

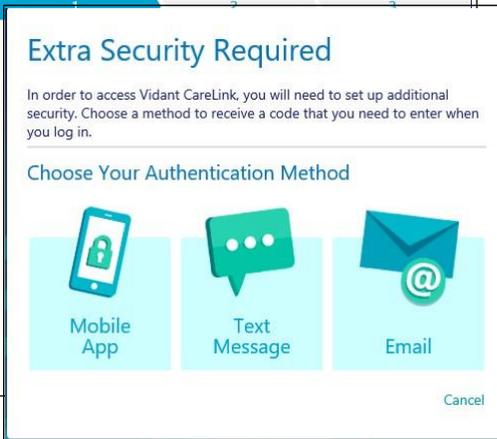
# Two-Factor Authentication



Logging in with a username and password is vulnerable to phishing and other methods by which malicious or unauthorized users can gain access to your web applications. To implement an extra layer of security, Vidant Health has implemented two-factor authentication, which requires community users to enter their standard username and password plus a randomly generated one-time passcode to log into Vidant CareLink.

Please review all three methods options.

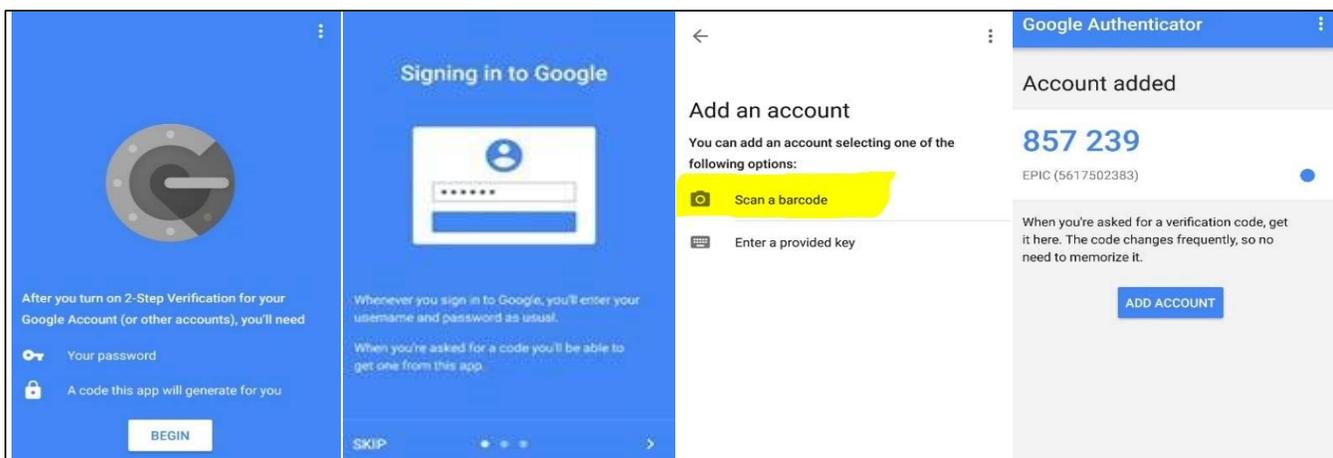
1. Enter your username and password. An “Extra Security” box appears.
2. Choose the method you want to use to authenticate.



## Mobile App Method

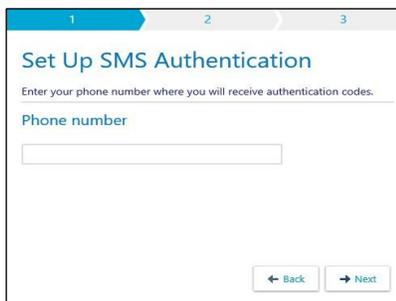
1. Scan the QR code on the monitor screen. If you do not have a QR code reader on your phone, download one of the two apps recommended, Google Authenticator or Authy.
2. Follow the screen prompts to complete the authentication setup.

