



Log in Using Google Authenticator

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

Multi-Factor Authentication (MFA)

Some sites 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 site or application you are trying to access requires Multi-Factor Authentication. Please select an authentication method from the list below.

One-Time Passcode

Google Authenticator

[? What is this?](#)

Submit

When accessing a OneHealthPort application or 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

OneHealthPort

CHOOSE AN AUTHENTICATION METHOD

The site or application you are trying to access requires Multi-Factor Authentication. Please select an authentication method from the list below.

- One-Time Passcode
- Google Authenticator

 [What is this?](#)


Submit 

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

First Time Using Google Authenticator

Please check your email for further instructions.

Ok



MULTI-FACTOR AUTHENTICATION

The site or application you are trying to access requires Multi-Factor Authentication. To verify your identity, enter the passcode generated by the Google Authenticator app on your device.

Enter Passcode

Verify

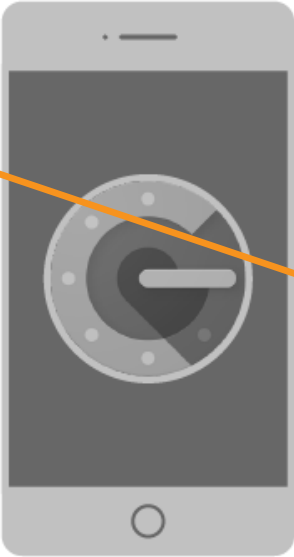
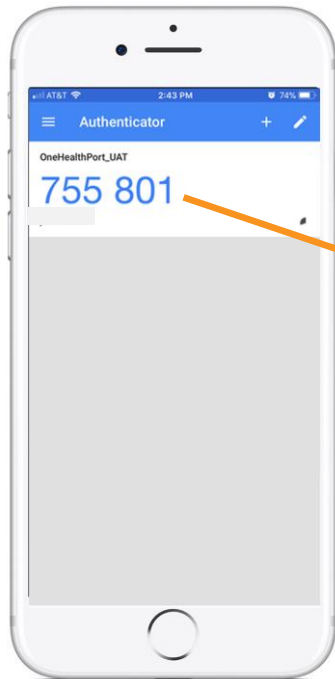
[First time? Click here for email instructions on how to link Google Authenticator to your SSO account.](#)

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

You will also need to link the App to your SSO account. Click the hyperlink to generate a QR code to link your SSO account to the App. OneHealthPort will send the link via the email associated 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.



MULTI-FACTOR AUTHENTICATION

The site or application you are trying to access requires Multi-Factor Authentication. To verify your identity, enter the passcode generated by the Google Authenticator app on your device.

Verify

[First time? Click here for email instructions on how to link Google Authenticator to your SSO account.](#)

Successful Login to the Application

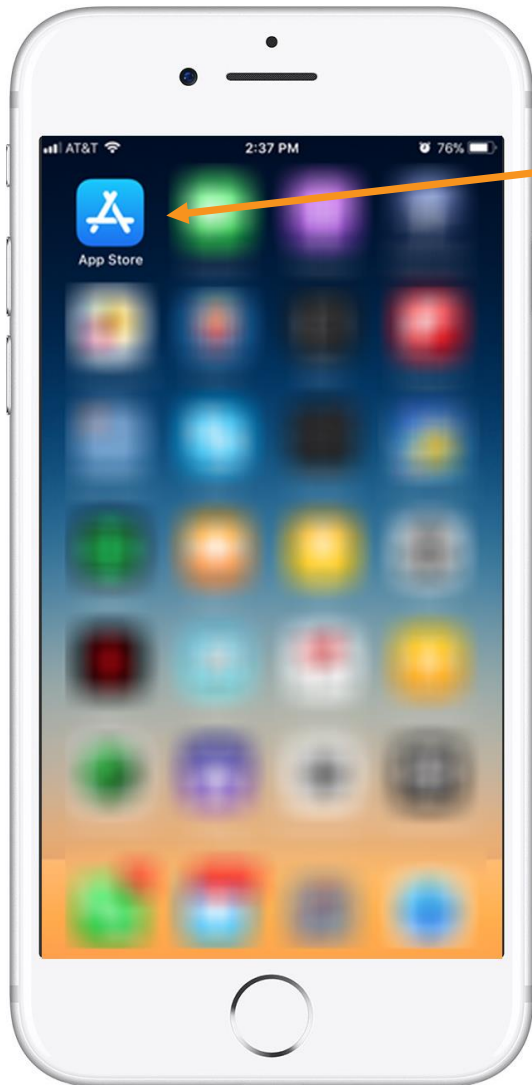
You are all set! Once your login is successful, you will be directed to the OneHealthPort application or health plan website*.

