

medEbridge®

Customer User Guide

MFA Services



The privacy and protection of sensitive health information is at the forefront of medEbridge®. To further protect this data, medEbridge® uses Multi-factor Authentication (MFA). This simple process requires users to enter a security code as part of the login process.

MFA on medEbridge® is available via two methods:



OPTION 1

Phone App Authentication (recommended)

An authenticator app helps verify your identity by providing a code to pass for each user session. The unique code is refreshed every 30 seconds.

Instructions

1. Install and open either the Microsoft Authenticator App or Google Authenticator App on your mobile phone



2. Select 'Setup Account' or 'Add New Account' or + button
3. Scan the QR code which displays on screen
4. Enter the 6-digit verification code displayed on your chosen authenticator app and continue to complete the registration

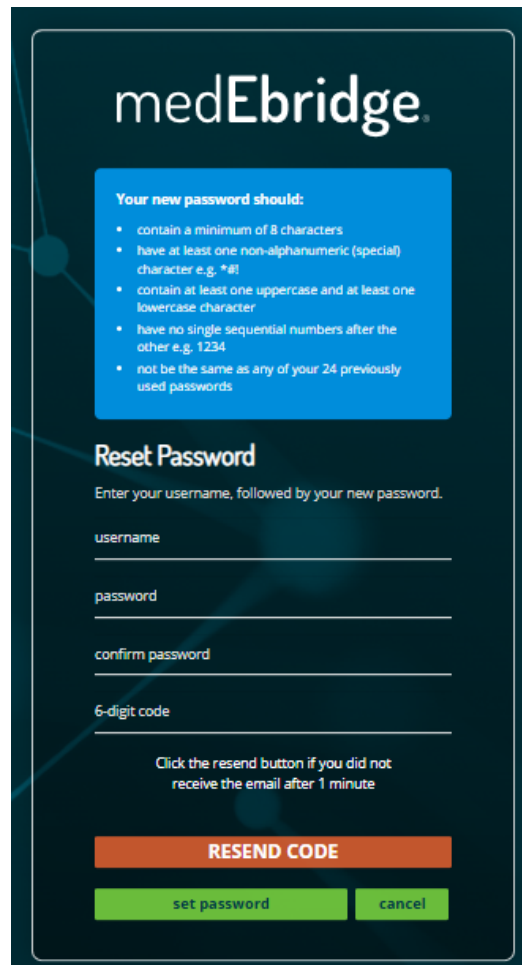
OPTION 2

Email Authentication

With this option, an email will be sent with a unique code for each user session.

Instructions

1. Click 'send' to send an email to your email address
2. Click the 'send' button again if you do not receive the email after 1 minute
3. Enter the 6-digit code sent to you email address and continue to complete the registration



The image shows a 'medEbridge' 'Reset Password' form. At the top, the medEbridge logo is displayed. Below it, a blue box contains the heading 'Your new password should:' followed by a bulleted list of password requirements: minimum 8 characters, at least one non-alphanumeric character, at least one uppercase and one lowercase character, no sequential numbers, and not the same as previous passwords. The main form area is titled 'Reset Password' and includes the instruction 'Enter your username, followed by your new password.' Below this are four input fields: 'username', 'password', 'confirm password', and '6-digit code'. A note states 'Click the resend button if you did not receive the email after 1 minute'. At the bottom, there are three buttons: an orange 'RESEND CODE' button, and two green buttons labeled 'set password' and 'cancel'.

Please note that if you select Email Authentication and your organisation has firewalls which delay the receipt of emails from external organisations, this may not be the best option for you.

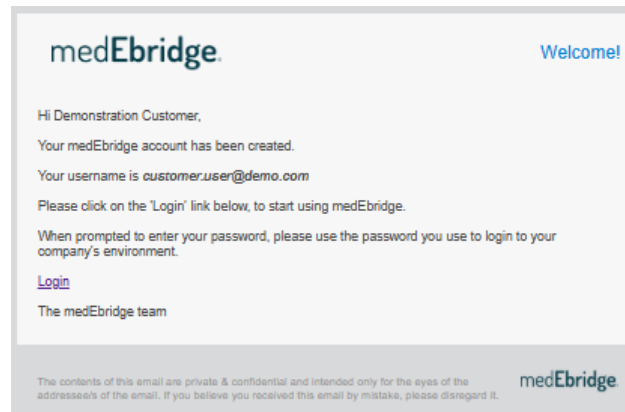
Whichever method you use, you will be prompted to enter the code received when you log into medEbridge®.

Some of the medEbridge® users will be set up to use Federated Authentication

This type of authentication will be set up via your company's IT department in conjunction with the medEbridge® development team.

This option will mean when logging in you will need to use your email address and your usual company password to access medEbridge®.

This will be seen in your medEbridge® 'welcome' email



medEbridge®