

# Plus Technologies & Imprivata Integration For Pull Print Authentication



## SOLUTION BENEFITS

- One place to maintain user authentication credentials
- Enable pull printing from Kiosk workstations utilizing generic logins
- Ability to normalize application user IDs with domain user IDs to utilize a primary user ID
- Visibility of user IDs with print jobs enables usage tracking and security compliance

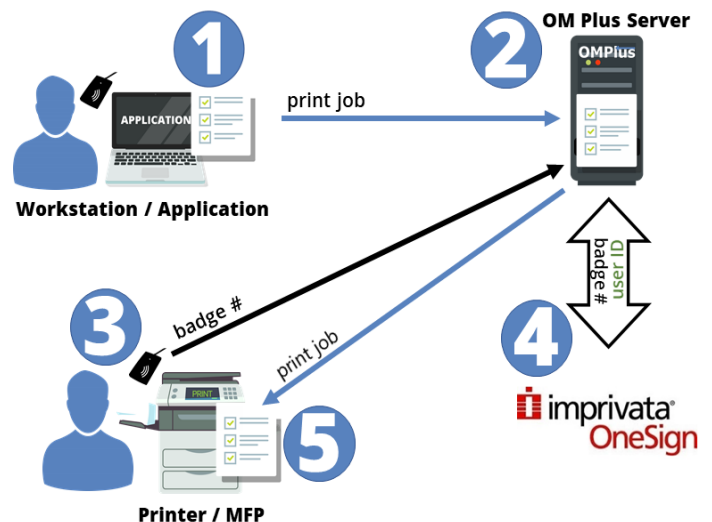
## OVERVIEW

This integration provides users with the ability to use the same type of badge tap authentication at both workstations and pull print enabled printers. OM Plus software and its My Print Delivery module, receives, holds and delivers print jobs to the appropriate printers. The Imprivata OneSign® appliance is used to verify the digital identity of users via the use of proximity badges. This integrated solution improves operational efficiencies and security by enabling an organization to maintain their user IDs, badge numbers, and permissions in one place.

The OM Plus component of the solution provides centralized print queue and print job management. It ingests print from multiple sources and applies advanced rules as it manages, monitors and delivers jobs across complex networks to many destinations. One of the rules-based delivery capabilities is our secure pull print solution called My Print Delivery. This solution enables users to submit print jobs to a pull print queue where jobs are securely held until a user authenticates at any enabled printer and releases their jobs.

This solution eliminates the potential for print jobs to be sent to the wrong printers, or for print jobs to be left waiting to be picked up. Secure pull printing helps organizations protect personal health, credit and sensitive organization information, in order to comply with strict regulations such as HIPAA, HITECH and others. Pull printing also enables users to print where convenient and work around down printers. Additionally, it reduces the number of print queues, printers, pages printed, consumables, power consumption, space and more.

## WORKFLOW



1. The user taps their badge to authenticate into workstation and prints to a pull print queue.
2. OM Plus collects and securely holds the documents.
3. The user goes to any enabled printer, taps their badge at reader which sends badge number to OM Plus.
4. OM Plus queries Imprivata OneSign® for the user ID associated with the badge number.
5. OM Plus releases the user's documents.

## BENEFITS

### One Source for Access Management

Users can authenticate with the same type of badge tap authentication at both pull print enabled printers and workstations. OM Plus integrates with the Imprivata OneSign® Print Connector API for pull print authentication. This provides one place for access management for both workstations and pull printing. Imprivata is typically considered by IT organizations to be the authoritative source for controlling access to computers and resources. OM Plus' integration allows that access control to extend to printing. For simplification of security, IT departments prefer that all access privileges, including the ability for users to retrieve print jobs from printers, be centrally managed either through Imprivata or ultimately their Active Directory (AD) infrastructure. Disabling a user in the Imprivata appliance or AD has the immediate effect of shutting down a user's access to selected resources associated with their profile, including their ability to retrieve print jobs.



### Kiosk Workstations With Generic Logins

Many healthcare organizations have implemented shared kiosk workstations, which do not require end users to log in to Windows. This improves access speed to clinical systems. In order to maintain security, while providing quick access, Imprivata has developed the Shared Workstation mode. This mode provides a secondary login to the generic desktop, so via the Imprivata OneSign® Single Sign-On badge tap authentication process, users can access their personalized desktop and applications according to their security permissions. Working in conjunction with the Shared Workstation mode, the Imprivata Print Connector overcomes previous pull print problems associated with generic logins. Previously, a generic login gave a generic user ID with a print job, so it couldn't be associated with a particular user for pull print purposes or security compliance. The Print Connector overcomes this problem by passing a unique user ID to OM Plus with the print job. It does this by hooking into specific Windows print functions on desktop or back-end hosted Citrix/VMware environments. This capability is only supported when the customer has the Imprivata Print Connector API enabled.

### Normalize User IDs Across Apps & Domains

Some Electronic Medical Record (EMR) applications have back-end printing workflows that go from application or print servers, directly to printers. This print experience is controlled by the application and has limited capabilities when compared to printing with a Windows print experience. Print jobs initiated from the back-end sometimes have no user ID, since they are produced on a server (which is often not even a Windows server). Where possible, OM Plus has created specific integrations with EMR applications to get the application user ID and apply it to the print job.

Even with this capability, an issue can arise when the application user ID is different from the domain user ID. This scenario occurs when the EMR application uses different login credentials than the Active Directory credentials used by Imprivata. With our integrated solution, the application user ID is normalized with the domain user ID, so the user will have all their jobs under one primary user ID. When OM Plus receives a print job, it contacts the Imprivata appliance with the application user ID, and in return, OM Plus gets the domain user ID and applies it to the print job. When the user taps their badge to authenticate for pull print, all jobs submitted under their various user IDs, but held under a primary user ID, can easily be released.

### Unique User IDs for Security and Compliance

With our integrated solution, OM Plus software can get and apply unique user IDs with print jobs that wouldn't otherwise be available. This enables users to better track the who, what, when and where information about print activity for security compliance, usage charge backs and print fleet optimization.

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