



# Log in Using One-Time Passcodes

Detailed Instructions on How to Use  
One-Time Passcodes

# 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:

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

## What is One-Time Passcode (OTP)?

- OTP is a 6-digit code that is sent to you via an email (associated with your OneHealthPort Single Sign-On account).

# Logging in using One-Time Passcodes

# 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?](#)

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

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

# Select “One-Time 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 “One-Time Passcode” and click “Submit.”

# One-Time Passcode (OTP) Workflow

**Passcode Delivery Method**

The site or application you are trying to access requires Multi-Factor Authentication. Your passcode will be sent to the email address in your OneHealthPort SSO account. If you want to change the email address, please do that via [Update Personal Information](#) menu option on the OneHealthPort Subscriber Administration web page.

Email (s\*\*\*e@onehealthport.com) ←

[? What is this?](#)

**Send**

**Enter Passcode**

To verify your identity, enter the passcode you received via email.

Enter Passcode

**Verify**

The email address will be pre-populated with your OneHealthPort Single Sign-On (SSO) account information.

Next, click on the email associated with your Single Sign-On account and click “Send.”

# OTP Delivery Confirmation

**i One-time passcode successfully sent**

**Passcode Delivery Method**

The site or application you are trying to access requires Multi-Factor Authentication. Your passcode will be sent to the email address in your OneHealthPort SSO account. If you want to change the email address, please do that via [Update Personal Information](#) menu option on the OneHealthPort Subscriber Administration web page.

Email (s\*\*\*e@onehealthport.com)

[? What is this?](#)

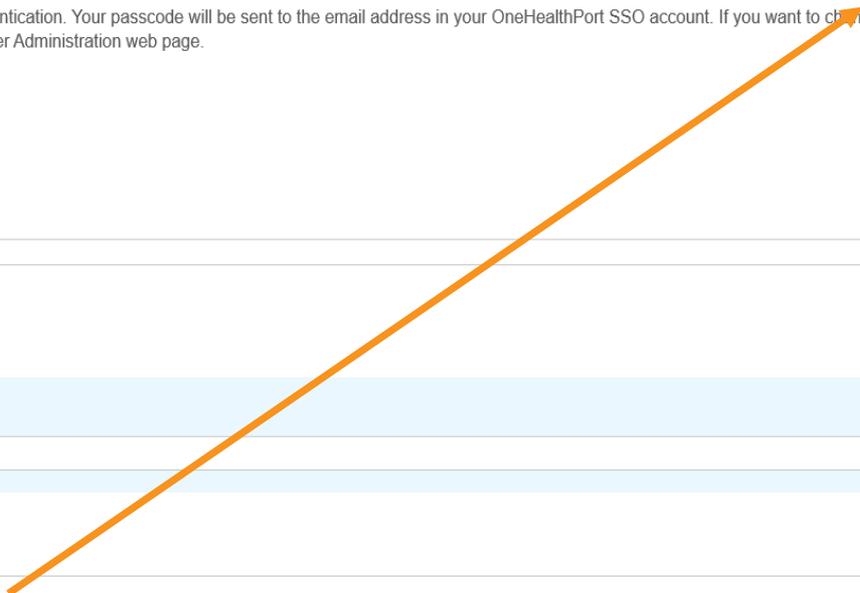
**Send**

**Enter Passcode**

To verify your identity, enter the passcode you received via email.

Enter Passcode

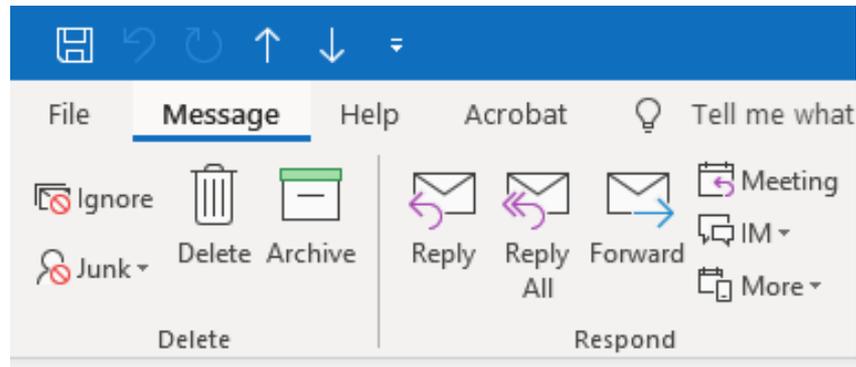
**Verify**



**Note:** It could take up to two minutes to receive the email with the “One-Time Passcode”. Do not keep clicking on “Send” as it will result in generation of multiple One-Time Passcodes. If you have not received the email after two minutes, check your spam folder. Unblock emails from [noreply@onehealthport.com](mailto:noreply@onehealthport.com) and click send again.

# Email With One-Time Passcode

Below is a copy of the email you will receive with the One-Time Passcode:



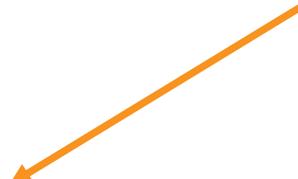
## Your one-time MFA passcode



noreply@onehealthport.com  
To Susie Smith

Please enter this passcode when prompted

329648



# One-Time Passcode Verification

## Passcode Delivery Method

The site or application you are trying to access requires Multi-Factor Authentication. Your passcode will be sent to the email address in your OneHealthPort SSO account. If you want to change the email address, please do that via [Update Personal Information](#) menu option on the OneHealthPort Subscriber Administration web page.

Email (s\*\*\*e@onehealthport.com)

[? What is this?](#)

Send

## Enter Passcode

To verify your identity, enter the passcode you received via email.

Enter Passcode

329648

Enter the One-Time Passcode from the email into the field "Enter Verification Code" and click on "Verify".

Verify

# Successful Login to the Application

You are all set! If your login was successful, you will be directed to the site or OneHealthPort application\*.

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 labeled "jason@..." 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.

# Changing Default Email Address

**Passcode Delivery Method**

The site or application you are trying to access requires Multi-Factor Authentication. Your passcode will be sent to the email address in your OneHealthPort SSO account. If you want to change the email address, please do that via [Update Personal Information](#) menu option on the OneHealthPort Subscriber Administration web page.

Email (s\*\*\*e@onehealthport.com) 

[? What is this?](#)

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**Enter Passcode**

To verify your identity, enter the passcode you received via email.

If you want to update the email associated with your OneHealthPort Single Sign-On (SSO) account, you can do so by clicking on “Update Personal Information” in your “Subscriber Administration” menu.

**SUBSCRIBER ADMINISTRATION**

Subscriber Administration  
Welcome jrao001 .

**Menu**

- > **Update Personal Information**  
The following are some of the items that can be updated:
  - E-Mail Address
  - Job Title
  - Address
  - Gender
  - Phone Number
- My Administrators
- My Registered Devices
- Change Password
- Change Secret Questions
- View Role/Affiliations
- View Login History
- View My Events
- Remove Roles

[Click here to download the OneHealthPort Subscriber Step-By-Step Guide.](#)

Note: Once you complete the email address change, you will need to go back to the application or site you would like to access and start the verification process over.

# 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](#).