

MH-WIN Multi Factor Authentication User Guide for Provider Organizations

Created: 7/22/22



Why use MFA?

- With the rise in cybercrime, using only a password is simply not enough.
- Like your doctor with your information, **It's our duty is to protect the information trusted to us by the people we support.** According to [Experian](#), Data from medical identities is 20 to 50 times more valuable than data from financial sources.



Installing An Authenticator

- First, You will need to install an authenticator token app. There are multiple authenticator app choices, you should select only one to use with MH-Win.
- This guide will provide you steps to install an authenticator on a phone. In the examples we will be using an iPhone and the Microsoft Authenticator app.
- If you are using an Android phone, installing Google Authenticator (or others) the process should be very similar if not the same.



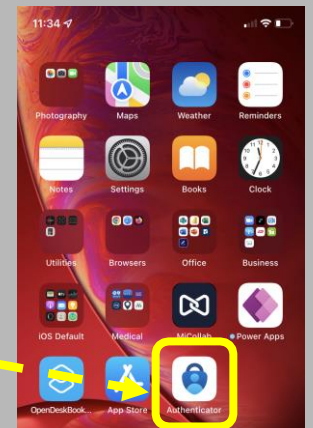
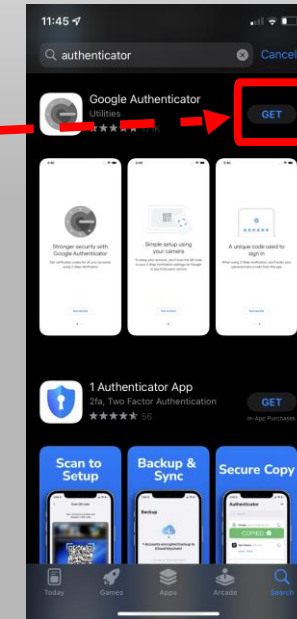
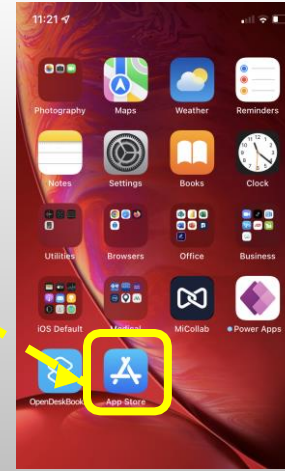
Installing the Authenticator App

- Touch the App store (or Play store) Icon
- Find an authenticator App in the store and install. The most common authenticator apps are*:
 - Google Authenticator
 - Microsoft Authenticator

*You can use any that support Time-based One Time Passwords (TOTP)

- Return to you phone's home screen and verify that the authenticator app installed.

You don't need to open it yet we will do that in a later step.



Setting up MFA on MH-WIN

- Once you have been added to the MFA group in MH-WIN, the next time you login you will be asked to setup your MFA app.
- The page similar to this will be displayed by MH-WIN. The QR code (square area of dots) is what the phone Authenticator app will use to set up MFA.

How it works


By enabling 2-factor authentication, your account will be protected with both your password and your phone. Each time you login, you will be prompted to enter a verification code provided via the Authenticator App which will need to be entered before accessing the system.

Set up Authenticator

- Download the Authenticator App
 - If you have an **Android** device, you can get the app from the [Play Store](#), or
 - If you have an **iPhone**, you can get the app from the [App Store](#)
- In the App select **Set up account**
- Choose **Scan barcode**
- Using your phone's camera, point to the below **QR code** in order to register the 2-factor code to the App

Having trouble scanning the below code?

If you are unable to scan the below code for any reason, click the below **Unable to scan?** link to manually enter the code into the Authenticator App.