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. In the top right corner, there is a user profile icon with the name "jason@onehealthport.com" and a "Logout" button. Below the search bar, the interface is divided into two main sections. On the left is a "Notifications" panel with a blue header and a "0" badge. It features a dropdown menu set to "10 days" and a table with columns for "Name", "Subject", and "Received". The table content is empty, displaying "There is no data available". On the right is a "Recent Patients" panel with a blue header and a "10" badge. It shows a list of patient entries, each with a star icon and a trash can icon for actions.

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

Downloading the Google Authenticator App on an Apple Device

Access the App Store



Tap on the App Store icon. If it's the first time opening the App Store, you will be prompted to:

- Log in with Apple ID and password
- Enter payment details (this step can be **SKIPPED***)

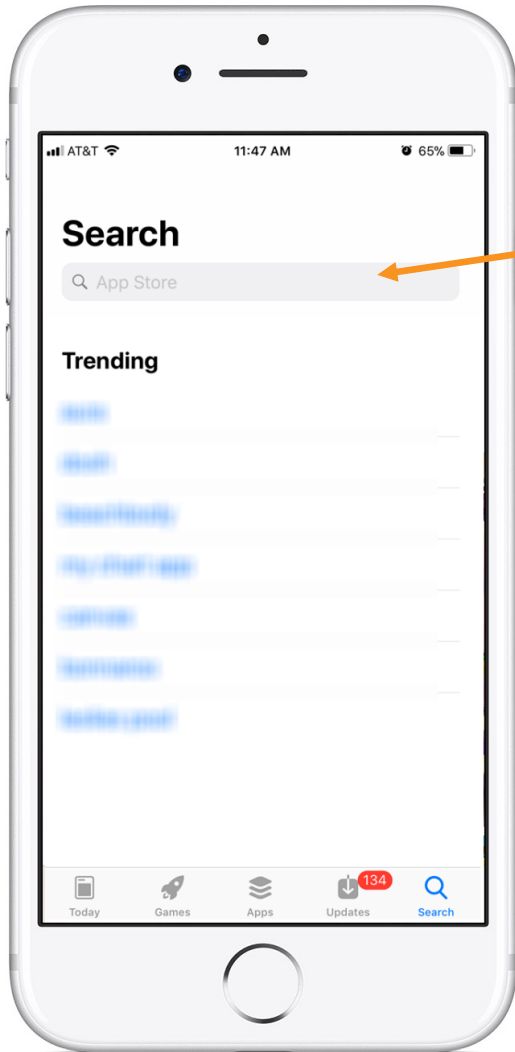
*For more information on how to skip adding payment information see <https://support.apple.com/en-us/HT204034#iOS>

