



Log in Using Google Authenticator

Detailed Instructions on How to
Download and Use Google Authenticator
for Android Devices

Multi-Factor Authentication (MFA)

Some health plans and OneHealthPort applications require MFA. When you access a site that requires MFA, you will be prompted to complete one of the following:

- Google Authenticator
- One-Time Passcode
 - To learn more about this type of MFA please visit the [MFA page on our website](#).

What is Google Authenticator?

- Google Authenticator is a free app that is downloaded to your mobile or tablet device that generates a 6-digit passcode.
 - The App is free and does not use cell phone minutes or data
 - You do not need to create a Google account

Logging in Using Google Authenticator

Log in Using Username and Password



Subscriber ID:

Password:

[Login](#)

This login page requires that you have registered as a OneHealthPort Subscriber.

[I'm not a OneHealthPort Subscriber but would like information on subscribing](#)
[Forgot My Password](#)
[Forgot My Subscriber ID](#)

First, you will be prompted to log in with your OneHealthPort Single Sign-On (SSO) Subscriber ID and password.

Multi-Factor Authentication



CHOOSE AN AUTHENTICATION METHOD

The application you are trying to access required multi-factor authentication. Please select an authentication method from the list below.

- One Time Password
- Google Authenticator Token

 [What is this?](#)

Submit

When accessing a OneHealthPort application or a health plan site that requires MFA, a prompt screen will appear.

Note: If you would like more information about MFA, click on "What is this?".

Google Authenticator Passcode



CHOOSE AN AUTHENTICATION METHOD

The application you are trying to access required multi-factor authentication. Please select an authentication method from the list below.

- One Time Password
- Google Authenticator Token

 [What is this?](#)


Submit

To get started, select “Google Authenticator Token” and click “Submit.”

First Time Using Google Authenticator

Your software token was issued successfully. Please check your email for further instructions.

Ok



MULTIFACTOR AUTHENTICATION

The application you are trying to access requires multi-factor authentication. To verify your identity, enter the code generated by the Google Authenticator application on your smartphone or tablet.

[Verify](#)

[Click here to email instructions on how to download the Google Authenticator application](#)

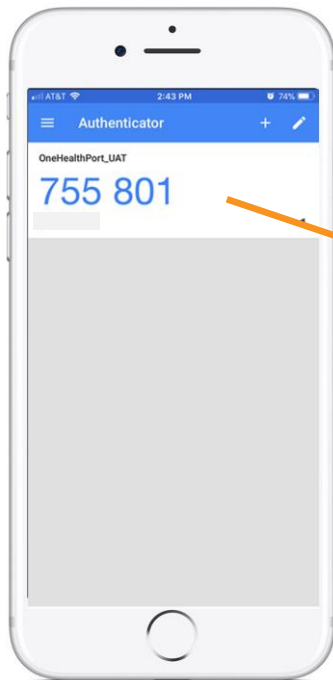
If you are using Google Authenticator for the first time, you will need to download the app before you can begin.

Click the hyperlink for detailed instructions and to generate a QR code to link your SSO account to the app. OneHealthPort will send them to you via the email affiliated with your OneHealthPort SSO account.

MFA Verification Using the Passcode

Open Google Authenticator on your device, enter the passcode and click **“Verify”**. Do not add spaces when entering your passcode.

