

## 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.

WIAT references	
MFA Preference	
SMS   Email	1
MFA Preference	×
Set your preferred method of receiving your verification code:	
SMS   Email	
Authenticator App	
Authenticator App	

MFA Preference			×
Set your preferred method of receiving you Authenticator App Authenticator App SMS   Email	ur verification code: p	Manually type the following code in your authenticator app	
	OR	3ZUNFDY6R6JSCMWUG2RS6B2Y FS0ZM6RC	
Then enter the 6-digit verification code generated by your Authenticator App	VERIFY		
Figure 2. <b>Authe</b>	nticator App	CANCEL SAVE	

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 3. CareBridge Mobile App