



Two Factor Authentication (TFA) Service Migration

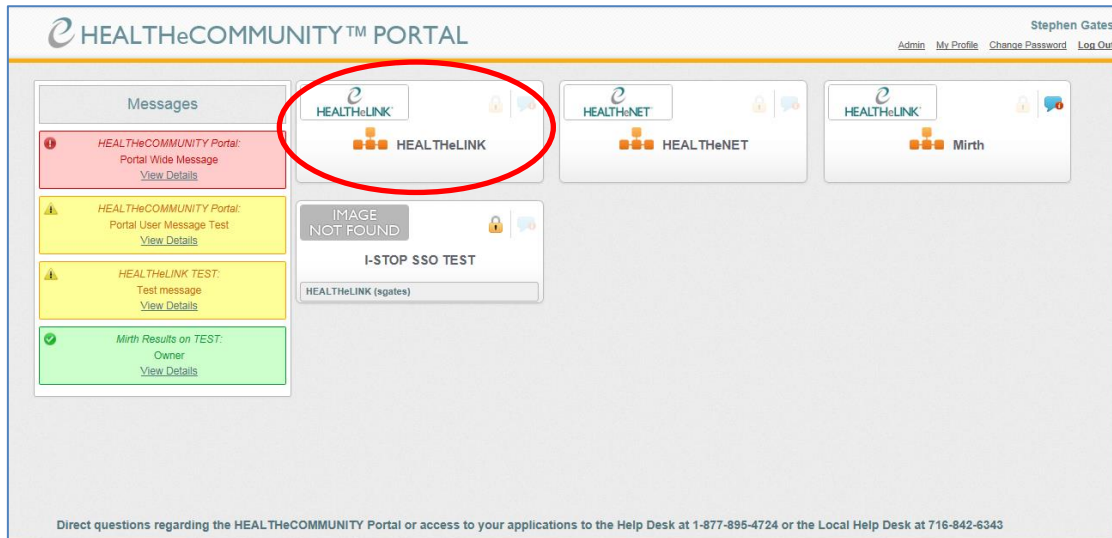
January 15, 2018

Version 1.1

1. Introduction

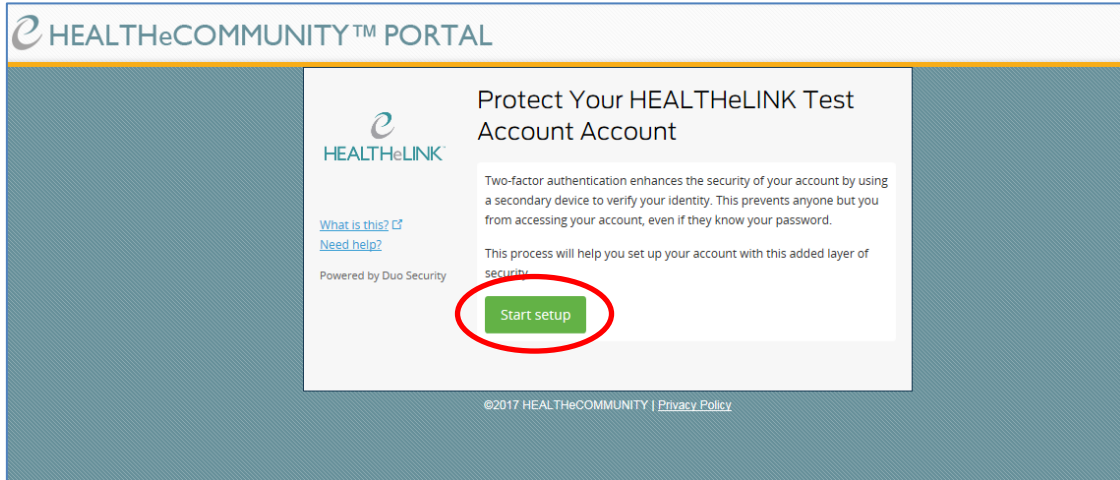
Effective 01/15/2018, HEALTHeLINK will be moving its TFA service to a new vendor, DUO Security. On the effective date, **if you are a user who receives a text messages or calls to TFA, you will need to register with the new system.** Once you select an application from the HEALTHeCOMMUNITY Portal landing page, you will be redirected to a setup process to register your device with DUO Security.