OneHealthPort



Successful Login to the Application

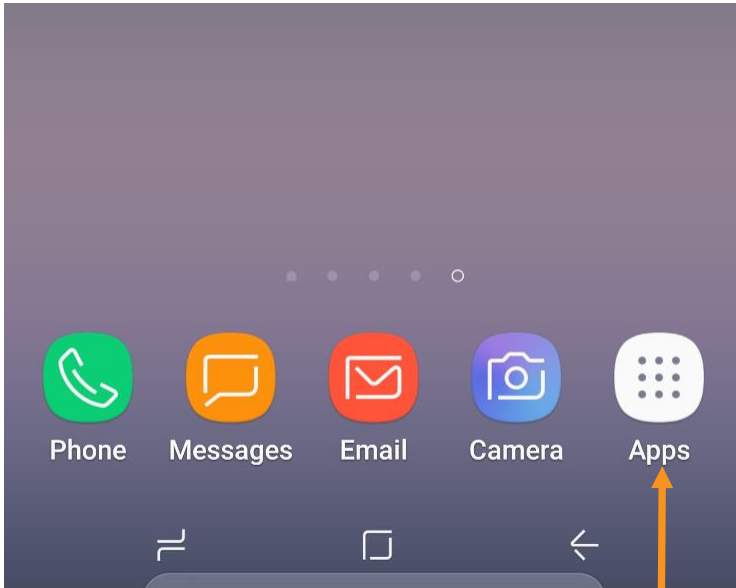
You are all set! Once your login is successful, you will be directed to the OneHealthPort application or health plan website*.

The screenshot displays the OneHealthPort application interface. At the top left is the OneHealthPort logo. To its right is a search bar with a plus sign, the text "Find Patients", and a magnifying glass icon. Further right is a user profile icon with the name "jason@onehealthport.com" and a "Logout" button. Below the navigation bar, there are two main panels. The left panel is titled "Notifications" and has a "0" badge in the top right corner. It features a dropdown menu set to "10 days" and a table with columns for "Name", "Subject", and "Received". The table contains the text "There is no data available". The right panel is titled "Recent Patients" and has a "10" badge in the top right corner. It displays a list of patient records, each with a star icon and a trash can icon to its right.

* Note: The above screenshot is an example of one of OneHealthPort's applications.

Downloading the Google Authenticator App on an Android Device

Access the Play Store



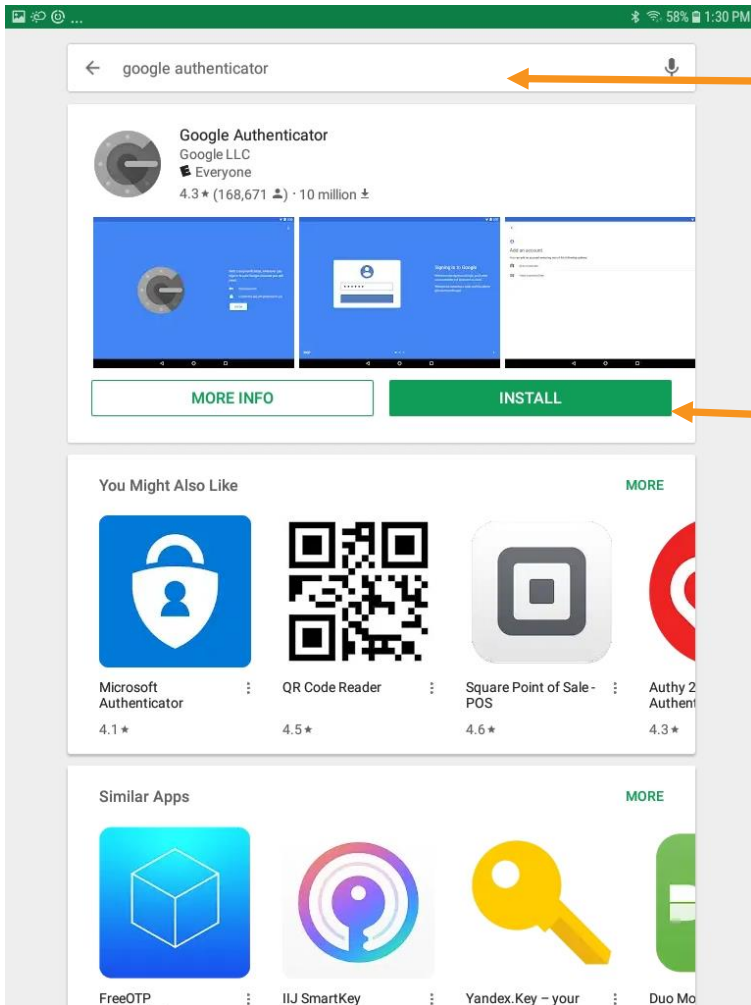
STEP 1: Tap on the “Apps” icon



STEP 2: Tap on the “Play Store” icon

If it's the first time opening the Play Store, you will be prompted to enter Google account information and payment details. This step can be **SKIPPED**.

