePASS app and activate the token on a Smart Phone based on the instructions that will be emailed to the end user. (Note: Personal Smart Phones are not supported by Service Desk. Any troubleshooting advice and guidance is offered in good faith and provided "As is" without warranty or support.)*

I agree

d) Complete the Requestor Information, User Information, and select Physician, Dentist, Midwife, Nurse Practitioner, Physician's Office Assistant

**Requester Information:**

*When entering the name please type the last name and select the corresponding Fraser Health login id (sfhr\<user name>).*

**Requester \***

**Email Address**  **Login ID**

*Email address should not be blank. If no email appears, please contact Service Desk.*

**Title / Position \***

**Is the requester also the user? \***  Yes  No

**User Information:**

*When entering the name please type the last name and select the corresponding Fraser Health login id (sfhr\<user name>).*

**User \***

**Email address**  **Login ID**

*Email address should not be blank. If no email appears, please contact Service Desk.*

**Select which group you belong to**

**Title / Position \***

**Cost Center \***

e) Click **Submit**