HealtheConnections Multi-Factor Authentication (MFA) Methods & Setup

Multi-Factor Authentication (MFA) is an added layer of security designed to ensure that only authorized users can access HealtheConnections resources. MFA requires two forms of verification to help protect your account from unauthorized access.

This guide is intended for individuals who have authorized access to the Health Information Exchange (HIE). It outlines available MFA methods, how to set them up, and how to log in using these methods. Setting up at least two MFA methods is recommended to provide a backup in case one method is unavailable. Okta Verify is the preferred method for an optimal experience and strong security.

Before beginning, ensure access to:

- A smartphone for app-based MFA (Okta Verify or Google Authenticator)
- Your email account for email-based MFA
- A phone line for phone call

During setup, one or more verification methods may be selected based on your personal preference. MFA methods may also be updated later by **contacting HealtheConnections**.

The quick links below allow users to jump directly to the sections most relevant to their needs.

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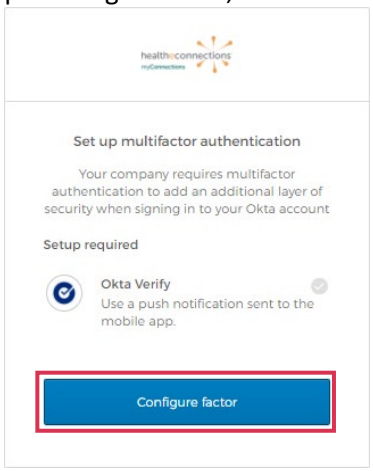
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Okta Verify MFA App Setup

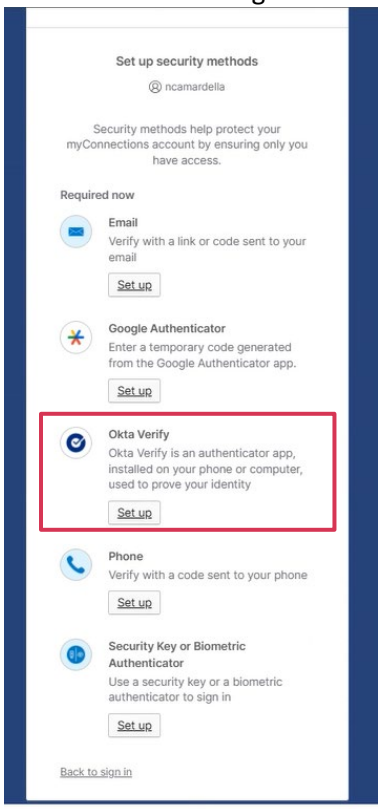
Okta Verify provides a secure, app-based method for MFA that delivers instant push notifications for authentication. This method offers the highest level of convenience and security for HealtheConnections accounts.

Setup Instructions

Navigate to the healtheconnections.org, select the HIE Portal Login button at the top of the screen. On the portal login screen, enter account credentials. When prompted for MFA, select Configure Factor.



From the list of configurable factors, select Okta Verify.

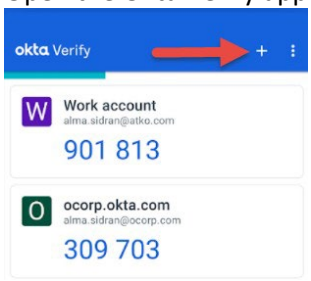


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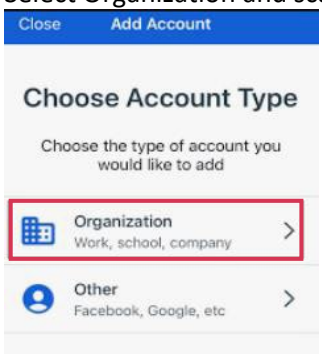
Download the Okta Verify application from Google Play or Apple App Store. The icon will look like this:



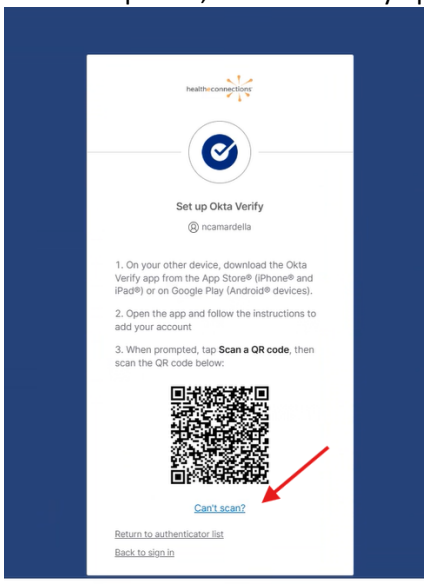
Open the Okta Verify app and tap the + icon to add HealtheConnections.