****Users who authenticate with a HEALTHeLINK issued token will be migrated later in January and into February.***

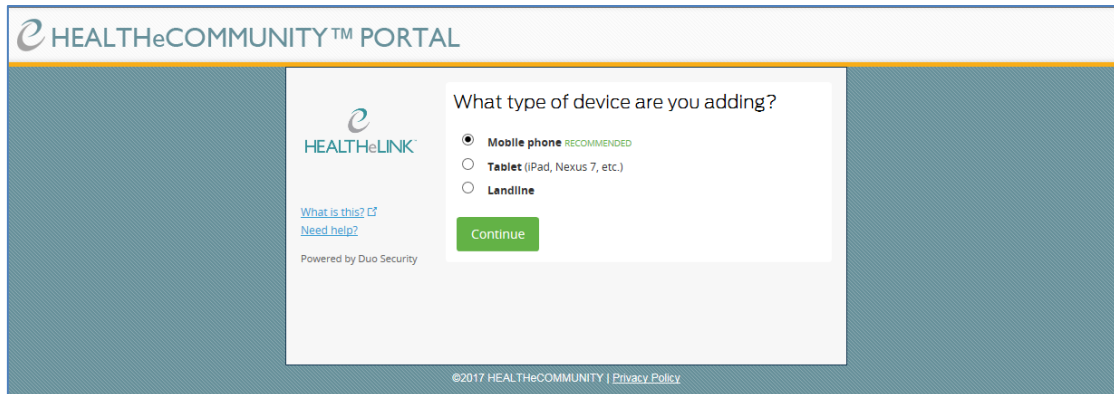


2. TFA Registration Process

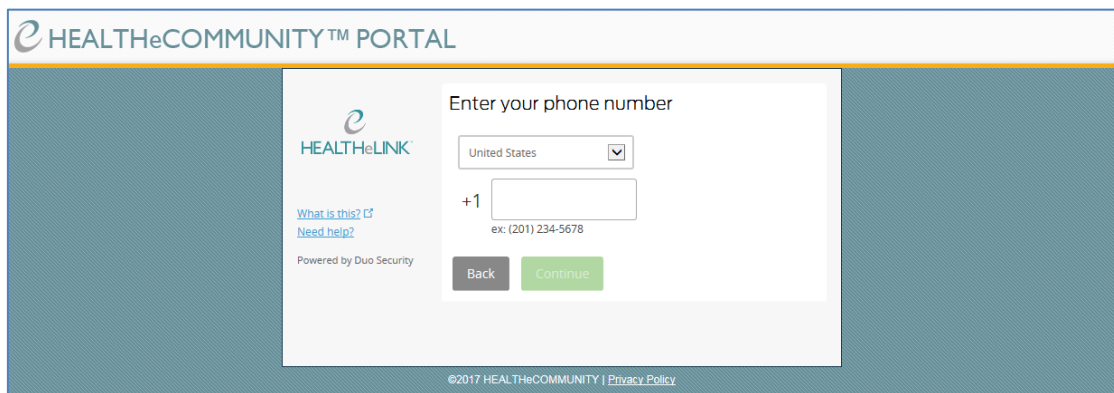
2.1. Begin the registration process by clicking on “Start setup”.



