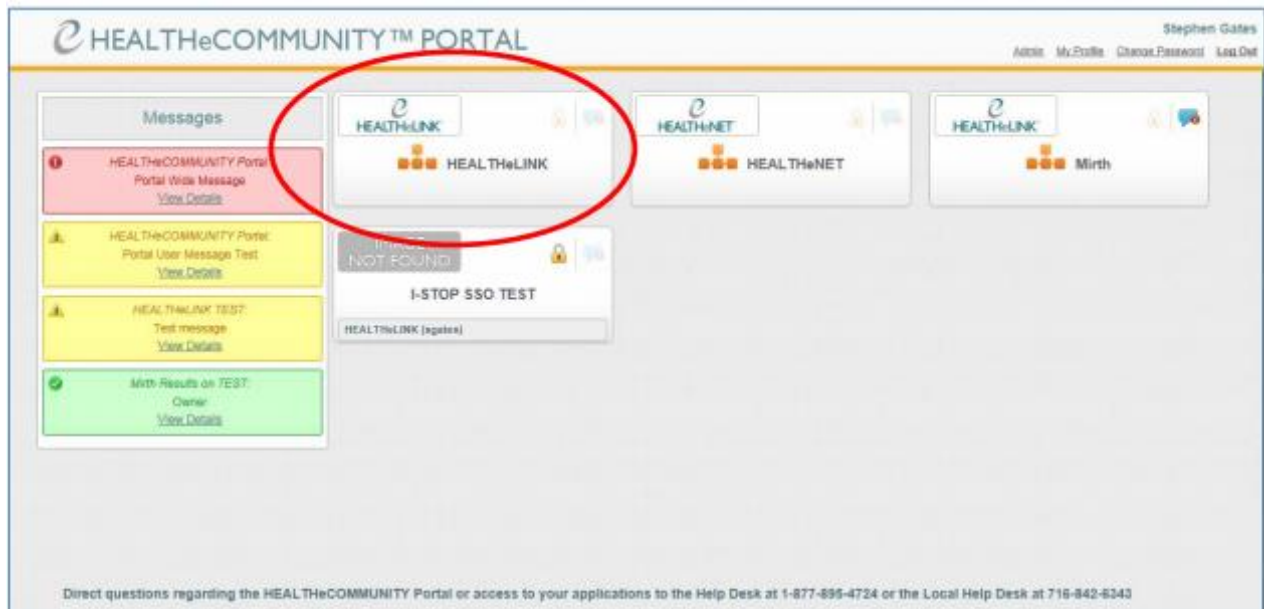


Effective 1/7/2018, HEALTHeLINK will be moving its TFA service to a new vendor, DUO Security. At that point, **users who receive a text message or a call to a direct line will need to register with the new system.** When you select an application from the HEALTHeCOMMUNITY Portal landing page, you will be re-directed to a set up process for registering your device with DUO Security.