Select Organization and scan the QR code displayed on the login screen using the smartphone camera.



If the QR code cannot be scanned, select Can't scan? and follow the prompts to enter the phone number. Once completed, the Okta Verify app will be linked to the account.



Once the primary authentication method is verified, additional verification methods may be set up by following the prompts.

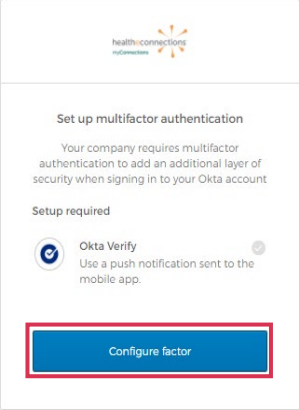
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Google MFA Setup

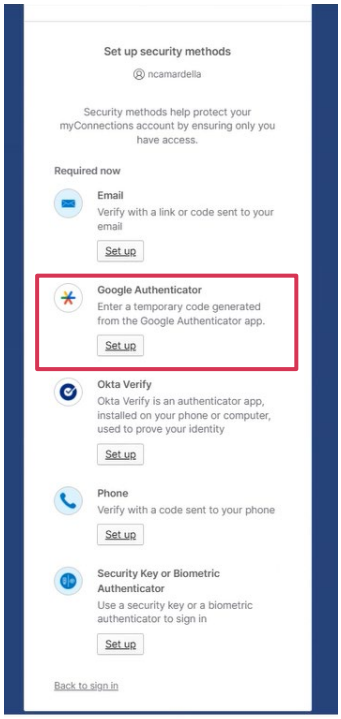
Google Authenticator generates time-based, one-time passcodes on a mobile device. This method provides an additional layer of security that does not rely on phone service or internet connectivity.

Setup Instructions

Navigate to the healtheconnections.org, select the HIE Portal Login button at the top of the screen. On the portal login screen, enter account credentials. When prompted for MFA, select Configure Factor.



Select the Device icon for Google Authenticator.

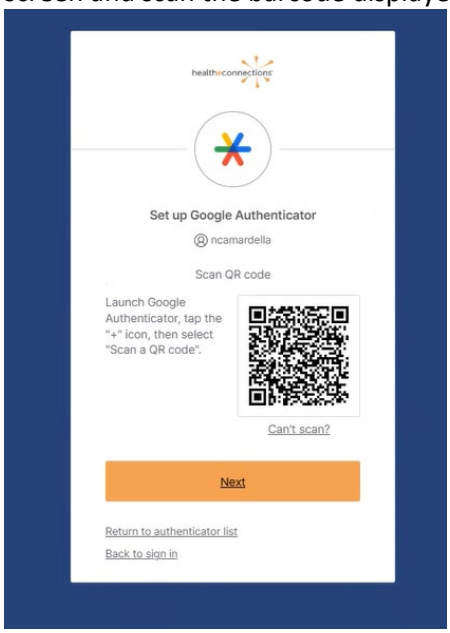


Install the Google Authenticator app from the Apple App Store or Google Play. The icon will look like this:



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Once the Google Authenticator app is installed, click Scan a Barcode. Hold the device to the computer screen and scan the barcode displayed on the computer screen. Click Next.



Enter the code generated in the app into the Google Authenticator setup screen on the computer. Select Verify to complete setup. Click Verify.

Once the primary authentication method is verified, additional verification methods may be set up by following the prompts.

*Optional: View a video walkthrough is available for reference **here**.*

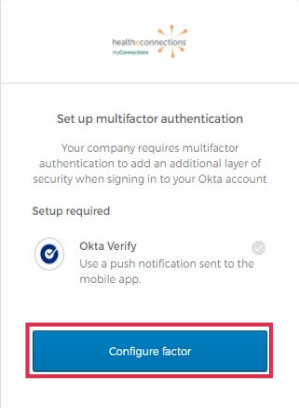
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Email MFA Setup