**i** For purposes of this instruction, we provided screenshots of the steps involved with downloading Google Authenticator. (Do not download Google Authenticator OTR.) You do not need to sign into Google to be provided with a code. Click SKIP at the second screen.

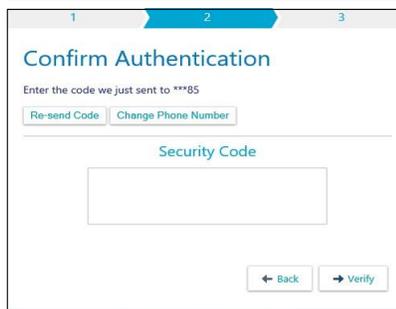


## Text-SMS Method

1. Enter your mobile phone number with no dashes and select Next.
2. Enter the code sent to your phone as a text message and select Verify.



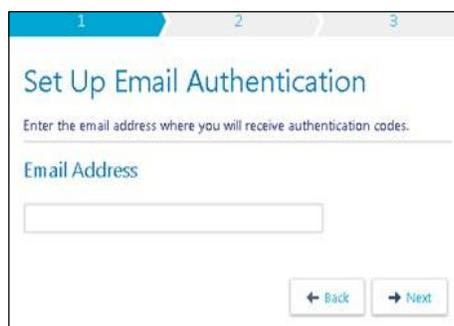
The screenshot shows a web form titled "Set Up SMS Authentication". At the top, there is a progress indicator with three steps, where step 1 is highlighted. Below the title, it says "Enter your phone number where you will receive authentication codes." There is a text input field labeled "Phone number". At the bottom right, there are two buttons: "← Back" and "→ Next".



The screenshot shows a web form titled "Confirm Authentication". At the top, there is a progress indicator with three steps, where step 2 is highlighted. Below the title, it says "Enter the code we just sent to \*\*\*85". There are two buttons: "Re-send Code" and "Change Phone Number". Below that is a text input field labeled "Security Code". At the bottom right, there are two buttons: "← Back" and "→ Verify".

## Email Method

1. Enter an email address for which you want to receive the authentication code and select Next button.
2. Log into the email account where you requested the code be sent. An email from [carelink@vidanthealth.com](mailto:carelink@vidanthealth.com) with a subject line of "Vidant CareLink Authentication Passcode" will be in your inbox.
3. Open the email, copy the code and enter it into the code box and select Verify button.



The screenshot shows a web form titled "Set Up Email Authentication". At the top, there is a progress indicator with three steps, where step 1 is highlighted. Below the title, it says "Enter the email address where you will receive authentication codes." There is a text input field labeled "Email Address". At the bottom right, there are two buttons: "← Back" and "→ Next".



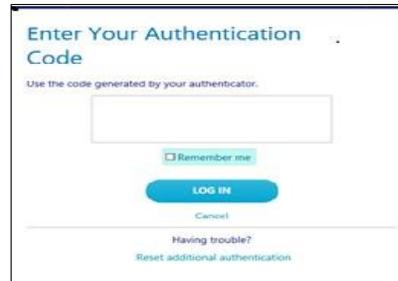
The screenshot shows an email message. The header information is: From: [connect@vidanthealth.com](mailto:connect@vidanthealth.com) [mailto:[connect@vidanthealth.com](mailto:connect@vidanthealth.com)]; Sent: Wednesday, September 25, 2019 10:26 AM; To: | [@vidanthealth.com](mailto:@vidanthealth.com)>; Subject: Vidant CareLink Authentication Passcode. The main body of the email says: "Please enter your verification code: 062349".

## After Completion of any method

A message box to keep your code safe will appear. Check the box to acknowledge you have secured your code. Click the Finish button.



The next time you log into Vidant CareLink, the authentication code will be sent using the method you chose. Enter the code and select the "Remember me" button. Choosing "Remember me", will eliminate the need to authenticate for 30 days.



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Page 2 For Assistance with this workflow, please contact 252-847-5111 for Helpdesk assistance.