Search for an App in the App Store



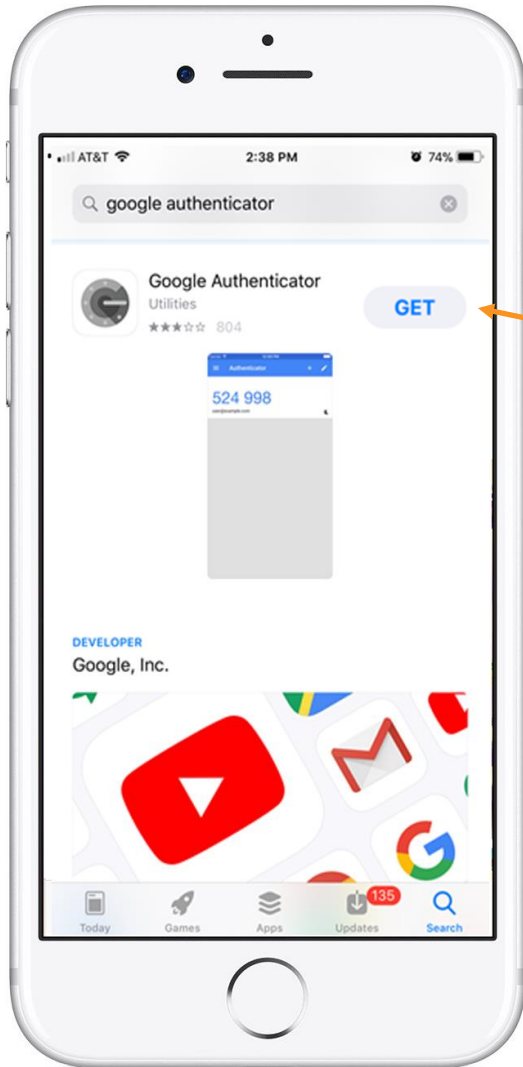
Tap the Search key. It's the key that looks like a magnifying glass at the phone's bottom right corner.

Search for Google Authenticator



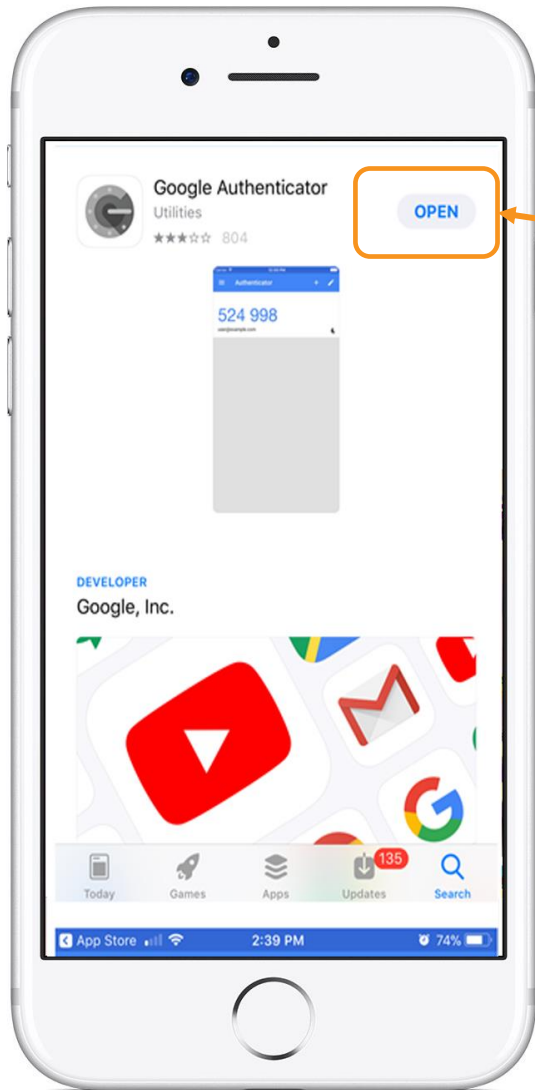
In the Search function, the device brings up the search box. Type “**Google Authenticator**”.

Download Google Authenticator



Once you find the App, tap on **“GET”** to start downloading the App.

Open the App



OPEN


Tap on “**OPEN**” once the App has completed the download.

Linking the Google Authenticator App to Your OneHealthPort SSO Account

Generate QR Code to Link to Your SSO Account

Please check your email for further instructions.

