

Multi-Factor Authentication Coming Soon

As part of our ongoing commitment to safeguarding the privacy and security of our patients and ensuring the integrity of Lompoc Valley Medical Center (LVMC) systems, we are performing an essential upgrade to our remote desktop system. **Starting April 17th**, Multi-Factor Authentication (MFA) will be required for all users accessing LVMC VMware Horizon remotely.

What is Multi-Factor Authentication (MFA)?

MFA enhances security by requiring two or more verification factors to gain access to a network, system, or application. These factors include something you know (password) and something you have (a phone or tablet). This layered defense makes it significantly more challenging for unauthorized users to access sensitive information.

How Will This Affect You?

- **Initial Setup:** Attached are instructions on setting up MFA for your account. The process should take only a few minutes to complete. We recommend you set it up in advance.
- **Choose Your Authentication Method:** We offer several authentication methods for your convenience. You can choose to receive a temporary code via phone call or e-mail. Alternatively, if you prefer to use a mobile device, you can choose to use an authenticator app or to receive your temporary code via text message.
- **Accessing Remotely:** Once MFA is enabled, you will be prompted to verify your identity through your chosen method each time you access LVMC's VMware Horizon remotely.
- **Support:** Our IS department is here to assist you through this transition. Should you encounter any difficulties or have questions, please do not hesitate to contact us at 805-737-5760.

Thank you for your understanding and support. Together, we can ensure a safer and more secure environment for all.

How to Setup Multi-Factor Authentication

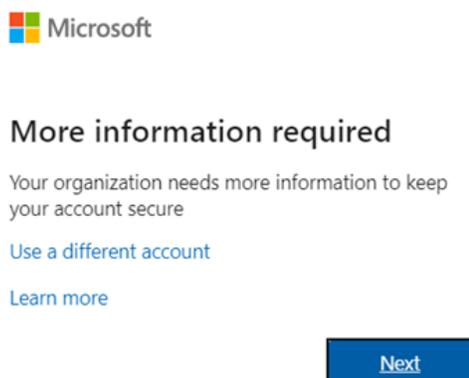
After April 17th, 2024 your LVMC VMware Horizon account will require you to set up Multi-Factor Authentication (MFA) in order to login remotely.

1. Visit this link to start the setup process.
<https://aka.ms/MFASetup>
2. Login using your LVMC account.
3. Use your normal username followed by @lompocvmc.net.
For example: if your old username is smithj, then your new username is smithj@lompocvmc.net
4. Your password will be the same password you have already been using. Your password will not change.



The screenshot shows the login interface for Lompoc Valley Medical Center. At the top left is the logo for LOMPOC VALLEY MEDICAL CENTER, Lompoc Healthcare District. Below the logo is the email address test@lompocvmc.net. The main heading is "Enter password". There is a password input field with the placeholder text "Password". Below the input field is a link that says "Forgot my password". At the bottom center is a blue button labeled "Sign in".

5. After you choose **Sign in**, you'll be prompted for more information.



The screenshot shows a Microsoft security screen. At the top left is the Microsoft logo. The main heading is "More information required". Below the heading is the text "Your organization needs more information to keep your account secure". There are two links: "Use a different account" and "Learn more". At the bottom center is a blue button labeled "Next".

6. Choose **Next**.
7. Follow the onscreen instructions to setup the authentication method of your choosing.
8. Once completed, you can close the window.
9. Return to the LVMC Horizon remote desktop system. You will be able to login using your new username and same password.