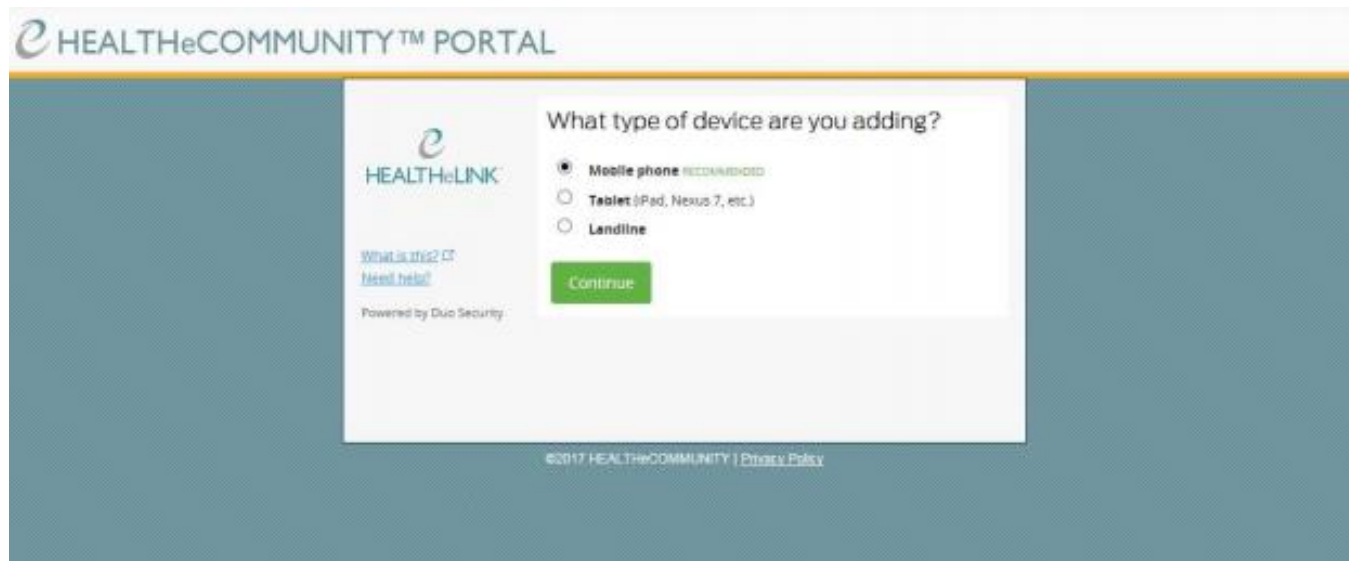
***Users who authenticate with a HEALTHeLINK issued token will be migrated later in January.**



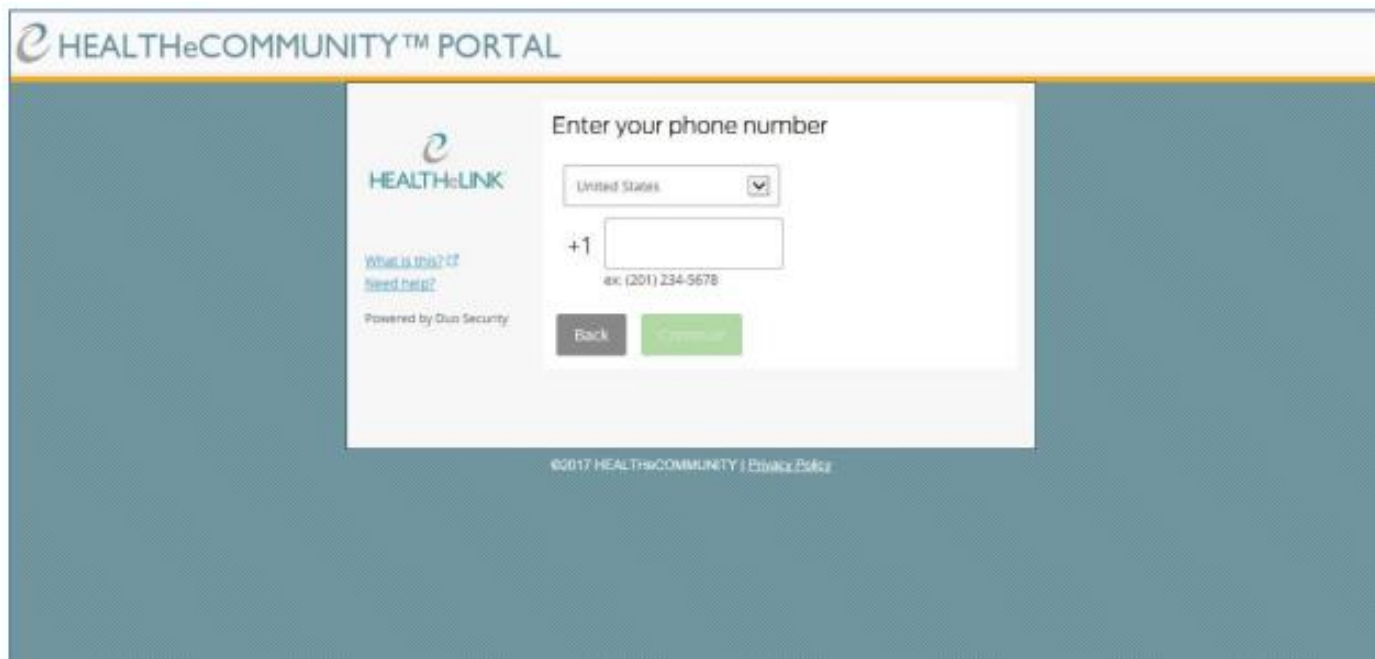
I. You can begin your registration by clicking on “Start setup” on the page below.



