Accessing eHealth Saskatchewan Hosted Applications

Acronym List

eHS   eHealth Saskatchewan

IdM   Identity Management System:
                         Manages usernames, passwords and questions for password recovery

MFA   Multi-Factor Authentication:
                         A method to improve application security by adding a second layer of authentication to customer accounts

SHA   Saskatchewan Health Authority

USD   IT Service Management tool
                         Provincial support ticketing system

Review History

Reviewed by	Review Date	Reason
KM TL - Jewsbury	April 9, 2021	Publish to Vaccine Clinic Support site

Version History

Version	Implemented by	Revision Date	Approval	Reason
1.0	WarnesJA	April 1, 2021		Created for Vaccine Clinic Staff
2.0	KBA - Neudorf	April 8, 2021	KM TL – Jewsbur	Created for Vaccine Clinic Staff
2.1	KM TL – Jewsbury	April 9, 2021		formatting
2.2	KM TL – Jewsbury	April 13		Update 'external'

Install and Activate Duo Mobile App

* Required for external (non-SHA) or internal (SHA) resources accessing from a remote location

eHS hosted applications, which are accessed over the Internet, require MultiFactor Authentication (MFA) in order to log in. For MFA to work, Cisco's Duo Mobile application needs to be installed and activated on your personal/corporate cellular device (*home/work*).

MFA adds a second layer of security to your online account. Verifying your identity uses a second factor (*e.g. personal cell phone - home/work*) to prevent anyone but you from logging in, even if that person knows your password.

Prerequisites & Requirements

- **Remote access** using **MultiFactor Authentication**
- Personal/corporate cellular device with the **Duo Mobile** App installed.
- Cellular device meeting the following Pre-Requisites:
  (Duo Mobile provides warnings if not met and eHS hosted applications will be inaccessible)

  - **Anonymous Networks:** No using phone through proxy, Tor or other VPN networks.
  - **Authentication Methods:** Must use Duo Push or Duo Mobile Passcode from cell phone.
  - **Operating Systems:** Android or iOS (Apple).
  - **Password/Passcode:** Must be enabled.
  - **Screen Lock:** Must be enabled.
  - **Tampered Devices:** Phone cannot be 'rooted' (Android) or 'jail broken' (iOS).
  - **Customer Location:** Must be in Canada/USA.

Installation Steps

eHS Service Desk requires your personal/corporate cell phone number to set up your **Duo Mobile** security account.

If you do not have a corporate cell phone and have an issue with using your personal cell phone, please discuss with your manager/director; but, for now, this is the only option available.

1. Download and install **Duo Mobile** App available on Apple App store or Android Google Play.
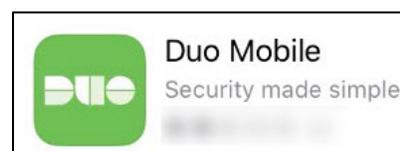
2. Once account has been set up, your cell phone will receive an activation text message similar to the one shown here:

3. Click on the activation link in the text message and pick **Duo Mobile** from choices provided.

> ⓘ **IMPORTANT**
> This link is only good for 24 hours. If the link expires, customer will need to contact the eHS Service Desk to arrange to be sent a new activation link.

4. The link will open the **Duo Mobile** App to complete activation of your account with the message: "**Account added successfully**".

5. A DUO-PROTECTED account for eHealth Saskatchewan will be set up within the **Duo Mobile** App.

6. You may receive a number of messages:

- Click DISMISS at Duo Mobile's opening message about collecting usage data and MAYBE LATER to other messages **EXCEPT** if a message indicates "We have **detected some security issues with your device** that require your attention".

- Select FIX NOW and fix any of the Pre-Requisites mentioned near the top of this section.

> ⓘ **IMPORTANT**
> - If you turn off notification for the Duo mobile app, you will not receive a cell phone text message to verify your identity. To resolve this, see the Troubleshooting: Enable App Notifications on page 3.
>
> - The most common Pre-Requisite missing (which will cause an **Authentication Error**) is you do not have the Screen Lock enabled on your cell phone, which will require creating a PIN/Password on your phone.

