



# Log in Using Google Authenticator

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

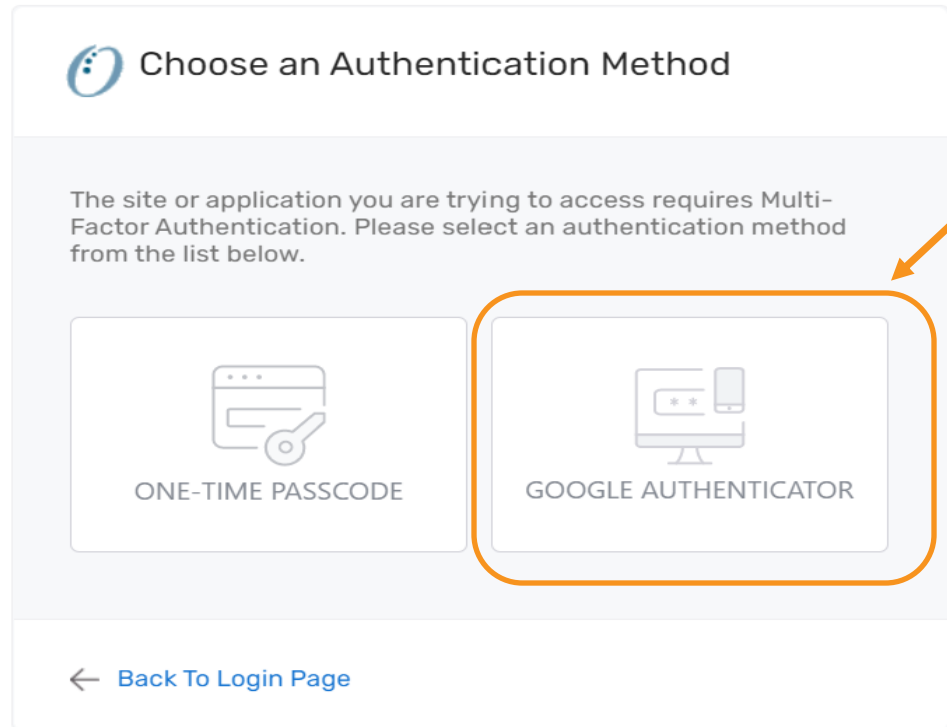
[Login](#)

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](#)

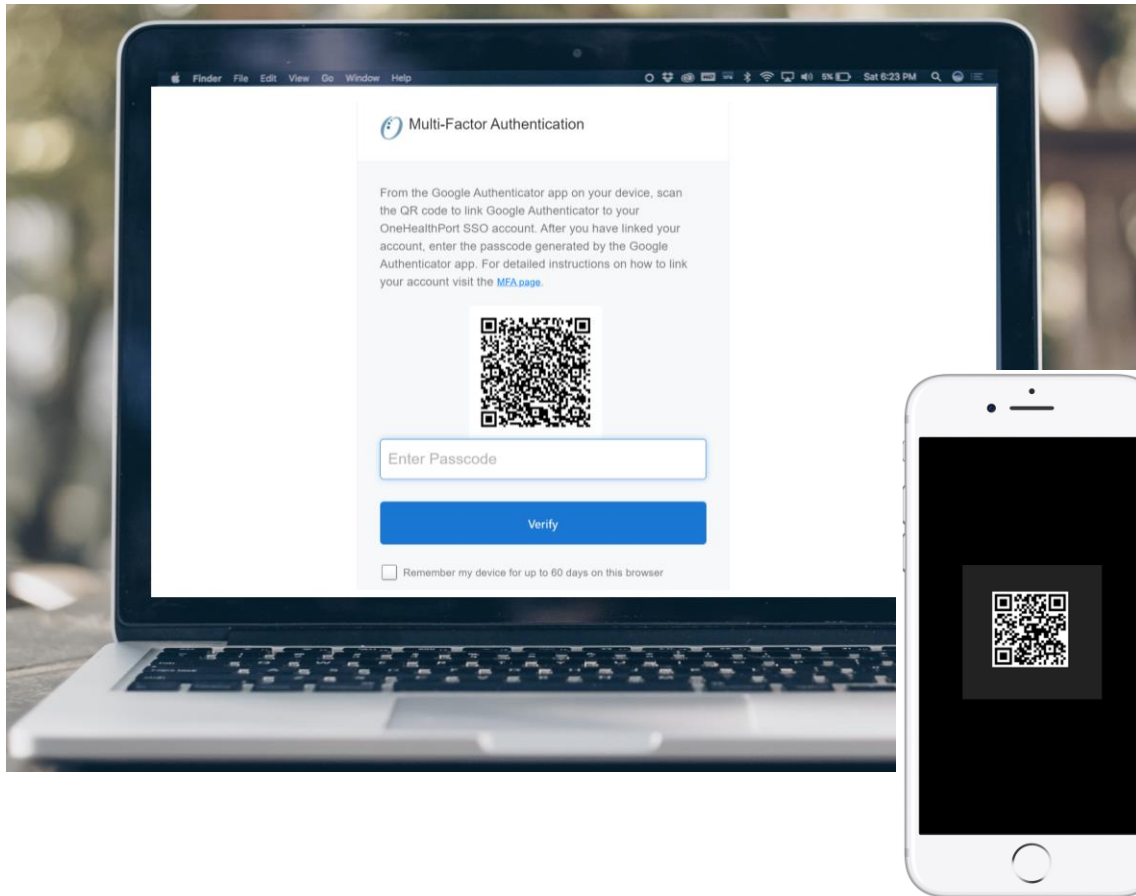
First, you will be prompted to log in with your OneHealthPort Single Sign-On (SSO) Subscriber ID and password.

