GATEKEEPER

240-547-5446
info@gkaccess.com
gkaccess.com

GateKeeper Token Policy for [Organization Name]

What is a GateKeeper token?

[Organization Name] has decided to use GateKeeper tokens ("Halberds") to authenticate and automatically lock computers on behalf of users. This will result in reduced login errors, less downtime, and a way to avoid having to memorize dozens of different credentials for different computers, accounts, and applications. Simply carry your token with you to act as your first factor of authentication.

What is a PIN?

Every GateKeeper token requires a unique PIN, just like your bank's debit card. The PIN must have between 4 and 8 digits. If you previously had another token, do not reuse your former token's PIN. If you have more than one token, do not use the same PIN for each token.

Backup token.

Please make sure to download the GateKeeper Trident app to use your phone as your soft token so that the next time you misplace your hardware token, you can simply open the GateKeeper Trident app and use your phone as your new token. Please note that you must register your phone as a backup soft token, you must be logged into your computer.

Android application for GateKeeper Trident soft token
iPhone application for GateKeeper Trident soft token

How to use GateKeeper tokens to login?

[Insert client's specific setup (e.g. 2FA with PIN, shared computers, touch)]

Rules for using GateKeeper

1) Always keeps your GateKeeper token with you, just like your car or house keys.
2) Never leave your token at your desk when you leave.
3) Never give your token to ANYONE that is not your IT helpdesk.
4) Never share your token's PIN with ANYONE.
5) If you misplace your GateKeeper token or phone, immediately notify your IT helpdesk.

How to gain access if I lost my GateKeeper Halberd token?

GateKeeper provides a hardware token and software token options. If you have already set up your phone as a backup token, open the GateKeeper Trident app on your phone, make sure your phone's Bluetooth is ON, then login as you normally would have with your hardware token. If you have not downloaded GateKeeper Trident onto your phone as your backup token, make sure to do so when you regain computer access to avoid being locked out next time.

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If your admin has not disabled your Windows login, try typing in your Windows/Mac username and password to login as you did before GateKeeper. If this does not work, you must contact your IT helpdesk to request a new GateKeeper token.

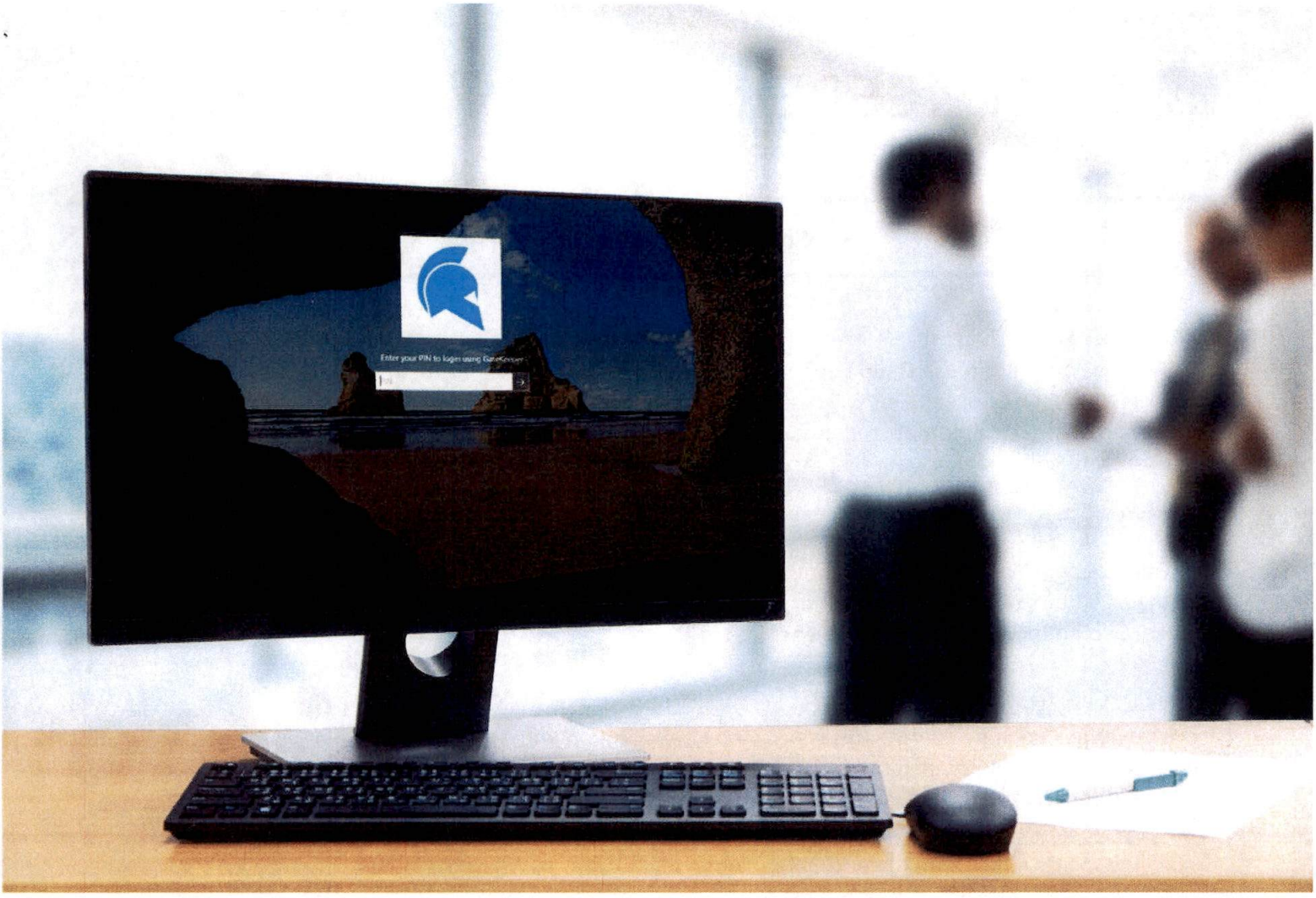
Android app – GateKeeper Trident
iPhone app – GateKeeper Trident

What happens if my GateKeeper Halberd token or phone is lost?

Please report any misplaced GateKeeper tokens immediately by contacting the IT helpdesk at [PHONE NUMBER]. A replacement GateKeeper token will need to be assigned. When you receive your new GateKeeper token, users will need to create a new PIN for their new token. A $[30] charge will be applicable for any misplaced hardware tokens. Each employee is responsible for maintaining their own token. Your IT helpdesk will inform you how you can receive or pick up your new replacement token.

What to do if my GateKeeper Halberd token's battery dies?

Your administrator should have provided additional CR2450 coin cell batteries with your token. CR2450 coin cell batteries are very common and can be found at nearby stores or online. You can also request additional batteries from your IT helpdesk.


Enter your PIN to login using GateKeeper

GATEKEEPER

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GateKeeper Token Policy for COMPANY

What is a GateKeeper token?

COMPANY has decided to use GateKeeper tokens ("Halberds") to authenticate and automatically lock computers on behalf of users. This will result in reduced login errors, less downtime, and a way to avoid having to memorize dozens of different credentials for different computers, accounts, and applications. Simply carry your token with you to act as your first factor of authentication.

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How to use GateKeeper tokens to login?

Each GateKeeper-enabled computer is set to **GateKeeper token with PIN Login** to avoid typing passwords and immediately unlock your web password manager. To unlock the computer without typing your password, keep you Halberd (or Trident app) token on your person, then enter your PIN (4-6 digits) to unlock your computer.

- How to add a new web credential to your password vault
- How to add a new desktop application credential to your password vault

HIPAA Rules

The Health Insurance Portability and Accountability Act (HIPAA) is a federal law that requires hospitals meet standards to protect sensitive patient health information from being disclosed without the patient's consent or knowledge. Make sure to carry your token with you at all times to do your part in keeping the organization compliant with HIPAA.

1) 164.310(c) – Workstation Security "Implement physical safeguards for all workstations that access electronic protected health information, to restrict access to authorized users."
2) 164.312(a)(2)(iii) - Access Control-- Automatic Logoff "Implement electronic procedures that terminate an electronic session after a predetermined time of inactivity."
3) 164.312(d) - Person or Entity Authentication "Implement procedures to verify that a person or entity seeking access to electronic protected health information is the one claimed."

Rules for using GateKeeper

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- Android application for GateKeeper Trident soft token
- iPhone application for GateKeeper Trident soft token

What happens if my GateKeeper Halberd token or phone is lost?

Please report any misplaced GateKeeper tokens immediately by contacting the IT helpdesk at [PHONE NUMBER]. A replacement GateKeeper token will need to be assigned. When you receive your new GateKeeper token, users will need to create a new PIN for their new token. A $[50] charge will be applicable for any misplaced hardware tokens. Each employee is responsible for maintaining their own token. Your IT helpdesk will inform you how you can receive or pick up your new replacement token.

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Your administrator should have provided additional CR2450 coin cell batteries with your token. CR2450 coin cell batteries are very common and can be found at nearby stores or online. You can also request additional batteries from your IT helpdesk.

I acknowledge that I have read and understood the above policies and procedures and agree to abide by them.

