Log in Using Google Authenticator

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

OneHealthPort

Created by and for the local healthcare community, OneHealthPort solves information exchange and workflow problems shared across healthcare organizations.

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

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Log in Using Username and Password

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

Multi-Factor Authentication

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

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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

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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.

Enter Verification Code

Verify

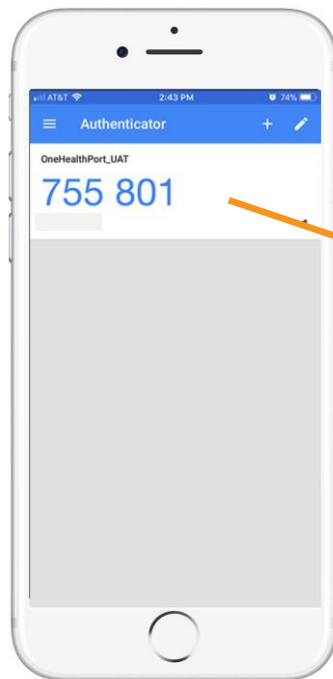Click here to email instructions on how to download the Google Authenticator application

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.

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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.

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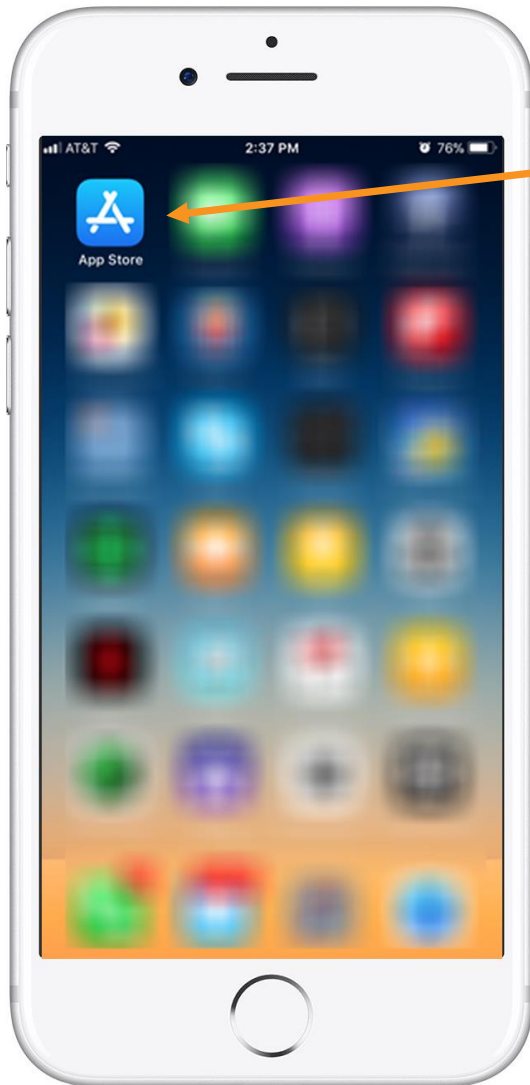
You are all set! Once your login is successful, you will be directed to the OneHealthPort application or health plan website*.

* 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
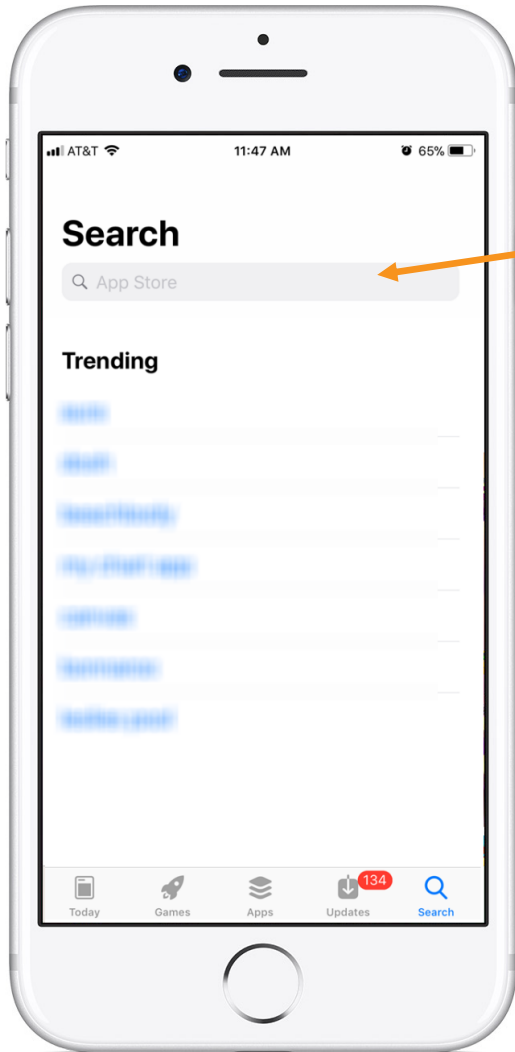- Enter payment details (this step can be **SKIPPED***)

