

Multi-factor Authentication (MFA)

and the eVero Login Process

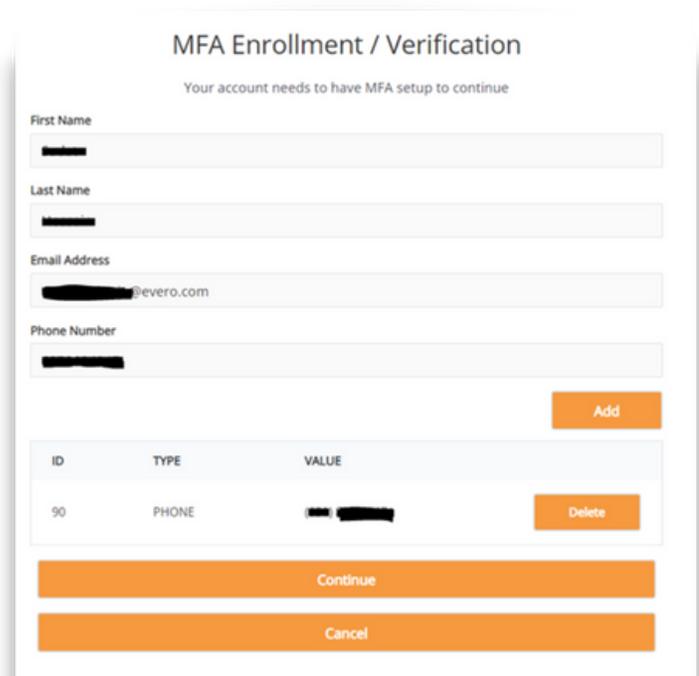
What is MFA?

Multi-factor Authentication is an electronic verification system that requires users to provide two or more verification factors to gain admittance into the software.



WHAT ARE THE BENEFITS?

- 1)MFA provides a more secure login for all users which ultimately protects the personal and confidential information belonging to agencies and the people supported.
- 2)MFA reduces typical password risks and fatigue.
- 3)The MFA process also helps meet various compliance requirements and protects users against hackers and malicious attacks!
- 4)MFA reduces fraud and identity theft!
- 5)MFA increases trust! The people we support, their family members, and advocates can rest assured knowing that the sensitive information entered into the eVero system is much less likely to be maliciously accessed or shared.



MFA Enrollment / Verification

Your account needs to have MFA setup to continue

First Name
Last Name
Email Address
Phone Number

Add

| ID | TYPE | VALUE | |
|----|-------|-------|--------|
| 90 | PHONE | | Delete |

Continue

Cancel

WHAT DOES THIS CHANGE?

Not much, really. It is just one extra step to ensure security of the account. Once the username and password are entered, a new MFA validation screen will be displayed asking that the user select a method from the list to validate, just once more, that they are who they say they are. Additionally, beginning on July 10th, 2022, all users will be prompted to verify their contact information when logging in.

How to

UPDATE MFA METHODS

From the Web...



1. Login to the eVero system via the web
2. From the user's home screen, the user will select their name from the upper right-hand corner of the screen and select My Account from the dropdown.
3. Once the My Account Popup is open, the user will click the MFA Methods tab at the top.
4. In the MFA Methods tab, the user has the ability to add or remove various MFA Methods including email, phone, Authenticator, FOB. Click the plus sign to add a new method.
5. In the Add MFA Device pop up, the user will select the device type from the list and enter the information required to proceed. A code will be provided when adding a new MFA method as it is when using MFA to login to the system.



From the Mobile App...



1. Login to digitalAGENCY™ Mobile.
2. From the menu, select My MFA.
3. The My MFA screen will provide the user with the ability to toggle between My Devices and My Contacts.



My Devices allows the user to manage their MFA approved devices and sessions.



My Contacts allows the user to manage their methods of contact.

WHAT DEVICE TYPES (OR METHODS) ARE SUPPORTED FOR EVERO MFA?

- Email
- Phone
- Authenticator
- FOB

How to

LOG IN WITH AN MFA ENABLED ACCOUNT

1. The user will enter the login name and password and click Sign In when ready
2. Next, the Multi-factor Authentication screen will be displayed, and the user will be prompted to verify their identity by selecting a method of contact from the list provided. *Note: this list is generated from the information stored within the system.
3. Once the method of contact is selected, click Request Code.
*Note: If you do not receive the code within a few minutes, please click the “Need a new code?” link provided.
4. Once received, enter the code into the field and click Submit Code to proceed.
5. Once the code is confirmed, the user has been verified and access will be granted.

Multi Factor Authentication

We need to verify your identity before we can allow a secure sign in as **portaltest1**. We do this by providing you with a 6-digit security code.

How can we contact you?

- Text msg to 6318**4***
- Phone call to 6318**4***
- Email to s****n@e****o.com

Remember this device (don't ask again)

[Request Code](#)

[Click Here to Return to the Previous Screen](#)

We will send you a 6 digit code securely for you to enter

Multi Factor Authentication

Please enter the 6-digit security code provided to continue.

Code

Remember this device (don't ask again)

[Submit Code](#)

[Need a new code? Click here to return to the previous screen.](#)