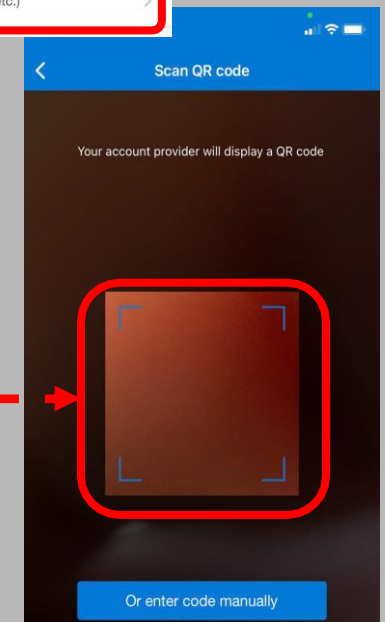
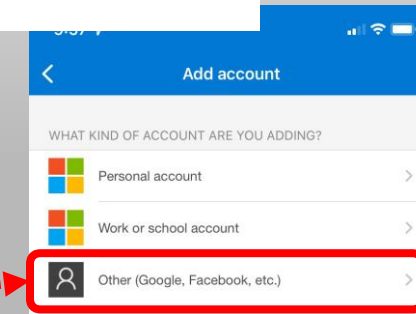
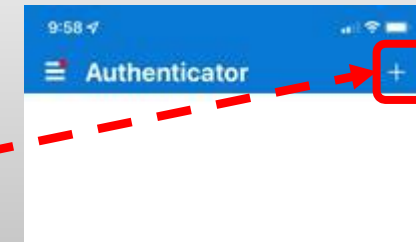


Unable to scan?

Cancel Next

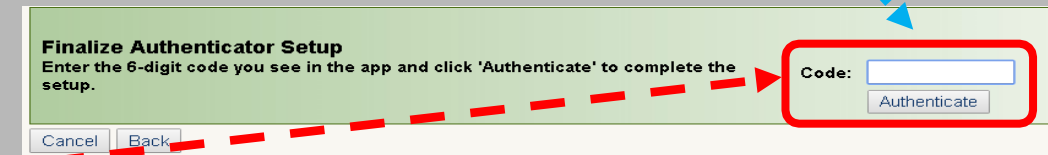
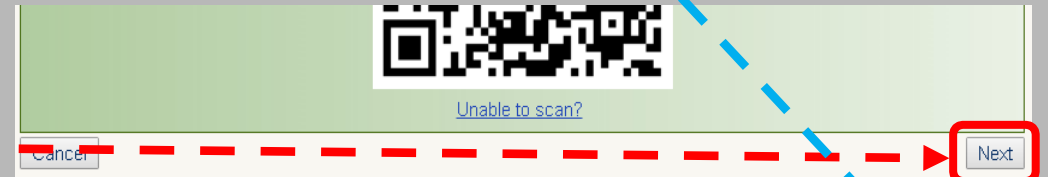
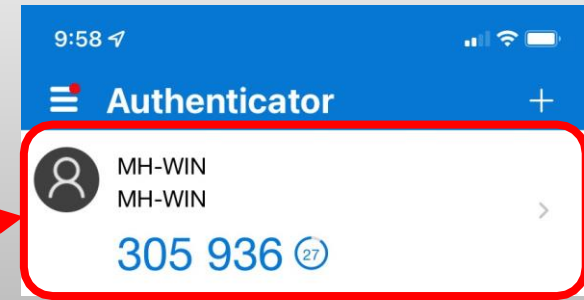
Setting up MFA on MH-WIN

- Once you have the MH-WIN screen with the QR code, open the Authenticator app on your phone and touch the + (Google Authenticator will have the + in the lower right corner)
- On the Add Account screen touch Other (on Google Authenticator select the “Scan a barcode” option)
- The Scan QR Code will appear, point your phone’s camera at the computer screen and center the MH-WIN QR Code within the box.



Setting up MFA on MH-WIN (Cont.)