*For more information on how to skip adding payment information see https://support.apple.com/en-us/HT204034#iOS
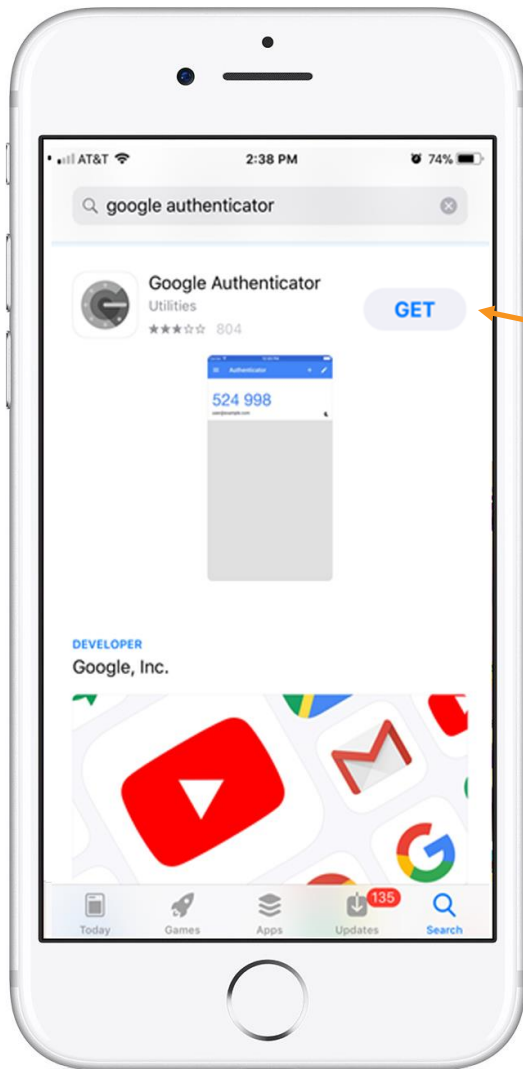
Search for an App in the App Store

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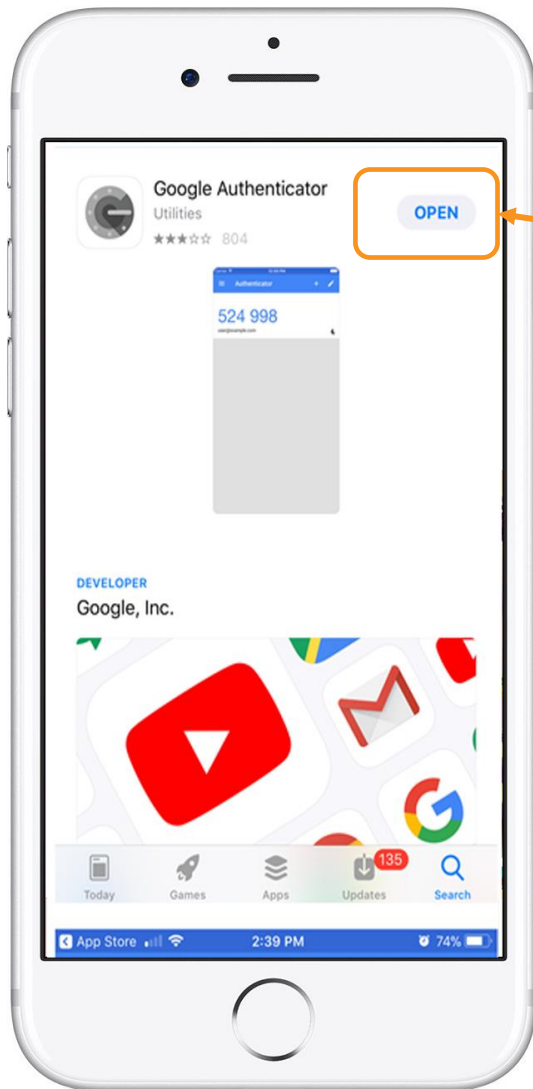
Search for Google Authenticator

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

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

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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.

