

End Users Guide to Multi-Factor Authentication (MFA)

Overview

This document is a step-by-step guide for end-users to register and validate Multi-Factor Authentication (MFA). Two transport methods for securing a Verification Code are your cell phone number or email address.

You have the option to use either method. Still, it is suggested that both are made available to the program's Multi-Factor Authentication (MFA) feature so that you can select the best of two options while logging onto the program.

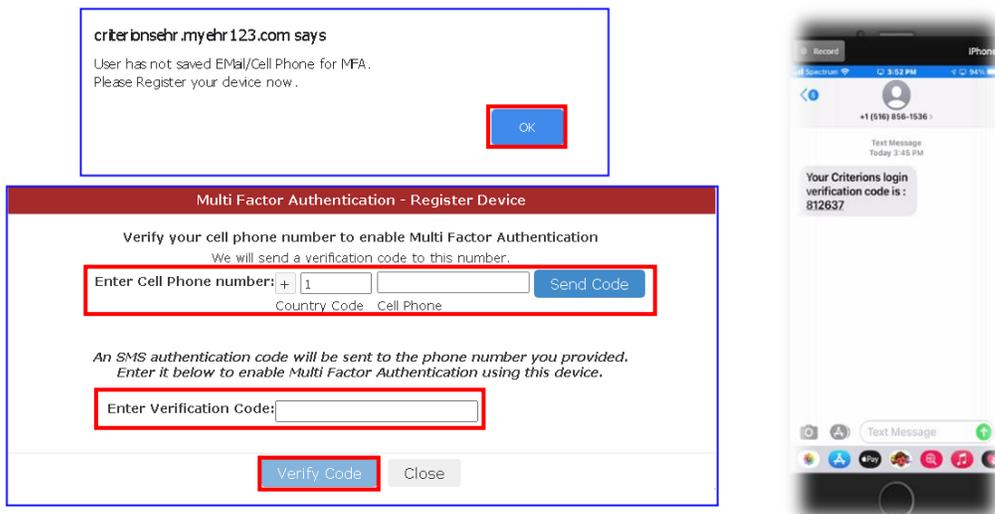
Content

1. How to Register and Validate Your Cell Phone Number.
2. How to Register and Validate Your Email Address.

Setup Procedure

NOTE: When the MFA feature is enabled, you must have at least one of the transport methods (your email address or your cell phone number) registered and verified to access the program.

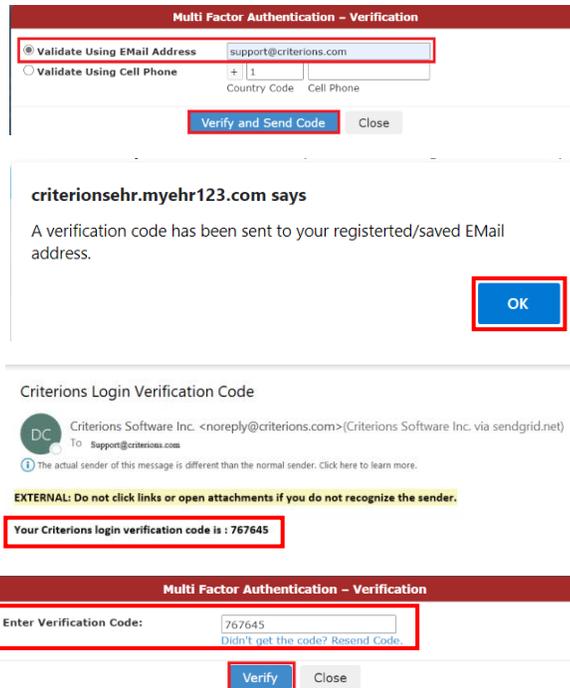
1. How to Register and Validate Your Cell Phone Number Instantly.
 - i. The user can register and validate a cell phone number easily and quickly. However, when the MFA Authentication feature is enabled, you must log into the program.
 - ii. When you enter your login information at the Patient Portal, you will be prompted to register your phone number by entering it into a field and clicking **Send Code**. A Verification Code will be texted to your cell phone number.
 - iii. Enter the Verification Code into the Verification Code field of the same prompt window and click on **Verify Code** (do this within 15 minutes of generating the Code). You will then gain access to the program, and your cell phone number will be registered and verified in the program and ready for future use.



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2. How to Register and Validate Your Email Address.

- i. Enter and Verify that your email address is added to your User Setup and **Saved**. Once saved, no further action is required. When you select **Verify and Send Code**, you will be given a choice of either sending a text to your cell phone number or an email to your stored email address. The first time you select email as a delivery option, you will automatically begin **verifying** the email address you own by using the Verification Code (within 15 minutes) to access the program.



NOTE: Once the email address (or cell phone number) is **Registered**, you can log into the program as usual, and a Verification Code will be generated. Using the Verification Code to access the program, the email or cell phone number used to create the Verification Code is now verified automatically.

NOTE: Once an email address or a cell phone number is **Saved** in your Setup screen, it is **Registered**.



NOTE: You can log into the program anytime and generate a Verification Code to log in and complete the **Verification** process.