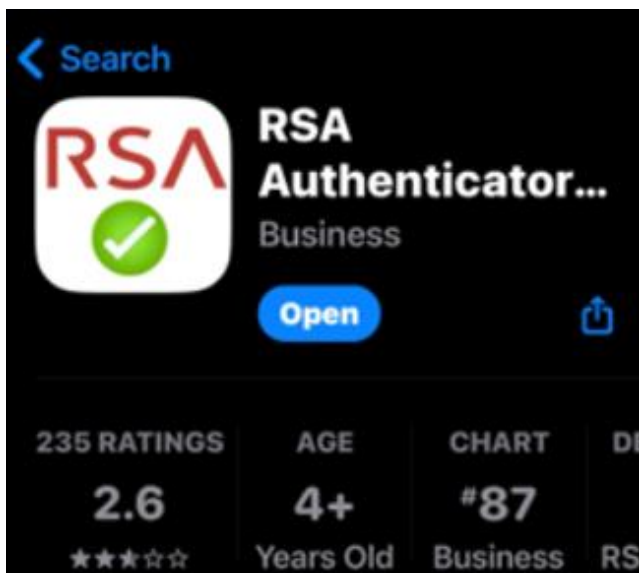# RSA Authenticator Mobile App

Introduction

Allina uses the RSA Authenticator Mobile app for Multifactor Authentication (MFA), which allows users to access Allina Health applications and verify their credentials securely.

Employees accessing the AKN, webmail, Kronos, or HRConnect/Workday from a non-Allina Health computer require an additional code to access these programs securely. The RSA Authenticator Mobile app provides a random code to enter to identify a user when signing on remotely to the Allina system on a non-Allina device.

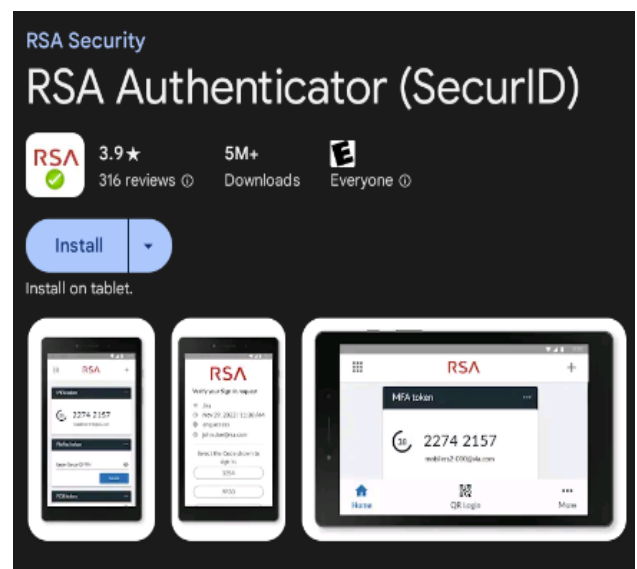## Download and Install the RSA Authenticator Mobile App

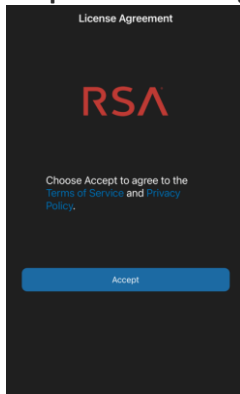| Apple iOS Devices:	Android Devices:
1. Go to the **App Store** and search for **RSA Authenticator.**	1. Go to the **Google Play** store and search for **RSA Authenticator.**
2. Scroll down to locate and download the app.	2. Scroll down to locate and install the app.
3. Complete any device-specific requirements to download the app.	3. Complete any device-specific requirements to download the app.

Setup the RSA Authenticator Mobile App

1. Locate the RSA Authenticator app on your device and tap to open.

2. Once the app opens. If prompted, '"Authenticator" Would Like to Send You Notifications,' select **Allow.**

3. Accept the License Agreement.

4. If prompted, 'Allow app to collect anonymous usage data,' select **Allow.**

5. Register your phone by following the steps outlined below. (Page #3)

Register Your Phone

Your device must be registered before using the RSA Authenticator app to authenticate and access Allina applications. Devices can be registered using one of the two options below: calling into a manual installation meeting or logging onto an Allina-owned computer.

Without an Allina Owned Computer

Suppose you do not have access to an Allina-owned computer. In that case, you must call into an RSA Mobile App manual installation meeting to register your phone and gain access to the RSA Authenticator Mobile App. The meeting is available on Mondays and Thursdays.

Before calling, please have the RSA app installed, along with your Allina login ID (A####) and your request number, if available.