# Multi-Factor Authentication



When accessing a OneHealthPort application or a health plan site that requires MFA, a prompt screen will appear. To get started, select “Google Authenticator”.

# First Time Using Google Authenticator

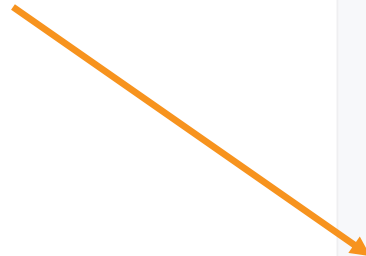
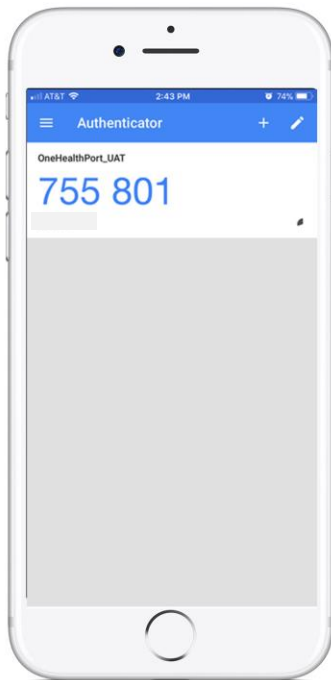



If you are using Google Authenticator for the first time, you will see a QR code.\* You will need to download the App before you can begin. Once the App is downloaded you can link your OneHealthPort account by scanning the QR code from your device.

\*If you need to link a new device and do not see the QR code, please contact our Help Desk at 1.800.973.4797

# 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

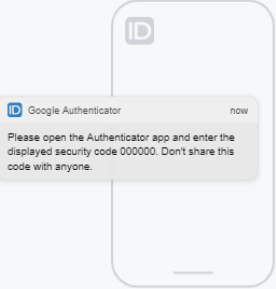
The site or application you are trying to access requires Multi-Factor Authentication. To verify your identity, enter the passcode generated by the Google Authenticator app on your device then press "Verify".

Remember my device for up to 60 days on this browser

# Device Registration

 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 then press "Verify".



