



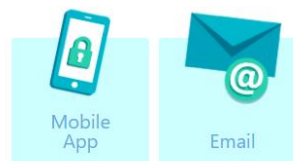
## Two Factor Authentication (2FA) in CareConnect

**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:

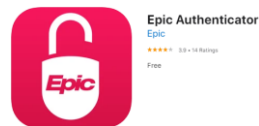
- **Method 1: Epic Authenticator Application** using your mobile device (*Recommended!*)
- **Method 2: Email Notification** with a [Choose Your Authentication Method](#)



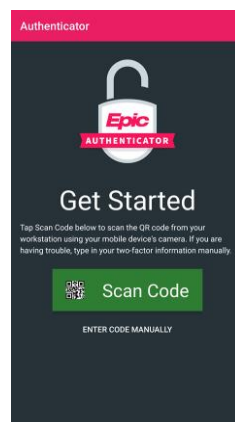
The method you choose will be used each time you log in to CareConnect. The method may be changed if desired.

### Method 1: Epic Authenticator Application / Mobile App

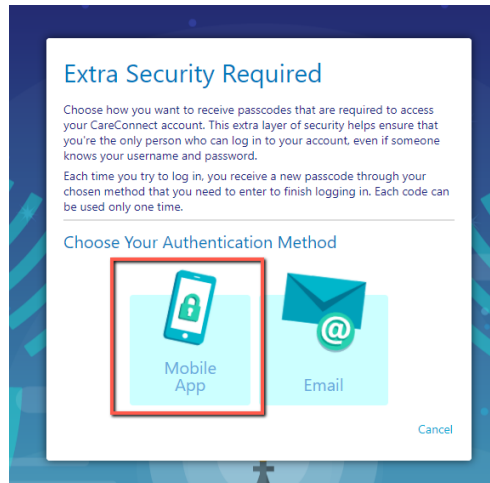
1. Install the Epic Authenticator Application to your mobile device. It is available from Google Play Store or Apple App Store.



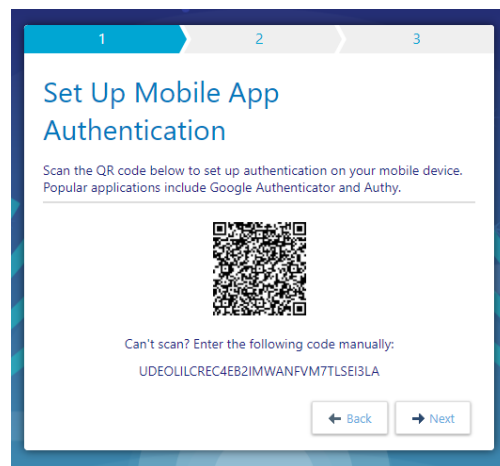
2. Once installed, open the **Epic Authenticator App**. The **Get Started** will open.



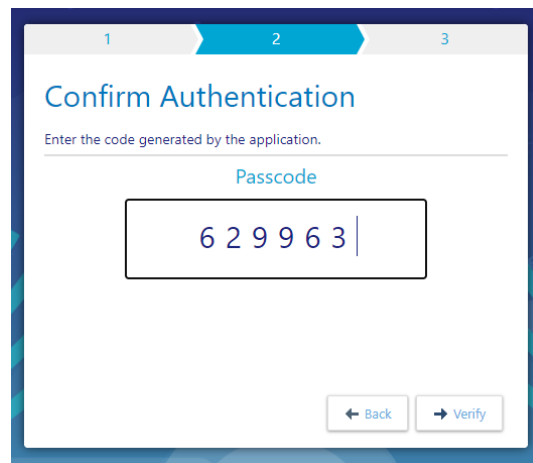
3. Log In to **CareConnect**. Enter your Username and Password.
4. Select **“Mobile App”**.



