



Account Claiming Process

User Guide

Prepared by: Information Security Office

Creation Date: 03/25/2020

Last Updated: 06/15/2021

Version: 1.3

Version Notes: Final Draft

Confidentiality and Disclosure of Information

MSK retains ownership of this document. This document must be treated as confidential.

This document can be used and copied within MSK. However, it may not be reproduced, disclosed, or used in whole or in part outside of MSK without the prior written approval of MSK and after having received a signed non-disclosure agreement from any such person or agent.

Document Purpose

This document will provide the steps necessary to claim your MSK account to remotely access all MSK resources. Workforce members need to establish an MSK account and password before accessing MSK applications (e.g., Microsoft Outlook, Workday, etc.). The following is a step-by-step process for obtaining log-in/e-mail information and setting up a password. Key things to remember while going through this are:

- This account setup process is required to access MSK digital resources.
- It is required to complete this process within 72 hours from the date you receive the email.
- Please refer to the email sent by the MSK HR team while completing the steps below.

Claim your MSK Account

Step 1: Claim your MSK Account

1. **Open the email** sent from sailpoint@mskcc.org titled **“ACTION REQUIRED: MSK Account Claiming”** and click on the link entitled **“Click Here to Claim Your MSK Account.”**
2. After clicking the link in the email confirm you are not a robot and click next:

Memorial Sloan Kettering Cancer Center

SailPoint

Account Claiming

On the following steps you will claim your MSK account.
To complete the account claiming process you will need to have your mobile device available: [PingID Multi-Factor Authentication \(MFA\) enrollment is required for all MSK staff](#).
If you need assistance while claiming your account please contact the MSK Help Desk at 646-227-3337.

I'm not a robot

HCAPTCHA
Privacy - Terms

Next →

For assistance with this site please call the MSK Help Desk at 646-227-3337

© 2021 Memorial Sloan Kettering Cancer Center

3. Enter your 9 digit employee ID and last four SSN and click next:

The screenshot shows the 'Enter Your Information' form within the Memorial Sloan Kettering Cancer Center's SailPoint interface. The header includes the MSK logo and name on the left, and the SailPoint logo on the right. The form contains two input fields: 'Full Employee ID: *' with the value '123456789' and 'Last 4 SSN: *' with four asterisks. Below the fields are 'Back' and 'Next' navigation buttons. A footer at the bottom of the page contains the text: 'For assistance with this site please call the MSK Help Desk at 646-227-3337' and '© 2021 Memorial Sloan Kettering Cancer Center'.

4. Attest that you have read the Information Security Handbook:

The screenshot shows the 'Information Security Handbook Attestation' form within the Memorial Sloan Kettering Cancer Center's SailPoint interface. The header includes the MSK logo and name on the left, and the SailPoint logo on the right. Below the header, the text 'Account Claiming: Joshua IUOKQCOEMW (3080404SP)' is visible. The main form area contains the text: 'By checking the "I Accept" box below I am attesting that I have read the Information Security Handbook and that I will abide by its terms.' Below this is a link: 'Click here to view the Information Security Handbook'. At the bottom of the form, there is a checked checkbox labeled 'I Accept'. Navigation buttons for 'Back' and 'Next' are located at the bottom of the form. A footer at the bottom of the page contains the text: 'For assistance with this site please call the MSK Help Desk at 646-227-3337' and '© 2021 Memorial Sloan Kettering Cancer Center'.

5. Set your new password on the password entry screen:

Memorial Sloan Kettering Cancer Center

Account Claiming: *Joshua IUOKQCOEMW (3080404SP)*

Enter New Password

- Password must have at least 12 character(s)
- Password must have at most 30 character(s)
- Password must have at least 6 letter(s)
- Cannot reuse any of your last 5 passwords
- Password cannot contain more than 4 instance(s) of repeated characters
- Password will be checked against the password dictionary
- Password will be checked against your identity attributes.

Hide Password Policy

New Password: *

Confirm New Password: *

[← Back](#) [Next →](#)

6. Enroll a device in PingID (Mobile Device or Yubikey)

Memorial Sloan Kettering Cancer Center **SailPoint**

Account Claiming: *Joshua IUOKQCOEMW (3080404SP)*

Multi-Factor Authentication Enrollment

PingID Multi-Factor Authentication (MFA) enrollment is required for all MSK staff. To enroll in PingID you can use the PingID Mobile App or YubiKey.

Please select your enrollment option:

Mobile Device YubiKey

The PingID mobile app will be used during each login.

Multi-Factor Authentication (MFA) enhances the security of your account by using a secondary device (something you have) to verify (or prove) your identity. This prevents anyone but you from accessing your account, even if they know your password. MFA helps to safeguard access to critical resources or systems storing sensitive and research data.

[Click here to learn more about Ping at MSK?](#)

Please install the PingID Mobile App or plug in your YubiKey to continue.

