



## Multi-factor Authentication FAQs for Users

### About MFA

#### What is Multi-Factor Authentication (MFA)?

Multi-factor authentication is an electronic authentication method requiring two sources of verification to gain access to a digital resource. Multi-factor authentication (MFA) is used to protect against hackers by ensuring that digital users are who they say they are.

#### Why is MFA required?

MFA is an effective way to provide enhanced security. Traditional usernames and passwords can be stolen, and they've become increasingly more vulnerable to malicious activity and cyber-attacks like phishing or brute force attacks. MFA creates multiple layers of security to help increase the confidence that the user requesting access is who they claim to be.

#### Why isn't primary authentication enough, what's wrong with passwords?

Passwords, in addition to being difficult to manage, are vulnerable to a variety of attacks like phishing, social engineering, etc. If hackers get a hold of a user's login credentials, they can access all of the user's resources. This is especially a threat if that user has access to privileged information

#### What are the benefits of MFA?

Lowers the chances of your identity becoming compromised.

Peace of mind knowing that sensitive patient data is made safer by an additional security layer.

MFA also adds a sense of mindfulness to authentication. By taking the time to add their second factor, users are reminded of the importance of identity security.

#### What is Okta?

Okta is a software company that helps businesses manage digital security.

### Commonly Asked MFA Questions

#### Which MFA factors does HealthConnections support?

HealthConnections supports the below MFA options:

- Okta Verify app
- Google Authenticator
- SMS authentication
- Email authentication
- Voice call authentication
- FIDO2 WebAuthn



### **Do I need to set up MFA again if I registered previously?**

No. Once you have configured MFA on your myConnections account, you do not need to set it again unless you are changing factors or need to reset your factors (i.e., get a new phone number/email address).

### **Can I turn off MFA?**

No, you cannot choose to opt-out or turn off MFA.

### **Can I register more than one device for MFA?**

No, you cannot register two devices, tokens, phone numbers, or email addresses for a single account. However, selecting two or more MFA methods is acceptable.

### **How do I set up and register my MFA?**

- User accesses myConnections
- User is redirected to set up and register for MFA
- User selects and submits MFA type/s
- User is redirected to myConnections
- User can then login with their myConnections credentials to resume portal use

### **How do I register a new device for MFA?**

If you need to register a new device or change your MFA factor please contact the HealthConnections Support Team by calling 315-671-2241 x5 or email [support@healthconnections.org](mailto:support@healthconnections.org)

### **What can I do if I am stuck on the “Enrolling Your Device” screen on the phone I want to use for MFA?**

If you get stuck in a loop when attempting to register via SMS or email, or you are not getting any code to enter or any push notification, it means your device may not have enrolled correctly. In this case, contact the HealthConnections Support Team by calling 315-671-2241 x5 or email [support@healthconnections.org](mailto:support@healthconnections.org)

### **Why do I keep seeing MFA prompts after I’ve selected “Do not challenge me on this device again”?**

If you continue to see MFA prompts after selecting “Do not challenge me on this device again,” it could be a cookie management issue:

- Cookie management: The “Do not challenge me again” choice is captured in a browser cookie. If you’ve recently cleared your cookies, or are using a new browser (like Chrome, Internet Explorer, Mozilla Firefox), it won’t remember the choice.



**How many attempts do I have until I am locked out of my account?**

After three failed attempts, you will be locked out of your account and prompted to reset your password.

**Account Troubleshooting**

**What if I forgot my password or am locked out of my account?**

To change your myConnections password, click the “Reset password or unlock account” button on the portal sign-in screen, or contact our Support Team by calling 315-671-2241 x5 or email [support@healthconnections.org](mailto:support@healthconnections.org)

**How do I re-enroll in myConnections?**

Contact the HealthConnections Support Team by calling 315-671-2241 x5 or email [support@healthconnections.org](mailto:support@healthconnections.org)