GATEKEEPER

240-547-5446
info@gkaccess.com
gkaccess.com

SIGNATURE

NAME

TITLE

DATE

ESTIMATE

Untethered Labs, Inc.
Pearl Kim
5000 College Ave., STE 2103, College Park, MD 20740, UNITED STATES
Phone: +1 240-547-5446; pearl@gkaccess.com; Website: https://www.gkaccess.com

Estimate No#: GK39M90W49G
Estimate Date: Nov 24, 2021

$12,150.00
ESTIMATED AMOUNT

BILL TO

Navarro County, TX
Kevin Bussard
kbussard@navarrocounty.org

SHIP TO

601 N 13th Street, Corsicana, TX 75110, UNITED STATES

#	ITEMS & DESCRIPTION	QTY/HRS	PRICE	DISCOUNT	AMOUNT($)
1	GateKeeper Enterprise Annual License (Ultimate)	150	$72.00	50%	$10,800.00 -$5,400.00
2	Halberd Token Includes: (1) Halberd Wireless Token, (1) CR2450 Battery, (1) Lanyard	150	$30.00	10%	$4,500.00 -$450.00
3	USB Sensor Includes: (1) USB Sensor, (1) 6ft USB Extension Cables, (4) Wire Manager Clips	150	$20.00	10%	$3,000.00 -$300.00
4	Virtual Installation Support Installation and initial setup of the GateKeeper Hub and Client software over a web conference by qualified GateKeeper technicians. Includes a 2-hour session for software installation, token deployment and user registration.	1	$500.00	100%	$500.00 -$500.00
5	GateKeeper Walk-through & Training Session A 4-hour comprehensive walk-through and training session for the GateKeeper Hub and client software. Training includes deployment of software, user management, authentication settings, auditing, and much more.	1	$500.00	100%	$500.00 -$500.00

Subtotal	$19,300.00
Item discounts	-$7,150.00
TOTAL	**$12,150.00 USD**

NOTES TO CUSTOMER

Case study form for preferential pricing (50% off the First Year Ultimate Annual License):
https://docs.google.com/forms/d/1vPD728ckMFgRJUqWyh14wasE9aqQ2iXVeje9x6Su0HA/edit?usp=sharing

Intro Video

Setup Guide

How it works

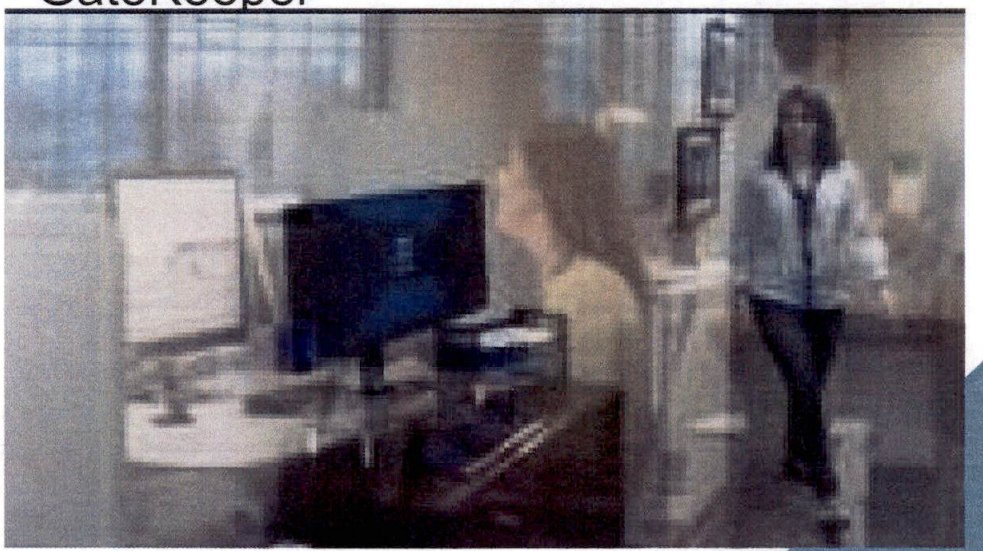
Two Rules

GATEKEEPER

10-minute GateKeeper Token Policy Review

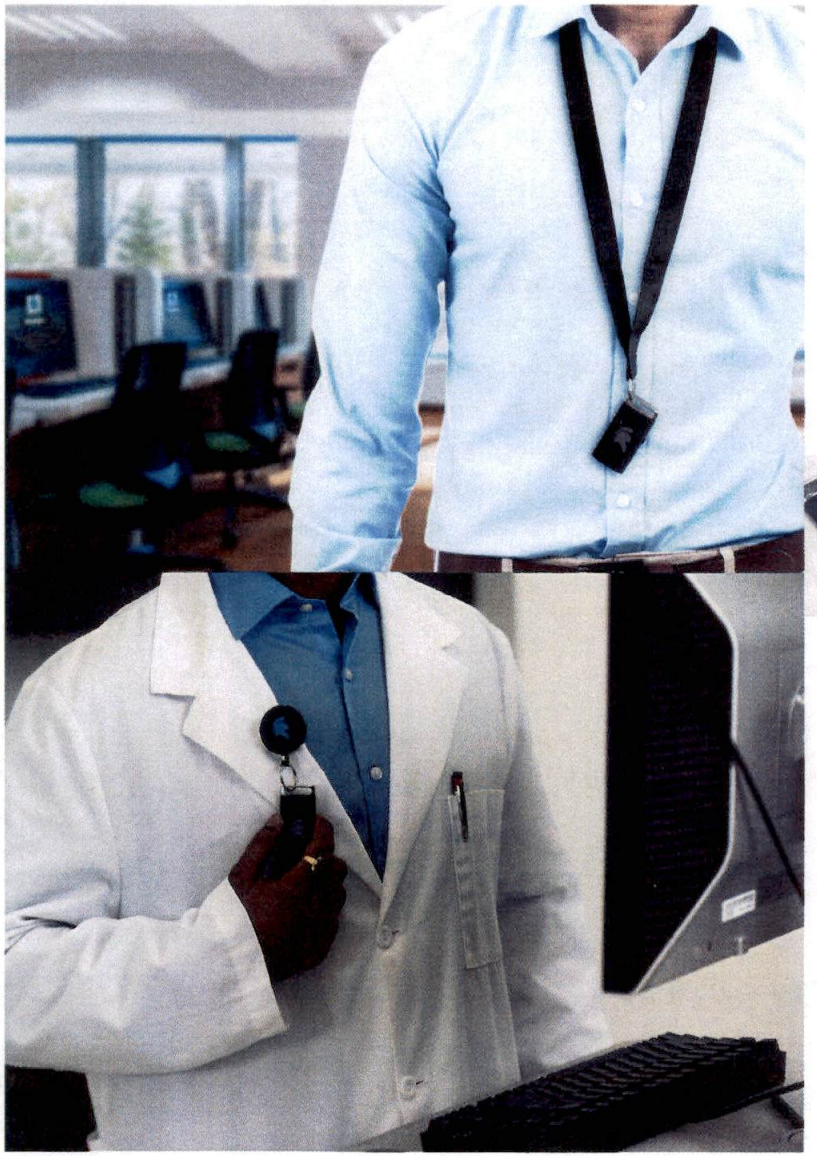
Intro Video

- Don't be like these guys.
- Watch this quick introductory video to GateKeeper



Setup

NAME just handed you a new token.



Getting Started

1. Insert Battery with the + sign facing up.
   Tip: To confirm the battery is properly seated and powering up your Token, press and hold the button on the side of the token until you hear a chirp and green light. If it's red, ask for another battery.

2. Create a PIN. Memorize it!
   On the Login Screen where it asks for a PIN, enter the last 5-digits of the serial # stickered on the token. Enter the same 5-digits as your 'OLD PIN' then create your new PIN.
   Tip: PIN can be alphanumeric.

3. Wear your token.
   Use the lanyard / retractable badge clip to wear your token.
   Tip: The USB Sensor should maintain line of sight with the key for the quickest unlocking experience!

Set up your phone as a backup login.

STEP 1.
Smartphone

Download the **Google Authenticator app** onto your smartphone

iOS

Android

STEP 2.
Scan QR Code

You should have received an email containing your QR Code. If you didn't get an email, bring up the **Dashboard** by searching **GateKeeper Client** from the Windows Start Menu. Select **Manage Profile** > **Setup Backup OTP**.

STEP 3.
Smartphone

Open the **Google Authenticator app** and scan the GateKeeper QR Code.

STEP 4.
On your Computer Login Screen

Select the '**One-Time Passcode (OTP) Login** and enter your email address.

STEP 5.
Enter the OTP Code

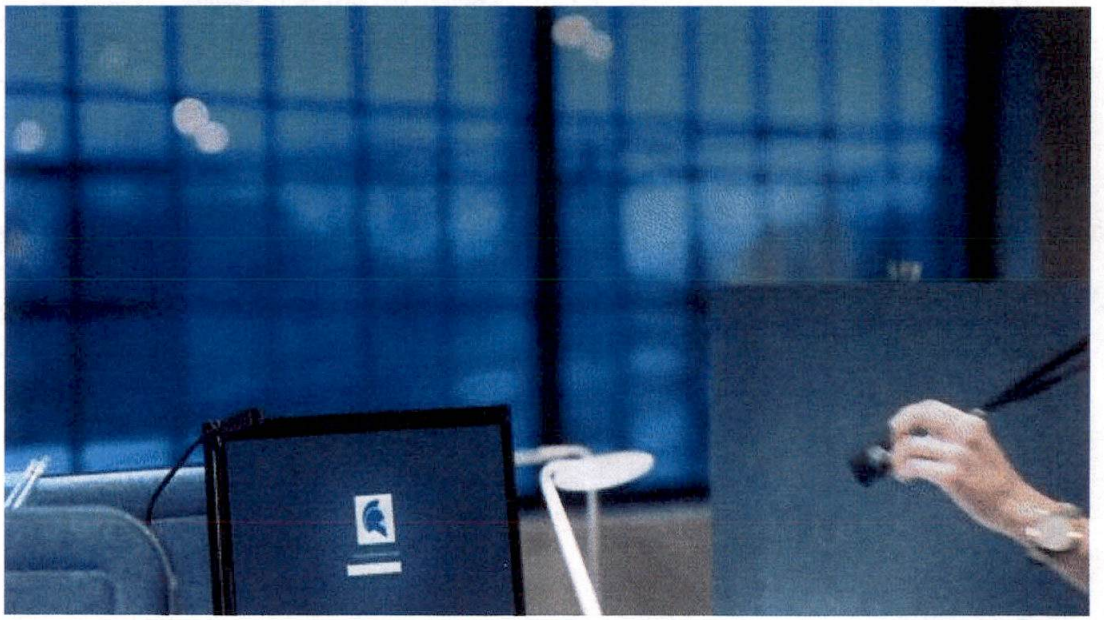
The next field will ask for the OTP Code.