The PingID Mobile App can be downloaded at your device's app store.

[GET IT ON Google Play](#) [Download on the App Store](#)

Press "Continue" when you are ready to enroll.

[Continue](#)

Memorial Sloan Kettering Cancer Center **SailPoint**

Account Claiming: *Joshua IUOKQCOEMW (3080404SP)*

Multi-Factor Authentication Enrollment

PingID Multi-Factor Authentication (MFA) enrollment is required for all MSK staff. To enroll in PingID you can use the PingID Mobile App or YubiKey.

Please select your enrollment option:

Mobile Device YubiKey

Your YubiKey device will be used during each login.

Please enter the OTP for YubiKey registration:

YubiKey OTP *

Multi-Factor Authentication (MFA) enhances the security of your account by using a secondary device (something you have) to verify (or prove) your identity. This prevents anyone but you from accessing your account, even if they know your password. MFA helps to safeguard access to critical resources or systems storing sensitive and research data.

[Click here to learn more about Ping at MSK?](#)

Please install the PingID Mobile App or plug in your YubiKey to continue.

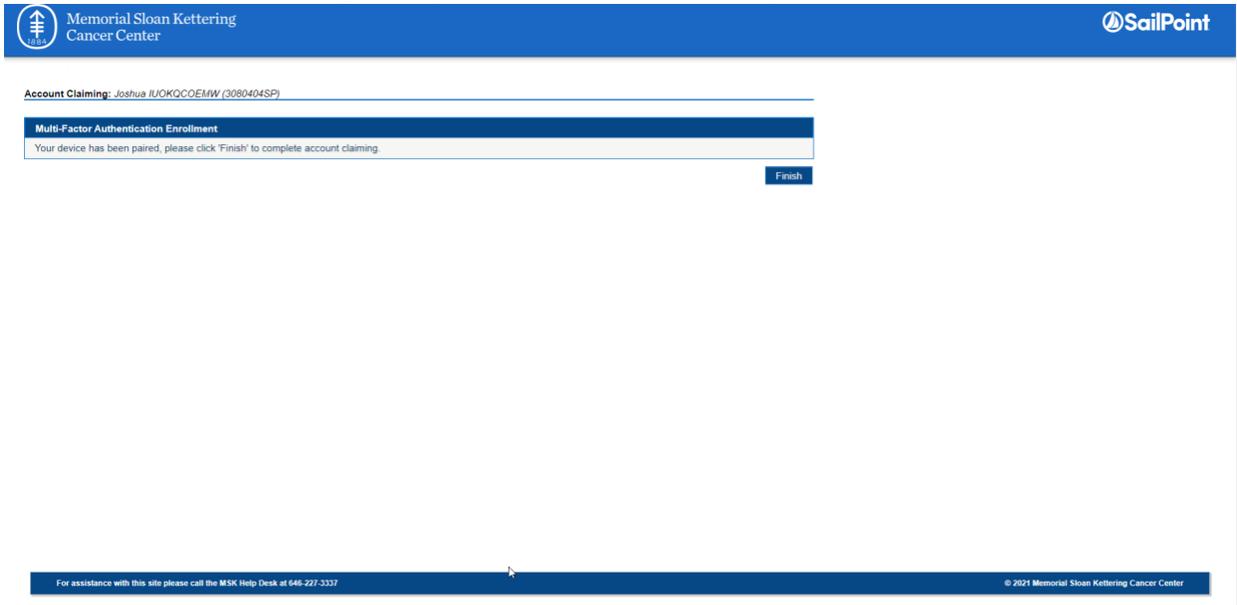
The PingID Mobile App can be downloaded at your device's app store.

[GET IT ON Google Play](#) [Download on the App Store](#)

Press "Continue" when you are ready to enroll.

