Overview

UMHS is increasing security of UMHS information systems. At this time, we are asking all vendors who connect to UMHS through our Cisco AnyConnect/VPN Service to increase their security by using Duo Two-Factor Authentication Services. This increase in security will help safeguard UMHS data through something you have and something you know.

UMHS Service Providers who are responsible for the vendor relationship will work with their vendors to add and remove vendor access. The UMHS Service Provider will request a UMHS uniqname and level-2 password for their vendor resource if they do not already have this access. Once the vendor receives their level-2 account (or they have the level-2 account already) the vendor can follow the Duo Two-Factor instructions below.

Needed Vendor Steps

When a vendor has active Level-1 and Level-2 passwords, then it’s time to step up the following additional services:

1. Duo Two-Factor Authentication:

   A second layer of security that’s used to identify that you are the person accessing the service.

   - Vendor determines the device and authentication option they want to use, to authenticate their self.
   - Once the vendor has determined what device and option, they can then enroll into their U-M Duo account.
   - On-site: The vendor can directly access their UMHS Profile Page https://idm.med.umich.edu/profile/#/, navigate to the Security Setting tab and begin the U-M Duo Enrollment process.
   - Off-site: The vendor can access their UMHS Profile Page through https://lvl2.med.umich.edu/profile/#/, enter your Level-1, navigate to the Security Setting tab and begin the U-M Duo Enrollment process.
   - To determine which device and authentication option they want to use, visit the below link for assistance. https://i.med.umich.edu/mcit/cs/customer/gettingstarted/Documents/DuoDeviceEnrollmentOptions.pdf
   - For specific U-M Duo enrollment instructions, visit the below link for assistance and select the type of device you/they need instructions for. https://i.med.umich.edu/mcit/cs/customer/gettingstarted/Pages/2FA-Enroll-in-Duo.aspx
   - For all the VPN login instructions, visit the below link for assistance. https://i.med.umich.edu/mcit/cs/customer/gettingstarted/Pages/2FA-Enroll-in-Duo.aspx
   - For more information, visit the below link. https://i.med.umich.edu/mcit/cs/customer/gettingstarted/Pages/Two-Factor-Authentication.aspx
2. Cisco AnyConnect Remote VPN:

Creates a secure connection from a remote computer to our network over the Internet. Work with local leadership on how to locate and access service remotely. If you are a vendor, you may need to install the Cisco AnyConnect VPN Remote Client. [https://i.med.umich.edu/mcit/cs/customer/networkaccess/Pages/ObtainingVPNSoftware.aspx](https://i.med.umich.edu/mcit/cs/customer/networkaccess/Pages/ObtainingVPNSoftware.aspx)

For Assistance, Contact the HITS Service Desk

- **Call:** 734-936-8000
- **Send Email:** [MCITServiceDesk@med.umich.edu](mailto:MCITServiceDesk@med.umich.edu) or [msishelp@umich.edu](mailto:msishelp@umich.edu)
- **Contact Through Web:** Submit a request via [Remedy (MCIT)](mailto:Remedy@mcit.umich.edu) or submit a request via [Zendesk (MSIS)](mailto:zendesk@umich.edu)
- **Get Help Face-to-Face:** Drop in at a [Help Me Now](mailto:HelpMeNow@umich.edu) location