Enter Verification Code

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.
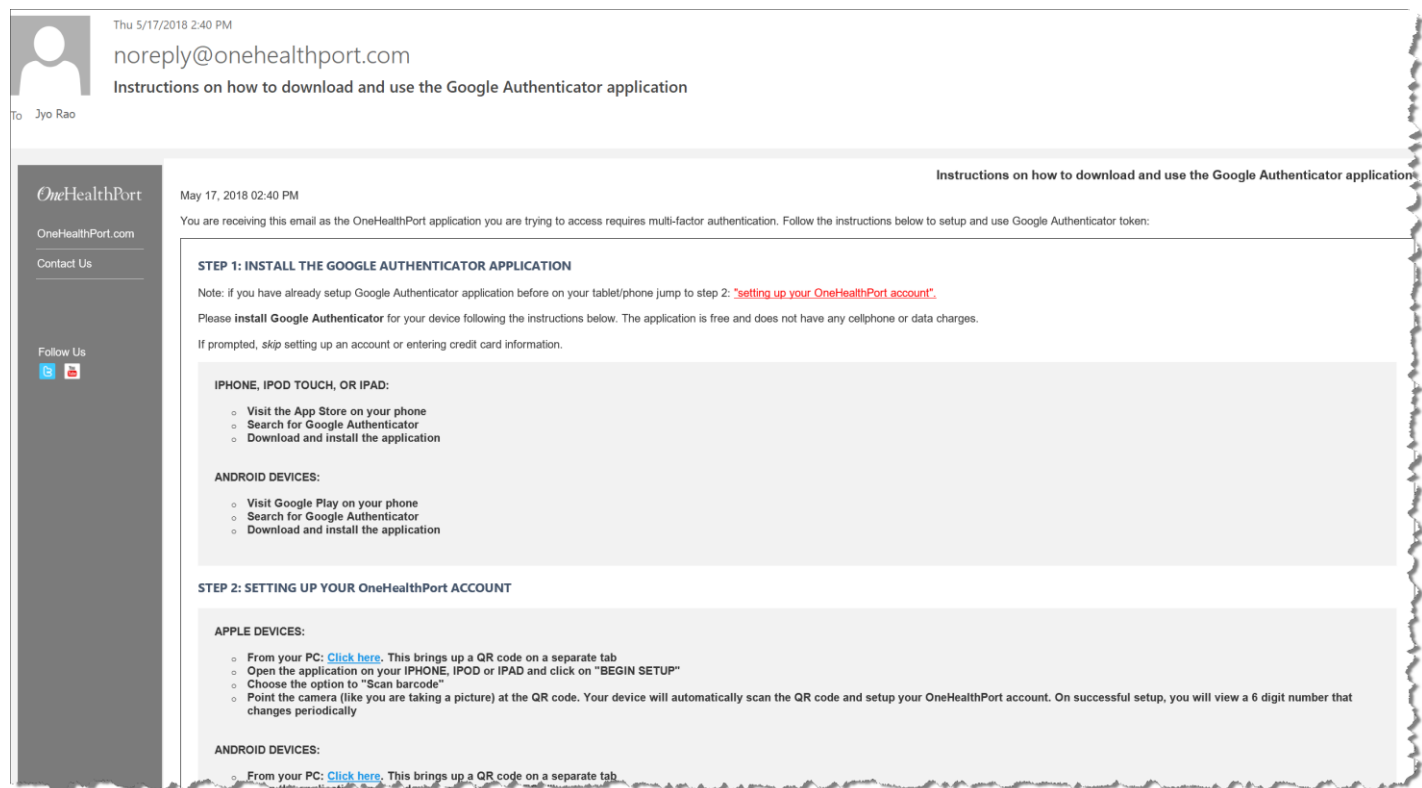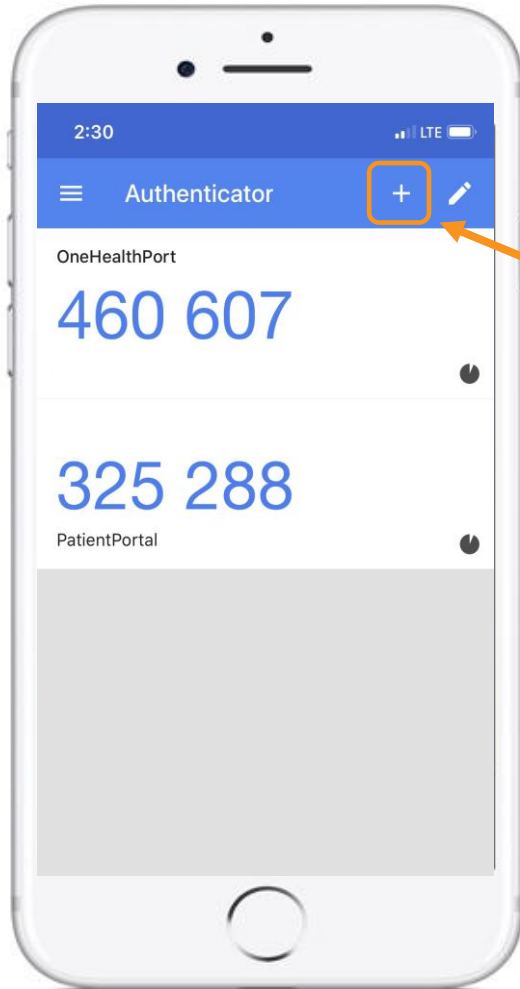