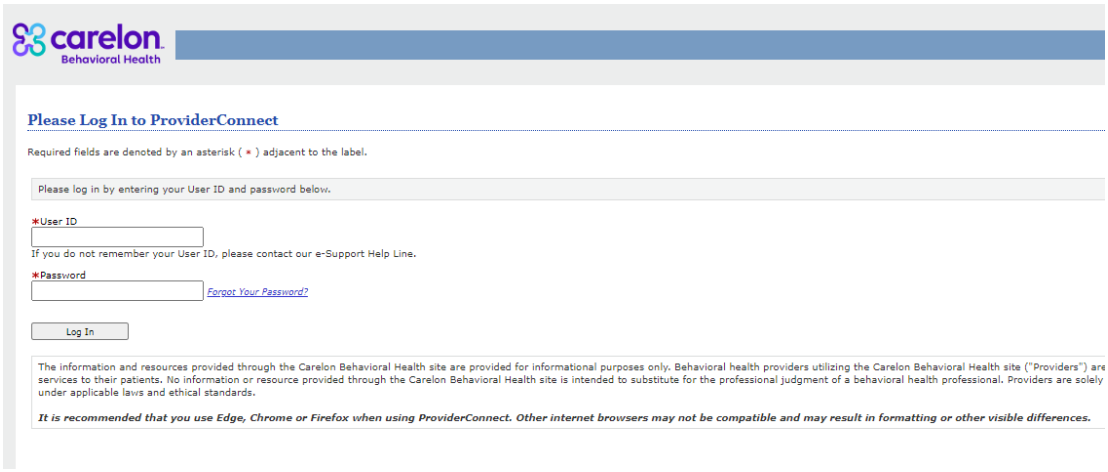
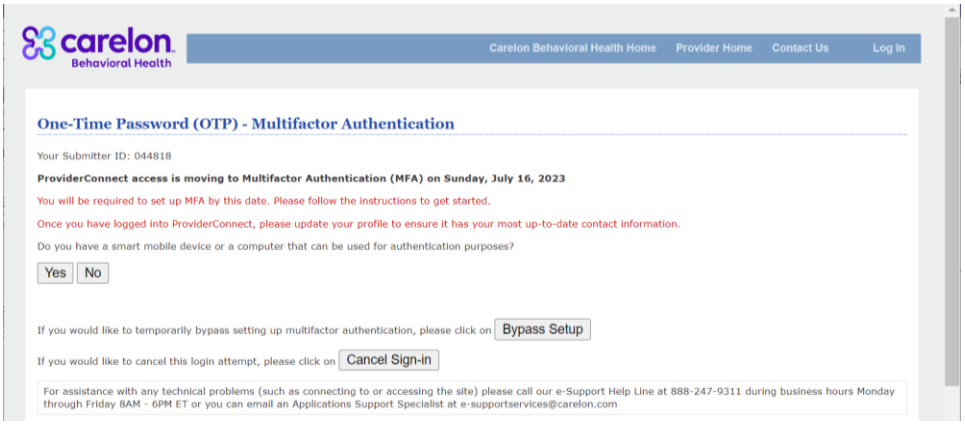
ProviderConnect Multi-factor Authentication (MFA) Setup Guide

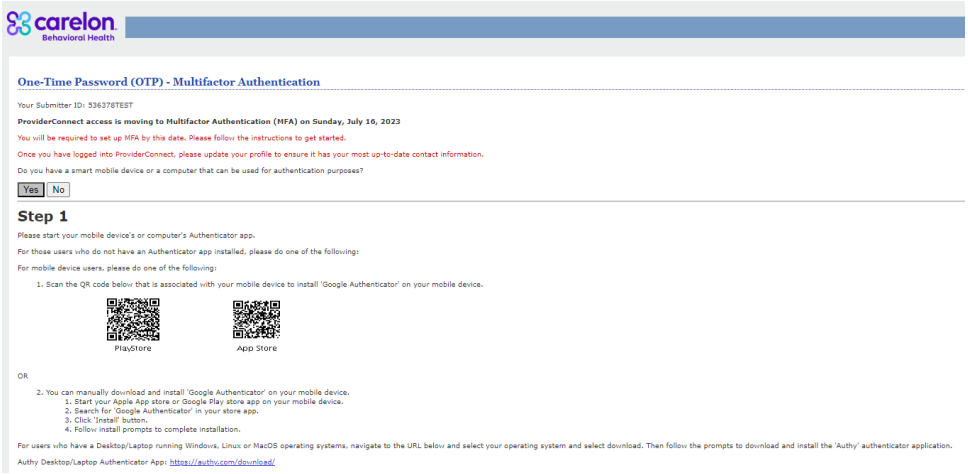
1. Enter current user ID and password



2. Establish authentication method
    a. Option 1: with a mobile device or computer (*proceed to step 3)*
    b. Option 2: with the email address registered to the username (*proceed to step 4)*
3. Mobile device or computer:
    a. Select ‘Yes’ after the login screen



After selecting “Yes”, you will see the screen below:



b. Decide if you would like to authenticate via mobile device or by using your computer