Search for Google Authenticator

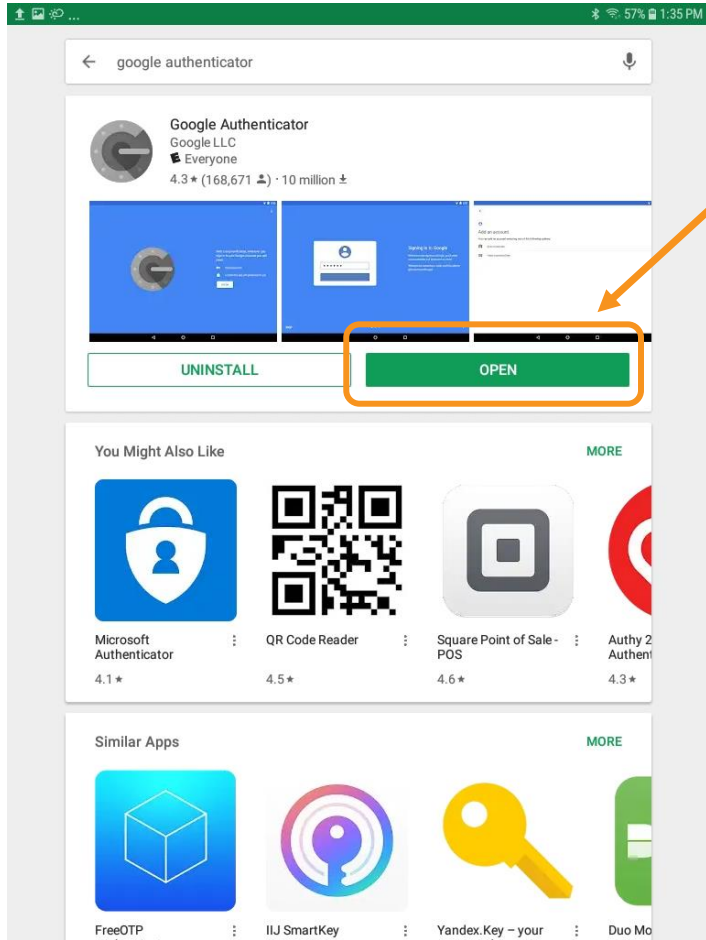


Type “Google Authenticator” in the Search box.

Once the Google Authenticator app is found, tap on “INSTALL” to start downloading the App.

Open the App

Tap on **“OPEN”** once the App has completed the download. App may also be accessed from the icon on the home screen.




Linking the Google Authenticator App to Your OneHealthPort SSO Account

Generate QR Code to Link to Your SSO Account

Your software token was issued successfully. Please check your email for further instructions.

Ok



MULTIFACTOR AUTHENTICATION

The application you are trying to access requires multi-factor authentication. To verify your identity, enter the code generated by the Google Authenticator application on your smartphone or tablet.