123456

Verify

Remember my device for up to 60 days on this browser

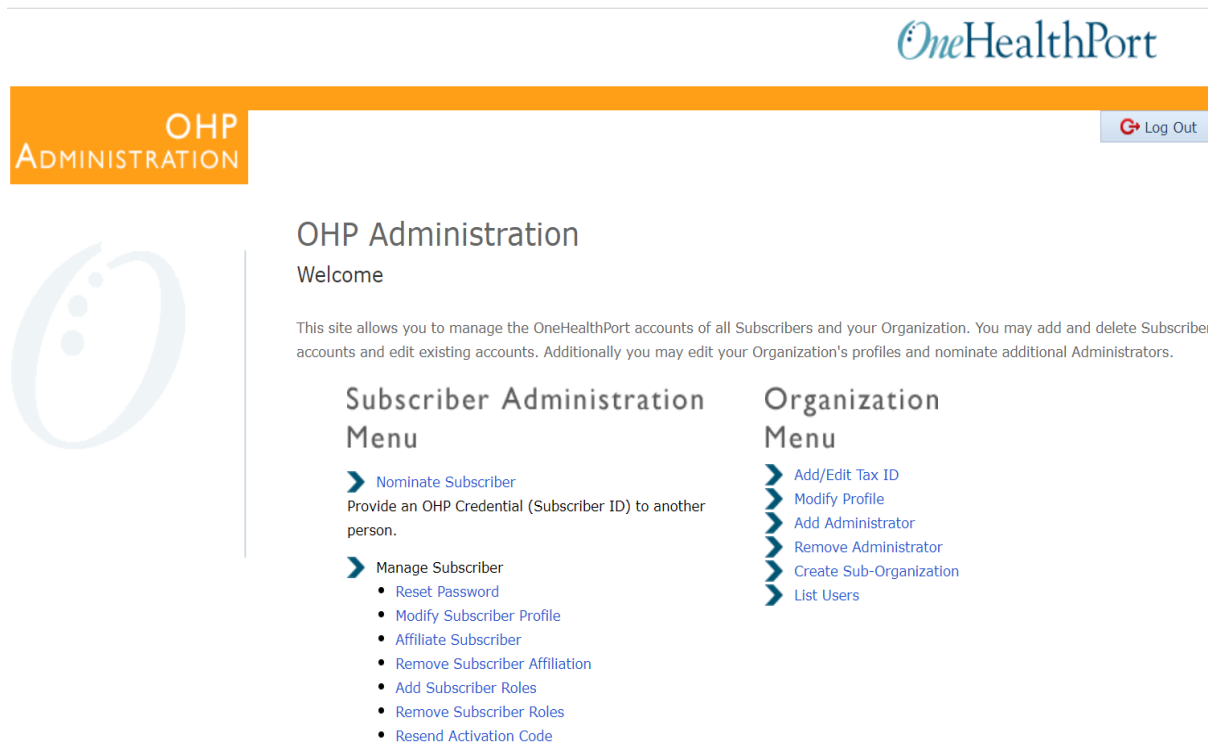
Select this box to register your device. If you use the same computer and browser (without clearing your cache), you won't be prompted for your MFA passcode every time you log in.

Note: Not all applications support Device Registration



# Successful Login to the Application

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



The screenshot displays the OneHealthPort OHP Administration application interface. At the top right, the OneHealthPort logo is visible. Below it, an orange navigation bar contains the text "OHP ADMINISTRATION" on the left and a "Log Out" button on the right. The main content area features a large, light blue circular graphic on the left. The heading "OHP Administration" is followed by a "Welcome" message. A descriptive paragraph states: "This site allows you to manage the OneHealthPort accounts of all Subscribers and your Organization. You may add and delete Subscriber accounts and edit existing accounts. Additionally you may edit your Organization's profiles and nominate additional Administrators." Below this, two menu sections are presented: "Subscriber Administration Menu" and "Organization Menu".

**OHP ADMINISTRATION** Log Out

## OHP Administration

Welcome

This site allows you to manage the OneHealthPort accounts of all Subscribers and your Organization. You may add and delete Subscriber accounts and edit existing accounts. Additionally you may edit your Organization's profiles and nominate additional Administrators.