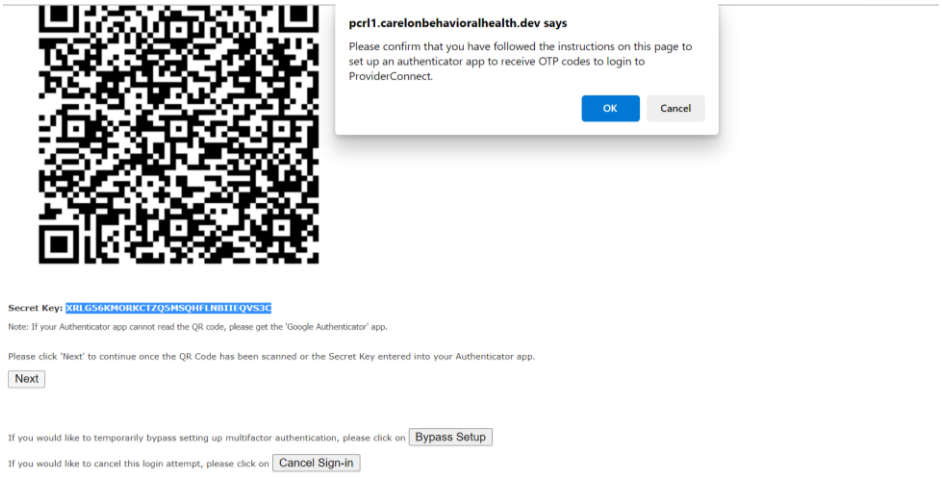
   i. **For Authentication with Mobile Device**: Download the Authenticator App by using your cell phone to scan the displayed QR code on your ProviderConnect screen. You may also manually download the Authenticator App by searching for “Google Authenticator” in your smart phone’s application store (PlayStore for Android and App Store for iPhone).

   Open the Authenticator App on your phone and scan the QR code displayed on your computer screen in ProviderConnect under Step 2

   (Below QR Code is an example. Please scan your unique QR code displayed in ProviderConnect)

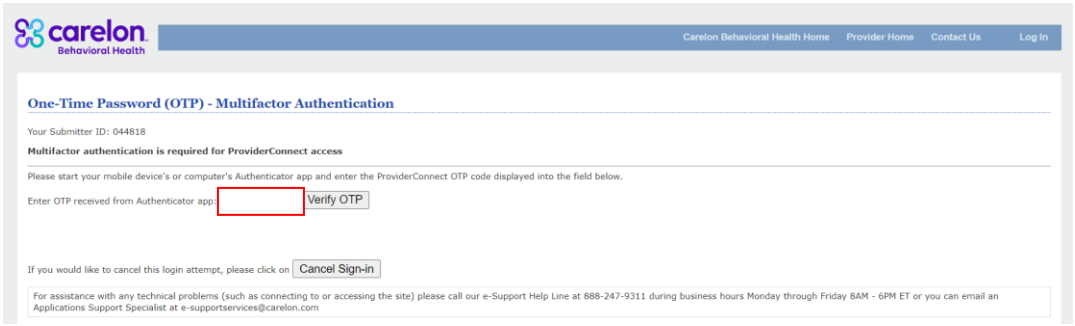
   After scanning the QR Code, click the “Next” button in ProviderConnect below the QR code.

A pop-up will display for you to confirm MFA setup. Click “OK”.



Once you click “OK”, will receive a 6-digit OTP code on your mobile device authenticator app.

Enter the 6-digit OTP code on your ProviderConnect screen and click “Verify OTP”



You have now successfully setup MFA

ii. **For Authentication with Computer**: For users who have a Desktop/Laptop running Windows, Linux or MaxOS operating systems, navigate to the URL below and select your operating system and select download. Then follow the prompts to download and install the “Authy” authenticator application.

Authy Desktop/Laptop Authentication App:
https://authy.com/download/

Once you’ve downloaded Authy on your computer, open the Authy app and enter the Secret Key displayed on your ProviderConnect screen below the QR code in Step 2.

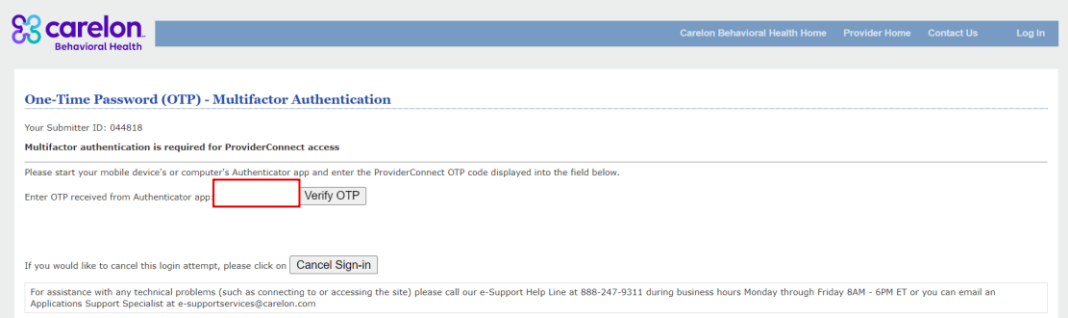
(Below QR Code and Secret Key are examples. Please use the unique identifiers displayed on your ProviderConnect screen)

After entering the Secret Key to your Authy app, click “Save” to create your account.