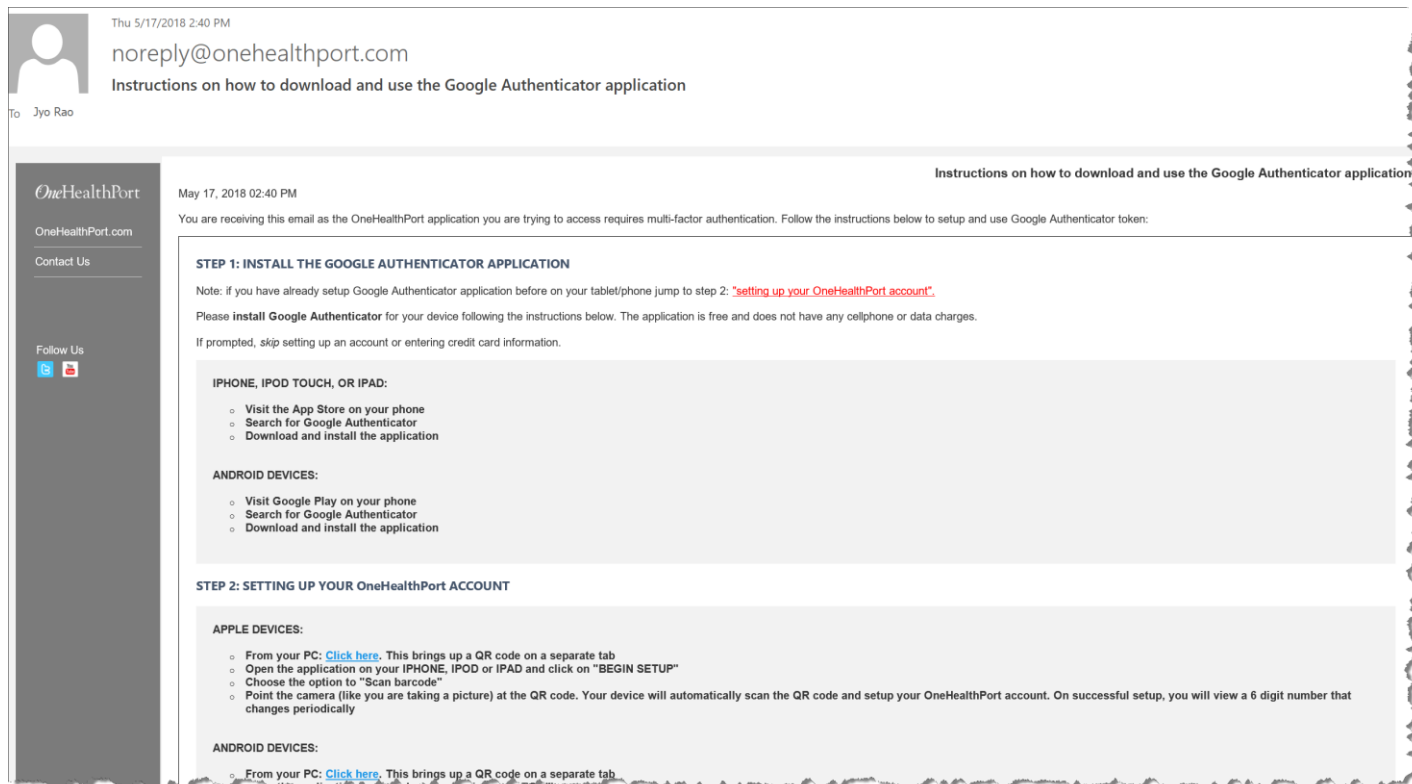
[Verify](#)

[Click here to email instructions on how to download the Google Authenticator application](#)

Click the hyperlink to generate an email with detailed instructions. OneHealthPort will send them to you via the email affiliated with your OneHealthPort SSO account.

Emailed Instructions with QR Code

This email provides a link to the QR code needed to link your SSO account to Google Authenticator. **Important note:** Do not share this email with anyone in your office. This is a unique QR code generated for your specific SSO account and should not be shared.



The screenshot shows an email interface. At the top, the sender is 'noreply@onehealthport.com' with a timestamp of 'Thu 5/17/2018 2:40 PM'. The recipient is 'Jyo Rao'. The subject is 'Instructions on how to download and use the Google Authenticator application'. The main body of the email contains the following text:

May 17, 2018 02:40 PM

You are receiving this email as the OneHealthPort application you are trying to access requires multi-factor authentication. Follow the instructions below to setup and use Google Authenticator token:

STEP 1: INSTALL THE GOOGLE AUTHENTICATOR APPLICATION

Note: if you have already setup Google Authenticator application before on your tablet/phone jump to step 2: "[setting up your OneHealthPort account](#)".