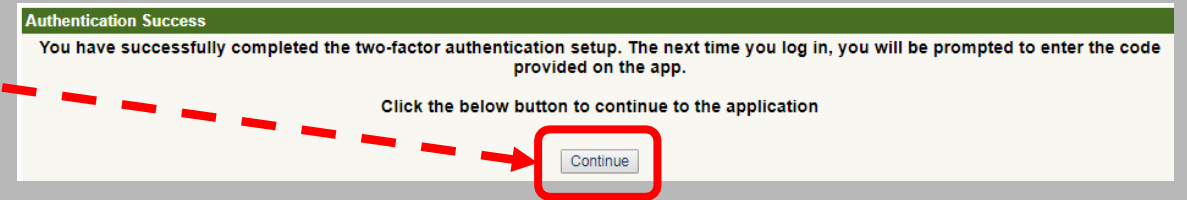
- MH-WIN should now appear on the Authenticator list with a 6 digit code below
- On the computer MH-WIN screen click the next button.
- On the next screen, enter the 6 digit code* shown in the Authenticator app in the code box and click the Authenticate button



*Enter only numbers, DO NOT include spaces dashes or other symbols even if displayed in the authenticator app.

Setting up MFA on MH-WIN (Cont.)

- You should now see a message from MH-WIN that show the MFA setup is complete
- Click the continue button

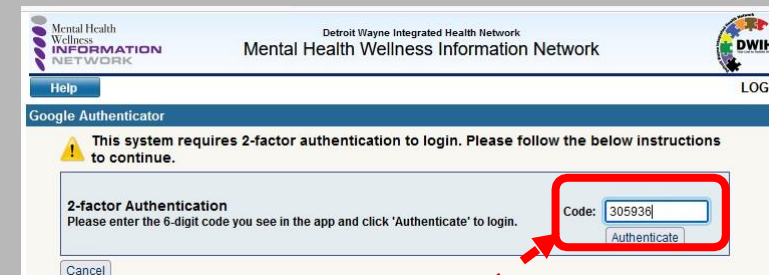
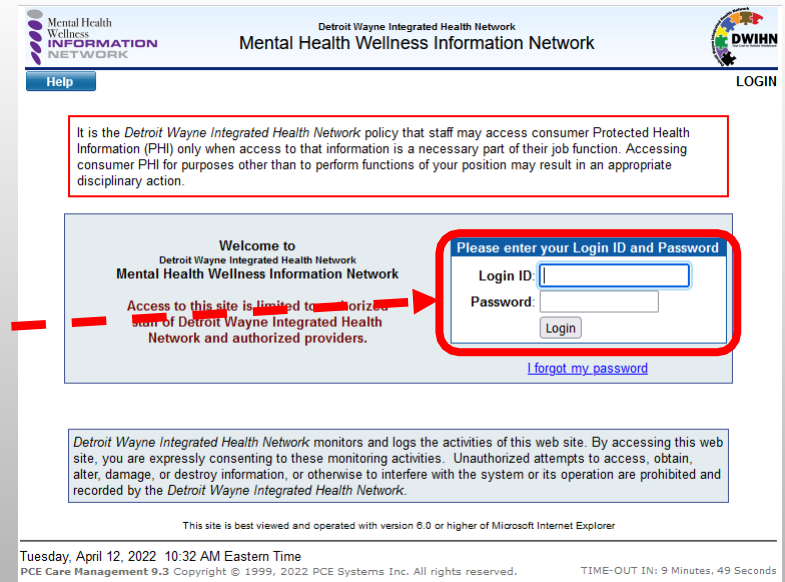


CONGRATULATIONS!

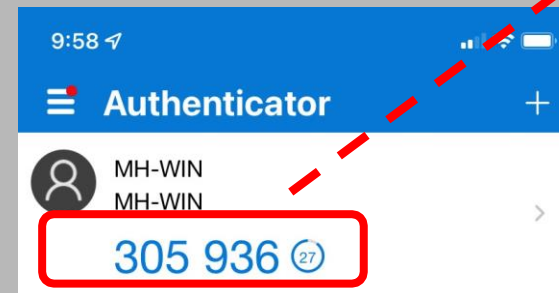
MFA set up is complete!

Logging in with MFA

- On the MH-WIN login page enter your Username and password as normal.
- You will be presented with the MFA code screen
- Open the Authenticator App on your phone and enter the 6 digit code* into the Code field and click the authenticate button.



*Enter only numbers, DO NOT include spaces dashes or other symbols even if displayed in the authenticator app.



Encountering Problems

- Each Provider organization will have their own MH-Win MFA contact.
- Check with your organization's contact for assistance.

