ELECTRONIC VISIT VERIFICATION
CCO EMPLOYEE MULTI-FACTOR AUTHENTICATION AND ACCOUNT RECOVERY

CareBridge Electronic Visit Verification (EVV) uses Multi-Factor Authentication (MFA) to help protect your account. MFA verifies your identity using a one-time verification code or another secure authentication method.

MFA is required when signing in to the CareBridge EVV Mobile Application.

This guide provides **CCO Employee Caregiver** users with instructions for logging in and recovering their accounts using MFA. CCO Admin users should refer to the CareBridge EVV CCO Admin User MFA and Account Recovery Guide for information specific to their role.

1. Contact Information Required For Your Account

Users must have an email address and phone number associated with their CareBridge EVV account. This information supports account security, Multi-Factor Authentication, and account recovery.

When you sign in, you may be asked to review the email address and phone number associated with your account (Figure 1).

- Confirm that the information shown is correct.
- Update any incorrect information.
- Provide any information that is missing.

Figure 1. ***Mobile Application***



2. Signing In To The Mobile Application

Sign in to the CareBridge EVV Mobile Application using your Provider ID, username, and password.

When verification is required, the available authentication methods will be based on the information associated with your account. Follow the instructions on the screen to select an MFA method and verify your identity (Figure 2). If the email or phone number shown is unfamiliar, contact Veridian support by phone at 866-226-4692 or by email at ccoiowa@veridiancu.org.

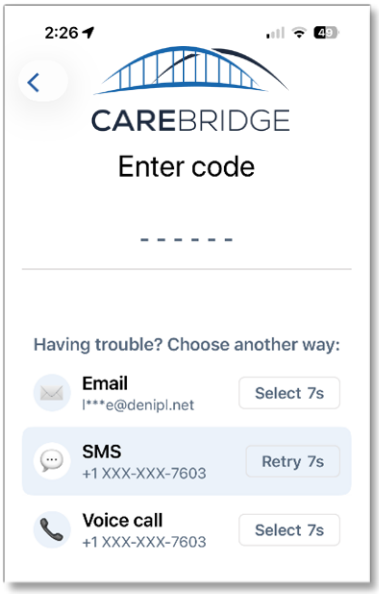
Depending on the methods available for your account, you may be able to receive a one-time verification code by:

- Text message / SMS
- Automated phone call
- Email

If a user has enabled biometrics on their mobile device, they will not receive a one-time verification code via the above methods.

Text message / SMS is the default MFA method for the mobile application. The selected delivery method for the one-time verification code will be highlighted. Users may select an alternate verification method if they prefer an option other than text message / SMS. After verification the Mobile Application will open.

Figure 2. ***Mobile Application MFA Options***



3. Authentication Methods

Phone

Selecting the **Phone** option allows you to choose to receive a one-time verification code by **text message / SMS** or by **automated call**.

Text Message / SMS

Text Message / SMS will be sent as the default option. You will receive a message at the phone number shown on the screen. Make sure you have access to the selected phone number. This message will provide you with a one-time verification code.

1. Sign in to the CareBridge EVV Mobile Application.
2. ***Text message / SMS*** is the default MFA option for the mobile application (Figure 2).
3. A one-time, **six-digit** verification code will be sent by text message / SMS.
4. Enter the one-time, **six-digit** verification code sent to the phone associated with your account.
5. This code will be valid for **5 minutes**.
6. The sign-in process will continue automatically.

Automated Phone Call

If you select an automated phone call, you will receive a call at the phone number shown on the screen. Make sure you have access to the selected phone number. This call will provide you with a one-time verification code.

1. Sign in to the CareBridge EVV Mobile Application.
2. Select the ***Automated Voice Phone Call*** option (Figure 2).
3. Answer the call. You will hear a greeting and then your **six-digit** verification code will be provided. This code will only be provided twice. **Be sure to make note of this code.**
4. Enter the one-time, **six-digit** verification code sent to the phone associated with your account.
5. This code will be valid for **5 minutes.**
6. The sign-in process will continue automatically.

Important: If you cannot answer the call, you may need to begin the verification process again.

Email

If you select an email, you will receive an email at the email address associated with your account. Make sure you have access to the selected email. This email will provide you with a one-time verification code.

1. Sign in to the CareBridge EVV Mobile Application.
2. Select the ***Email*** option (Figure 2).
3. A one-time, **six-digit** verification code will be sent by email.
4. Enter the one-time, **six-digit** verification code sent to the email address associated with your account.
5. This code will be valid for **5 minutes**.
6. The sign-in process will continue automatically.

4. Getting Help From A Veridian Administrator

Contact your Veridian administrator if:

Your email address or phone number is incorrect.
You cannot access the email address or phone number shown.
Your account does not include an email address or phone number.
You cannot complete the verification process.
You need help accessing the Provider Portal or Mobile Application.

Your Veridian administrator may need to update information associated with your account before you can sign in.