Please install Google Authenticator for your device following the instructions below. The application is free and does not have any cellphone or data charges.

If prompted, skip setting up an account or entering credit card information.

IPHONE, IPOD TOUCH, OR IPAD:

- o Visit the App Store on your phone
- o Search for Google Authenticator
- o Download and install the application

ANDROID DEVICES:

- o Visit Google Play on your phone
- o Search for Google Authenticator
- o Download and install the application

STEP 2: SETTING UP YOUR OneHealthPort ACCOUNT

APPLE DEVICES:

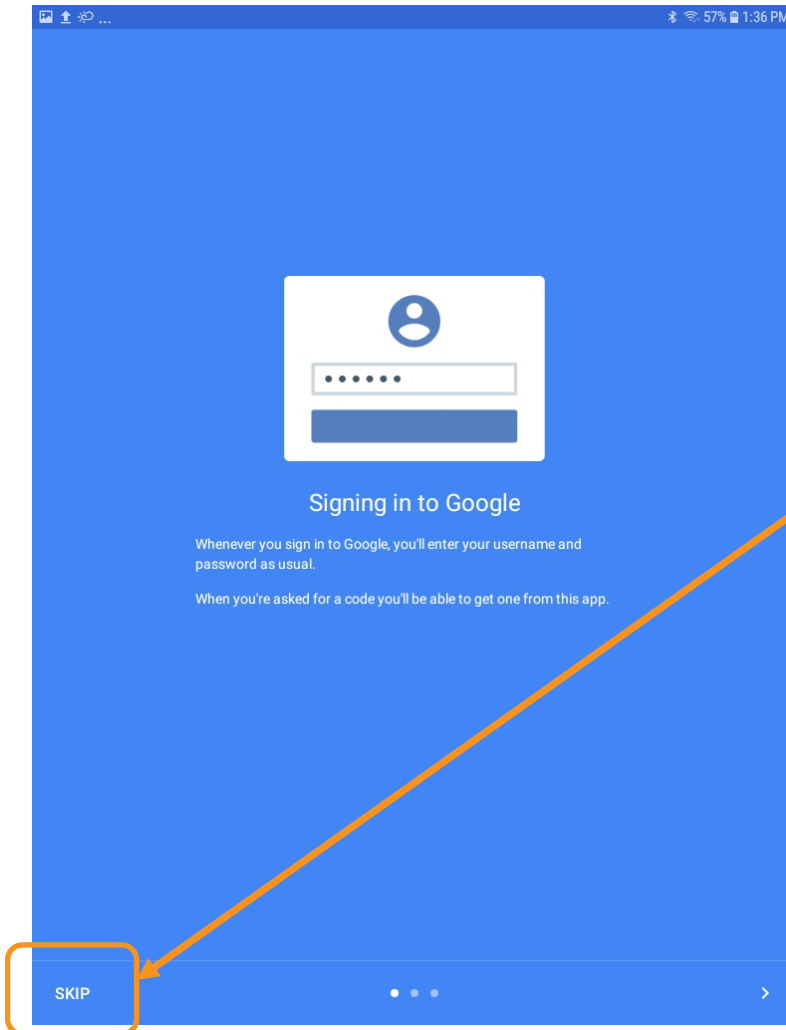
- o From your PC: [Click here](#). This brings up a QR code on a separate tab
- o Open the application on your IPHONE, IPOD or IPAD and click on "BEGIN SETUP"
- o Choose the option to "Scan barcode"
- o Point the camera (like you are taking a picture) at the QR code. Your device will automatically scan the QR code and setup your OneHealthPort account. On successful setup, you will view a 6 digit number that changes periodically