### Subscriber Administration Menu

- [Nominate Subscriber](#)  
Provide an OHP Credential (Subscriber ID) to another person.
- [Manage Subscriber](#)
  - [Reset Password](#)
  - [Modify Subscriber Profile](#)
  - [Affiliate Subscriber](#)
  - [Remove Subscriber Affiliation](#)
  - [Add Subscriber Roles](#)
  - [Remove Subscriber Roles](#)
  - [Resend Activation Code](#)

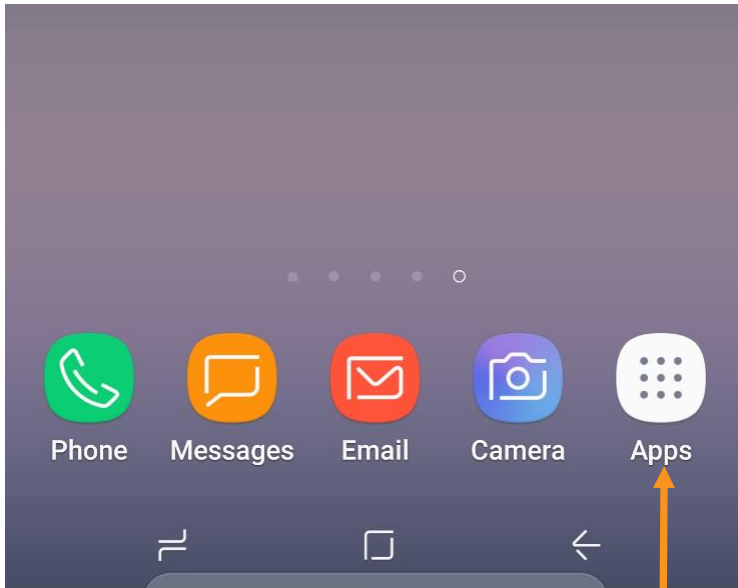
### Organization Menu

- [Add/Edit Tax ID](#)
- [Modify Profile](#)
- [Add Administrator](#)
- [Remove Administrator](#)
- [Create Sub-Organization](#)
- [List Users](#)