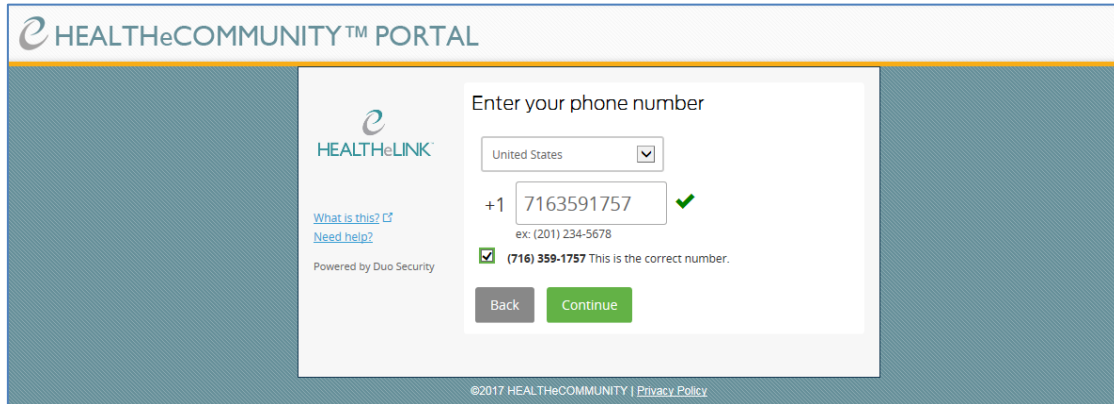
2.2. Select the device that you currently receive your TFA code on (mobile phone or direct dial landline), then click “Continue.”



2.3. Enter your phone number as requested. It can be entered in either of the following formats: xxxxxxxxxxx or xxx-xxx-xxxx.



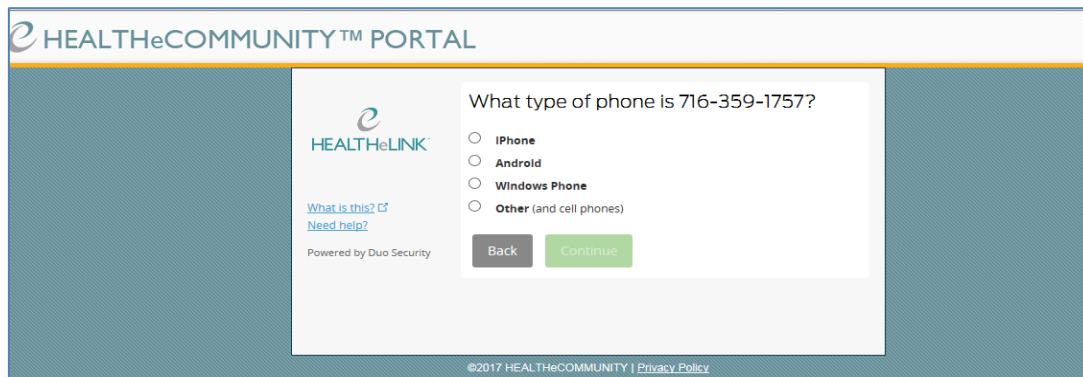
- 2.4. Confirm your phone number by checking the box next to “This is the correct number,” then click “Continue.”



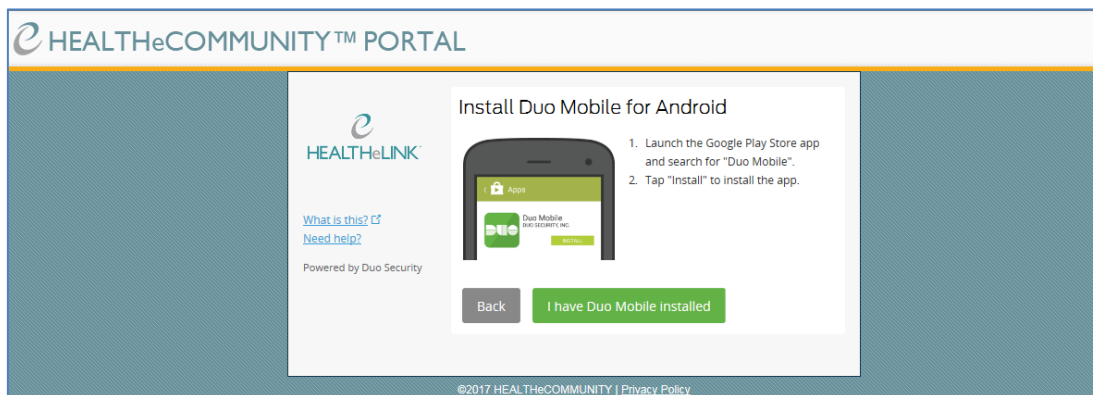
- 2.5. Select the type of phone you use. Choosing iPhone and Android will require you to download the DUO Mobile application from “The App Store” or “Google Play Store” depending on the type of phone. If you choose not to download the app, you must select “Other” to enable a text message or direct call to your preferred device. Once you select a device, click “Continue” to complete the registration process.