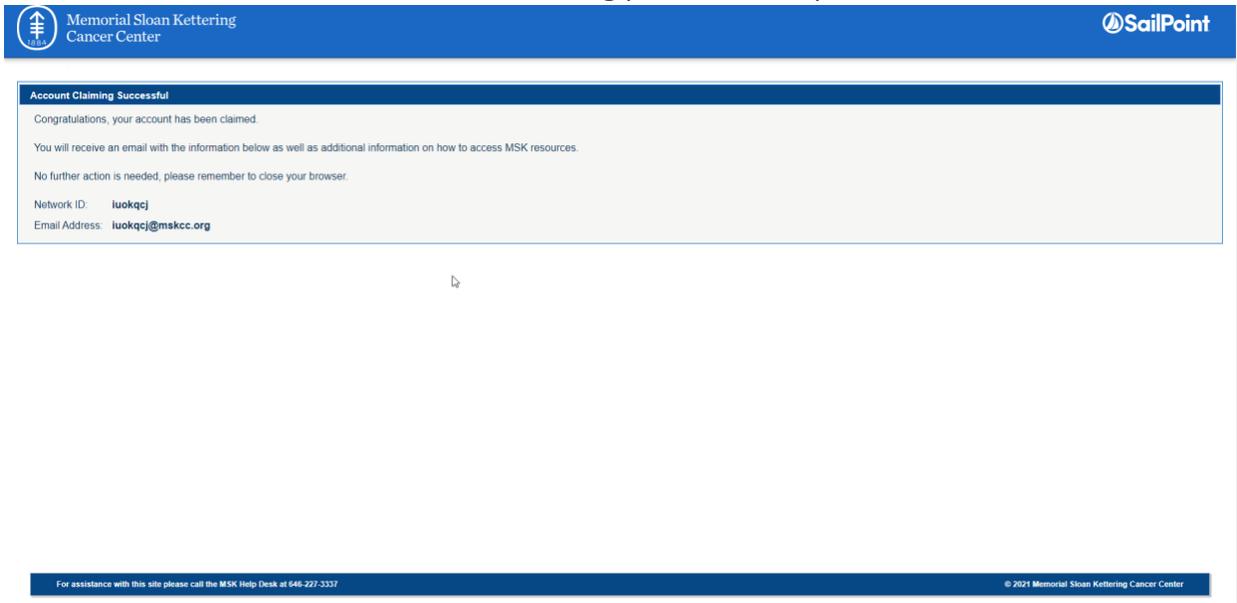
[Continue](#)

7. Continue through the process until the device is paired:



The screenshot shows the top navigation bar with the Memorial Sloan Kettering Cancer Center logo on the left and the SailPoint logo on the right. Below the navigation bar, there is a section titled "Account Claiming" with the user ID "Joshua IUOKQCOEMW (3080404SP)". Underneath, a blue box labeled "Multi-Factor Authentication Enrollment" contains the message: "Your device has been paired, please click 'Finish' to complete account claiming." A "Finish" button is located at the bottom right of this box. At the bottom of the page, a footer contains the text: "For assistance with this site please call the MSK Help Desk at 646-227-3337" and "© 2021 Memorial Sloan Kettering Cancer Center".

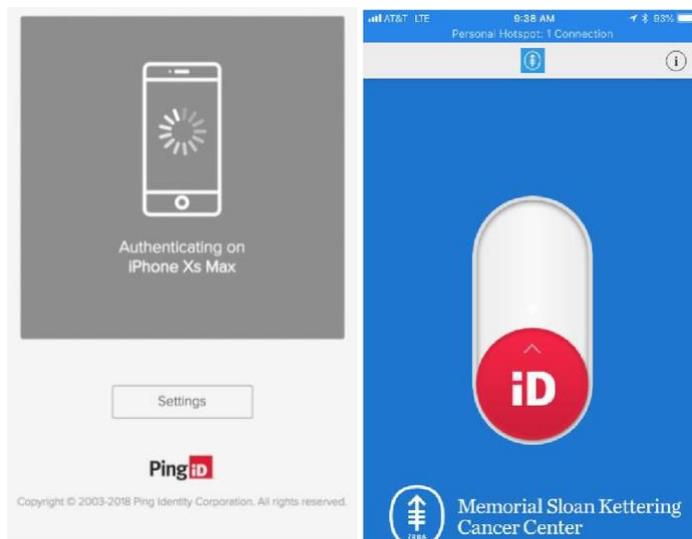
8. Click Finish and the account claiming process is complete:



The screenshot shows the top navigation bar with the Memorial Sloan Kettering Cancer Center logo on the left and the SailPoint logo on the right. Below the navigation bar, there is a section titled "Account Claiming Successful". The message reads: "Congratulations, your account has been claimed. You will receive an email with the information below as well as additional information on how to access MSK resources. No further action is needed, please remember to close your browser." Below this message, the following information is displayed: "Network ID: luokqcj" and "Email Address: luokqcj@mskcc.org". At the bottom of the page, a footer contains the text: "For assistance with this site please call the MSK Help Desk at 646-227-3337" and "© 2021 Memorial Sloan Kettering Cancer Center".

Using PingID to Access MSK Application Remotely

1. After you have enrolled in PingID, you are ready to proceed with authentication from an offsite location.
2. To access MSK applications remotely, visit <http://mskoffice.mskcc.org/>.
3. Click on one of the MSK app logos. You will be directed to the Secure Login page. Input your MSK username and password to proceed.
4. After entering your username and password from an offsite location, the page will transition to the PingID page as shown, where you can confirm with the swipe interaction on your mobile phone.
5. After completing authentication by using the swipe interaction, please wait until your desktop transitions from the PingID page to the application you intended to access.



Appendix / Link References:

- SailPoint Password Reset: <https://sailpoint.mskcc.org/IAMSelfService/accountassistance/forgotPassword.xhtml>
- PingID MFA Enrollment: <https://mfaenrl.mskcc.org/PingIDExternal>

For technical support please contact the Help Desk at 646-227-3337