ELECTRONIC VISIT VERIFICATION:
WYOMING MULTI-FACTOR AUTHENTICATION

All Wyoming Providers are required to set up multi-factor authentication unless the user has valid biometric verification of their device.

Upon login, the *CareBridge Mobile Application* will require the caregiver to enter a passcode sent to them by text message or email based on the available information in their *CareBridge Employee Profile*. Alternatively, a caregiver can choose to generate a passcode via a third-party application or authenticator. A portal administrator must complete the setup for one of these authentication methods in the *CareBridge Provider Portal*.

To set an authentication method, navigate to the *Employee's Details* page and click the **pencil icon** under the *MFA Preferences* section. Select the authentication type using the drop down list, then click **save** (Figure 1).

Please Note: *A valid phone number and/or email is required for the 'SMS|Email' option.*
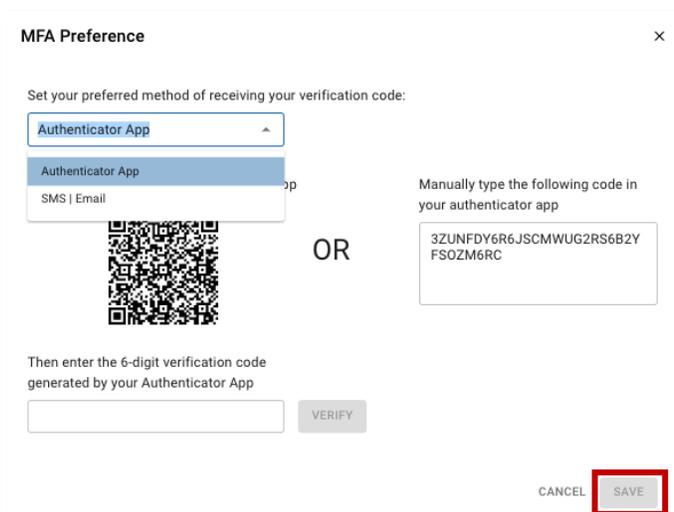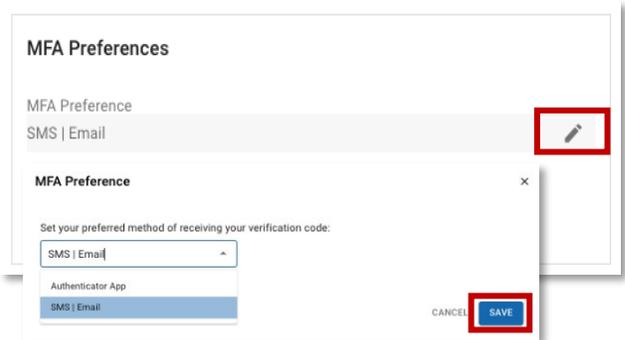
Figure 1. ***MFA Preferences*** *section*

If an authenticator will be used, scan the QR code with the caregiver's mobile device then enter the **6-digit code**, or provide the **pre-generated code** to the caregiver for manual entry into the authenticator application (Figure 2 & 3).
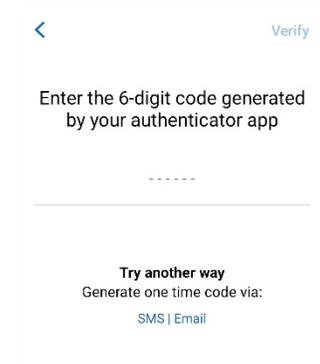

Figure 2. ***Authenticator App*** *menu*

Figure 3. ***CareBridge Mobile App***