



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:

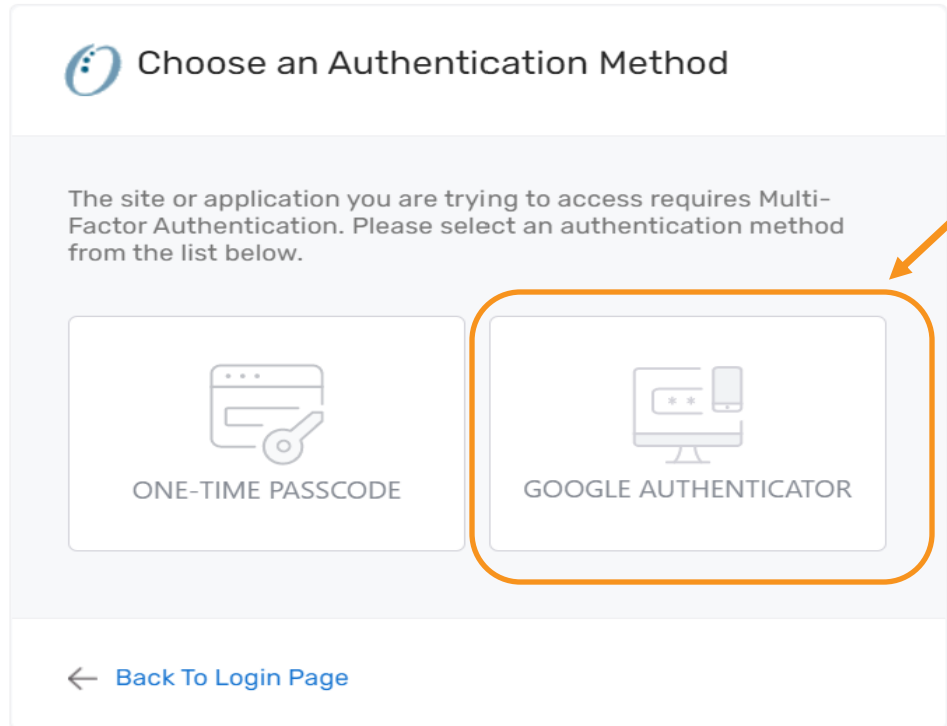
[Login](#)


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.