> **Mondays** (excluding holidays) from 9 AM to 10 AM.
> > Number: 612-263-9197
> > Conference ID #: **262 893 963#**

> **Thursdays** (excluding holidays) from 2 PM to 3 PM.
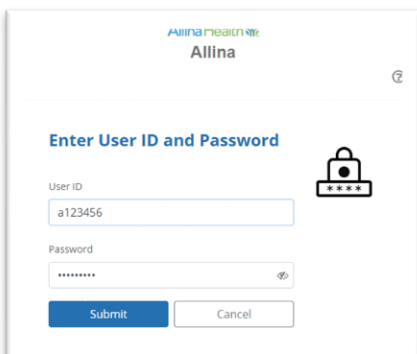> > Number: 612-263-9197
> > Conference ID **#: 274 854 765#**

Allina staff in the meeting will guide you through the rest of the setup process.

Using an Allina Owned Computer

1. On the **Allina PC,** go to https://allina.auth.securid.com/ or **My Page** through the Application Portal.

2. Enter your **User ID (A#)** and **Password** and click **Submit**.
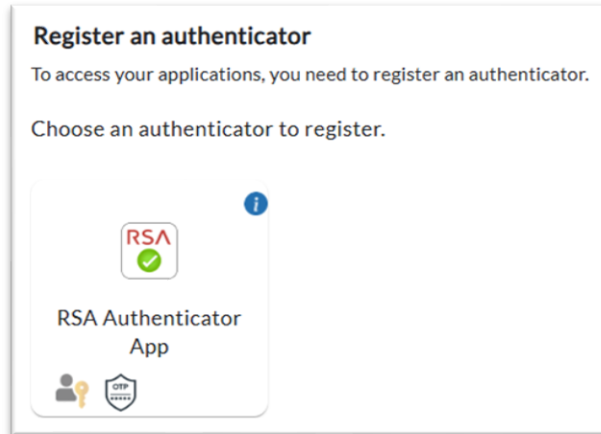
3. Select **Continue**.
   If appropriate, check the 'Remember this browser box'

4. Select **Register an authenticator**

   *If this is your first device registration or this step does not apply to you, you can skip it. To remove a device from your account, hover your mouse over it and click the trashcan icon.
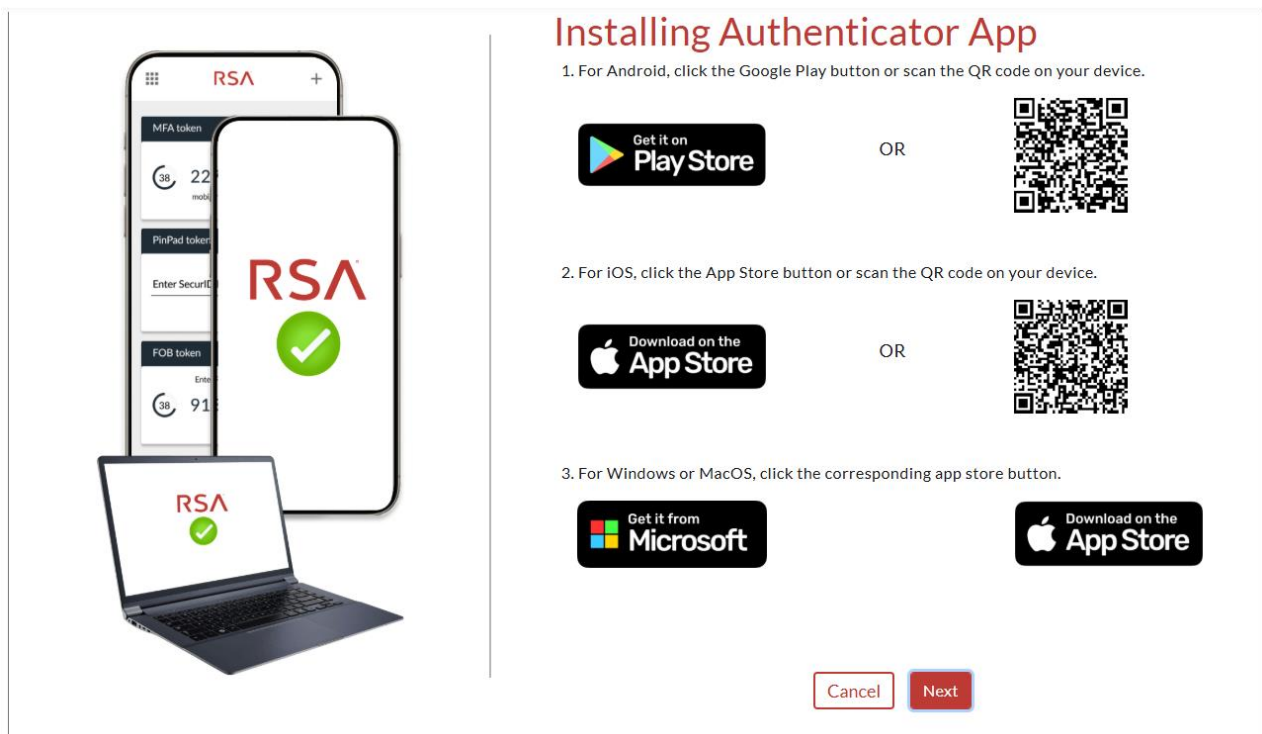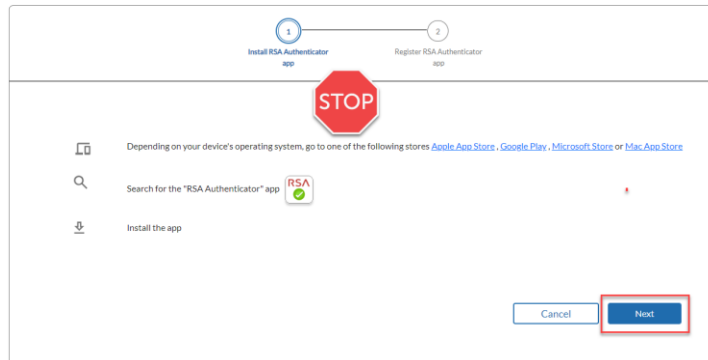
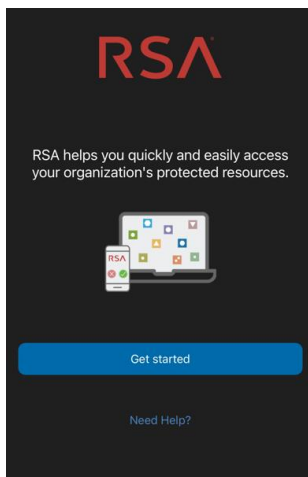5. Click the **RSA Authenticator App**.

