

# HealthSmart Multi-Factor Authentication (MFA) Guide

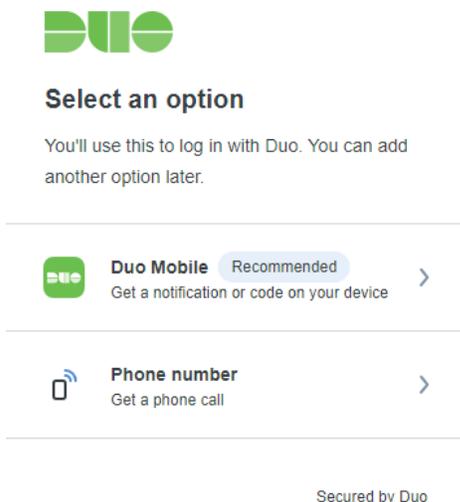
The options outlined in this document refer to the Cisco Duo product that is used for MFA implementation on all external HealthSmart websites/portals that require a login to authenticate.

**The processes and images shown in this document are a generic representation of what a website/portal consumer (end user) will see during the initial MFA/Duo registration process and may vary slightly.** If the consumer already has an account for a specific website/portal, their existing account credentials will function as they always have. The MFA process is a secondary step in that login process after using the existing credentials for the website/portal. Initial MFA/Duo registration is only required once per website/portal, per user account. Each subsequent login will require MFA.

1. Access the specific HealthSmart website/portal through the usual process.
2. Login to the website/portal with the existing credentials. If an account does not exist, use the website's account request procedures.
3. After successful account login, the website/portal will display the first step in the Duo process.



- a. Click Next through information screens until the "Select an Option" screen is displayed.
4. Select a Duo Option.



- a. The Duo Mobile app is the recommended option. This option requires a smart/mobile device to download and install the Duo mobile app. The Duo app will be used in all future MFA processes for HealthSmart sites/portals.
- b. The Duo app is only supported on Apple and Android devices.

- c. The other option available is to receive a phone call if it is not possible to use the Duo mobile app. With this option, the Duo system will place an automated call to the phone number entered to complete the MFA process during each future login. With this option **DO NOT use a shared number or office number.** Only a direct dial line or personal phone should be used.

5. Selecting the Duo Mobile option.

- a. Click the “Duo Mobile” option.

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### Enter your phone number

You'll have the option to log in with Duo Mobile.

Country code Phone number

+1

Example: "201-555-5555"

Add phone number

[I have a tablet](#)

Secured by Duo

- b. Enter the phone number associated with the smart device. *(Select the tablet option if there is no associated number.)*
  - i. Click “Add phone number” when complete.
- c. Verify the phone number was entered correctly when prompted.

6. Confirm phone number ownership.

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### Confirm ownership

(440) [REDACTED]

Call my phone

Secured by Duo

- a. Click the “Call my phone” button and Duo will call the number entered to verify ownership of that phone/number.

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## Passcode sent

Enter the two-factor authentication passcode sent to (440) [REDACTED]

Verify

Sent! You can resend in 7 seconds...

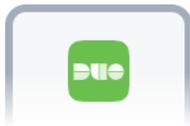
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- b. Enter the verification code provided by the Duo system via the phone call.
7. Once the number is verified, download the Duo mobile app.

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## Download Duo Mobile

On your mobile device, download the app from the [App Store](#) or [Google Play](#).



Next

Secured by Duo

- a. Click the links provided to go to the appropriate app store if processing this guide on the mobile device, or use your mobile device and the Apple app store or Google Play store to find and download the Duo Mobile app.
  - b. Click Next once the app is installed on your mobile device.
8. Add an account for this website/portal in the DUO app.

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## Scan this code in Duo Mobile

In the app, select **Use QR code** to scan.



[Get an activation link instead](#)

Secured by Duo

- a. In the Duo app, select the “Add” option on the Accounts page, or “Setup An Account” if this is the first time using Duo.
  - i. Select the “Use QR code” option.
  - ii. Scan the QR code shown on the screen on the website/portal.
    1. **Do NOT scan the QR code in this document as it will not match your account.**
  - iii. Alternately, use the “Get activation link instead” option if the QR code process is not possible with your device.
- b. In the Duo app, name the account or accept the default name of HealthSmart.
- c. Confirmation will be displayed once the account has been added to the Duo app.



✓ **Added Duo Mobile**

You can now use Duo Mobile to log in using a push notification sent to your mobile device.

**Since you added a phone number, you can also use phone calls.**



Secured by Duo

9. Setup is complete!

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**Setup completed!**

You're ready to log in with Duo.



Secured by Duo

- a. Click the “Log in with Duo” button to proceed.
10. The system will now send a push request to your Duo app to complete the MFA process and finish your login.



## Check for a Duo Push

Verify it's you by approving the notification...

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### Enter your phone number

You'll get codes from Duo at this number to use when you log in.

Country code  Phone number

Example: "201-555-5555"

This is a landline phone

Secured by Duo

- a. Confirm the request in the Duo app.



## Success!

Logging you in...



- b. You should now be logged into the website/portal.
11. Selecting the Phone Number Option (call a phone instead of the Duo app).
    - a. On the initial Duo setup screen, if the Duo mobile app is not an option, the Phone Number (Get a phone call) option is available. The Duo system will register a phone number and call that number for each MFA process during future logins.
    - b. Select this option and follow the on-screen prompts to setup and verify the phone number.
    - c. **DO NOT use a shared number or office number.** Only a direct dial line or personal phone should be used.
  12. All future logins will require MFA, but the registration process outlined in this document is only required once per user account and device. Some HealthSmart sites may offer additional MFA account options after the initial DUO process is complete. Refer to the account area of each website/portal for more information.
  13. A video representation of this Duo registration process is available at the link below. The video shows similar steps to this guide but may vary slightly from the actual process.
    - a. <https://www.healthsmart.com/HealthSmart/media/duo/DUO-Registration.mp4>

#### 14. Add or Manage Devices After Enrollment

- a. If enabled by the administrator, you can add a new authentication device or manage your existing devices in the future via the Duo Prompt.
- b. Otherwise, contact the HealthSmart web support number at 800-638-0968 if you ever need to change your phone number, re-activate Duo Mobile, or add an additional phone.