Once you have created your Authy account, click the “Next” button on the ProviderConnect screen below the QR code. A pop-up will display for you to confirm that you setup MFA. Click “OK”.

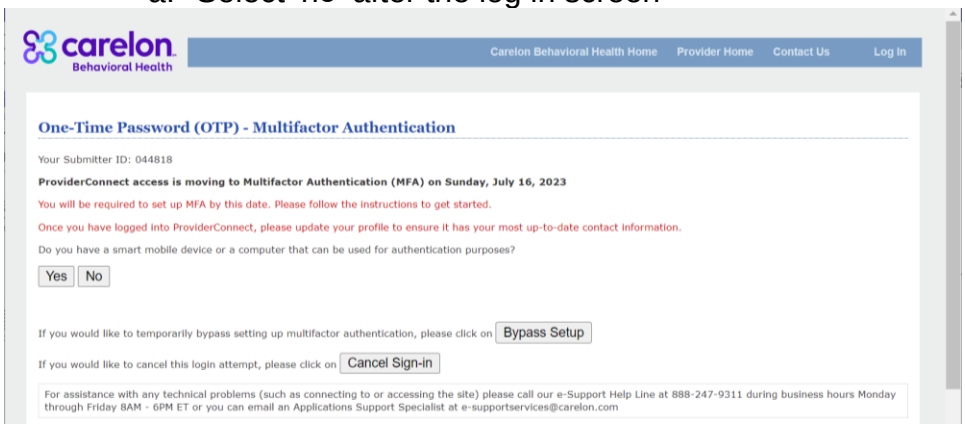
Once you click “OK”, will receive a 6-digit OTP code on your mobile device authenticator app.

Enter the 6-digit OTP code on your ProviderConnect screen and click “Verify OTP”

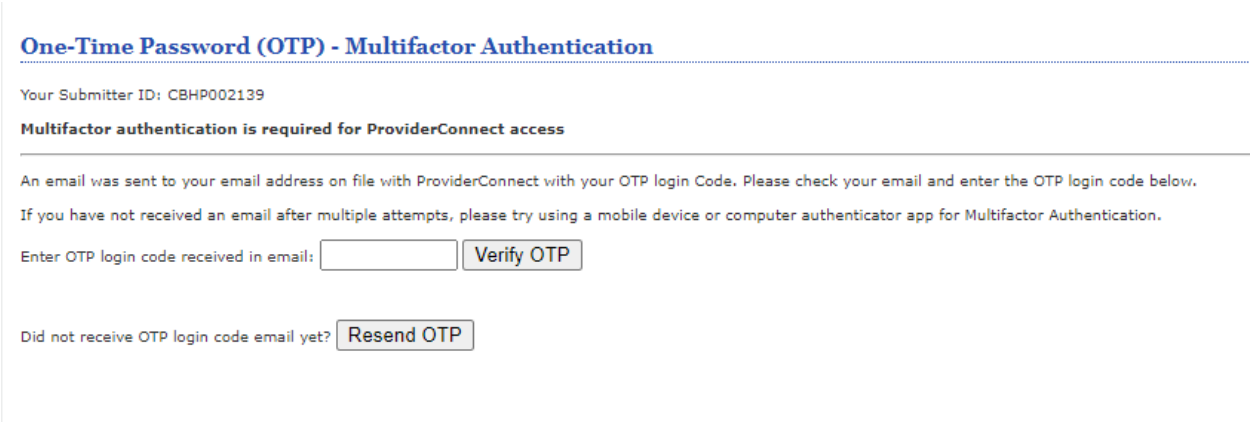


You have now successfully setup MFA

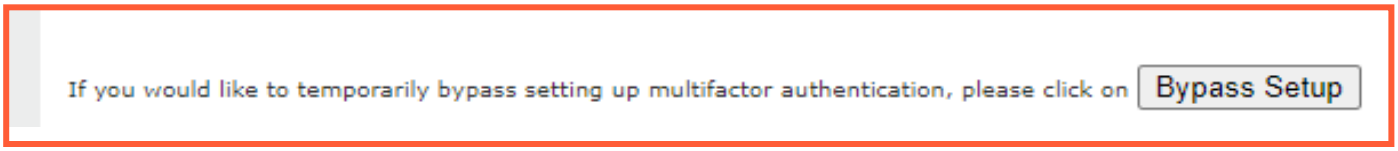
4. Email address:
    a. Select ‘no’ after the log in screen



    b. An email will be sent to the registered address with a one-time passcode.
    c. Enter the passcode on the screen and select ‘verify OTP’.



EFFECTIVE JULY 16, THE OPTION TO BYPASS WILL NO LONGER BE AVAILABLE



Note: Once MFA registration is complete, the bypass feature will no longer be available.