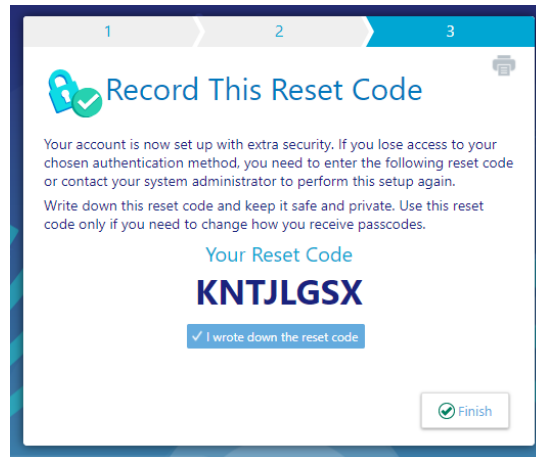
5. Select  **Scan Code** on your Mobile Device and scan the barcode, then click **“Next”**



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

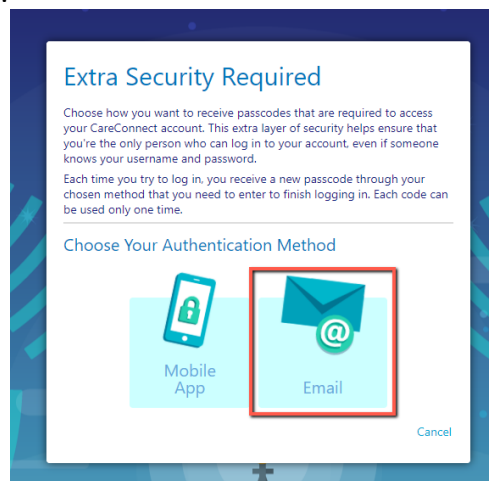


7. The **Record This Reset Code** window opens. Record this code in case you need to do a reset in the future. Select *“I wrote down the reset code”* and click **“Finish”**.

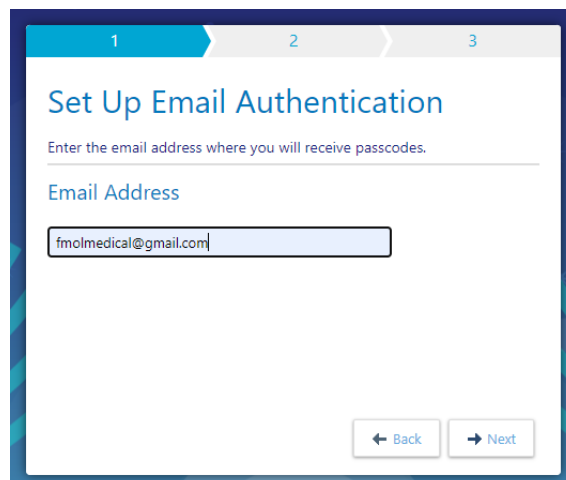


## Method 2: Email

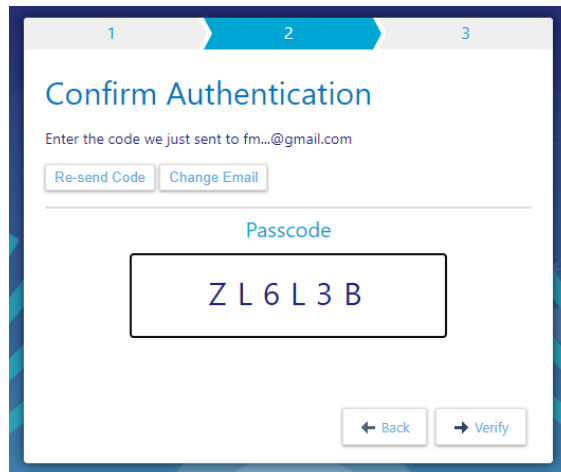
1. Open your Email Application.
2. Log In to CareConnect. Enter your Username and Password.
3. Select **“Email”**.



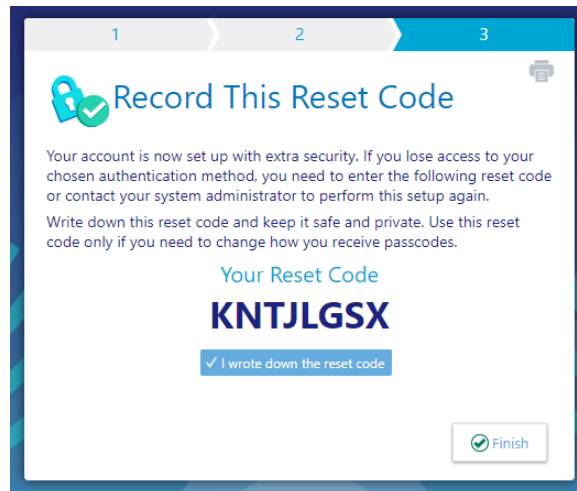
4. Enter your email address and select **“Next”**.



