

Requesting OneSign® Account and Device Access

Applies to:	Anyone who wants to request OneSign® access for users and installation for devices
Purpose:	To learn how to request OneSign® accounts and software for devices.

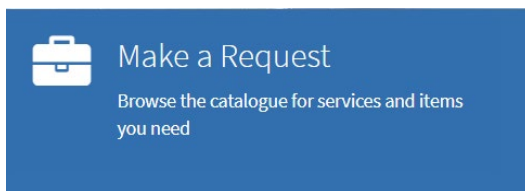
OneSign® is a convenient way to unlock and lock your computer or workstation using your Proximity Access Card (prox card). Access requests and device requests go through Managers.

Requesting OneSign® Account Access

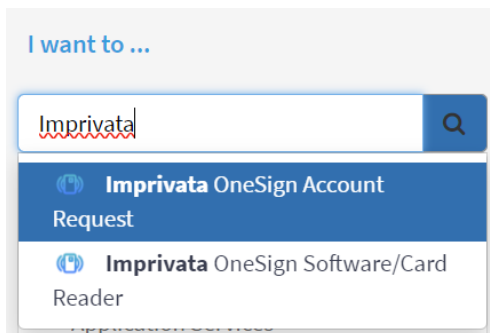
Before you can use the tap in/tap out feature, you need to have access added to your account.

To request access to OneSign®:

1. As a manager, navigate to the [Island Health IM/IT Self Service Portal](#)
2. Select **Make a Request**



Tip: for quick access to Imprivata forms, type “Imprivata” in the Search box:



3. Open the [Imprivata OneSign Account Request](#) form
4. Fill out all of the required fields
5. Once the request is fulfilled, the requesting manager will receive a confirmation email
6. Users can start using Imprivata OneSign!

Imprivata OneSign Account Request

Imprivata OneSign Account Request

Request account access to Imprivata OneSign

* Requested by

* Health Authority

* Phone Number

* Manager

Is this request for someone else?

* User Name to be provided OneSign Access ?

* Account User's Manager ?

* Account User's Manager's Cost Center

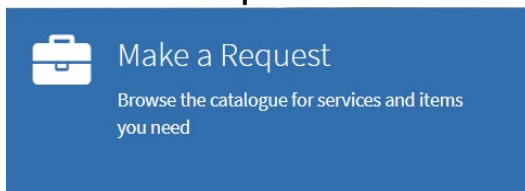
Additional Information ?

Requesting Software Installation for Devices

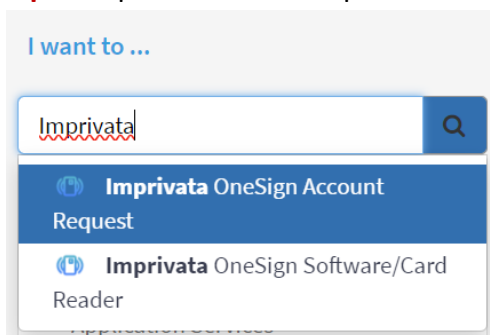
Note: if you are waiting for a new device, please order this software on your new device request.

To request software installation on existing devices:

1. Navigate to the [Island Health IM/IT Self Service Portal](#)
2. Select **Make a Request**



Tip: for quick access to Imprivata forms, type “Imprivata” in the Search box:



3. Select the [Imprivata OneSign Software/Card Reader](#) form and fill out the required fields
4. Once the request is fulfilled, the requesting manager will receive a confirmation email



Remember to always protect and secure confidential information by following Island Health’s privacy policies and procedures.

- Tap out whenever you leave a workstation!
- Log out at the end of your shift! (Press **Ctrl + Alt + Del**, and then click **Sign out.**)
- Report lost or stolen cards to [Security Control](#)

Imprivata OneSign Software/Card Reader

Device Activation for Imprivata OneSign

Installing Imprivata OneSign Software and/or card readers to device

*Requested by


*Health Authority

*Phone Number

*Manager

Is this request for someone else?

*User workstation Host Name 

Refer to the barcoded label on your existing device. 
NOTE: If you are waiting for a new device, please order this software on your new device request.

Search by Host Name, Asset Tag, Machine Name or Device Name.

*Cost Centre

*Cost Centre Manager

*Device Location 

*Device City 

*Device Building

*Device Floor

*Device Room

Additional Information