Open the **Google Authenticator app** and type the one-time passcode generated by the authenticator app, and you're in!

How it Works

Computer Login – GateKeeper Proximity Authentication

1. Approach the workstation with your Halberd token
2. **Type your PIN** to log on to the workstation and hit **Enter**



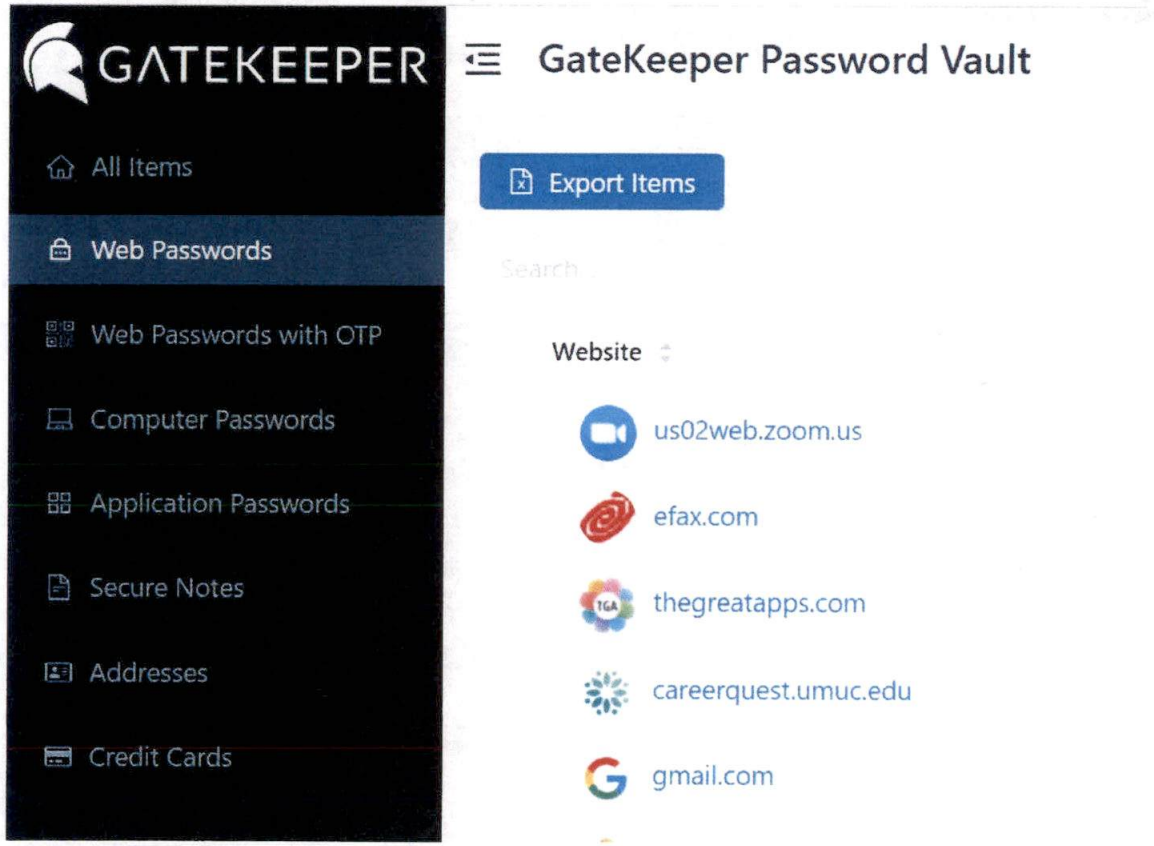
Computer Login

1. Approach the workstation with your Halberd token
2. **Type your PIN** to log on to the workstation and hit **Enter**

Website/Desktop Login

- **Website**: GateKeeper will auto-fill websites saved to **Password Vault**
- **Desktop Applications**: GateKeeper icon will provide credentials and hotkey combinations saved to **Password Vault**

