

Multi-Factor Authentication (MFA) in the DirectMyCare Web Portal

Initial Setup

1. Go to DirectMyCare.com. Enter your email address and password, then select **LOG IN** (Fig. 01).

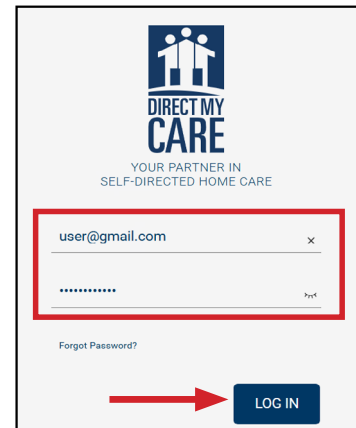


Fig. 01

2. When you first login, you will be required to setup *at least* one of the three authentication options. Select your preferred authentication method (Fig. 02).

- You have 3 authentication options: **authenticator app, text, email.**
- It is *strongly* recommended that you setup a backup option after initial setup.
- To learn more about MFA, click "About multi-factor authentication."

i Note: the method you setup first will be your default method for future logins. You can change your default and backup options at any time using Self-Service explained at the end of this document.

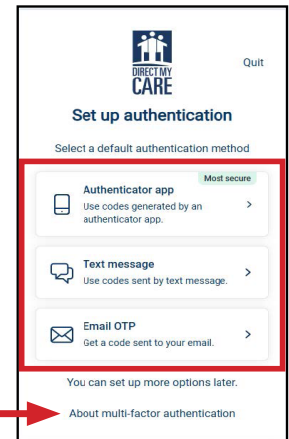


Fig. 02

Option 1: Text/SMS

1. Select **Text message** as your default authentication method (Fig. 03).
2. Enter the phone number you want the authentication code to be sent to. Select the **checkbox** next to the terms of agreement, then select **Continue** (Fig. 04).
3. Check your text messages for the authentication code. Enter the 6-digit code into the boxes (Fig. 05)

i Note: the code is time-based. If you do not enter the code within 10 minutes, select **Re-send code** to receive another code and repeat Step 3 (Figs. 04 - 05).

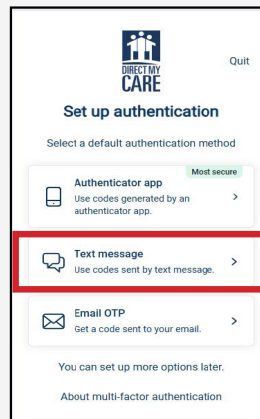


Fig. 03

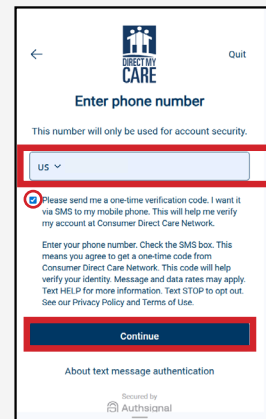


Fig. 04

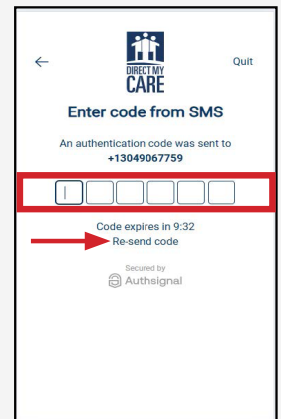


Fig. 05

Option 2: Email OTP

1. Select **Email OTP** as your default authentication method (Fig. 06).
2. The code will automatically be sent to the email you use to login to DirectMyCare. Check your email for the 6-digit code and enter it into the boxes (Fig. 07).
- i Note: the code is time-based. If you do not enter the code within 10 minutes, select Re-send code to receive another code and repeat Step 2 (Fig. 07).**
3. You have successfully added this authenticator option. Select **Continue** and you will be redirected to your dashboard (Fig. 08).

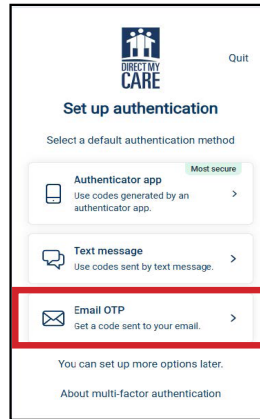


Fig. 06

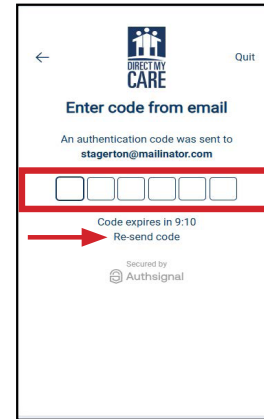


Fig. 07

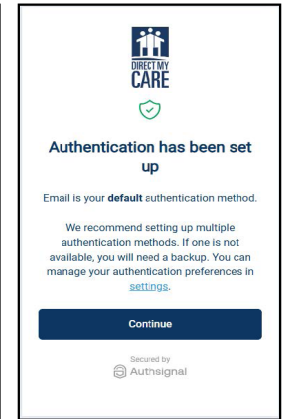


Fig. 08

Option 3: Authenticator App

The **Authenticator App** is the most secure form of MFA. This is the *recommended* default authentication option.