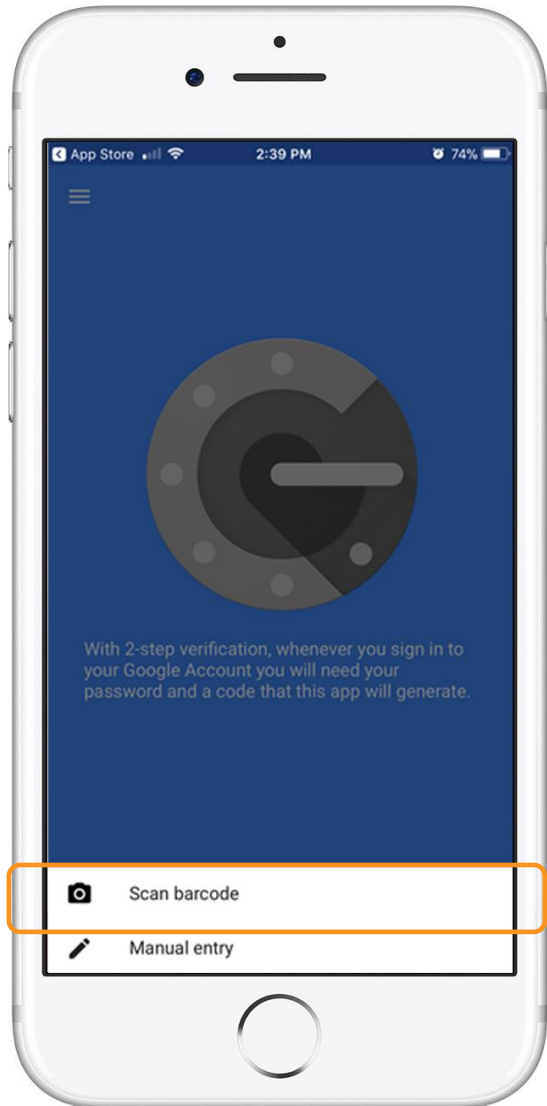
Setup
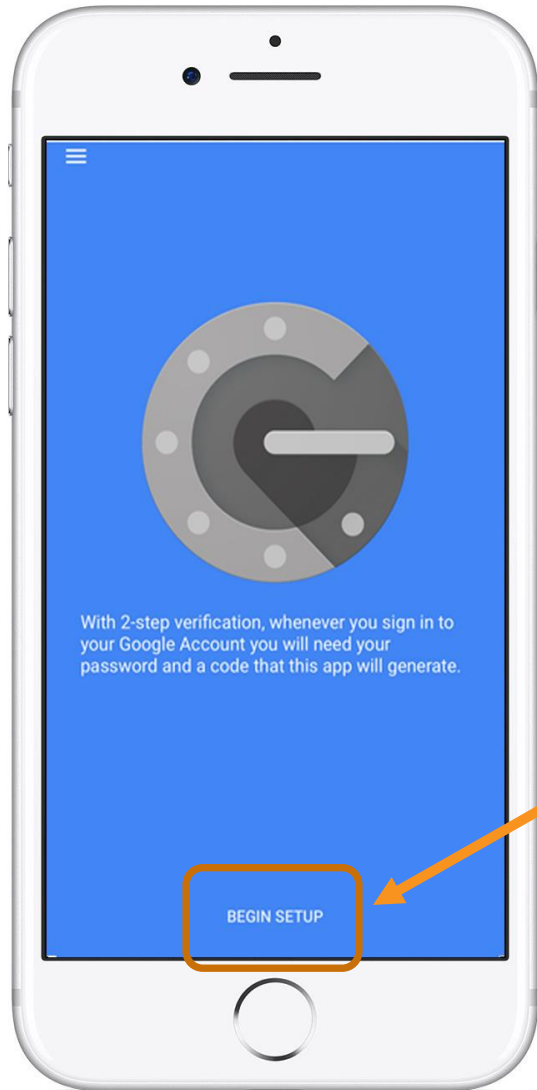
Tap on "**Begin Setup**".
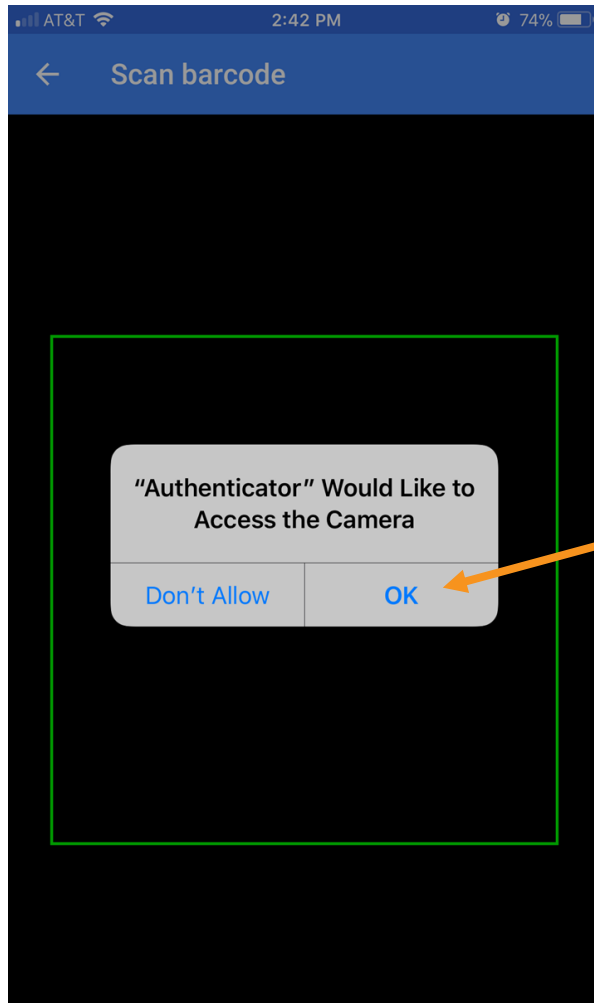
Adding An Account

