

Imprivata “OneSign®” Service Deploying at Cowichan District Hospital (CDH)

On Thursday, August 18, the IHealth devices team began installing Imprivata hardware and software on workstations at CDH. This work is scheduled to be complete the week of August 29.

Also known as OneSign® or “Tap and Go”, Imprivata is a convenient way to unlock and lock your computer or workstation using your Proximity Access Card (prox card).

You only need to re-type your password once every 4 hours during the day, saving you time and possible frustration from having to log on to a computer every time you want to use it.

When Imprivata is installed, you may notice changes on your device and a different login screen (pictured right).



1 Imprivata log-in screen

You can begin using Imprivata to access your computer or workstation the week of August 29.

Tapping in and out of workstations



To tap in at a workstation:

- Tap your badge on the Imprivata external card reader at each workstation.

To tap in at a workstation on wheels (WoW):

- The reader is built into the screen, and you tap on the left side of the screen.

To tap out:

- Tap the reader or the screen again.

If Imprivata is unavailable at the workstation you are using, you can always log into your device by typing in your username and password, as is the current practice.

For details, click on the links to the following documents:

[Imprivata OneSign Quick Reference Guide \(QRG\)](#)

This guide provides you with step-by-step instructions:

- How to enroll in Imprivata OneSign
- How to activate your prox card
- Tapping in and tapping out of a computer

[Imprivata OneSign FAQ](#)

This FAQ contains answers to most questions, including troubleshooting and new account requests.

If you have problems with accessing Imprivata:

- Beginning August 29, call the project support line: 1-855-755-7001 Mon-Fri 8 a.m.-4 p.m.
- After hours, 24/7, call the Clinical Services Desk (CSD): #18777 Option 2