\* 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



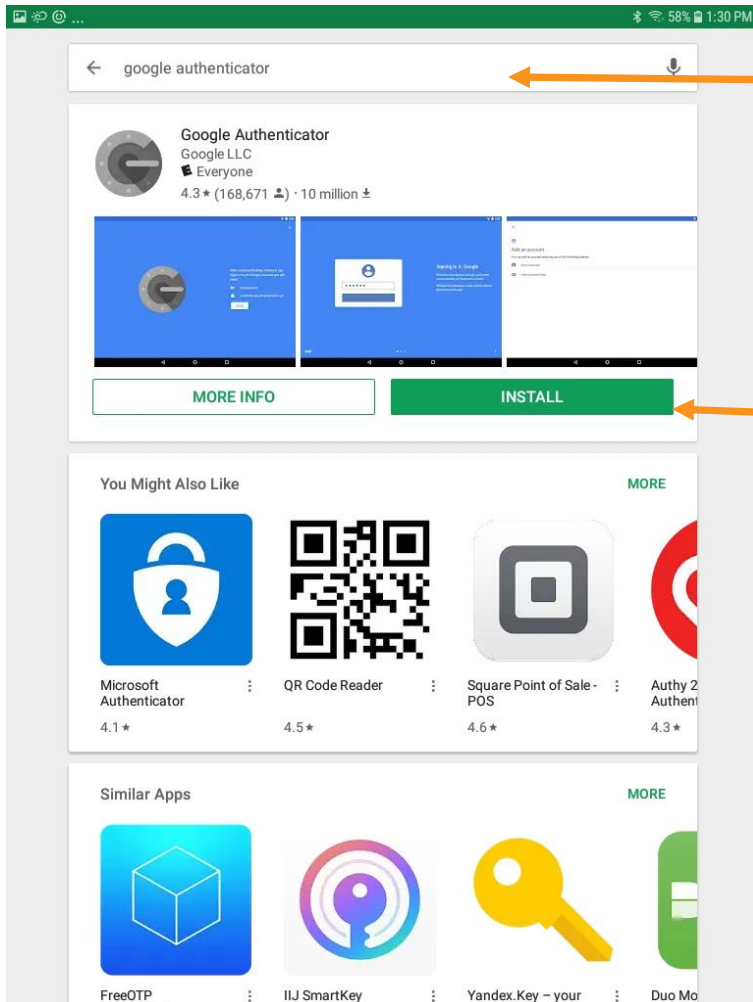
STEP 1: Tap on the “Apps” icon



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

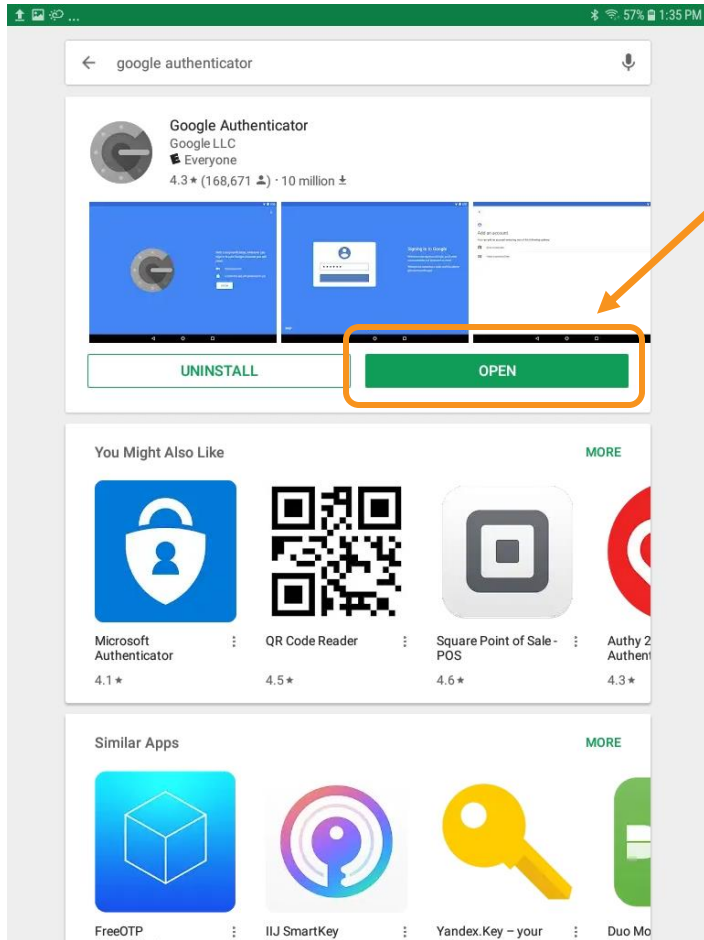


Type "Google Authenticator" in the Search box.

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

# Open the App

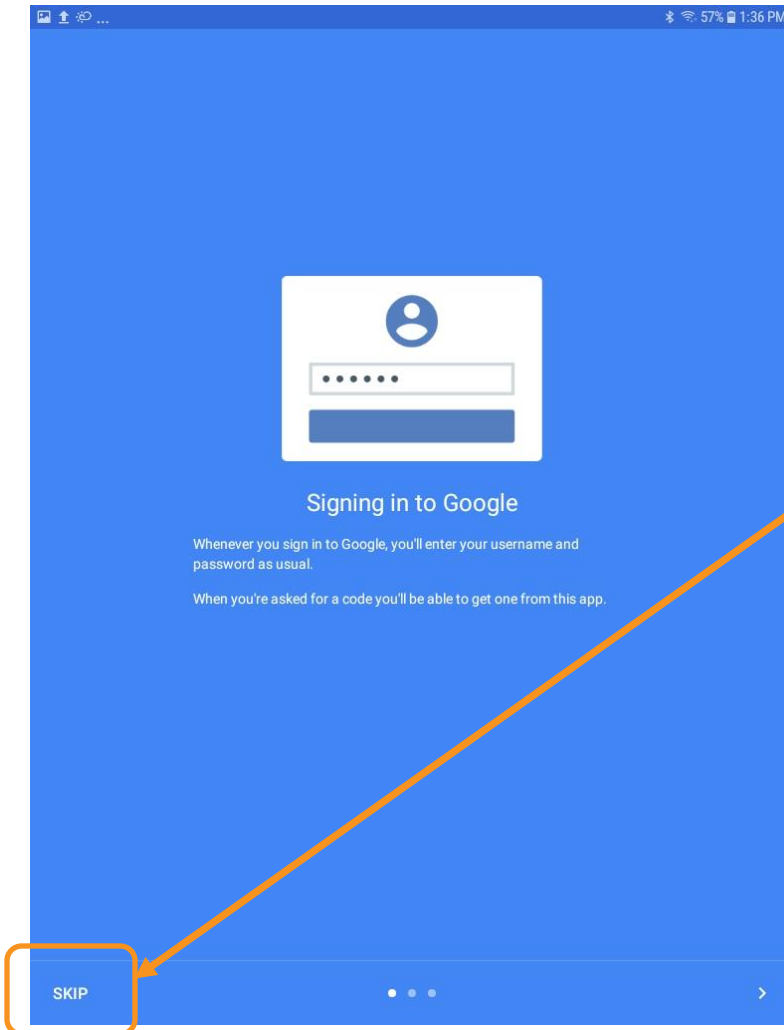
Tap on **“OPEN”** once the App has completed the download. App may also be accessed from the icon on the home screen.