Ok



MULTI-FACTOR AUTHENTICATION

The site or application you are trying to access requires Multi-Factor Authentication. To verify your identity, enter the passcode generated by the Google Authenticator app on your device.

Enter Passcode

Verify

[First time? Click here for email instructions on how to link Google Authenticator to your SSO account.](#)

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

Email 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.

Instructions to Link Google Authenticator to Your SSO Account

June 11, 2020 10:18 AM

You received this email because the site or application you are trying to access requires Multi-Factor Authentication (MFA). Follow the instructions below to set up and use 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.

STEP 1: Install the Google Authenticator App

You will need to set up Google Authenticator on your device to get started. If you have already set up the Google Authenticator app on your device, jump to step 2: "[Setting Up your OneHealthPort Account](#)".

If you need step-by-step instructions to download the App, [click here](#) for training guides available on our MFA page.

STEP 2: Setting Up Your OneHealthPort Account

Linking your OneHealthPort account to Google Authenticator is critical to using the App. You will need your device and your computer to link your account.

APPLE DEVICES:

- o Using your computer: [Click here](#). This brings up a QR code on a separate tab in your browser.
- o Open the App 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 on your computer screen. 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 in the Google Authenticator app.

ANDROID DEVICES:

- o From your PC: [Click here](#). This brings up a QR code on a separate tab in your browser.
- o Open the App on your device and click on "BEGIN"
- o From the "Add an account screen", Choose the option to "Scan barcode". Click "OK" for the App to access the camera
- o Point the camera (like you are taking a picture) at the QR code on your computer screen. Your device will automatically scan the QR code and setup your OneHealthPort account. On successful setup, you will see a 6-digit number that changes periodically in the Google Authenticator app.