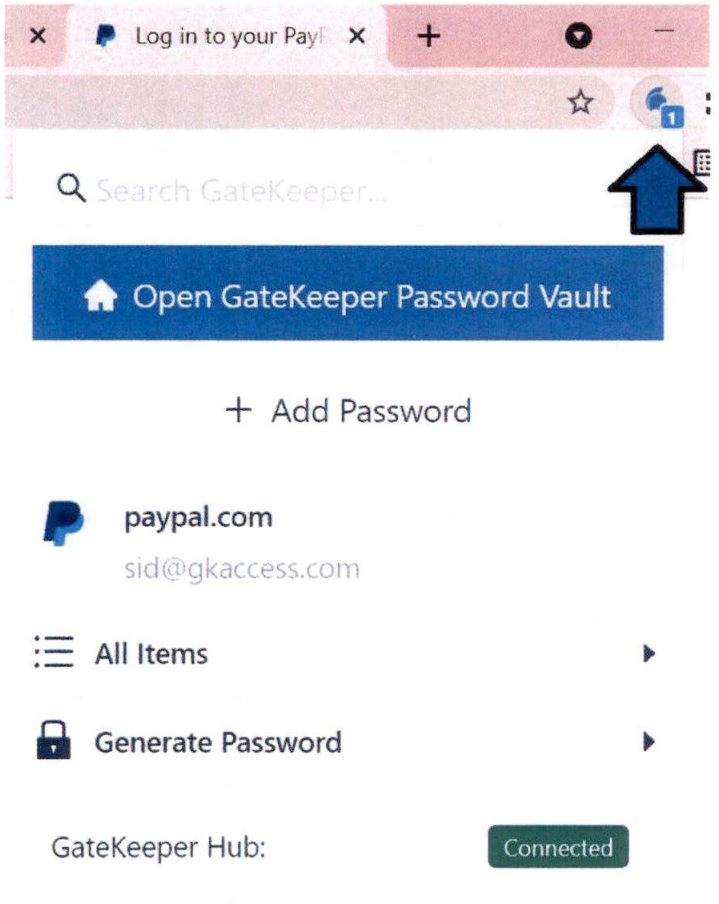
Introducing Your Password Vault

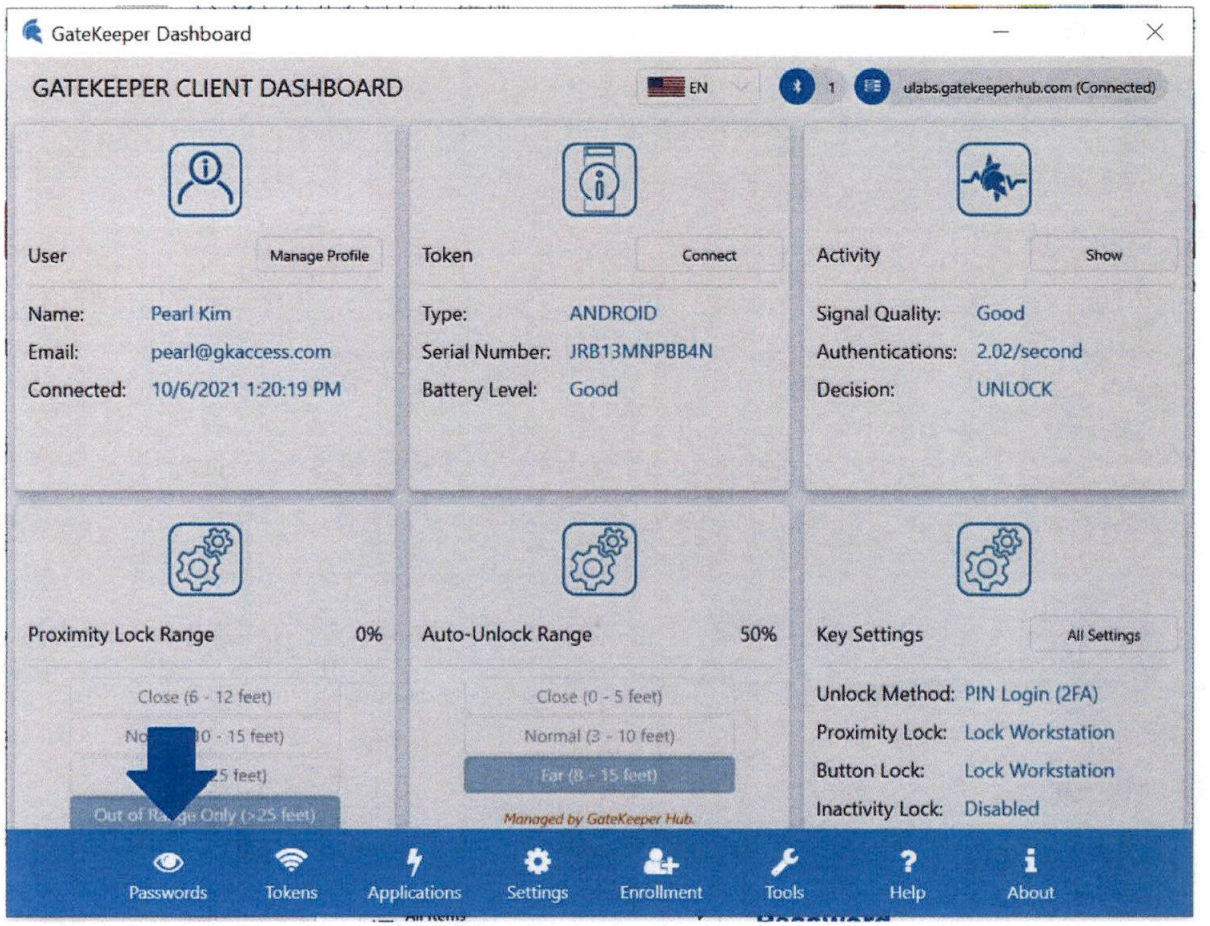


Your **GateKeeper Password Vault** contains saved account passwords (websites and desktop applications), OTPs, addresses, credit card numbers and other secure notes. Treat this like your Bank Vault.

vault?

1. Web Browser (righthand corner) OR 2. GateKeeper Dashboard > Passwords





How to save a Web Credential to your Password Vault

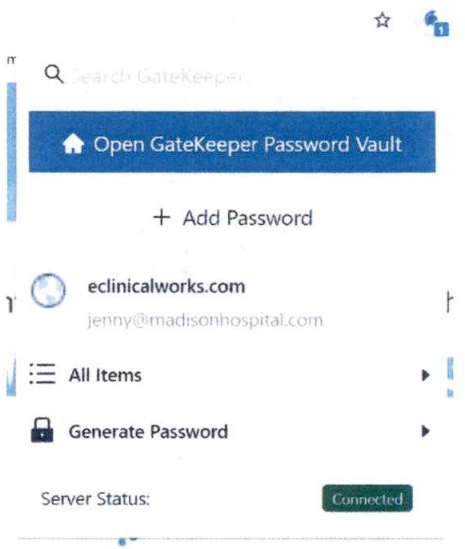
Unlock Computer using GateKeeper Token

Open your Chrome or Firefox Browser and click the web extension GateKeeper icon

In the dropdown, click **+Add Password**

Type in the Website, Username, and Password values in the fields and click **Save**.

GateKeeper will autofill usernames and passwords on websites



How to save a Desktop Application Password

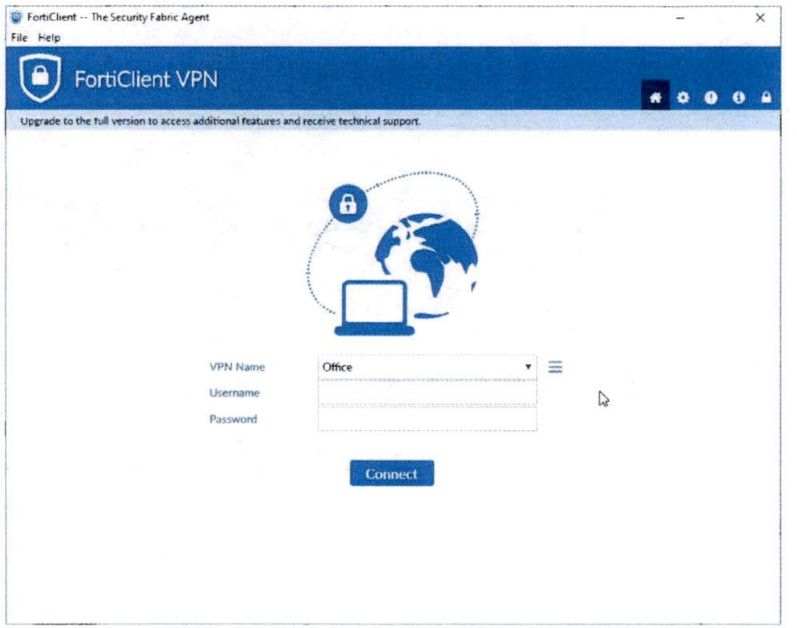
Unlock Computer using GateKeeper Token

On the right side of the desktop application window, click on the GateKeeper icon

Click **Add Application Password**

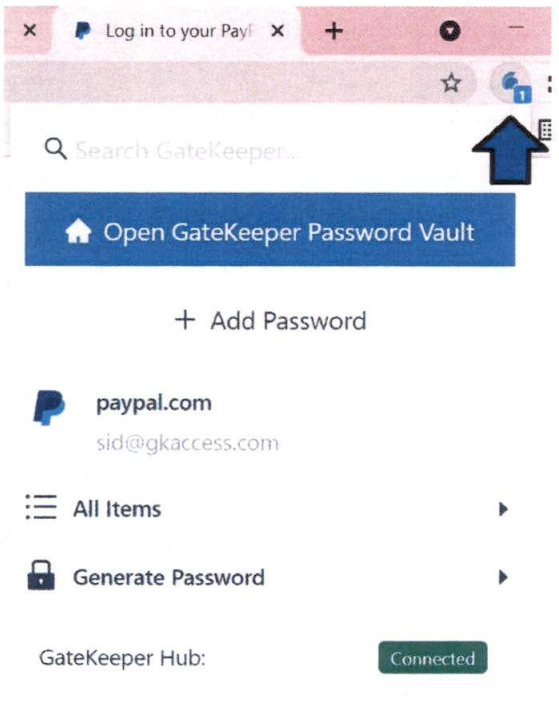
Type in the application Username and Password values in the fields and click **Save**.

Click the GateKeeper icon to copy and paste passwords or use the hotkey combinations to auto-fill them.