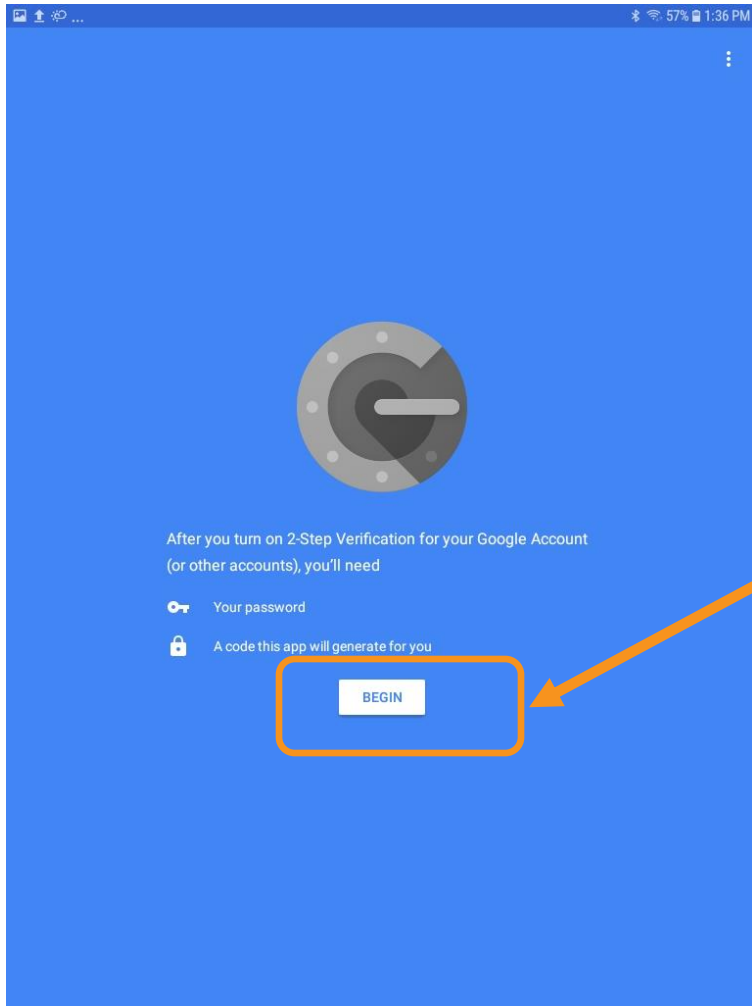
# Linking the Google Authenticator App to Your OneHealthPort SSO Account

# Setup

Open the Google Authenticator app. **Skip** Signing into Google.