6. **If you have not yet installed the RSA Authenticator app, please do so now by scanning the QR code with your smartphone camera.**

After confirming installation and setup of the RSA Authenticator app on your smartphone, click **Next**
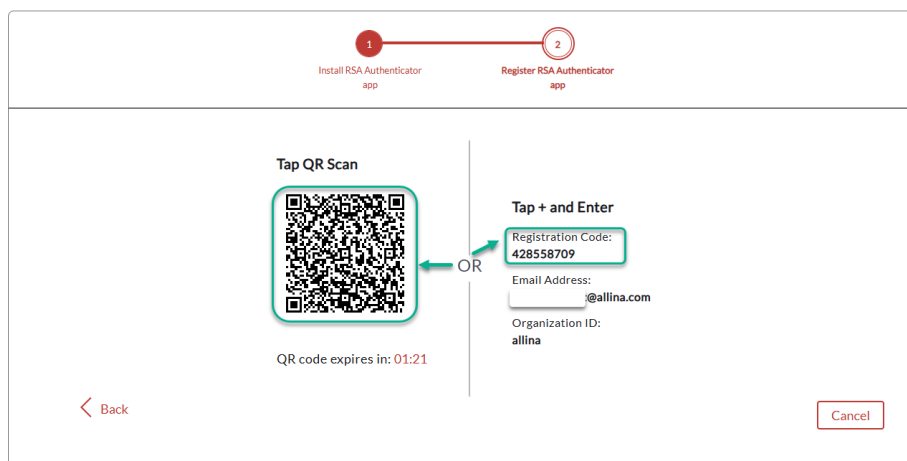
7. Open the RSA Authenticator app on your mobile device, click **Get Started**.
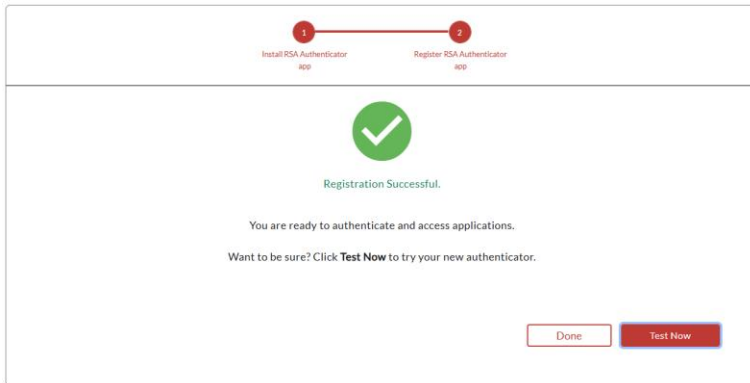

Tap **'QR Scan'** on the app and scan the QR code on the screen with your smartphone camera.
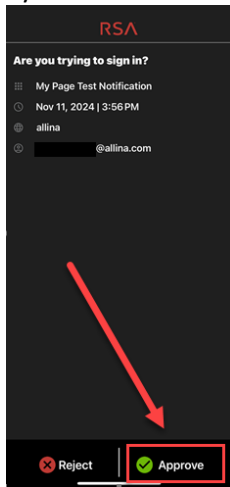
Or Tap **'+'** on the top right corner on the app and manually enter the information off the screen and click **Submit.**

8. On the PC, you will receive 'Registration Successful' and can **Test Now**.

9. After clicking Test Now on the PC, you will see a **Sign-In Request** on your **Smartphone**.
On your mobile device, tap the **Approve** button with a green circle.

10. **Congratulations!** You are now ready to use the RSA Authenticator app for Multifactor Authentication (MFA).

If you experience any issues or any questions with registering your device, please contact the service desk at 612-262-1900.

09/16/25