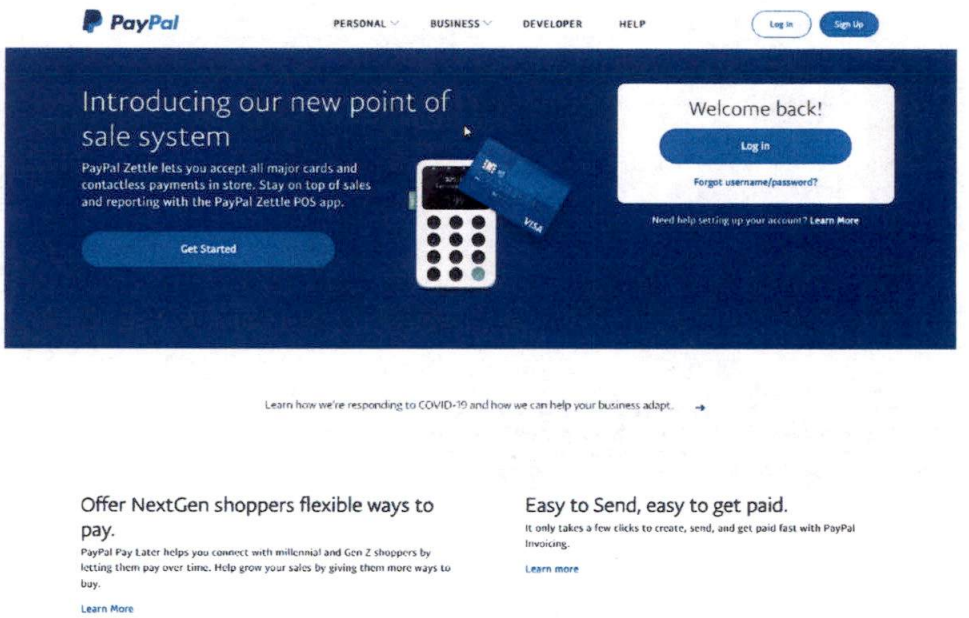


Website Login – GateKeeper Browser Extension

1. Add your website password to **GateKeeper Vault**.



2. Open website in the browser and GateKeeper will auto-fill the username and password

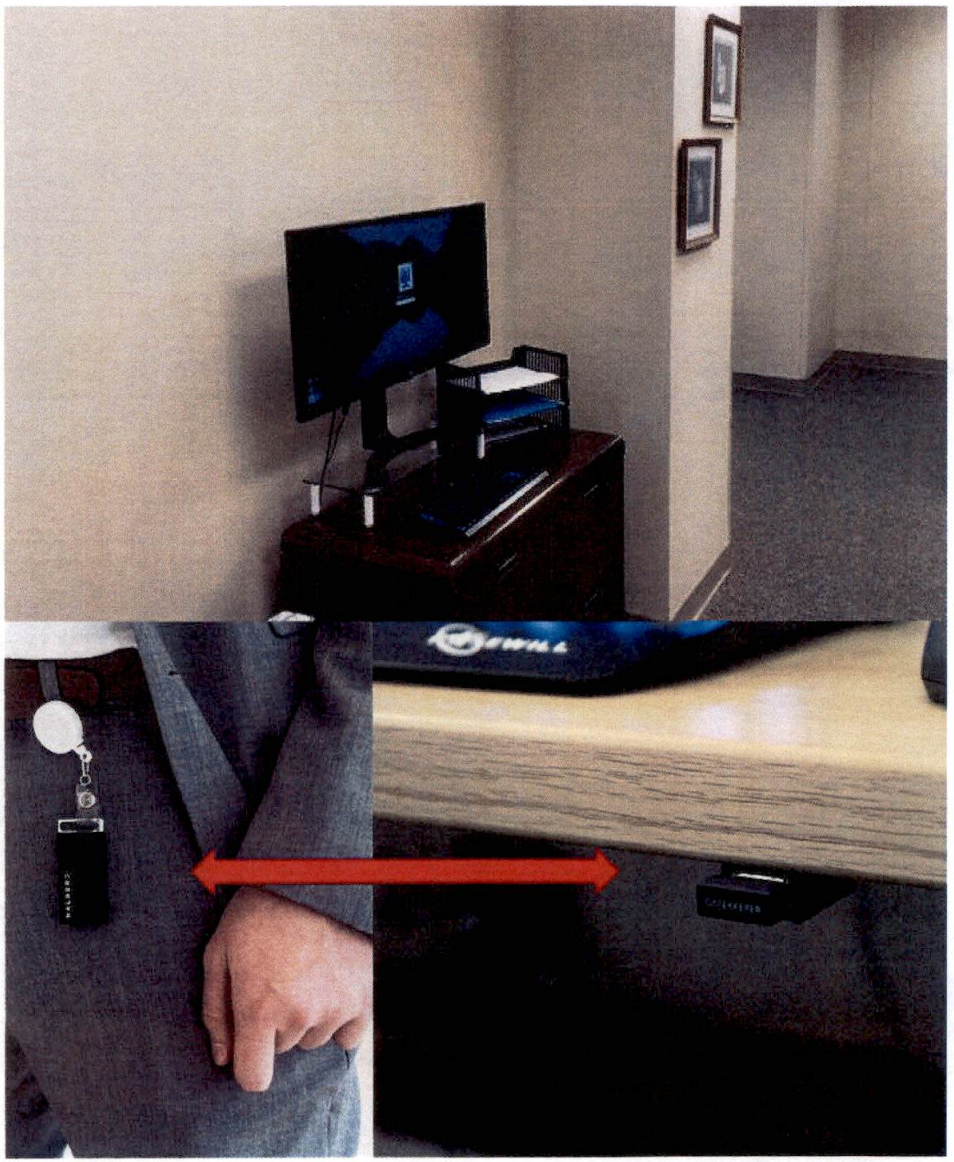


How to Lock Computer

- Walk away from the computer with your token
- Click the button on the token

The token relies on a 3 factors before it makes your computer trigger a 'lock' decision:

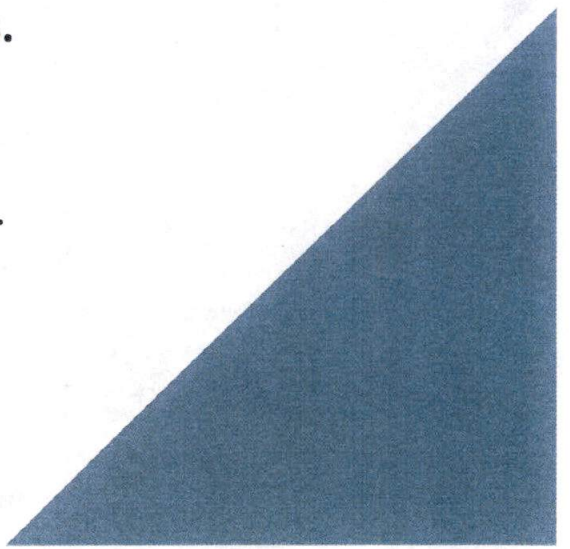
- Range between token & USB sensor
- Keyboard & Mouse activity
- Your movement



Two Rules

Management is simplifying something that's never going away: usernames and passwords.

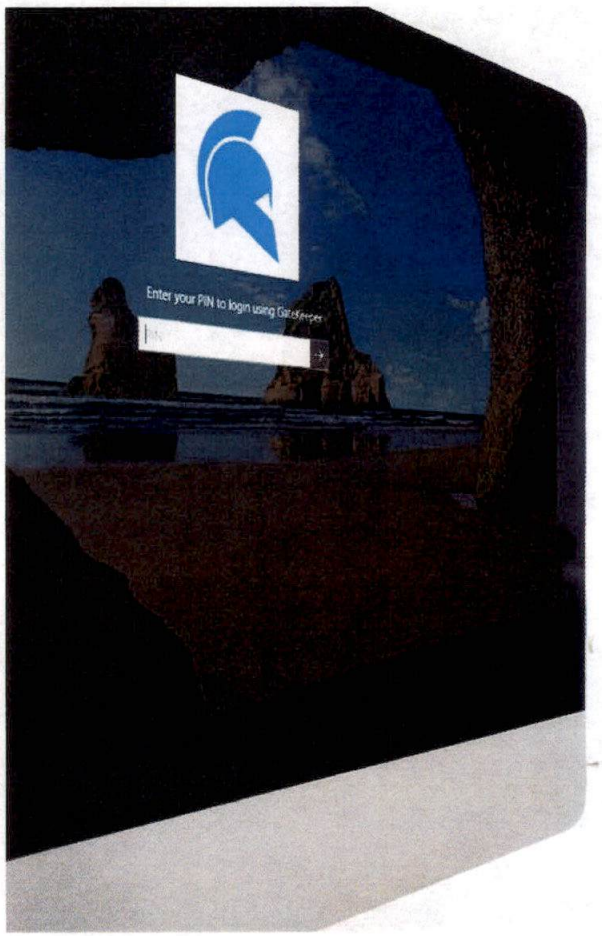
There are two simple rules.

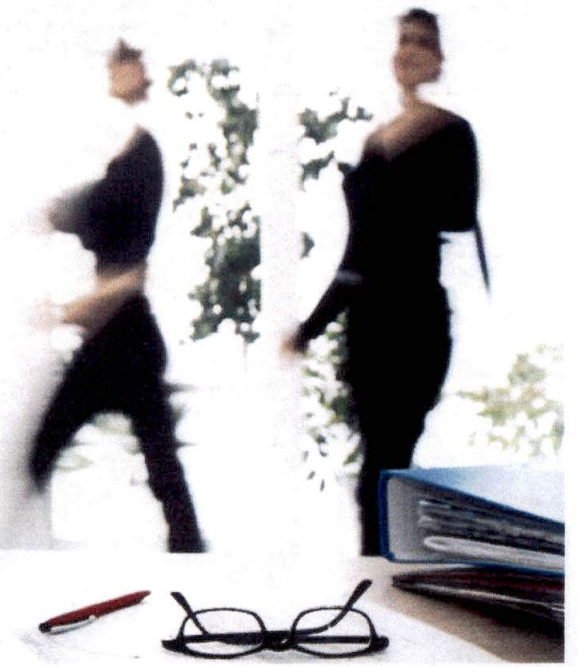


1. Treat your Gatekeeper PIN like your Debit Card PIN.

Make it unique, memorize, and never share it. Just like your debit card's PIN – works the same way.

Keep your key with you and just type your PIN to login. No more usernames and passwords!

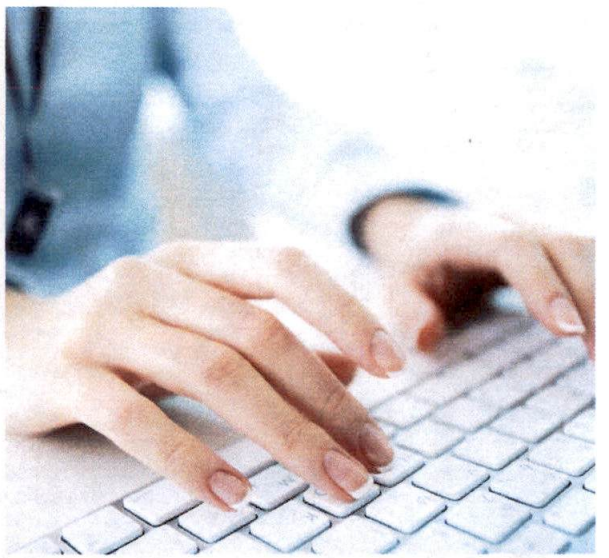


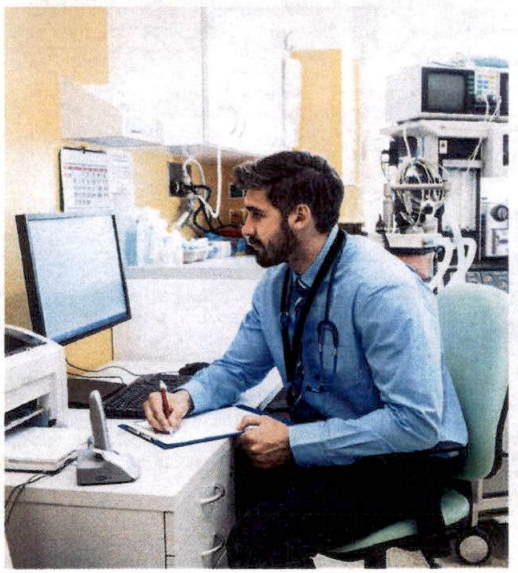


2. Wear Token for best user experience. Unattended Tokens will be confiscated.

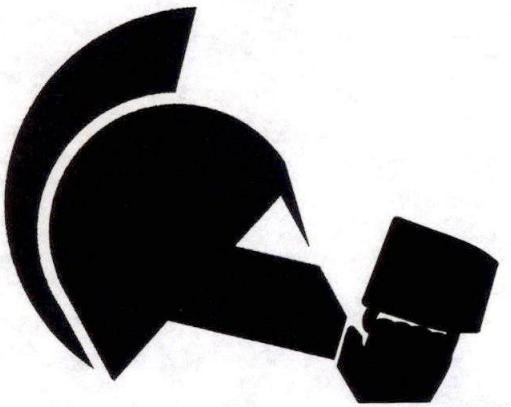
If there is no keyboard or mouse activity and token movement is not detected because you're not wearing the token, security settings will kick in and automatically lock your computer.

