MH-WIN Multi Factor Authentication User Guide for Provider Organizations

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Detroit Wayne Integrated Health Network

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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.

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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.
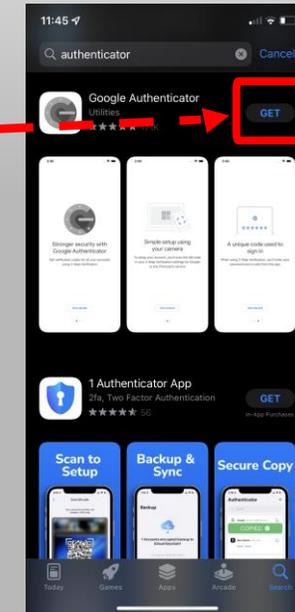
Setting up MFA on MH-WIN

- 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.
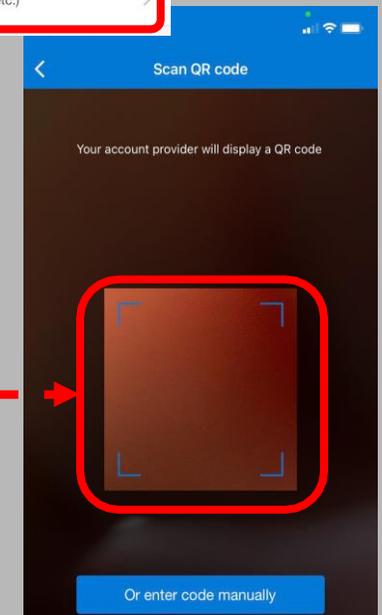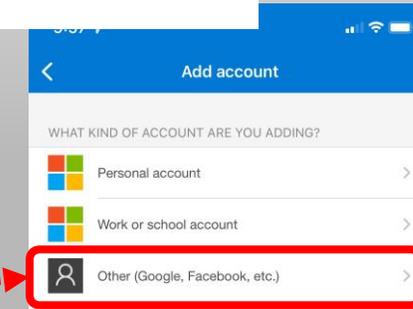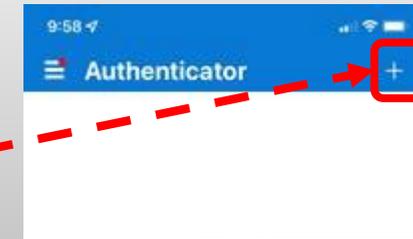
Setting up MFA on MH-WIN (Cont.)

- 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!

Authentication Success

You have successfully completed the two-factor authentication setup. The next time you log in, you will be prompted to enter the code provided on the app.

Click the below button to continue to the application

Continue

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.
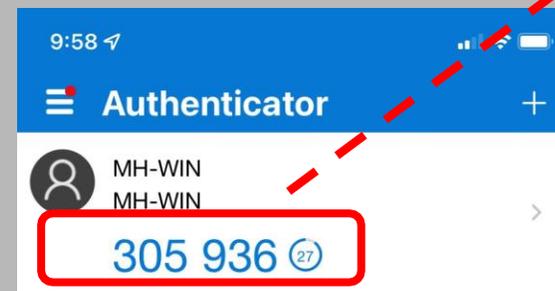
Encountering Problems

- Each Provider organization will have their own MH-Win MFA contact.

- Check with your organization's contact for assistance.

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