Google Authenticator FAQs

General

1. **What is Multi-Factor Authentication (MFA)?**
   Please refer to *what is Multi-Factor Authentication* for a detailed explanation of MFA and how it is used in OneHealthPort's applications.

2. **What is Google Authenticator?**
   Google Authenticator is a free App that you can download to your Apple or Android devices that generates a passcode to be used when logging in to applications that require additional levels of security.

3. **If I am prompted for use of MFA at one of the OneHealthPort applications will I be prompted to use MFA for all of the applications I use at OneHealthPort?**
   No. Each application and Relying Party (RP) site decides which (if any) MFA method/s are required for access. Some OneHealthPort applications 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 MFA. 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 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. What do I do?**
   You can setup Google Authenticator on a new (or other) device or phone and re-link to your OneHealthPort Single Sign-On account by clicking on the link in the application "*Click here to email instructions on how to download the Google Authenticator application*". Step-by-step instructions are also available on the *Clinical Portal* webpage.

Downloading the Application and Linking to your OneHealthPort Single Sign-On Account

1. Do I have to pay to download the application?

    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 will have the option to skip this step.

3. Will the App consume my data or cell phone minutes?

    The initial download of the application might consume some of your data if you are not using Wi-Fi. However, once downloaded and linked to your OneHealthPort Single Sign-On (SSO) account, the application 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 *Multi-Factor Authentication* 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.

Using the Google Authenticator

1. 1. How many tries can I try to login with my Google Authenticator passcode before the application logs me out?

    After 3 wrong passcode tries, the application will require the user to login with username and password again

2. I typed in my passcode and before I could proceed to the next step, the code changed, am I required to type in the new passcode?

    You do not need to re-type the new code. The application will accept the previously entered code 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 on the *Multi-Factor Authentication* webpage.

    Another issue could be that the Google Authenticator App's time may not be synched correctly. Check out *this article* for steps to fix this issue.

    (https://support.google.com/accounts/answer/185834?hl=en#sync)

Help and Support

1. Who do I contact for additional help and support?

   For general questions, you can contact 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. Who do I call?

   For general questions, you can contact 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 the *participant list* to see if your organization has a HIE participation agreement with OneHealthPort. If you still have additional questions/ concerns please contact HIE support at http://www.formstack.com/forms/?1688456-sjNVJY8V7I

4. How do I find out the OneHealthPort Single Sign-On Administrators for my organization?

   Login to the *Subscriber login* and click "My administrators" link to view the list of administrators for your organizations. You can also contact OneHealthPort help desk at 1.800.973.4797 (toll free) 24 hours a day, seven days a week