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.

*One*HealthPort

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**".
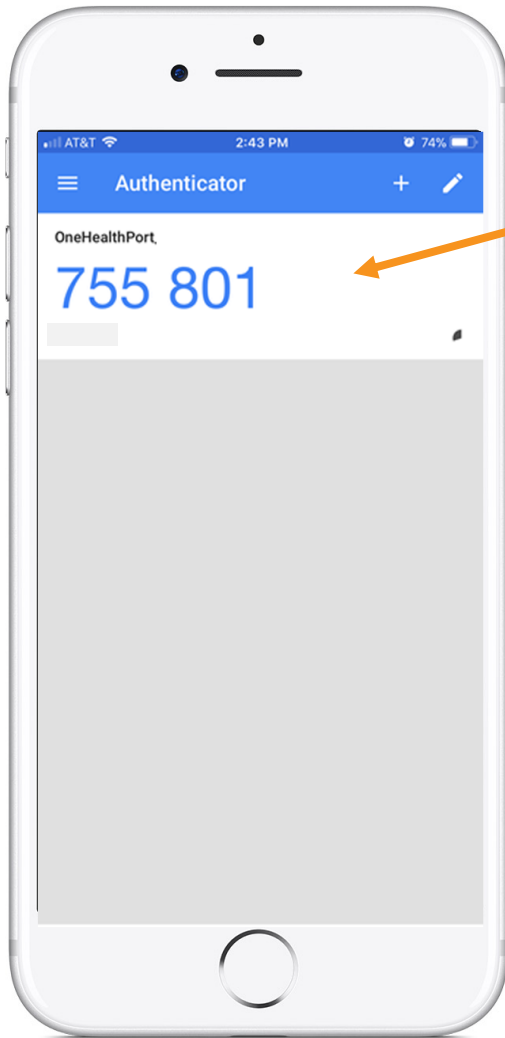
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Linking to OneHealthPort SSO Account

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 Support Desk.