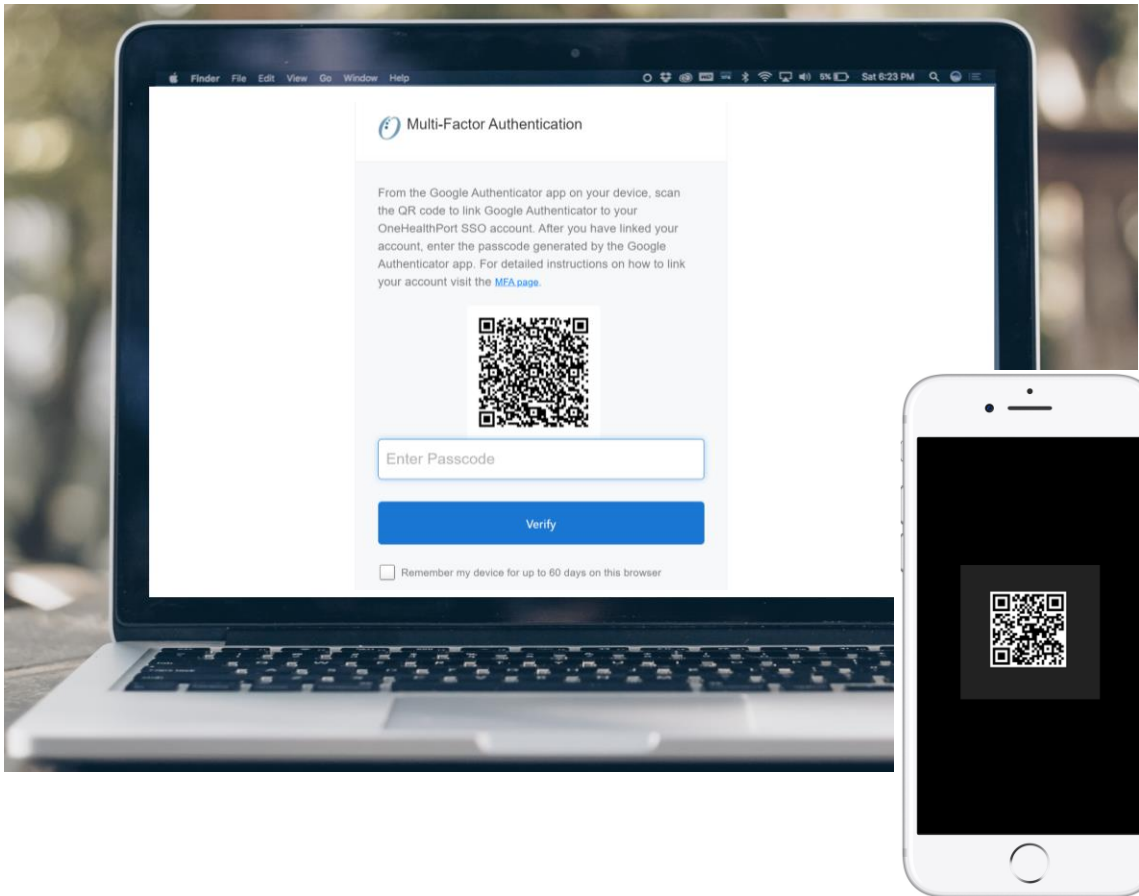
 ONE-TIME PASSCODE

 GOOGLE AUTHENTICATOR

[← Back To Login Page](#)

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

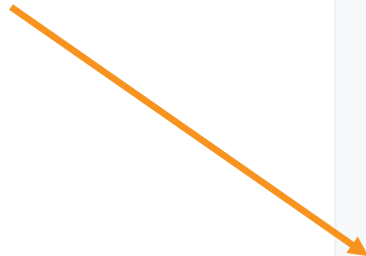
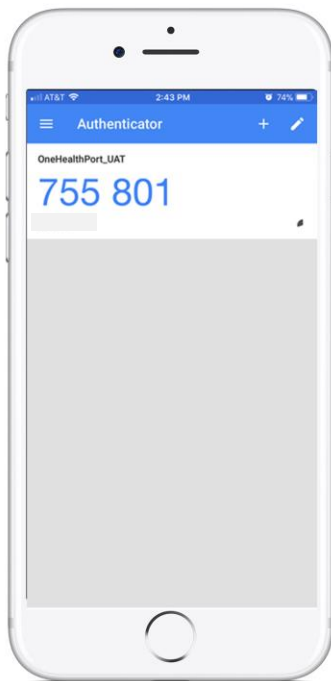



If you are using Google Authenticator for the first time, you will see a QR code.* You will need to download the App before you can begin. Once the App is downloaded you can link your OneHealthPort account by scanning the QR code from your device.

*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

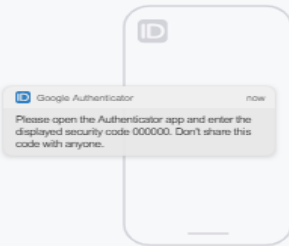
MFA Verification Using the Passcode

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".



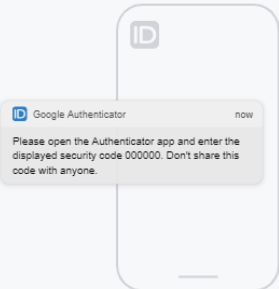
Verify

☐ 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".



