

# ELECTRONIC VISIT VERIFICATION: MULTI-FACTOR AUTHENTICATION



All providers are required to set up multi-factor authentication for the *CareBridge Provider Portal* and *Mobile Application* or have valid biometric verification on a mobile device.

Upon login, the *CareBridge Provider Portal* and *Mobile Application* will require the user to enter a passcode sent to them by text message or email based on the available information in their *CareBridge Employee Profile*. Alternatively, a user can choose to generate a passcode via a third-party application or authenticator. The user 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:** The 'SMS | Email' option requires a valid phone number and email.

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

Figure 1. **MFA Preferences** section

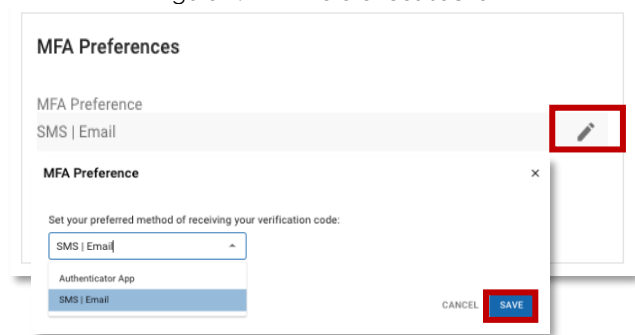


Figure 2. **Authenticator App** menu

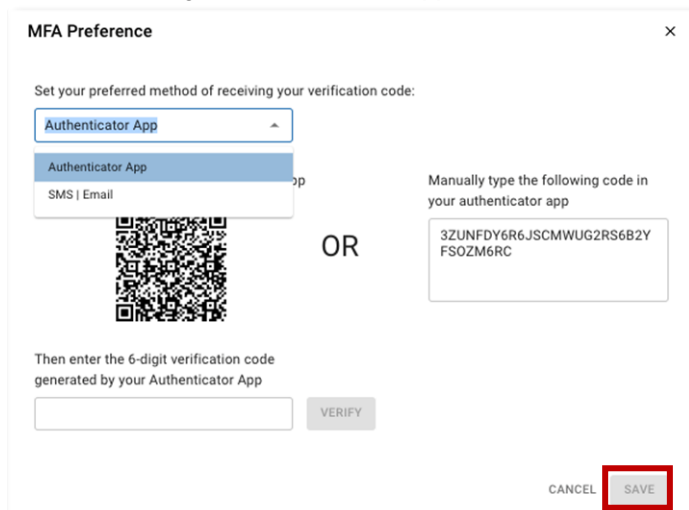


Figure 3. **CareBridge Mobile App**