OneHealthPort

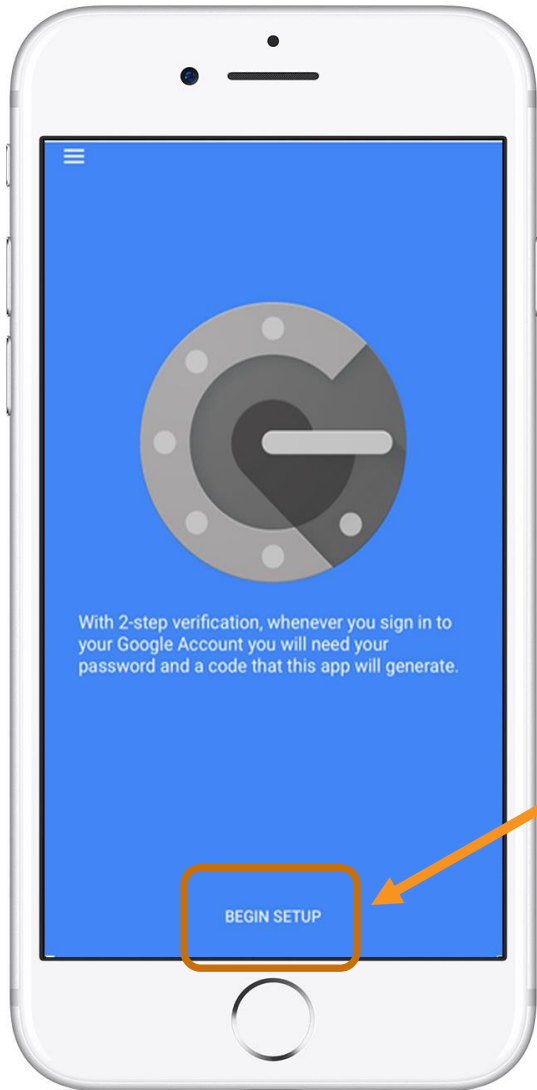
OneHealthPort.com

Contact Us

Follow Us

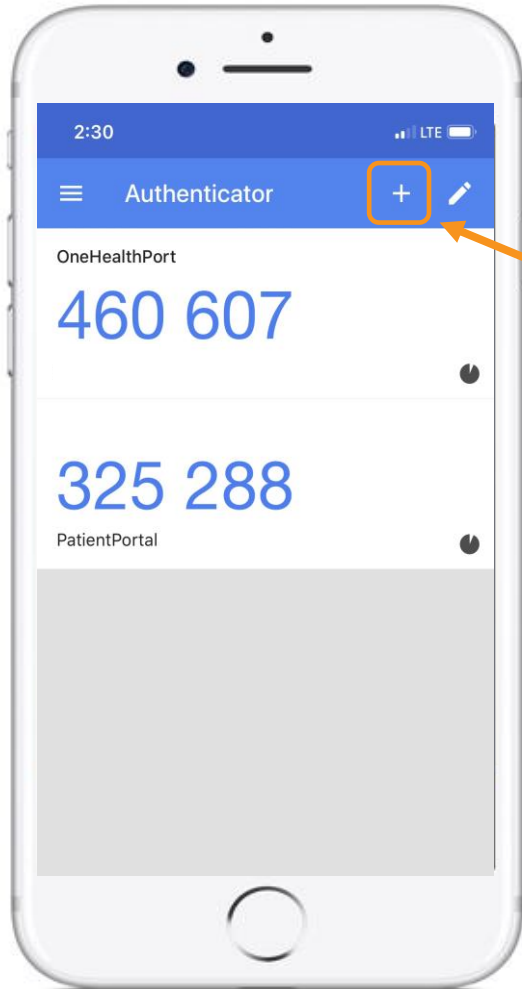


Setup



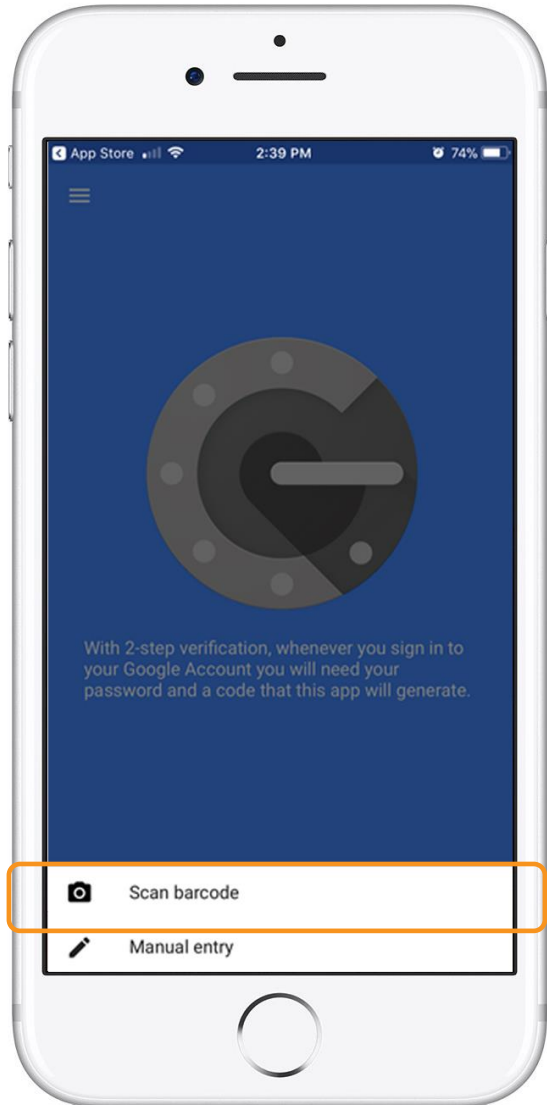
Tap on **“Begin Setup”**.