Verify

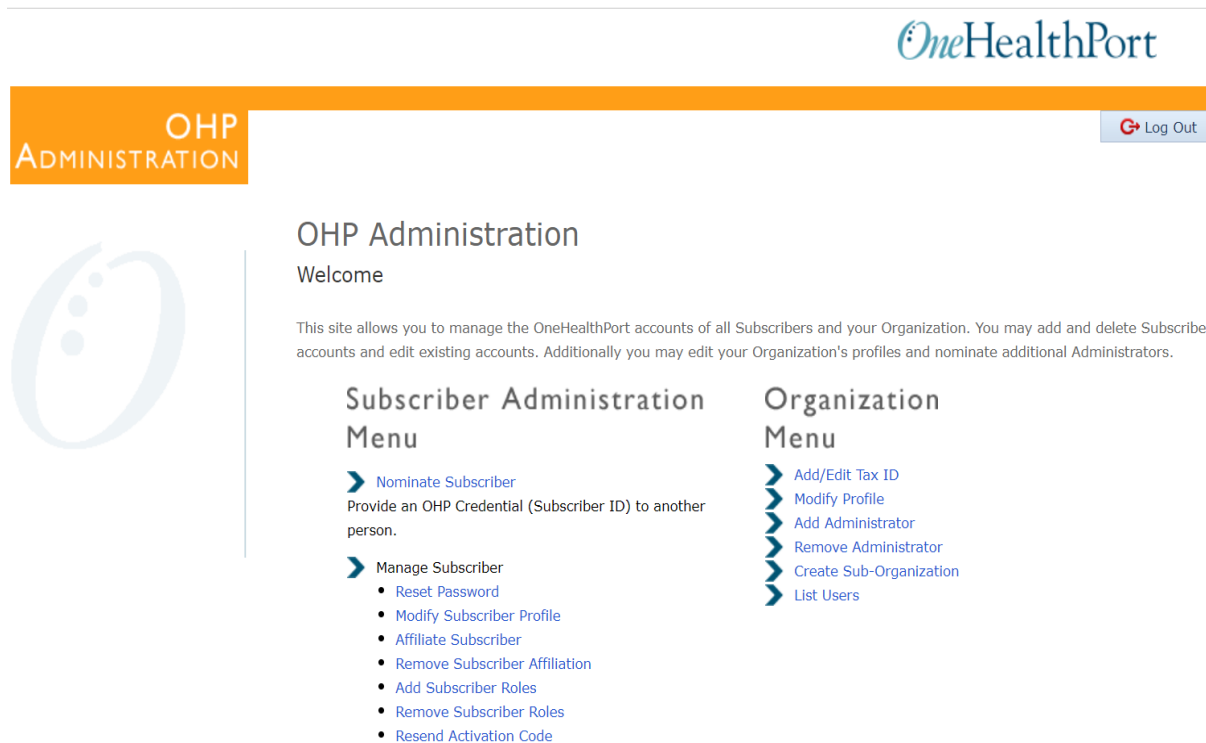
☒ Remember my device for up to 60 days on this browser

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*.



* 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***)

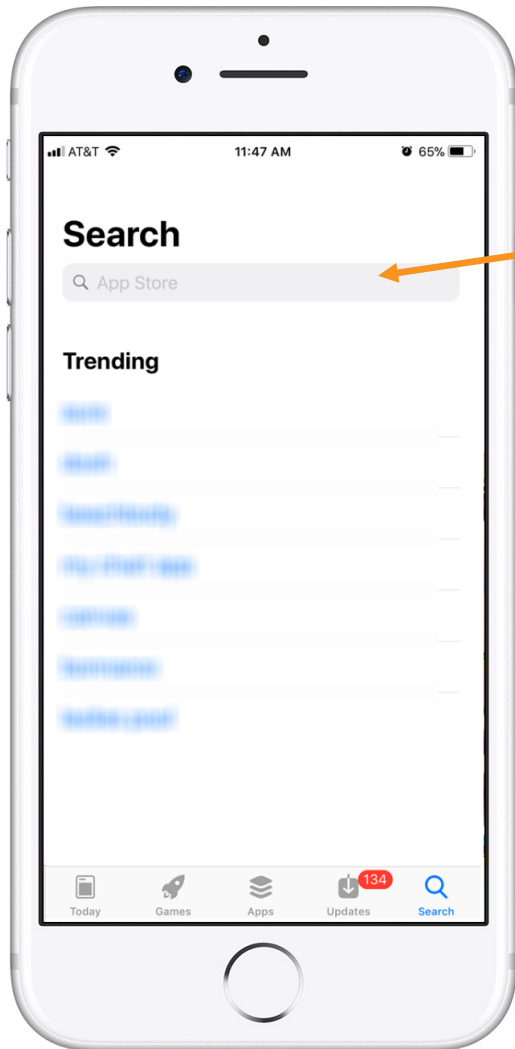
*For more information on how to skip adding payment information see <https://support.apple.com/en-us/HT204034#iOS>