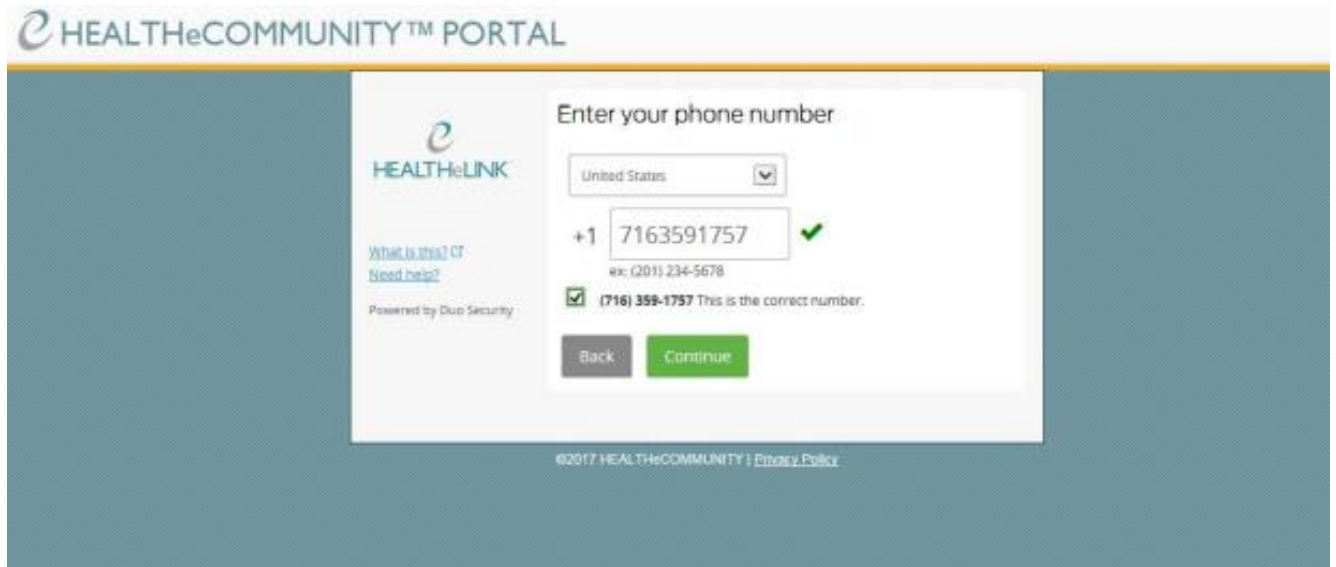
2. Select the device that you currently receive your TFA code on, mobile phone or your direct dial landline. Click “Continue”.



