



Login Using One-Time Passcodes

Detailed Instructions on How to Use One-
Time Passcodes

Multi-Factor Authentication (MFA)

What is Multi-Factor Authentication?

- Multi-Factor Authentication (MFA) adds another layer of security to verify a user's identity by combining factors that identify an individual.
 - What the user knows (such as a username and password)
 - What the user has (such as a phone or tablet device that generates a token)
 - What the user is (such as a fingerprint, iris scan, etc.)*
- Not all applications require MFA. Users will be prompted for MFA only when it is required for a specific application.
- OneHealthPort currently offers two ways users can opt to complete their Multi-Factor Authentication
 - One-Time Passcode (OTP) sent to the user's email that is associated with their SSO account
 - Google Authenticator Token

**NOTE: Currently OneHealthPort does not use this type of identity verification to authenticate users.*

Login 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](#)

Login to the Application you are trying to access with your OneHealthPort Single Sign-On (SSO) Subscriber ID (user name) and password.

Multi-Factor Authentication

Multi-Factor Authentication

Multi-factor authentication (MFA) enhances the security of your account by requiring multiple methods to verify your identity. These can include something you know (like your user name and password) plus something you have (like a smartphone app or individual email account) to approve your login. This prevents your account from being accessed by anyone other than yourself, even if they know your password.

Not all OneHealthPort applications require Multi-factor authentication. When you try to access an application, if it requires multi-factor authentication; you will be directed to complete additional login steps.

OneHealthPort provides your organization with 2 options for implementing the Multi-factor authentication:

- One Time Passwords (OTP)

An email will be sent to you with a one time password that you enter in the login screen to proceed with login

- Google Authenticator Token

The Google authenticator app on your smartphone (instructions on how to download the App on your phone and provision it will be emailed to you) will generate a unique code that you enter in the login screen to proceed.

Click on the following guides to learn more about how to use each of the multi-factor authentication methods:

[Click here to download the step-by-step guide to use the One Time Password \(OTP\)](#)

[Click here to download the step-by-step guide to use the Google Authenticator](#)

For answers to our frequently asked questions on Multi-Factor Authentication [click here](#)

For additional questions/concerns please contact [OneHealthPort Support Desk](#)

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

Click on the “what is this?” link to learn more about Multi-Factor Authentication and links to detailed instructions and FAQs.

Select “One-Time Password”



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

Select “One-Time Password” and click “Submit.”

One-Time Passcode (OTP) Workflow



Verification Code Delivery Method

The application you are trying to access requires multi-factor authentication. Your verification code 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 (j**r@onehealthport.com) ←

[? What is this?](#)

Send

Enter Verification Code

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

Enter Verification Code

Verify

The user's email address will be pre-populated from their OneHealthPort Single Sign-On (SSO) account information.

Click on the email associated with the user's Single Sign-On account and click "Send."

OTP Delivery Confirmation

One-time password successfully sent

Verification Code Delivery Method

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Email (j**r@onehealthport.com)

? [What is this?](#)

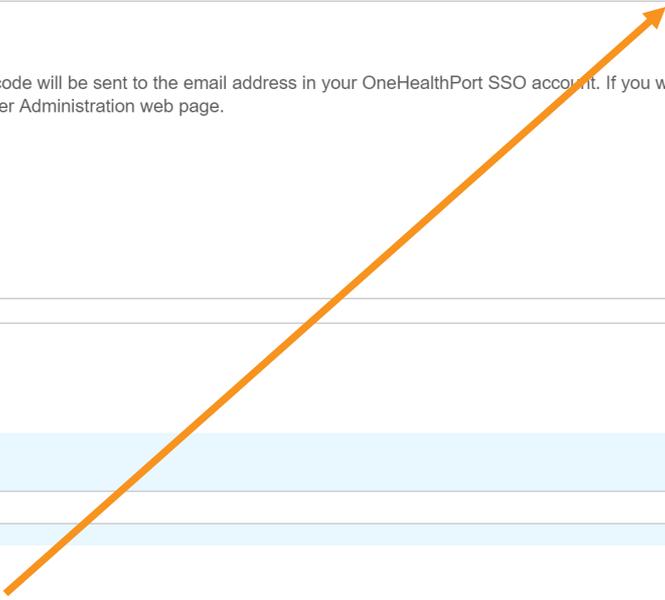
Send

Enter Verification Code

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

Enter Verification Code

Verify



Note: It could take up to two minutes to receive the email with the “One-Time Passcode”. Do not keep clicking on “Send” multiple times as it will result in generation of multiple One-Time Passcodes. If you have not received the email after 2 minutes, check your spam folder. Unblock emails from 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:

The screenshot shows an email client interface with a ribbon at the top containing 'FILE', 'MESSAGE', 'ADD-INS', and 'ADOBE PDF'. Below the ribbon are various action icons: 'Ignore', 'Delete', 'Reply', 'Reply All', 'Forward', 'Meeting', and 'More'. A 'Move to: ?' dropdown menu is open on the right, showing 'Done'. The email content includes a sender profile picture, the date and time 'Tue 4/17/2018 8:48 PM', the sender address 'noreply@onehealthport.com', and the subject 'Your one-time login security code'. The recipient is listed as 'To Jyo Rao'.

Please enter this security code when prompted: 329648

One-Time Passcode Verification



Verification Code Delivery Method

The application you are trying to access requires multi-factor authentication. Your verification code 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 (j**r@onehealthport.com)

[? What is this?](#)

Send

Enter Verification Code

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

Enter Verification Code

329648

Verify

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

Successful Login to the 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. The left section is titled 'Notifications' and features a dropdown menu set to '10 days'. Below this is a table with three columns: 'Name', 'Subject', and 'Received'. The table currently contains the text 'There is no data available'. The right section is titled 'Recent Patients' and shows a list of four patient entries, each with a star icon and a trash can icon to its right.

Successful entry of the passcode will permit access to the application.*

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

Changing Default Email Address

OneHealthPort

Verification Code Delivery Method

The application you are trying to access requires multi-factor authentication. Your verification code 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 (j**r@onehealthport.com)

[What is this?](#)

Enter Verification Code

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

Enter Verification Code

If a user wants to update the email associated with their OneHealthPort Single Sign-On (SSO) account, they can do so by clicking on "Update Personal Information" in their "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 the user completes the email address change, they need to restart the workflow of the application they want to access.

[SUBSCRIBER AGREEMENT](#) | [PRIVACY](#) | [ABOUT OHP](#) | [CONTACT US](#)

OneHealthPort