Search for an App in the App Store



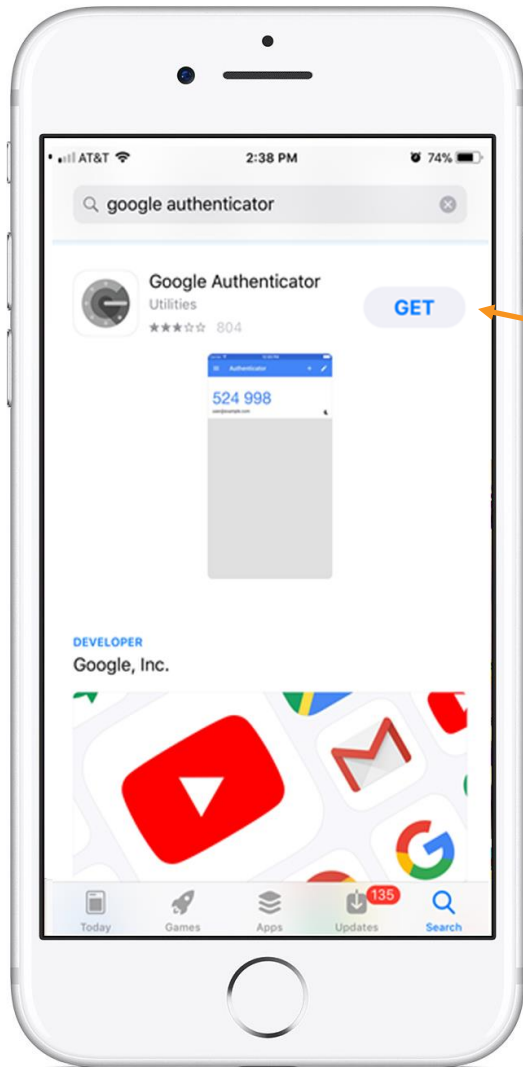
Tap the Search key. It's the key that looks like a magnifying glass at the phone's bottom right corner.

Search for Google Authenticator



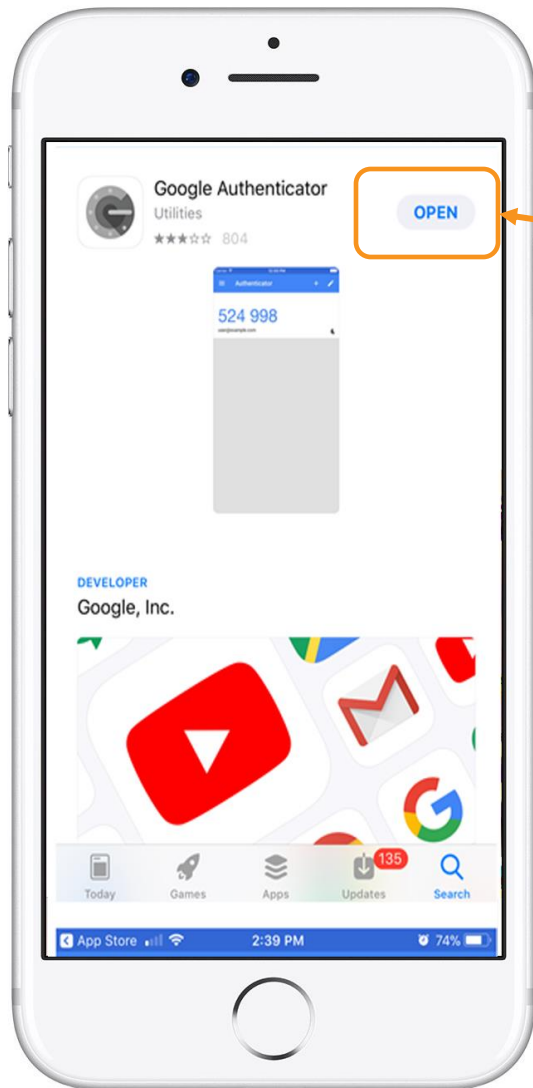
In the Search function, the device brings up the search box. Type “**Google Authenticator**”.