3. Enter your phone number as requested. It can be entered as xxxxxxxxxxx or xxx-xxx-xxxx.



4. Confirm your number by checking the box next to “This is the correct number”. Click “Continue”.

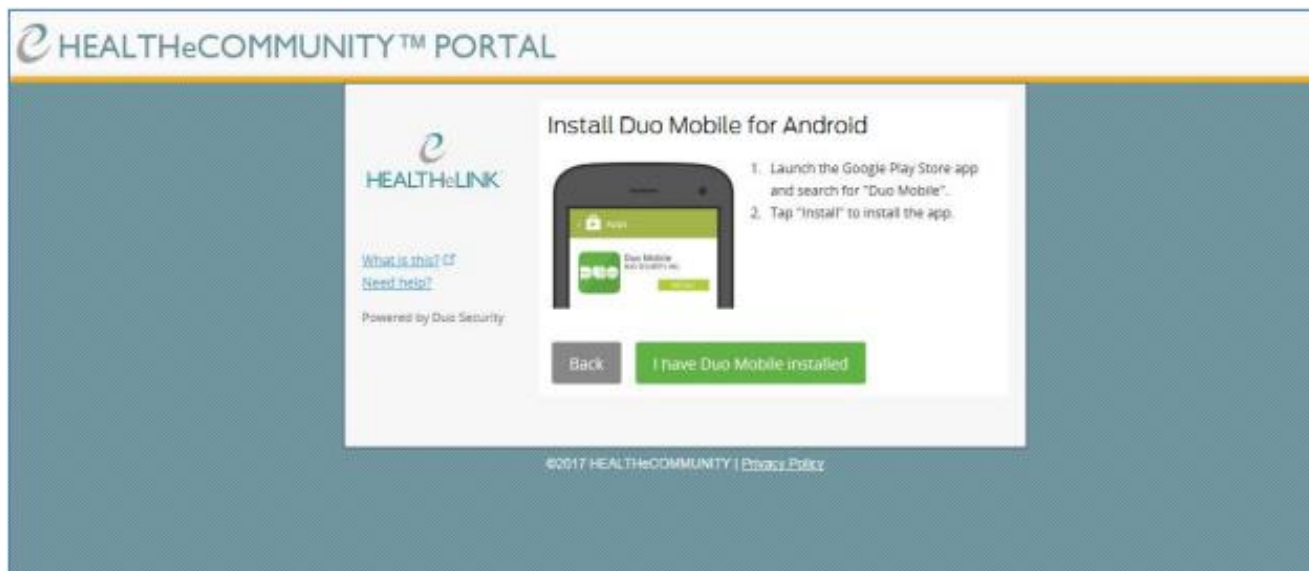


5. Select the type of phone you use. The iPhone and Android choices will require that you download the DUO App from “The App Store” or “Google Play Store” depending on the type phone you use. This app requires approximately 14 MB of storage space. HEALTHeLINK strongly recommends downloading the app to provide a more secure method of TFA. If you choose to **not download the app**, you must select “Other” to enable a text message or direct call to your mobile device. Once you have selected your device, click “Continue” to complete your registration.

If you chose to download the app, follow the instructions below once the app has been installed on your phone. If you selected “Other” for type of phone, continue to step 8 to complete your set up.



6. Click on “I have DUO Mobile installed” to continue.



7. Scan the barcode on the screen from the app to fully enable the push functionality. Click “Continue” once you have received the green check mark from scanning the barcode.



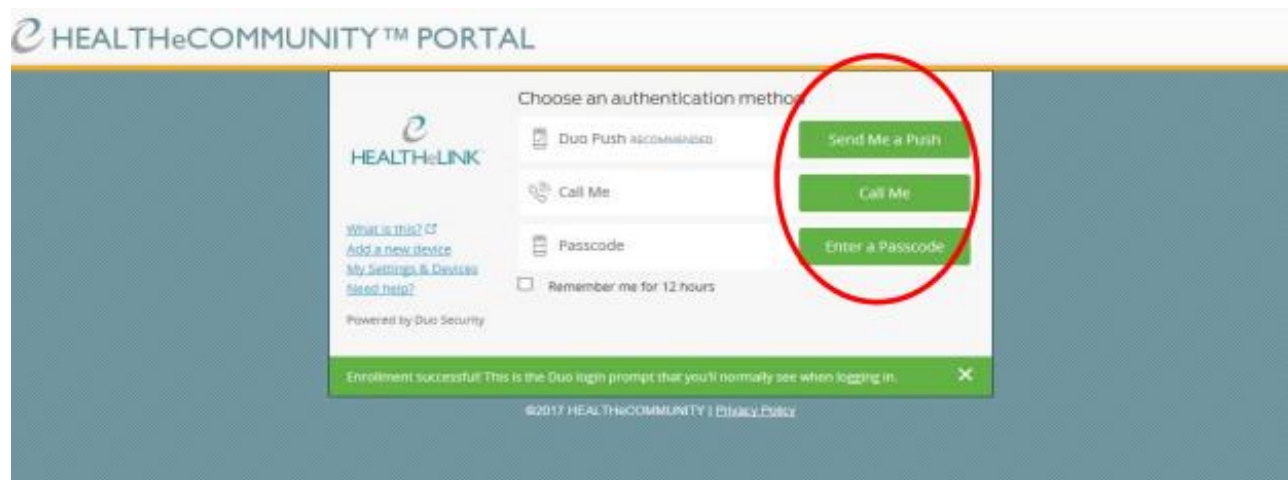
8. Select your default method of TFA on the screen. You can select your default from the dropdown menu next to “When I log in”. Leaving the drop down at “Ask me to choose an authentication method” will provide you the choice at each log in on how you will TFA at that time.