ANDROID DEVICES:

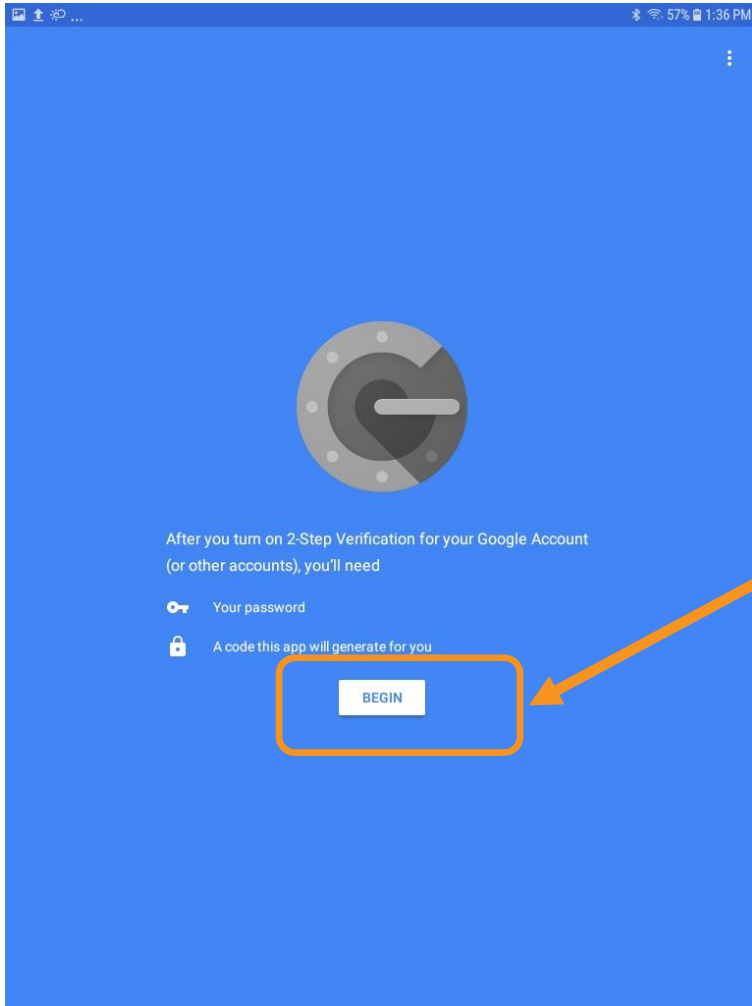
- o From your PC: [Click here](#). This brings up a QR code on a separate tab

Setup

Open the Google Authenticator app. **Skip** Signing in to Google.