![eHealth Saskatchewan logo]

Using the Duo Mobile App

Log in steps to follow which involve MFA:

a. Enter your **domain\username** and **password** at log in screen.

b. Your cell phone receives a text message from the **Duo Mobile** app. Select **Approve** to verify your identity.

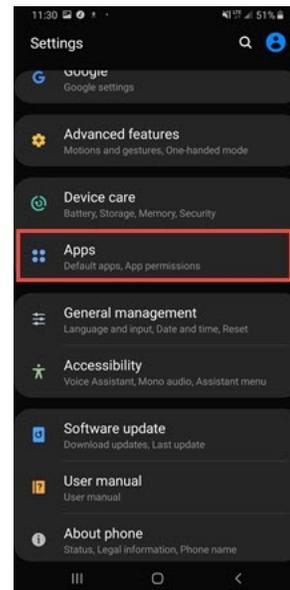c. Once identity verified, access to the application is provided.
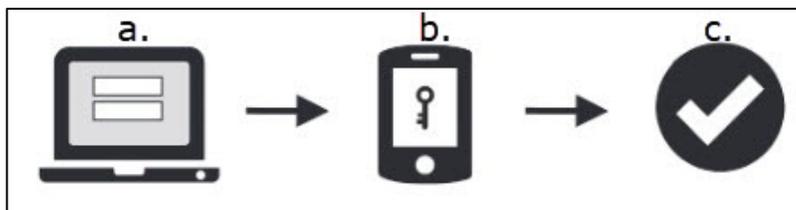
Troubleshooting: Enabling App Notifications

This section is a guide for iOS and Android devices on you can enable (or disable) app-specific notifications.
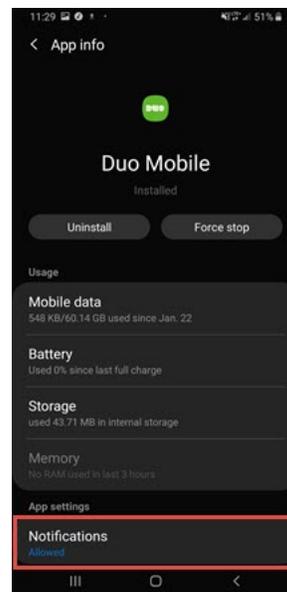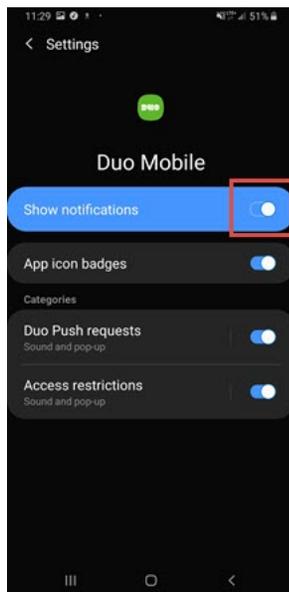
Android

1. Open your cell phone's **Settings** App.

2. Tap **Apps**.

3. Scroll to the **Duo Mobile** app to change the notification settings. Tap on the App.
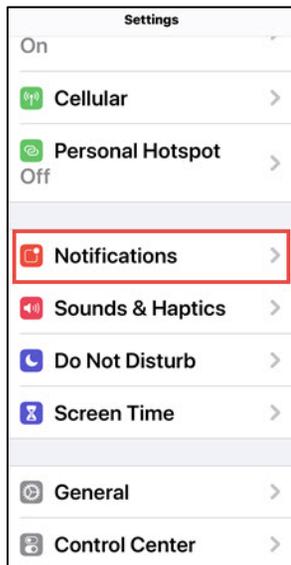
4. Under **App settings**, tap **Notifications**.