Tip: Wear your token to ensure your computer stays unlocked while you're using it!





Trouble shooting & How To...



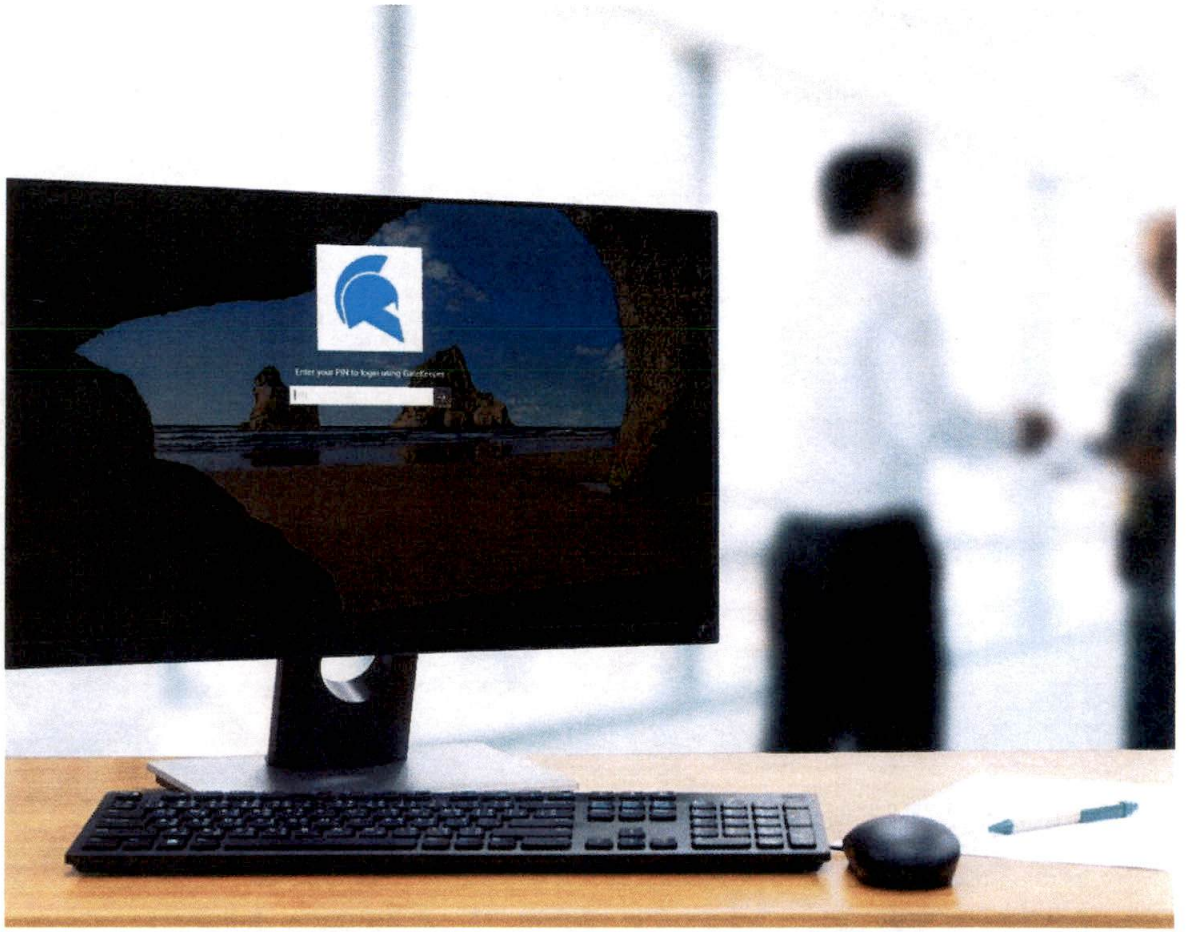
Basic Troubleshooting Guide – Why am I unable to login?

Step 1 – Battery check! Hold the button down and wait for a chirp and green light. If there's none, please ask for a new token.

Step 2 – Where's the USB Sensor? If you did not receive one or you cannot find one on the workstation, please contact IT.

Step 3 – Entering the Incorrect PIN. If you have forgotten your PIN, contact IT immediately. It takes seconds to reset your PIN.

Step 4 – Unauthorized User. If you have not been preauthorized to access a particular computer, you will not be allowed to login. Please contact IT.



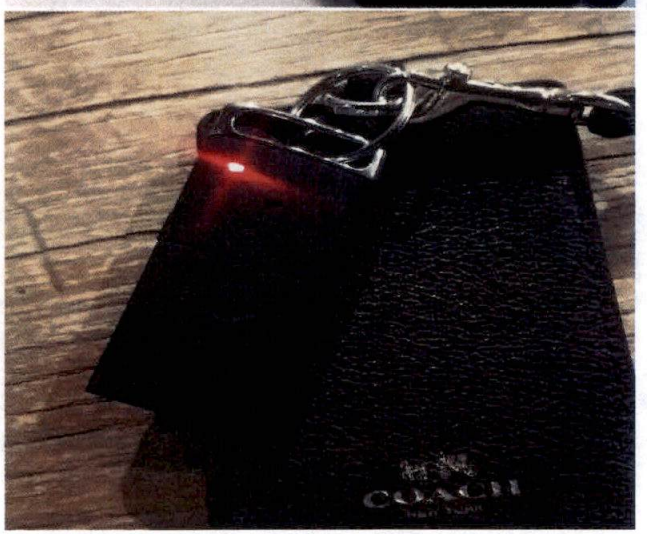
Battery

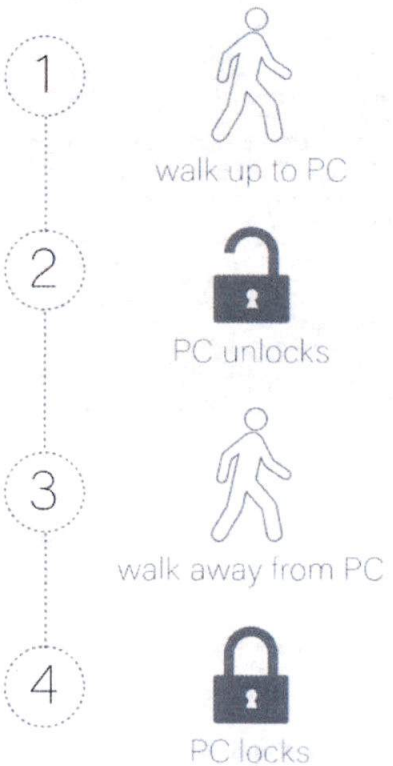
Your key requires a CR2450 battery to be replaced every 4-6 months.

