



Nightingale On Demand RSA Frequently Asked Questions

1. Why are we using RSA SecurID?

We are using RSA SecurID for the following reasons:

- To provide our clients with the strongest two factor authentication solution on the market. This solution has been selected by many banks and provincial ministries for user access to the provincial EHR sites.
- To provide our users with absolute mobility
- To overcome problems with installing digital certificates in restricted hospital environments. Because RSA SecurID authenticates a user, not a user's computer, there is no need to install anything on the client machine.
- Extreme security with an auto generated password every 60 seconds so no one can ever copy your password.
- To eliminate the hassle of downloading a new certificate on each machine that is needed to access the Nightingale system.

2. How does RSA SecurID® work?

RSA SecurID® runs on a web server and protects the Nightingale Application websites. It will prompt users for a unique username and passcode before they are allowed access to the Nightingale applications.

3. What is a passcode?

A passcode is a combination of a personal identification number, or PIN (something the user knows) and the token code currently displayed on the user's token (something the user has). When a user logs in to our application, they must input on the login screen a PIN and a token code.

4. What is a Fob?

A fob is a RSA hardware token that a user will wear on his or her keychain. It displays on its LCD screen a six (6) digit revolving number that changes every 60 seconds.

5. Should I obtain spare Fobs?

We recommend that each clinic obtain additional fobs depending on the size of the clinic. There are situations where a user may forget or lose their fob. Having an extra fob will help to minimize work interruption.

6. Who will administer the spare Fobs

The spare fobs will be administered by the designated RSA Security administrator in your organization

7. Where do I find the terms and conditions for the Nightingale Informatix Corporation issued fobs

The terms and conditions for the Nightingale Informatix Corporation issued fobs can be found on the application form, and on our website at www.nightingale.md.

8. Who owns the Nightingale Informatix Corporation issued fobs

The fobs remain the property of Nightingale Informatix Corporation. They must be returned to Nightingale upon request.

9. How and when will I receive my fob

The fobs will be sent to the designated RSA Security administrator in your organization after you application has been approved. Your RSA Security administrator will receive the fobs via courier services along with instructions on how to assign and activate the fobs. It is your responsibility to ensure that you receive your fob from the RSA Security Administrator in your organization.

10. What if my application for a fob is rejected?

We will send an alert by email to you and your RSA Security Administrator informing them that your request for a fob has been rejected, and we will include the reason for the refusal of your request. It is possible to re-apply for a fob.

11. What if I misplace my fob?

If you misplace your fob, then you must immediately inform your RSA Security Administrator that you have lost it. If the security administrator is unavailable, then you must inform our service desk at (888) 207-4422.

If your office has purchased several spare fobs, then you can request one from your RSA Security Administrator. If you or your office has not purchased any spare fobs, then you must re-apply for a fob.

12. What if I forget my PIN?

That is not a problem; your RSA Security Administrator can reset your PIN. If the RSA Security Administrator is unavailable, then you can also contact our service desk at (888) 207-4422

13. How do I Submit the Application Form?

You can fax or mail the application form to the Fob Coordinator at Nightingale Informatix Corporation:

Fax	Mail
Fob Registration, Nightingale Informatix Corporation Fax: (905) 475-2114	Nightingale Service Desk, Nightingale Informatix Corporation 3762 14th Avenue, Suite 100 Markham, Ontario L3R 0G7