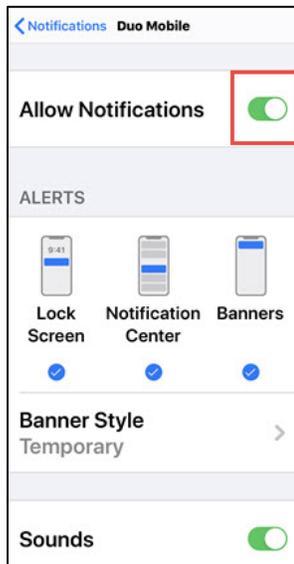5. Swipe the **Show notifications** button to the right to enable notifications.

iPhone

1. Open the phone's **Settings** App.

2. Tap **Notifications**.

![eHealth Saskatchewan logo]

3. Scroll to the **Duo Mobile** app to change the notification settings. Tap on the **Duo Mobile** option.

4. Swipe the **Allow Notifications** button to the right to enable notifications.

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Apply for myeHealth Account

* Required for external (non-SHA) or internal (SHA) resources accessing from a remote location

> **IMPORTANT**
> These steps need to be completed within 24 hours of receiving the instructions.

Those assisting the Saskatchewan Health Authority require a **myeHealth** account to access applications.

How to register for a myeHealth account:

1. Open the link below within Internet Explorer or Microsoft Edge.

   https://services.ehealthsask.ca/myehealth/pages/selfService/register.xhtml

2. On the first page (**Personal** tab) please fill out the information required, including providing a Cellular **Phone Number** which will be used for authentication purposes.

> **IMPORTANT**
> - You must select **COVID Support** for **Primary Role**.
> - Phone number provided must be a cell phone number.

3. Click **Next**.

4. On the second page (**Organization** tab) please search for **SharePoint Users** in the list of Organizations, and please also select **No** for "**Do you require eHR Viewer Access?**".

> ⊗ **IMPORTANT**
> - You must select "SharePoint Users" for Organization.
> - You must select "NO" for "Do you require eHR Viewer Access?".

5. Click **Next**.

6. On the third page (**Security Questions** tab) you must complete four security questions. The first three security questions can be selected from the provided options. The fourth is a customizable question.

> ⓘ **IMPORTANT**
> These questions & answers will be used to confirm your identity when you try to reset your password if you have forgotten your password, so you must enter answers you will remember!

7. Click **Next**.

Once completed, you will receive an email with summary of your request (including username) within an hour.

If you do not receive the email, please contact the **eHS Service Desk** at **1-888-316-7446** and after giving your name and contact information.

* * Explain that you are registering for a **myeHealth** with **COVID Support** Role in the **SharePoint Users** Organization, and have not received an email summarizing the request **

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Go.Data – How to Log In

This section describes how resources log in to **Go.Data**, a web based tool for outbreak investigation & contact tracing management being used by SHA employees during the COVID-19 outbreak.

NOTE: Should you encounter any problems with any of the steps described in these sections, please contact the **eHealth Service Desk** at **1-888-316-7446**.

Pre-Requisites & Requirements

> **(!) IMPORTANT**
> This Pre-Requisite section is for **External** (non-SHA) resources or any SHA employees *not* connected to the SHA Health network only.

As an external resource (non-SHA), the following must be completed:

- Install and Activate Duo Mobile App (on page 1) on your cell phone.

- Apply for myeHealth account (on page 5), making sure to enter your cell phone number of the phone you on which you will install the **Duo Mobile** App.

- Once the above steps have been done, you will be able to log in to the SHA contact tracing SharePoint website:

  https://collaboration.web.ehealthsask.ca/sites/shacontacttracing/SitePages/Home.aspx.

- Enter your username as **Health\username** and enter the **password** you set up with your **myeHealth** account.

> **(i) NOTE**
> External customers (non-SHA) use security questions registered with myeHealth for SharePoint and F5 login issues (shown in step 2 of next page)

Log In to Go.Data Application

1. To log in to **Go.Data**, using the Google Chrome web browser, copy and paste the appropriate link into the search box (key step if Chrome is not your default browser):
   - PROD: https://contacttracing.saskhealthauthority.ca
   - TRAIN: https://train-contacttracing.saskhealthauthority.ca/

   > **NOTE**
   > Internet Explorer is not supported and may encounter issues.