New batteries are available *at the front desk.*

<u>Two Low Battery Indicators:</u>

1. Red Light Flashing
2. Beeping Sound

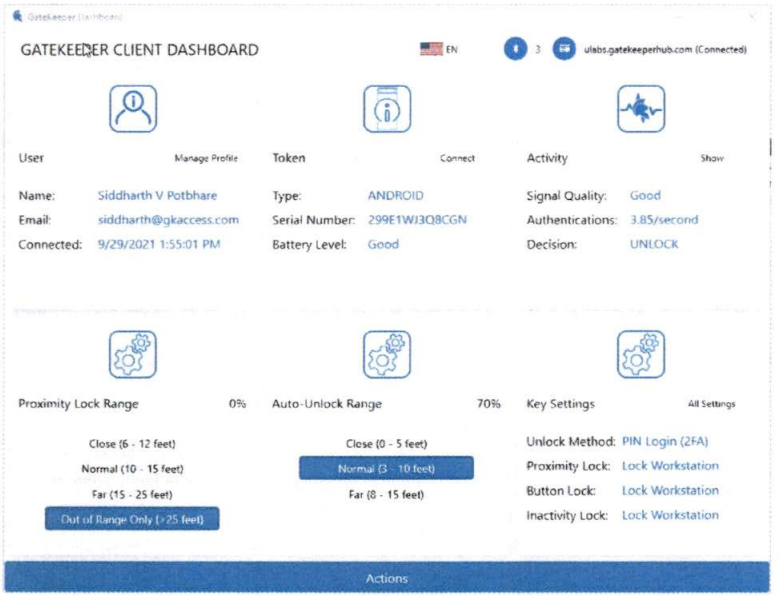


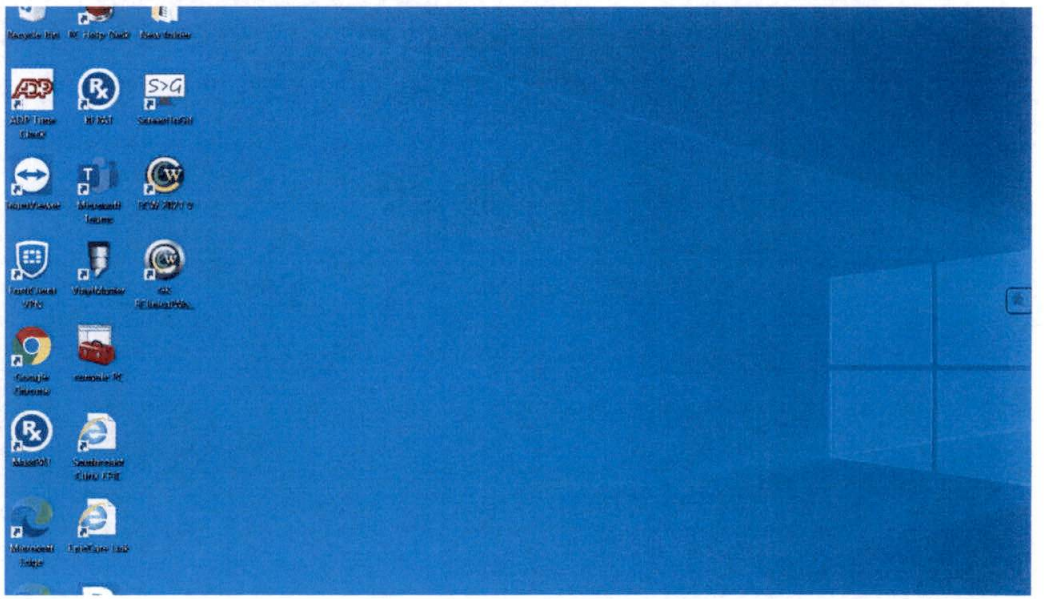


eClinicalWorks Login – GateKeeper Launch Script

1. Add your eCW password to **GateKeeper Vault**. Use process name as eclinicalworks.exe

2. Launch eCW Application from the GateKeeper eCW shortcut
3. GateKeeper will auto-fill the username and password



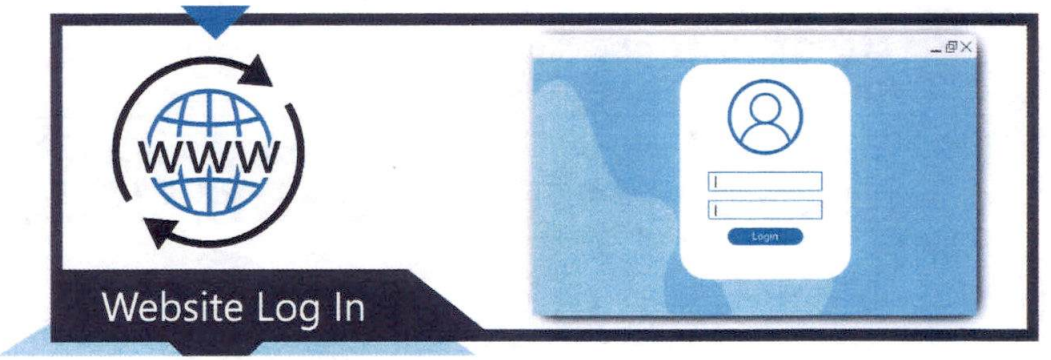


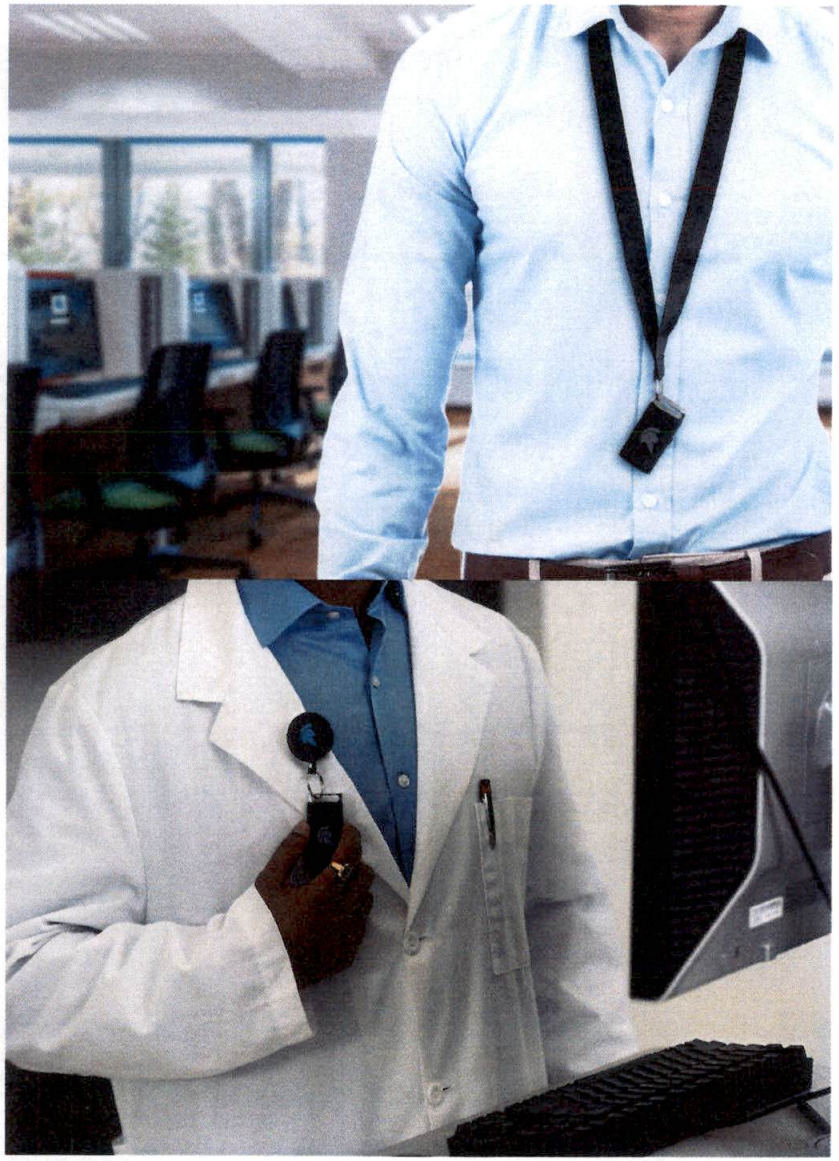
How to login to the workstation?

1. Approach the workstation with your Halberd token
2. Type your PIN to log on to the workstation and hit Enter

How to login to websites?

1. Launch browser and go to website
2. GateKeeper will auto-fill web credentials





Setup with your Token

1. Insert Battery with the + sign facing up

Tip: To confirm the battery is properly seated and powering up your Token, press and hold the button on the side of the token until you hear a chirp and green light. If it's red, ask for another battery.

2. Create a PIN for your new Token.

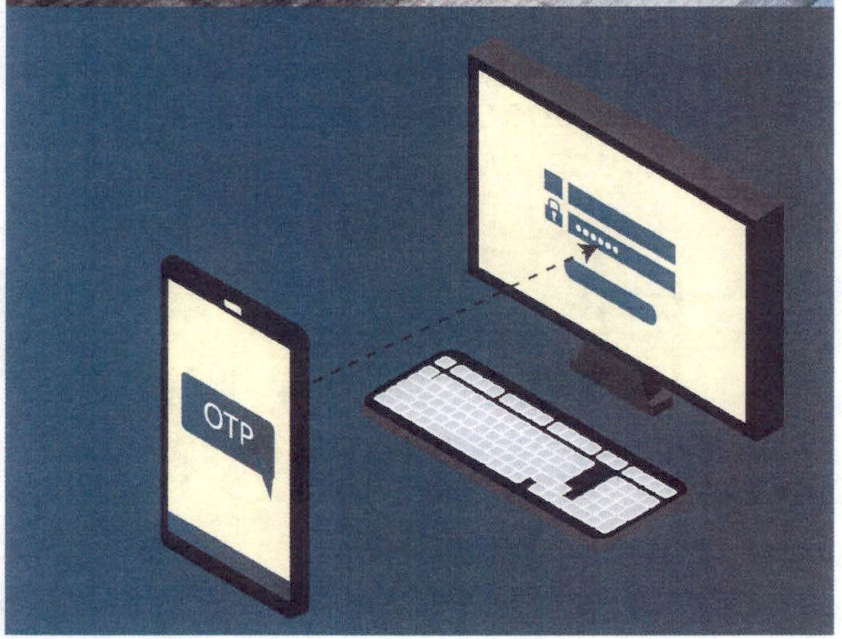
On the Login Screen where it asks for a PIN, enter the last 5-digits of the serial # stickered on the token. Enter the same 5-digits as your 'OLD PIN' then create your new PIN. Memorize it!

Tip: PIN can be alphanumeric.

3. Wear your token

Use the lanyard / retractable badge clip to wear your token.

Tip: The USB Sensor should maintain line of sight with the key for the quickest unlocking experience!



Set up your phone as a backup computer.

STEP 1.
Smartphone

Download the **Google Authenticator** app onto your smartphone:

iOS

Android

STEP 2.
On the Smartphone app

Open the **Google Authenticator** app.

- Scan the GateKeeper QR Code provide in the end-user email.