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”**.

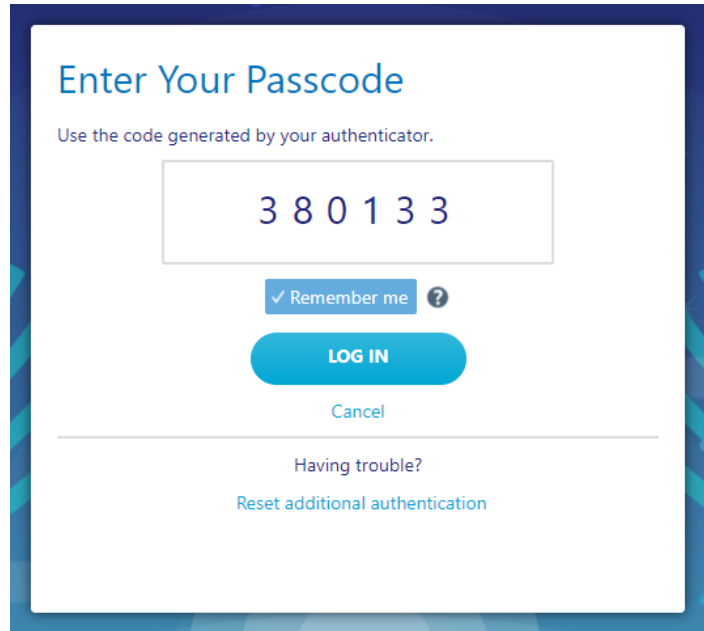


6. The **Record This Reset Code** window opens. Record this code in case you need to do a reset in the future. Select **“I wrote down the reset code”** and click **“Finish”**.



## 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.



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”**.

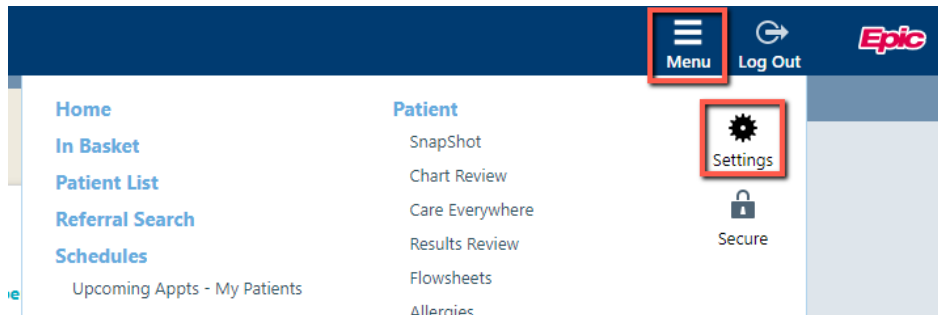
If a situation arises where your mobile device has been replaced or your email address has changed, you may not be able to provide a passcode for 2FA. In this case:

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.

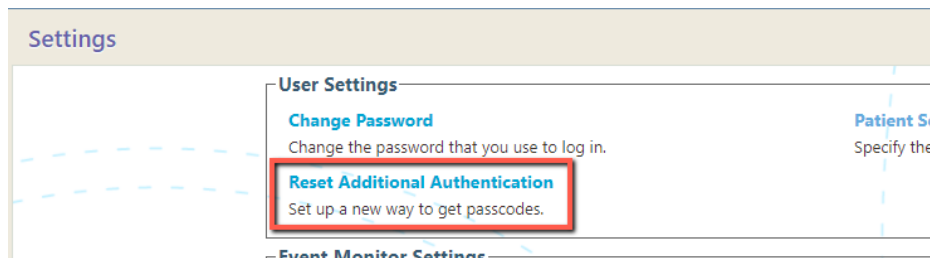
## Changing your 2FA Method

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”**.



4. Select **Reset Additional Authentication**



5. Enter the passcode provided by Epic Authenticator or Email and select **“Reset”**.

Use the code generated by your authenticator.

Passcode:



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**.