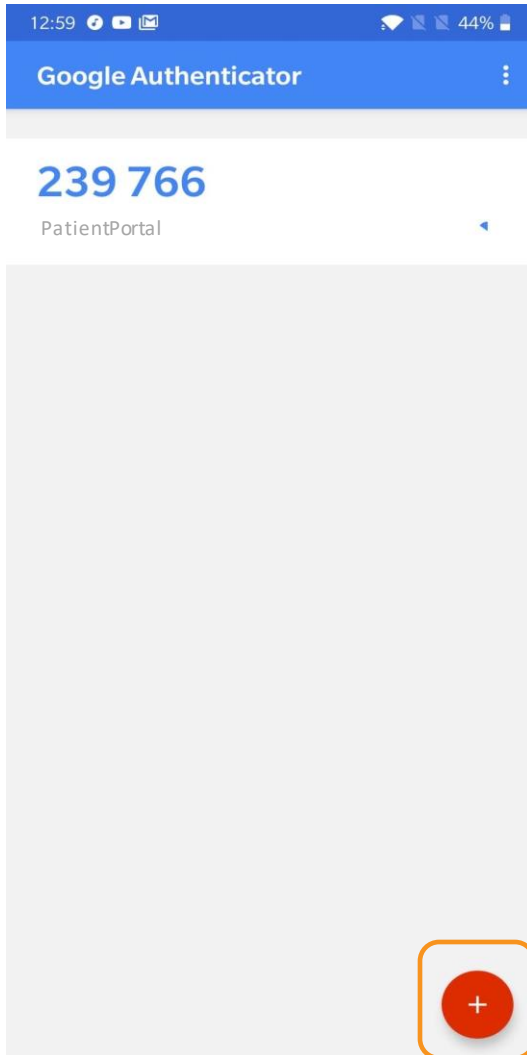
# Begin



Tap to **Begin** setup.