STEP 3.
On Your Computer

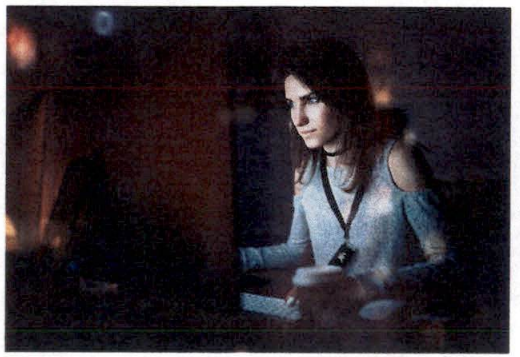
- Enter your email address.

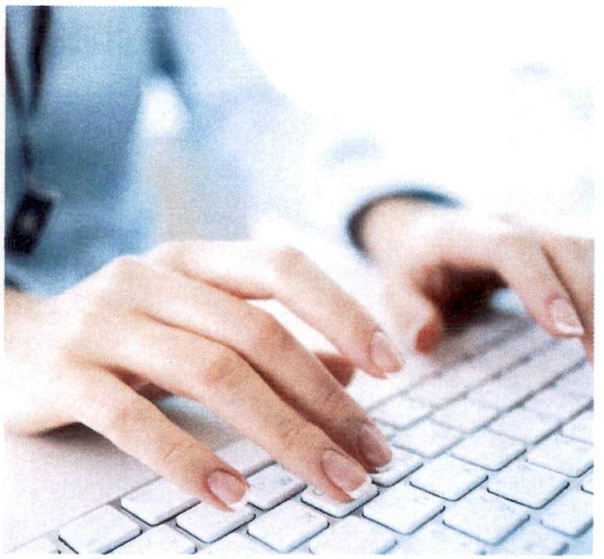
On the next screen, it will ask for and the OTP Code. **Done!**

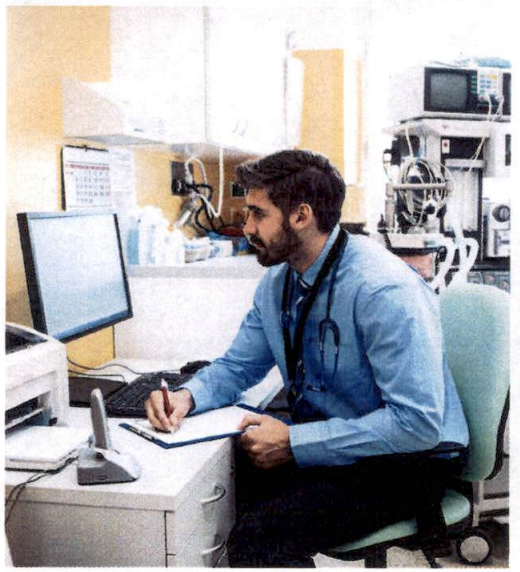
2. Wear your Token. Unattended Tokens will be confiscated.

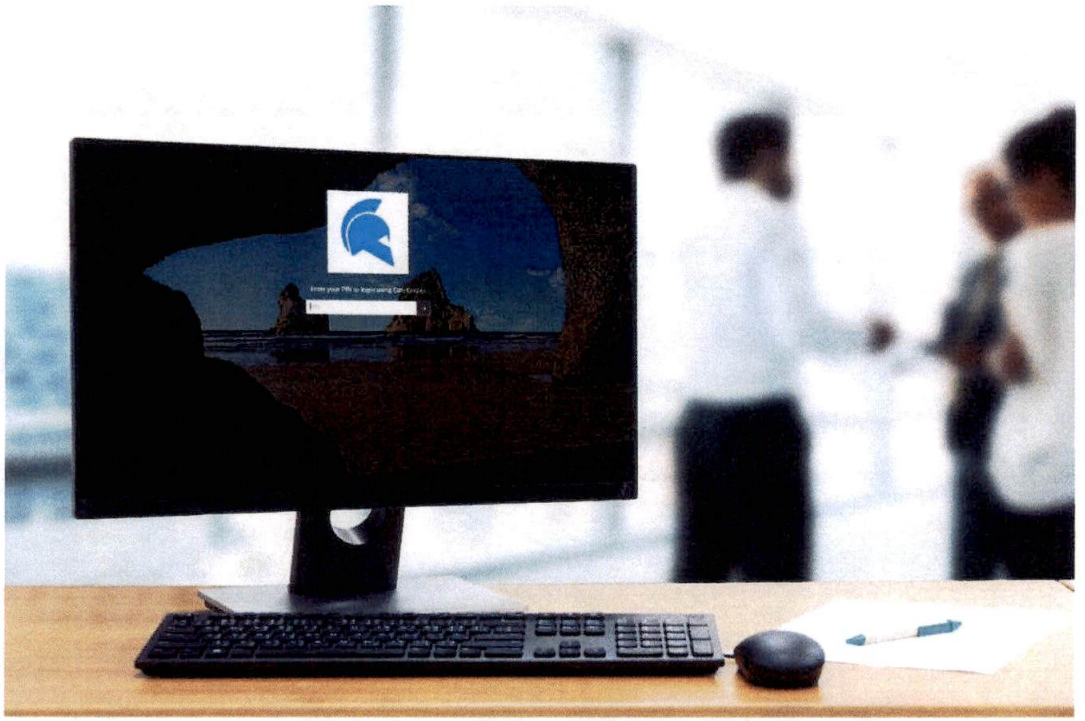
If you do not wear the token, the software may think you've dropped it (or you've left it sitting there at your desk) so it will eventually lock on you.

Instead of wasting time typing, memorizing, and recovering passwords, simply type your PIN into the screen and login to your computers faster.





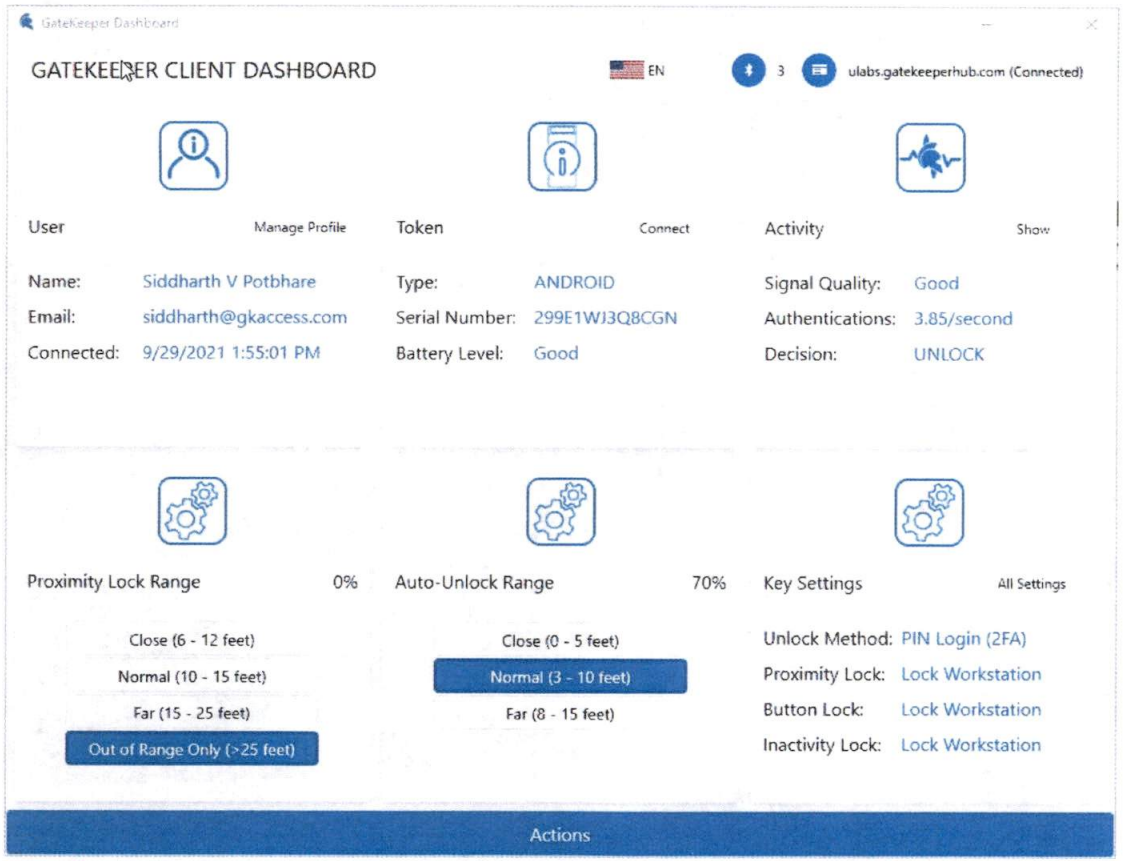




How do I log in to my computer with my new token?

Type in your PIN.

eClinicalWorks Login



1. Add your eCW password to **GateKeeper Vault**. Use process name as eclinicalworks.exe

2. Launch eCW Application from the GateKeeper eCW shortcut

3. GateKeeper will auto-fill the username and password in eCW

Template for web passwords

Unlock Computer using GateKeeper Token

Open your Chrome or Firefox Browser and click the web extension GateKeeper icon

In the dropdown, click **+Add Password**

Type in the Website, Username, and Password values in the fields and click **Save**.

GateKeeper will autofill usernames and passwords on websites

Template for desktop apps

Unlock Computer using GateKeeper Token

On the right side of the desktop application window, hover over the GateKeeper icon

Click **Add Application Password**

Type in the application Username and Password values in the fields and click **Save**.

Hover over the GateKeeper icon to copy and paste passwords or use the hotkey combinations.