Adding An Account



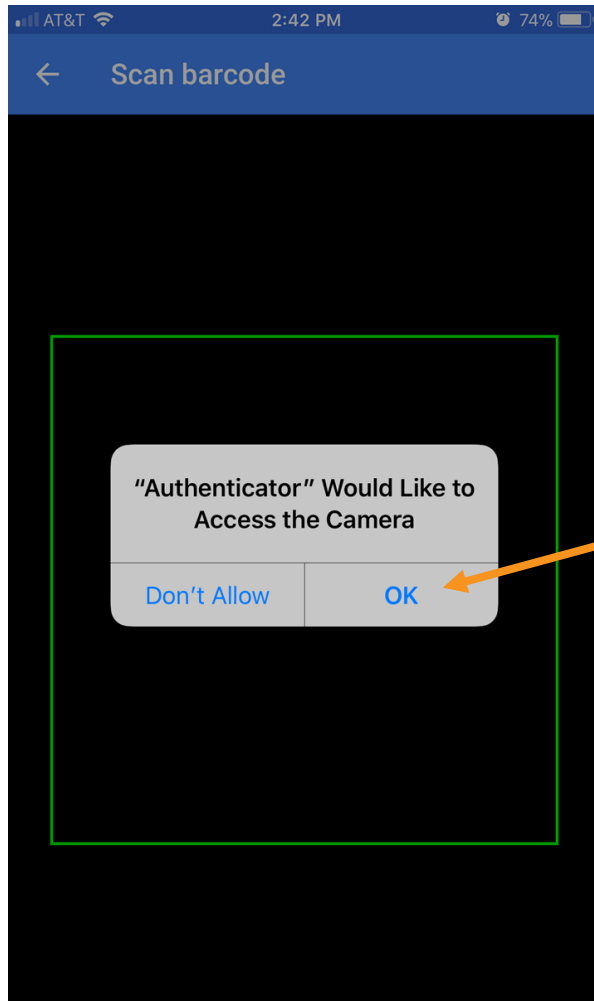
If you've already downloaded Google Authenticator to your phone and are using it with a different account, you can add your OneHealthPort account by clicking the plus sign at the top.

Scan Barcode



Tap on **“Scan 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 "OK".

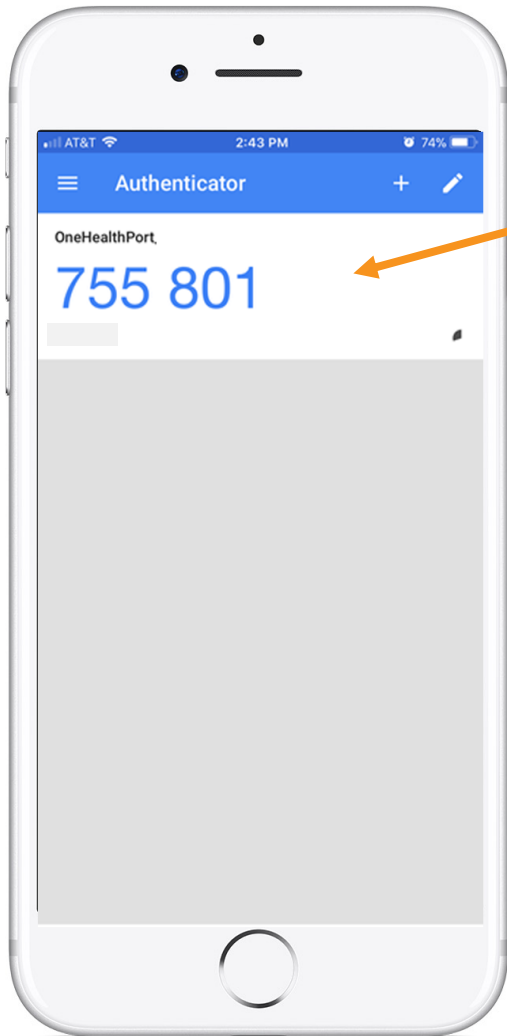
Linking to OneHealthPort SSO Account



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 screen** to automatically link the Google Authenticator to the 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 above 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 Help Desk](#).