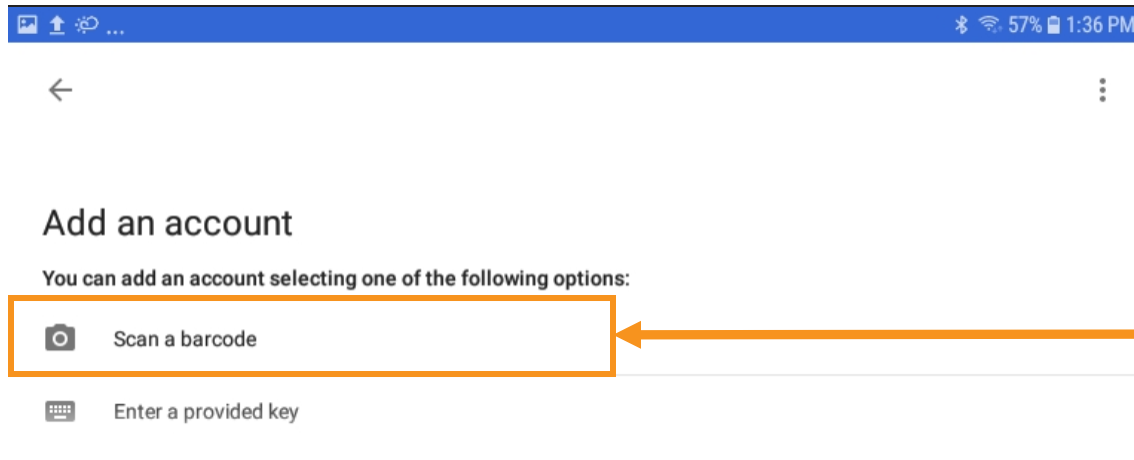


# Adding An Account



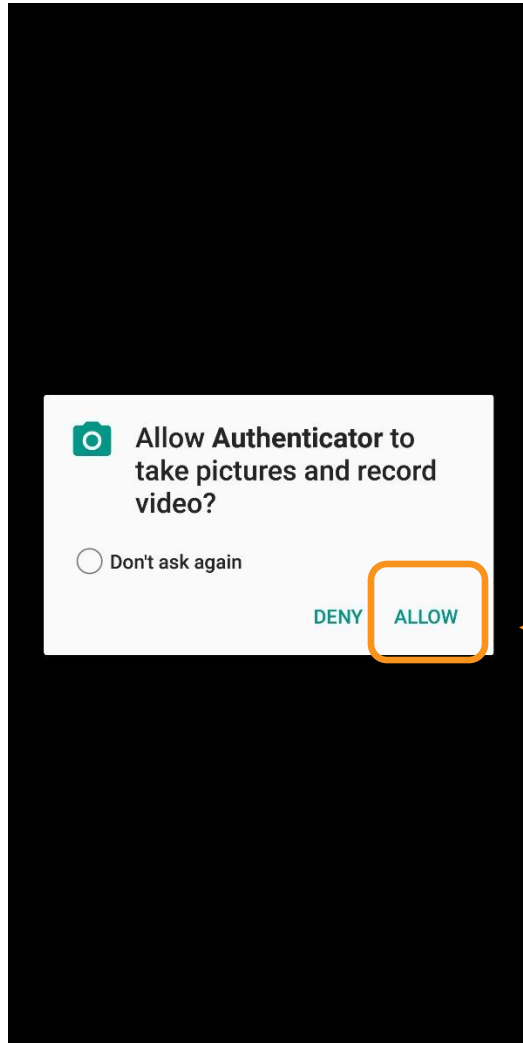
If you've already downloaded Google Authenticator to your phone and are using it with a different account, you can add your OneHealthPort account by clicking the plus sign at the bottom.

# 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

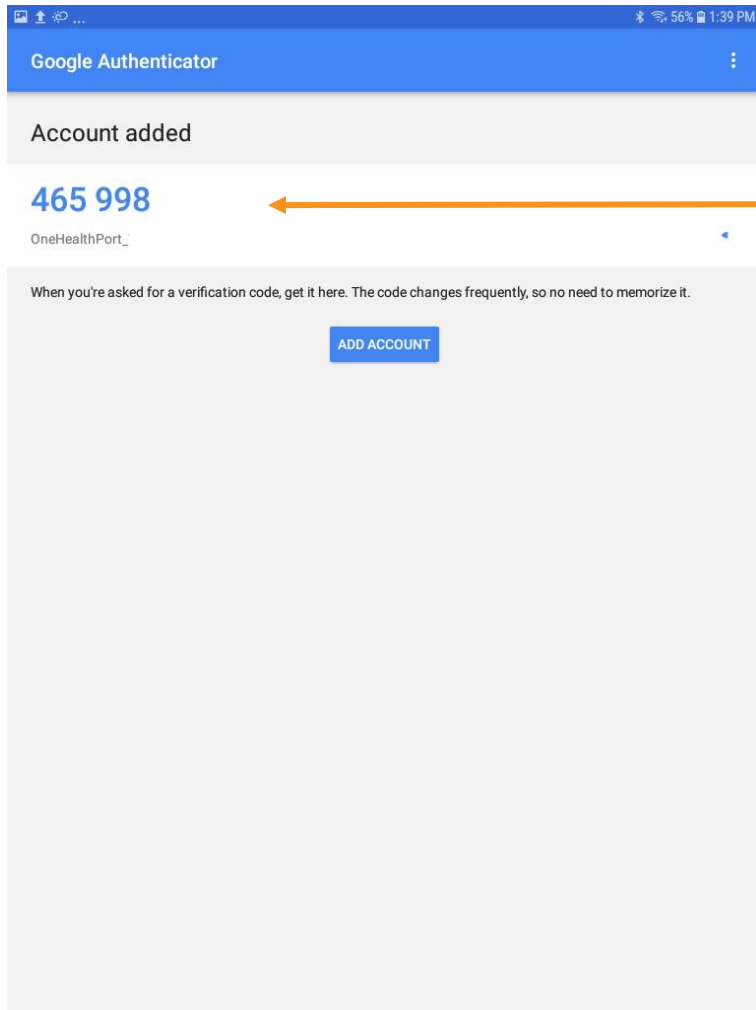


STEP 1: Start the MFA authentication process. For first time users the Google Authentication QR code will automatically appear.\*

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

\*If you need to link a new device and do not see the QR code, please contact our Help Desk at 1.800.973.4797

# 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 the [OneHealthPort Help Desk](#).