Download Google Authenticator



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

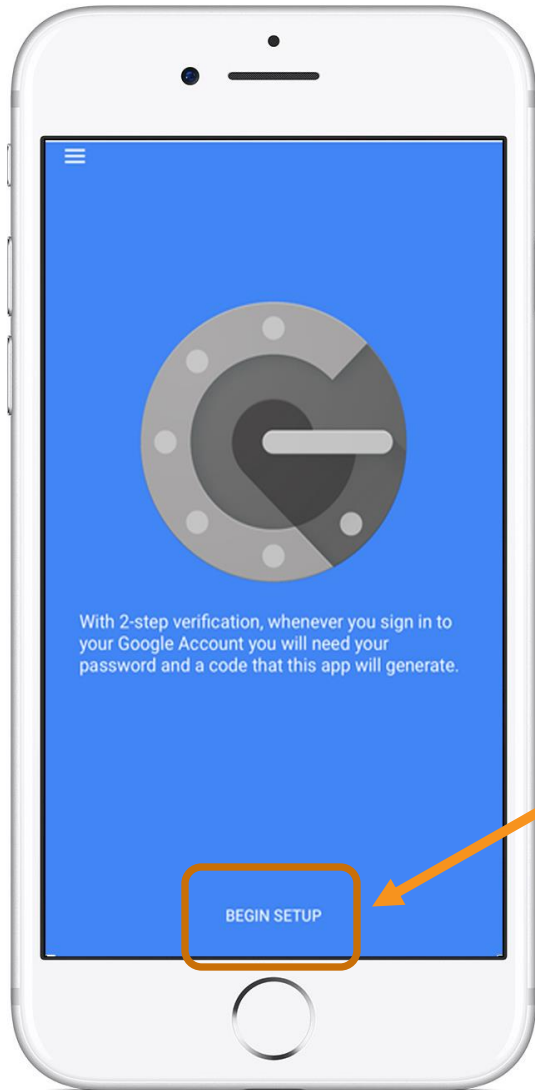
Open the App



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

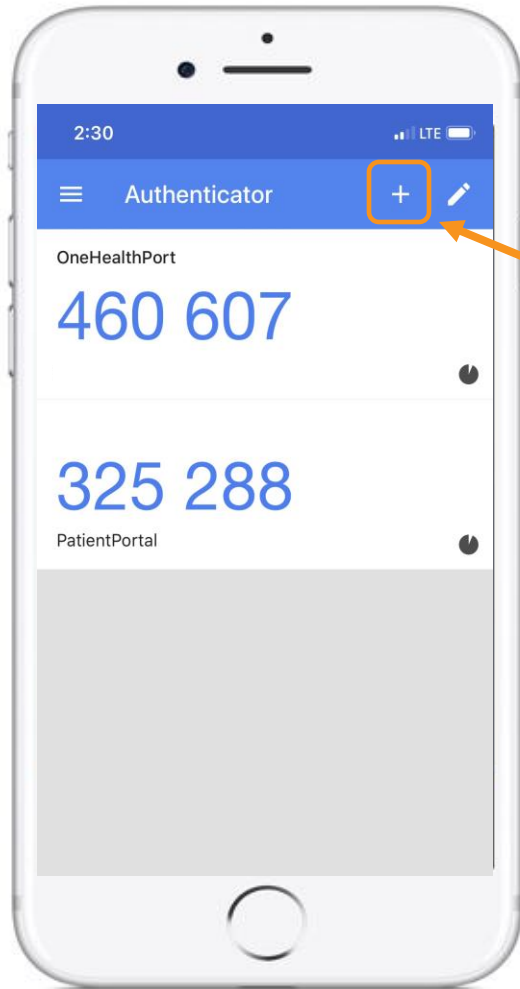
Linking the Google Authenticator App to Your OneHealthPort SSO Account

Setup



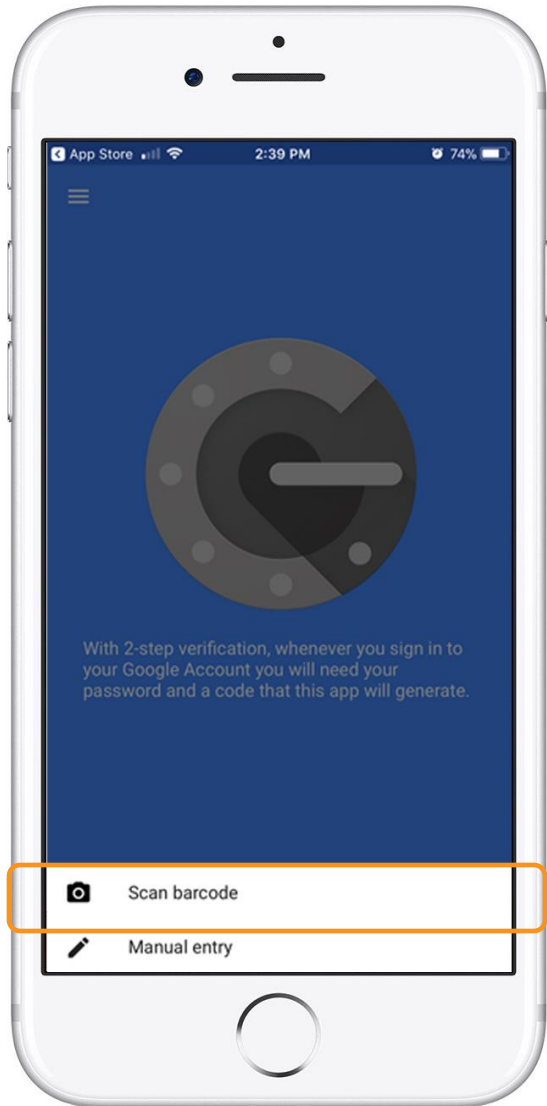
Tap on **"Begin Setup"**.