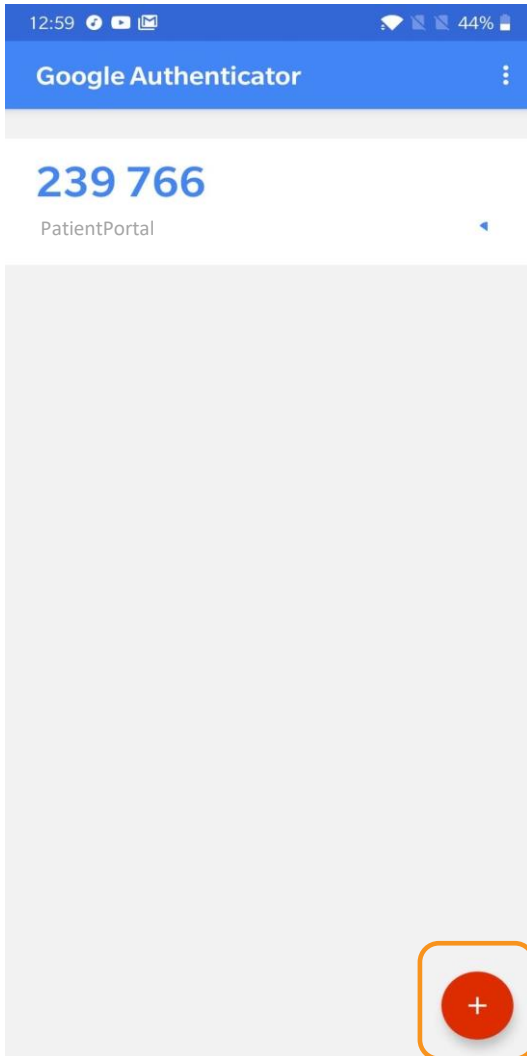


Begin



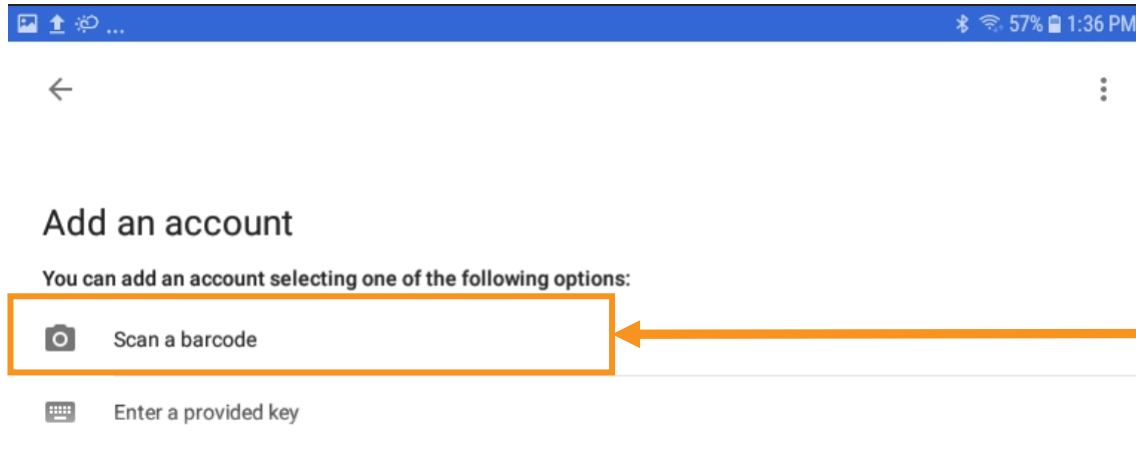
Tap to **Begin** setup.

Adding An Account



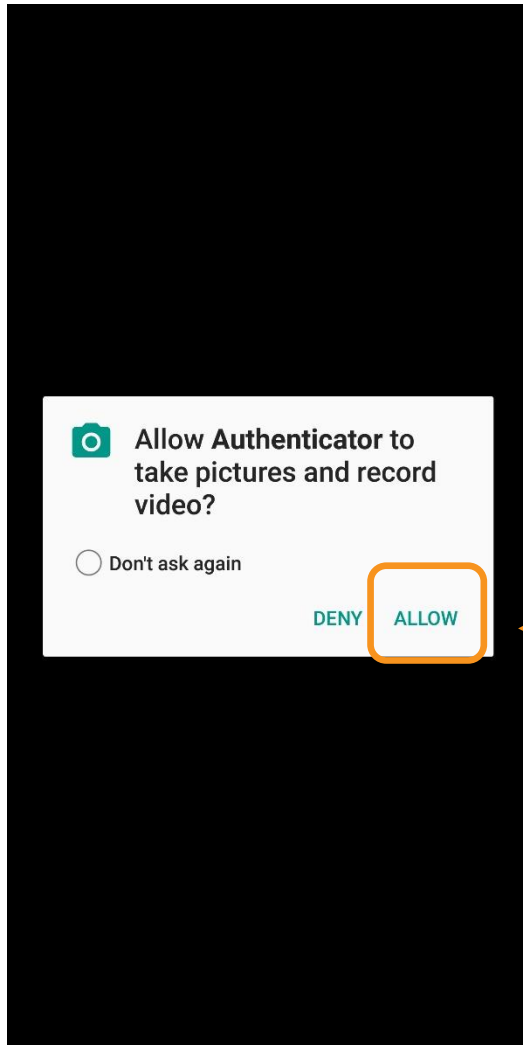
If you've already downloaded Google Authenticator to your phone and are using it with a different account, you can add your OneHealthPort account by clicking the plus sign at the bottom.

