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Two Factor Authentication (2FA) in

CareConnect

Effective: 04/11/2022

For added security, we are enabling Two Factor Authentication (2FA) for CareConnect. 2FA will insure a secure and private login to CareConnect and is quite easy to setup.

Two Factor Authentication (2FA) has two methods of setup:

- Method 1: Epic Authenticator Application using your mobile device (Recommended!)
- Method 2: Email Notification with a Choose Your Authentication Method



The method you choose will be used each time you log in to CareConnect. The method may be changed if desired.

Method 1: Epic Authenticator Application / Mobile App

1. Install the Epic Authenticator Application to your mobile device. It is available from Google Play Store or Apple App Store.



2. Once installed, open the Epic Authenticator App. The Get Started will open.



- 3. Log In to CareConnect. Enter your Username and Password.
- 4. Select "Mobile App".



5. Select 🚟 Scan Code

on your Mobile Device and scan the barcode, then click "Next"



6. Epic Authenticator App will start generating a code every 30 seconds. Enter the code and click *"Verify"*.



7. The Record This Reset Code window opens. Record this code in case you need to do a reset in the future. Select "I wrote down the reset code" and click "Finish".



Method 2: Email

- 1. Open your Email Application.
- 2. Log In to CareConnect. Enter your Username and Password.
- 3. Select "Email".



4. Enter your email address and select "Next".

1	2		\rangle	3
Set Up Ema	ail Auth	entica	ation	
Enter the email address	where you wil	receive pas	scodes.	
Email Address	,			
	1		7	
tmoimedicai@gmail.con	n			
		4	- Back	→ Next

- 5. Open the CareConnect email received. If not in Inbox, check your Spam Folder. Enter the code provided and click *"Verify"*.
 - a. Please Note: You will receive an E-Mail from **FMOLHS CareConnect Team** with the subject *"CareConnect Authentication Passcode"*.

1 2 3
Confirm Authentication
Enter the code we just sent to fm@gmail.com
Re-send Code Change Email
Passcode
71613B
← Back → Verify

6. The **Record This Reset Code** window opens. Record this code in case you need to do a reset in the future. Select *"I wrote down the reset code"* and click "*Finish"*.

1 2 3		
Record This Reset Code		
Your account is now set up with extra security. If you lose access to your chosen authentication method, you need to enter the following reset code or contact your system administrator to perform this setup again.		
Write down this reset code and keep it safe and private. Use this reset code only if you need to change how you receive passcodes.		
Your Reset Code		
KNTJLGSX		
✓ I wrote down the reset code		

Using 2FA for Login to CareConnect

- 1. Open Epic Authenticator or your Email Application.
- 2. Log In to CareConnect. Enter your Username and Password.
- 3. Enter the code generated by Epic Authenticator or located in your email.

Enter Use the code	Your Passcode	
	380133	
	✓ Remember me	
	Cancel	
	Having trouble? Reset additional authentication	

4. Select "*Remember me*". This will allow you to login for the rest of the day on this workstation only without 2FA. Click *"Log In"*.

If a situation arises where your mobile device has been replaced or your email address has changed, you may not be able to provide a passcode for 2FA. In this case:

- 1. Log In to CareConnect. Enter your Username and Password.
- 2. In the Enter Your Passcode screen, click on "Reset additional authentication" link.
- 3. On the next screen, enter the Special Passcode you had to write down upon initial setup of 2FA.
- 4. Follow the Method 1 or Method 2 procedure to setup your new 2FA access.

Changing your 2FA Method

Should you need to change your current 2FA method from Mobile App to Email or vice versa, perform the following:

- 1. Log In to CareConnect. Enter your Username and Password.
- 2. Complete your 2FA Passcode.
- 3. At the CareConnect Welcome Screen, click "Menu", then "Settings".

		Henu Log Out
Home	Patient	
In Basket	SnapShot	*
Patient List	Chart Review	Seconds
Referral Search	Care Everywhere	â
Schedules	Results Review	Secure
Upcoming Appts - My Patients	Flowsheets	
	Alleraies	

4. Select Reset Additional Authentication

Settings		
	User Settings Change Password Change the password that you use to log in.	Patient Se Specify the
	Reset Additional Authentication Set up a new way to get passcodes.	

5. Enter the passcode provided by Epic Authenticator or Email and select "Reset".

Use the code gen	erated by your aut	thenticator.	
Passcode:	124379		
	Pa Reset	X Cancel	

6. Once the reset is completed, follow the Method 1 or Method 2 procedure to setup your new 2FA access.

Should you need assistance with setting up 2FA, please call IS Support Center (866) 532-4772.