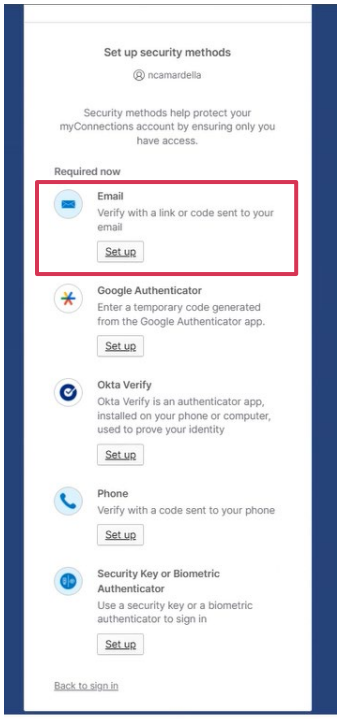
Email MFA sends a verification code to the registered email address. This method provides a straightforward, web-based way to confirm account access.

Setup Instructions

Navigate to the **healtheconnections.org**, select the HIE Portal Login button at the top of the screen. On the portal login screen, enter account credentials. When prompted for MFA, select Configure Factor.



Choose Email.



Type in your email, and click Verify.

Once the primary authentication method is verified, additional verification methods may be set up by following the prompts.

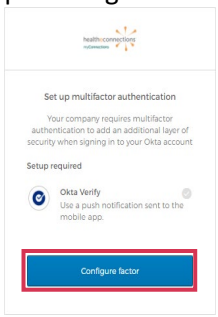
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FID02 Web MFA Setup

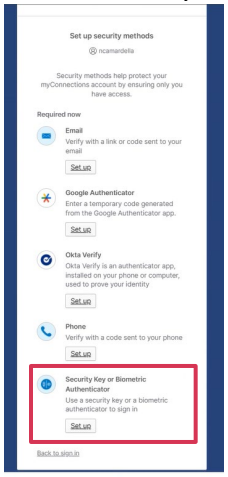
FID02 Web MFA allows registration of a security key or built-in authenticator for browser-based verification.

Setup Instructions

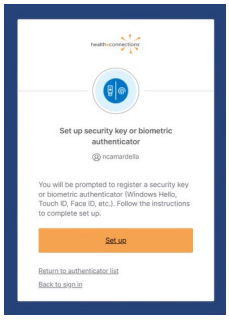
Navigate to the **healtheconnections.org**, select the HIE Portal Login button at the top of the screen. On the portal login screen, enter account credentials. When prompted for MFA, select Configure Factor.



Select Security Key or Biometric Authenticator.



Follow the on-screen prompts to register an authenticator via Web Authentication.



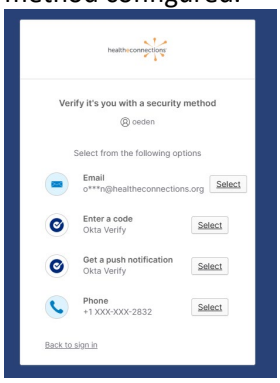
Once the primary authentication method is verified, additional verification methods may be set up by following the prompts.

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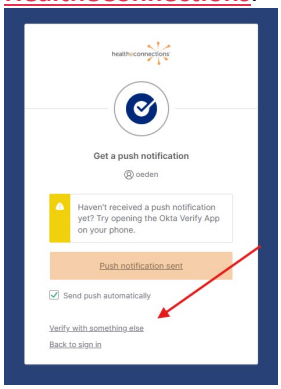
Login Process

Once MFA is setup, follow these instructions to login to the HIE portal.

Navigate to the **healtheconnections.org**, select the HIE Portal Login button at the top of the screen. On the portal login screen, enter account credentials. When prompted, authenticate by selecting the primary MFA method configured.

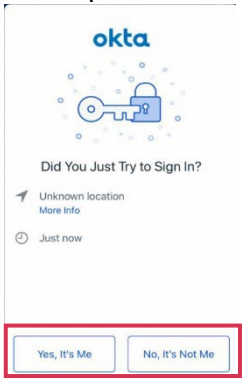


To use an alternative method, select Verify. To change MFA methods or add an alternative method, **contact HealtheConnections**.



Example: Okta Verify App

When using the Okta Verify app, a notification will appear indicating a logon attempt. Select Yes, It's Me, if the attempt is authorized. If the attempt is not recognized, select No, It's Not Me. Login is complete once MFA verification is successful.



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HealtheConnections Support

HealtheConnections is here to help and is your first stop for support. For questions or assistance, please contact HealtheConnections at:

- 315-671-2241 ex. 5
- Support@healtheconnections.org

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