The DUO Mobile application requires approximately 14 MB of storage space. **HEALTHeLINK strongly recommends downloading the application to provide a more secure method of TFA.**

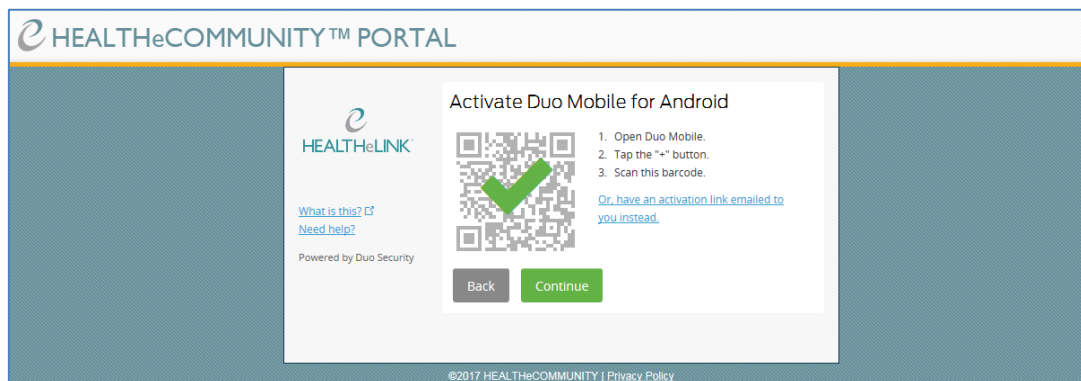
- 2.5.1. If you choose to download the application, follow the instructions below (steps 2.6 and 2.7) once the application has been installed on the preferred device. If you select “Other” for the type of phone, continue to step 3.1 to complete your setup.



2.6. Click “I have DUO Mobile installed” to continue.

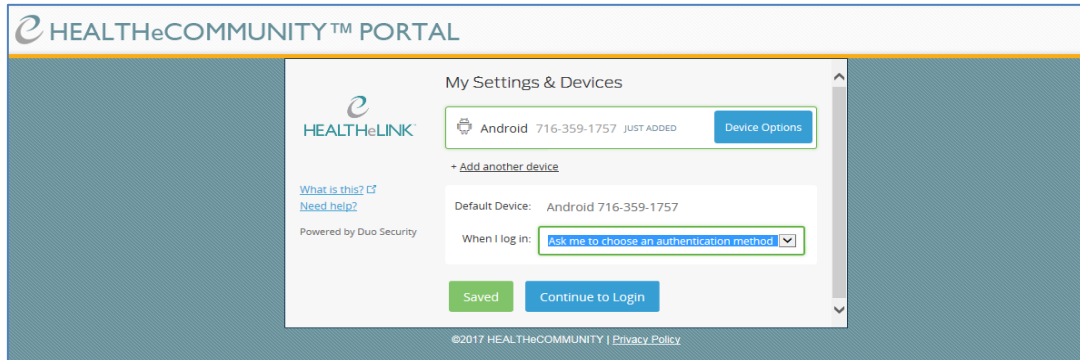


2.7. Scan the barcode on the screen from the application to fully enable the push functionality. Click “Continue” once the green check mark has appeared from scanning the barcode.