1. Download your preferred authenticator app from the Google Play Store or the App Store (for instructions on downloading the app, see the [Downloading the Authenticator App](#) document).
 2. Select **Authenticator app** as your default authentication method (Fig. 09).
 3. Make sure you have an authenticator app downloaded, then select **Continue** (Fig. 10).
 4. Open your authenticator app and **scan the QR code**. **Enter the code** shown in your authenticator app (Fig. 11).
- You have successfully added this authenticator option.*
- If you do not have access to your device's camera, select **Unable to scan QR code?** (Fig. 11) and go to Step 5.
5. Enter the code provided into your authenticator app by using the copy and paste function, or enter the code manually (Fig. 12).
 6. The authenticator app will provide you with a 6-digit numeric code. Enter that code into boxes in DirectMyCare (Fig. 12).
 7. You have successfully added this authenticator option (Fig. 13).

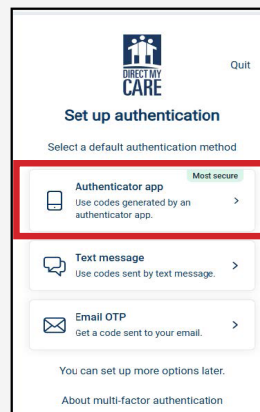


Fig. 09

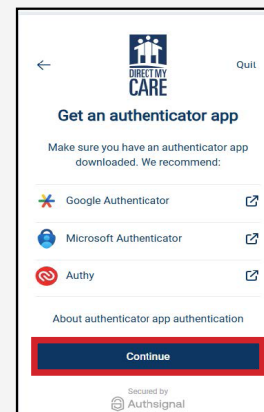


Fig. 10

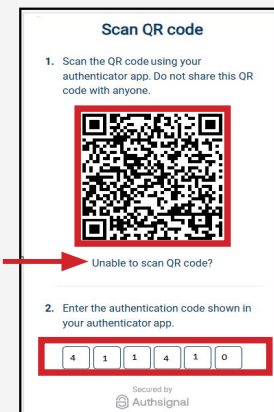


Fig. 11

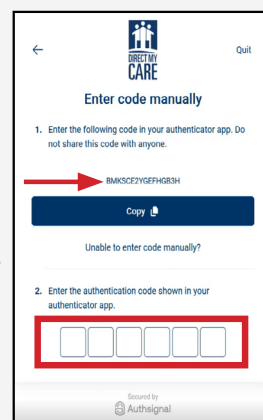


Fig. 12

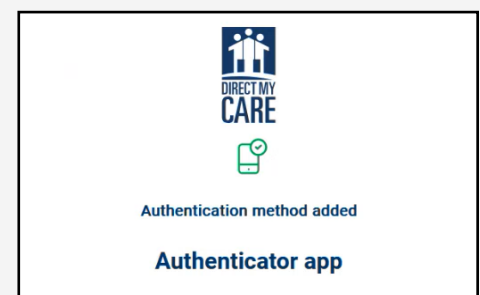


Fig. 13

Self-Service: Adding a Backup Authenticator

You will need to add a backup authenticator method. It is recommended that you add a backup immediately after adding your default method. However, you can add a backup method at a later date.

1. To add a backup authenticator *immediately* after setting your default method, click **settings** on the confirmation screen (Fig. 14)
2. Select a backup option in the **Add more backups** section and follow the corresponding instructions in this document (Fig. 15).

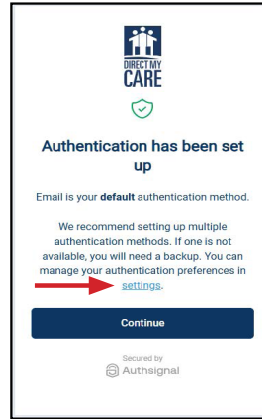


Fig. 14

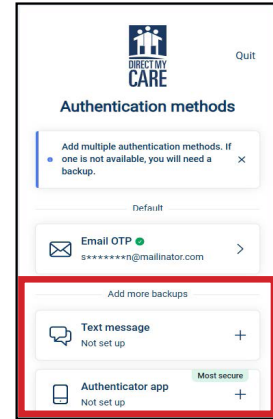


Fig. 15

1. To add a backup authenticator *at a later date*, login to DirectMyCare using your default method. Select **Security Settings** from your dashboard (Fig. 16).
2. Select a backup option in the **Add more backups** section and follow the corresponding instructions in this document (Fig. 17).

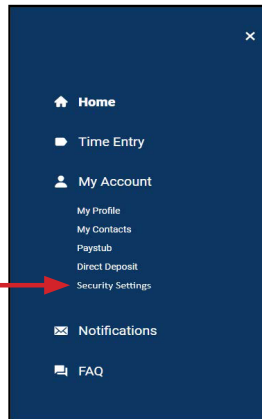


Fig. 16

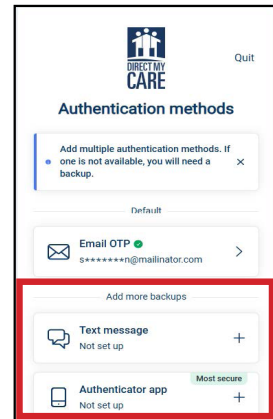


Fig. 17