2. At F5 Logon screen,

   > **IMPORTANT**
   > Any SHA employee connected to the SHA Health network will be able to reach the **Go.Data** contact tracing sites without the F5 login window.

   a. Enter the following information:

   - **Username:** myeHealth Username (e.g. *"jsmith"*)

   - **Password:** myeHealth Password (*password created for this Username*)

   - **Domain:** eHealth Saskatchewan, Ministry of Health, Mamaweetan Churchill River

   b. Click **Logon**.

3. At **Duo** Screen - Select preferred Duo validation method:

   > **NOTE**
   > Notifications need to be Enabled on your device to receive this.


Send Me a Push:
- You will receive a message on their cell phone to **Approve**.

Enter a Passcode:
- Open **Duo Mobile** app on their cell phone.
- Click on drop arrow by **eHealth Saskatchewan**.
- 6 digit passcode will be visible.
- Enter this Passcode into the field into the log in screen (no spaces).

4. Go.Data Login

> **NOTE**
> Customer should have received an email with their Go.Data Login information
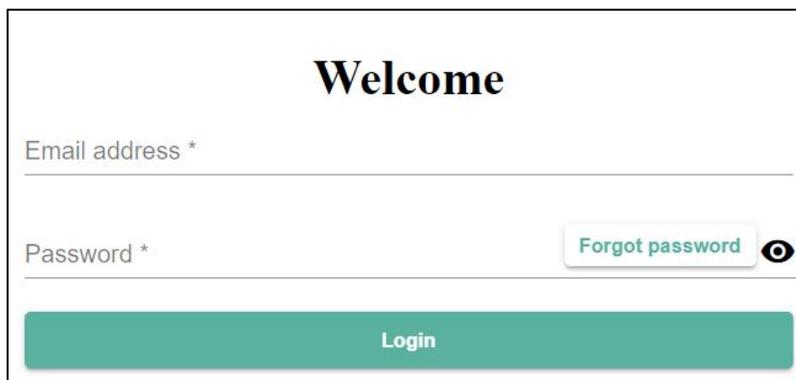
a. Enter your email address into the **Email address** field.

b. Enter your their Go.Data **Password** (click on the **eye** icon to the right in order to see what you are typing).

c. Click **Login**. If you get an error message then click **Login** a second time.

d. You will be asked to change your password and set up your security questions.

> **NOTE**
> New password must be 12 or more characters long. It does not have to have Caps, symbols or numbers

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> **IMPORTANT**
> The code is only valid for 60 seconds
>
> Refresh code by tapping the 'arrows' icon

![eHealth Saskatchewan logo]

Panorama COVID Quick Entry (CQE) – How to Log In

This section describes how to log in to the SHA COVID Quick Entry (CQE) web application developed to support COVID vaccine data entry and is integrated with the Panorama application.

Pre-Requisites & Requirements

> ⊗ **IMPORTANT**
> This Pre-Requisite section is for **External** (non-SHA) resources or any SHA employees *not* connected to the SHA Health network only.

Before the external customer can log in to CQE, the customer needs to complete the following:

- Install and Activate Duo Mobile App (on page 1) on your cell phone.
- Apply for myeHealth account (on page 5), making sure to enter your cell phone number of the phone you on which you will install the **Duo Mobile** App.

Log In to CQE Application

1. In either Google Chrome or Microsoft Edge, have the customer navigate to:

   https://panorama-cqe.ehealthsask.ca

   > ⓘ **NOTE**
   > Internet Explorer is not supported and may encounter issues.

2. At F5 Logon screen:

   > ⊗ **IMPORTANT**
   > Any SHA employee connected to the SHA Health network will be able to reach the **Go.Data** contact tracing sites without the F5 login window.