Scan a Barcode



Tap to **Scan a barcode.**

Authenticator Access to the Camera



Google Authenticator requires access to the device camera to complete the linking process with your OneHealthPort SSO account. Tap on **“ALLOW”**.

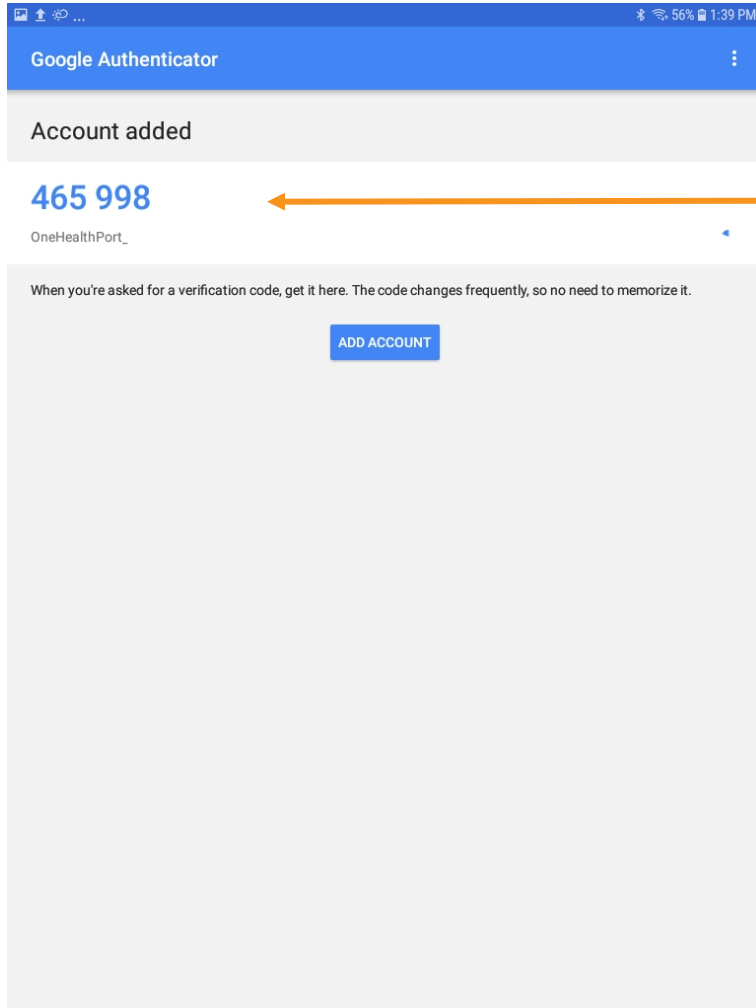
Linking to OneHealthPort SSO Account



STEP 1: From the email (on computer), click on the link to open a QR code.

STEP 2: Using the device camera, scan the QR code **on computer** to automatically link the Google Authenticator to your OneHealthPort SSO account.

Successful Link to OneHealthPort Account



Linking is successful to your OneHealthPort SSO account when a periodically changing 6-digit number (passcode) displays and “OneHealthPort” is below the passcode.

Resources

- Visit the Multi-Factor Authentication page on the OneHealthPort website for information about MFA or to learn about Google Authenticator.
- Visit our [FAQ](#) page for frequently asked questions.
- For additional questions or concerns please contact [OneHealthPort Support Desk](#).