Adding An Account



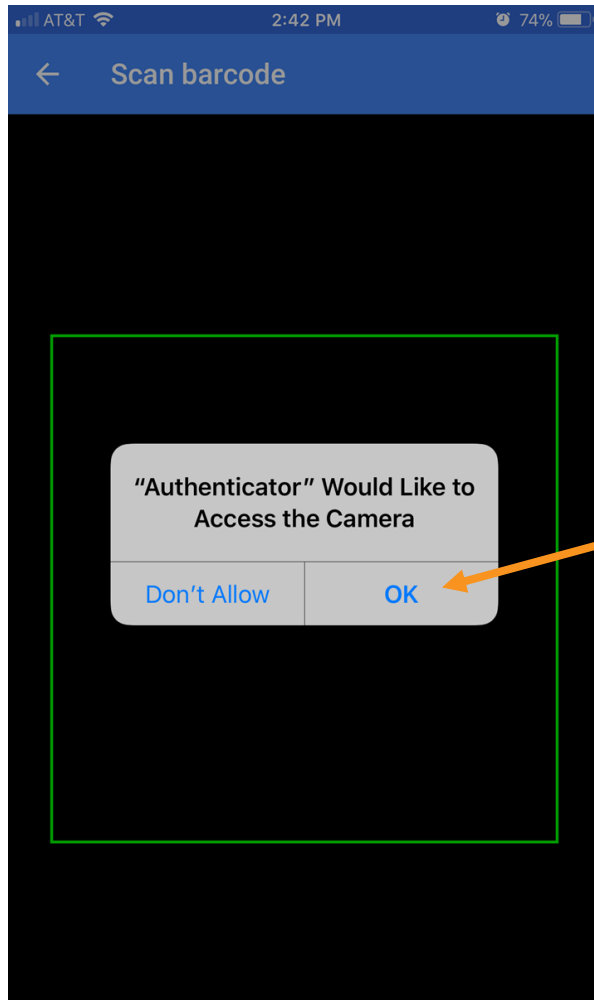
If you've already downloaded Google Authenticator to your phone and are using it with a different account, you can add your OneHealthPort account by clicking the plus sign at the top.

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

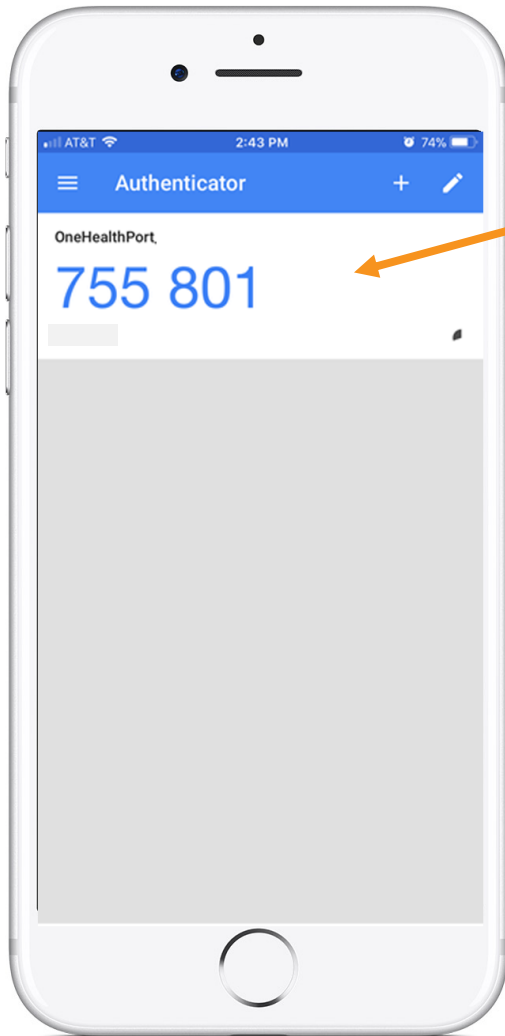


STEP 1: Start the MFA authentication process. For first time users the Google Authentication QR code will automatically appear.*

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 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 the [OneHealthPort Help Desk](#).