

Google Authenticator FAQs

General

1. What is Multi-Factor Authentication (MFA)?

Please refer to the section [Login to the Clinical Portal Using Multi-Factor Authentication](#) on the [Clinical Portal](#) webpage for a detailed explanation of MFA and how it is used in OneHealthPort's applications and participating payer websites.
2. What is Google Authenticator?

Google Authenticator is a free App that you can download to your Apple or Android device that generates a passcode to be used when logging in to applications that require additional levels of security.
3. If I am prompted to use MFA at one of the OneHealthPort applications or participating payer websites, will I be prompted to use MFA for all of the applications or websites I use at OneHealthPort?

No. Each application and participating payer website decides which (if any) MFA method is required for access. Some OneHealthPort applications and participating payer websites require MFA while others do not.
4. My workplace policy states that I cannot use cell phones or other similar devices at work for use with the Google Authenticator. What should I do?

Each organization is responsible for their workplace policies regarding cell phone or other mobile device usage. Without a change in your organization's policy, you cannot access OneHealthPort applications or participating payer websites that require use of Google Authenticator.
5. What if I don't want to use my personal phone for work reasons?

The Google Authenticator App is a free App and does not use data package or cell phone minutes. If you still have reservations about using your personal device, please talk to your supervisor for possible alternatives to using your personal cell phone.
6. I lost my phone or device that had the Google Authenticator App. What do I do?

You can set up Google Authenticator on a new (or other) device or phone and re-link to your OneHealthPort Single Sign-On (SSO) account by accessing the link in the application that says [Click here to email instructions on how to download the Google Authenticator application](#). Step-by-step instructions are also available in the section [Login to the Clinical Portal Using Multi-Factor Authentication](#) on the [Clinical Portal](#) webpage.
7. I used secret questions to access another application at OneHealthPort, why can't I use that to access the Clinical Portal?

The Clinical Portal currently requires all users to use the Google Authenticator to login. Any other multi-factor authentication methods used in other OneHealthPort applications will not be applicable to gain access to the Clinical Portal.

Downloading the App and linking to your OneHealthPort SSO account

1. Do I have to pay to download the App?
No. The App is available for free for Apple and Android devices.
2. Before downloading the App I am asked to enter my credit card information. Do I need to do that?
No. In both Apple and Android devices you have the option to skip this step.
3. Will the App consume my data or cell phone minutes?
The initial download of the App might consume some of your data if you are not using Wi-Fi. However, once downloaded and linked to your OneHealthPort SSO account, the App works without using data or cell phone minutes.
4. How do I download and link my OneHealthPort SSO account?
For detailed instructions using Apple and Android devices, please visit the section [Login to the Clinical Portal Using Multi-Factor Authentication](#) on the [Clinical Portal](#) webpage.
5. How do I know that I have successfully linked my OneHealthPort SSO account?
When your OneHealthPort SSO account is successfully linked you will see a rolling 6-digit number (passcode) show on the Google Authenticator application. You will see “OneHealthPort” next to the passcode identifying that passcode is to be used for OneHealthPort applications or participating payer websites.

Using the Google Authenticator

1. How many times can I attempt to login with my Google Authenticator passcode before the application or website logs me out?
After four wrong passcode attempts, the application or participating payer website will require the user to login with their OneHealthPort SSO username and password again.
2. I typed in my passcode and before I could proceed to the next step and the code changed. Am I required to type in the new passcode?
You do not need to re-type the new passcode. The application or website will accept the previously entered passcode as valid authentication of the user.
3. Why aren't my Google Authenticator passcodes working?
If you have multiple accounts linked in your Google Authenticator App, be sure the passcode you are entering is for the OneHealthPort account (you will see “OneHealthPort” next to the passcode). If that doesn't work, try deleting the account on the App and re-link your account. The steps to re-link to your OneHealthPort SSO account are specified in the detailed training materials available in the section [Login to the Clinical Portal Using Multi-Factor Authentication](#) on the [Clinical Portal](#) webpage.

Help and Support

1. Who do I contact for additional help and support?
For general questions, you can contact the OneHealthPort Help Desk at 1.800.973.4797 (toll free) 24 hours a day, seven days a week
2. I am unsure if my organization is registered with OneHealthPort for an SSO account. Who do I call?
For general questions, you can contact the OneHealthPort help desk at 1.800.973.4797 (toll free) 24 hours a day, seven days a week
3. I am unsure if my organization has a HIE Participation Agreement with OneHealthPort. How do I find out?
You can view a list of [Participants](#) to see if your organization has a HIE Participation Agreement with OneHealthPort. If your organization would like to execute a HIE Participation Agreement visit the OneHealthPort HIE Contracting [website](#). If you have additional questions please submit a [OneHealthPort HIE Support Request Form](#).
4. How do I find out the OneHealthPort SSO Administrators for my organization?
Login to [Subscriber Login](#) and select [My Administrators](#) to view the list of administrators for your organization. You can also contact the OneHealthPort help desk at 1.800.973.4797 (toll free) 24 hours a day, seven days a week.