9. When prompted to choose an authentication method, select your TFA method for that log in:

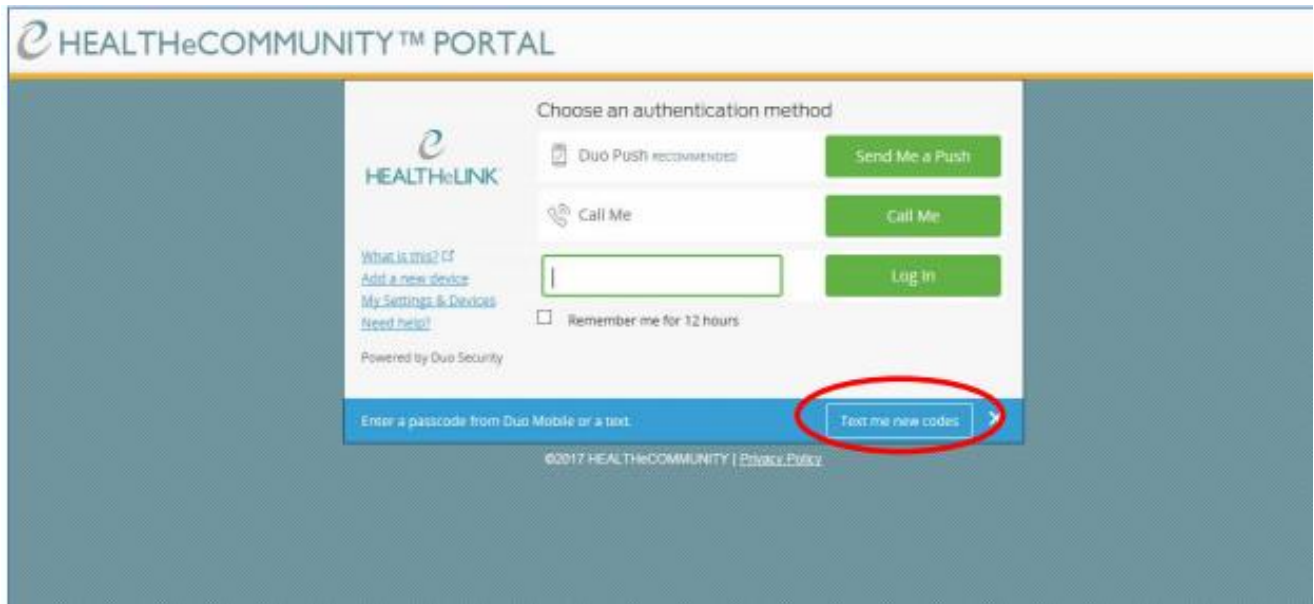
- Send Me a Push – Use the DUO App to accept the push, and will be logged in when complete.
- Call Me – DUO will call your phone, asking to select any key on your keypad to authenticate. You will be logged in when you have completed this step.
- Enter a Passcode – Enter the passcode texted to TFA device (see step 10).

***Remember to 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.**



10. If you selected “Enter a Passcode” option, you will also need to click on “Text me new codes” on the following screen to have the text sent to your phone.

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



Once this registration process is complete, you will not be asked again to define your TFA method, unless you ask for it to be changed by HEALTHeLINK.

*If you currently TFA using a HEALTHeLINK issued key fob, you will be scheduled to migrate to the new DUO method later in January 2018. More instructions to follow.

If you encounter any issues with this registration process, please contact the HEALTHeLINK help desk at 1-877-895-4724.