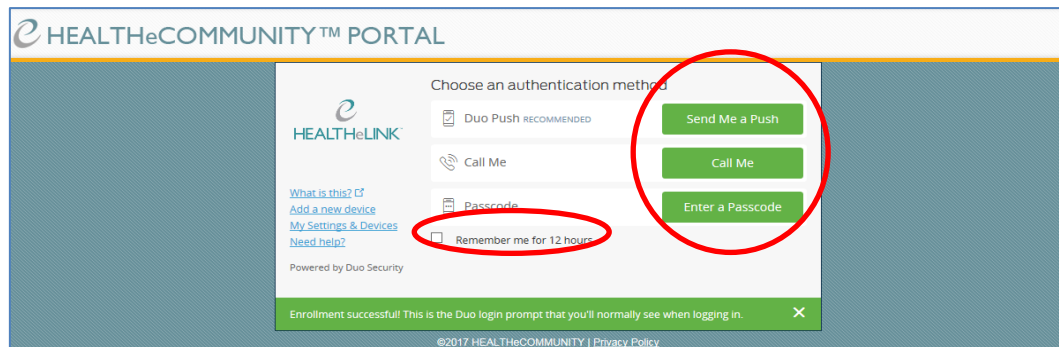
3. Two-Factor Authentication

- 3.1. If desired, select a default method from the dropdown menu next to “When I log in.” Leaving the drop down at “Ask me to choose an authentication method” means you will choose a TFA method upon log-in each time (see 3.2 for the options you will be presented on login); you cannot remember your computer for 12 hours with this option.



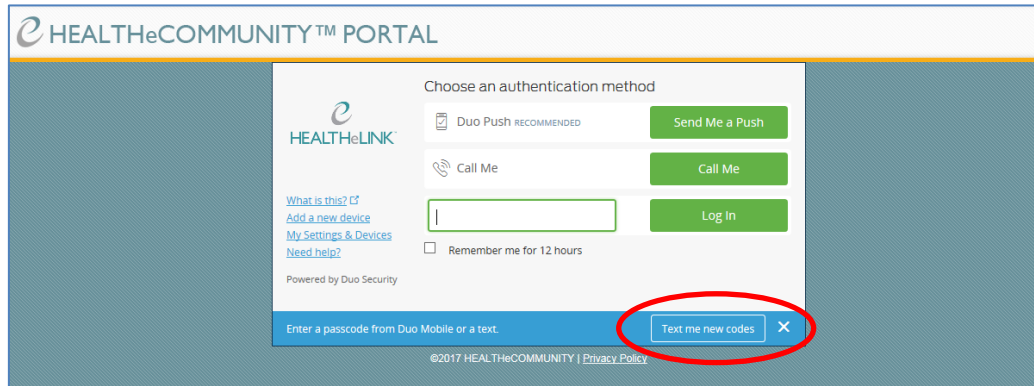
- 3.2. When prompted to choose an authentication method, select the TFA method for that log-in:
- 3.2.1. **Send Me a Push** – Use the DUO Application to accept the push, and you will be logged in when complete.
 - 3.2.2. **Call Me** – DUO will call your phone and ask you to press any key on the keypad to authenticate. You will be logged in when you complete this step.
 - 3.2.3. **Enter a Passcode** – Enter the passcode texted to the TFA device (see step 3.3).

You can check the **“Remember me for 12 hours”** box to ensure you do not have to TFA again from the same computer over the next 12 hours; **however, this can only be selected if you haven’t selected a default method in step 3.1.**



3.5. If you selected the “Enter a Passcode” option, you will need to click “Text me new codes” on this screen to have the text sent to your device.

3.5.1. Enter the code and click “Log In” to be sent to the HEALTHeLINK application.



3.6. Once this registration process is complete you will not be asked again to define your TFA method, unless a specific change request is submitted to HEALTHeLINK.

3.7. If you currently use a HEALTHeLINK issued key fob for TFA, you will migrate to the new DUO method later in January 2018. More instructions to follow.

3.8. Should you encounter any issues with this registration process, please contact the HEALTHeLINK Help Desk at 1-877-895-4724.

4. Revision History

Version Number	Revision Date	Summary of Change	Revised by
1.0	1/12/18	New Document	Elyse Krezmien/Kyle Gunn-Taylor
1.1	1/15/18	Added information on locked phones	Elyse Krezmien