   Enter the following information:

   - **Username:** myeHealth Username (e.g. *"jsmith"*)

   - **Password:** myeHealth Password (*password created for this Username*)

   - **Domain:** eHealth Saskatchewan, Ministry of Health, Mamaweetan Churchill River

   a. Click **Logon**.

3. At **Duo** Screen - Select preferred Duo validation method:

> **NOTE**
> Notifications need to be Enabled on your device to receive this.

Send Me a Push:
- You will receive a message on their cell phone to **Approve**.

Enter a Passcode:
- Open **Duo Mobile** app on their cell phone.
- Click on drop arrow by **eHealth Saskatchewan**.

> **IMPORTANT**
> The code is only valid for 60 seconds
>
> Refresh code by tapping the 'arrows' icon
>
> DUO-PROTECTED
> eHealth Saskatchewan
> 193 569

4. The customer should enter their **myeHealth** username and password into the **Username** and **Password** fields and select the following **Domain**:
   eHealth Saskatchewan, Ministry of Health, Mamaweetan Churchill River.

5. Click **Logon**. The CQE tool should now be available to perform a Client Search.

Vaccination Distribution Tracker (VDT) – How to Log In

This section describes how to log in to the COVID Vaccine Distribution Tracker (VDT) web application to support COVID vaccine distribution throughout Saskatchewan. To track Shipping, Receiving, Record Waste and track Quantity on Hand.

Pre-Perquisites & Requirements

> **!** **IMPORTANT**
> This Pre-Requisite section is for **External** (non-SHA) resources or any SHA employees *not* connected to the SHA Health network only.

Before the external resource is able to log in to VDT, the following must be completed:

- Install and Activate Duo Mobile App (on page 1) on your cell phone.
- Apply for myeHealth account (on page 5), making sure to enter your cell phone number of the phone you on which you will install the **Duo Mobile** App.

Log In to VDT Application

1. In either Google Chrome or Microsoft Edge, have the customer navigate to:

   https://vdt.ehealthsask.ca

   > **i** **NOTE**
   > Internet Explorer is not supported and may encounter issues.

2. At F5 Logon screen:

   > **!** **IMPORTANT**
   > Any SHA employee connected to the SHA Health network will be able to reach the **Go.Data** contact tracing sites without the F5 login window.

   a. Enter the following information:

      - **Username:** myeHealth Username (e.g. *"jsmith"*)

      - **Password:** myeHealth Password (*password created for this Username*)

      - **Domain:** eHealth Saskatchewan, Ministry of Health, Mamaweetan Churchill River

   b. Click **Logon**.

![eHealth Saskatchewan logo]

3. At Duo Screen - Select preferred Duo validation method:

> **NOTE**
> Notifications need to be Enabled on your device to receive this.


Send Me a Push:
- You will receive a message on their cell phone to **Approve**.

Enter a Passcode:
- Open **Duo Mobile** app on their cell phone.
- Click on drop arrow by **eHealth Saskatchewan**.

> **IMPORTANT**
> The code is only valid for 60 seconds
>
> Refresh code by tapping the 'arrows' icon

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4. Enter your **myeHealth** username and password into the **Username** and **Password** fields and select the following **Domain**:

   eHealth Saskatchewan, Ministry of Health, Mamaweetan Churchill River.
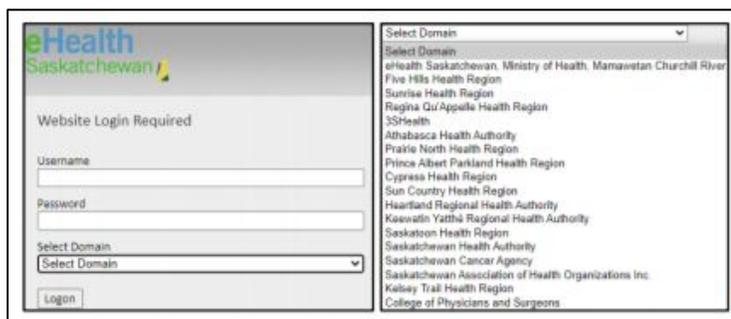
5. Click **Logon**.

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