MEDHOST YourCare Community® Multifactor Authentication

Product Guide 19.0

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Document Information

Audience

YourCare Community® portal users

Purpose

This guide provides a description of multifactor authentication (MFA) setup and workflows for the YourCare Community portal.

Content

This guide contains the following sections:

- **Overview**: describes MFA for YourCare Community
- **Sign in with MFA**: describes the sign-in process after users' YourCare Community portal accounts are linked to their mobile devices or email accounts

Overview

MFA improves security by requiring the following two authenticating factors from each user for YourCare Community portal access:

- Authenticating factor one: the user's username and password
- Authenticating factor two: a unique verification code sent to the mobile phone number or email address associated with the user's YourCare Community portal account

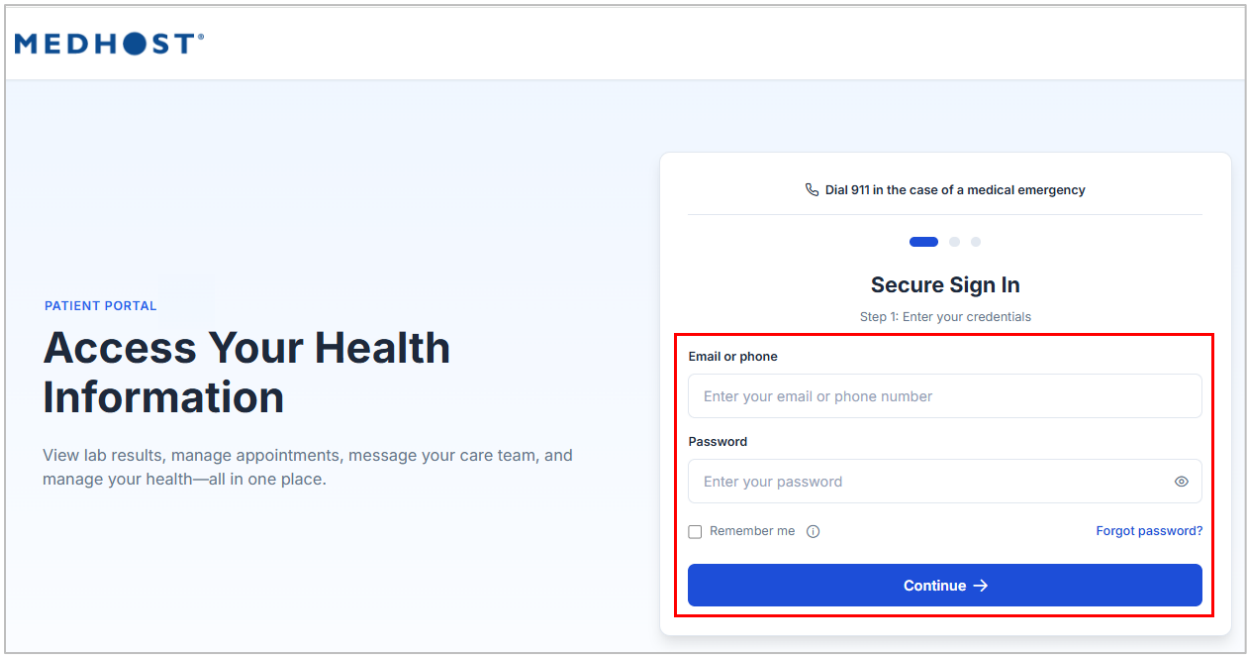
To use MFA, users enter their sign-in credentials and then enter a verification code sent to their mobile device or email address.

Sign in with MFA

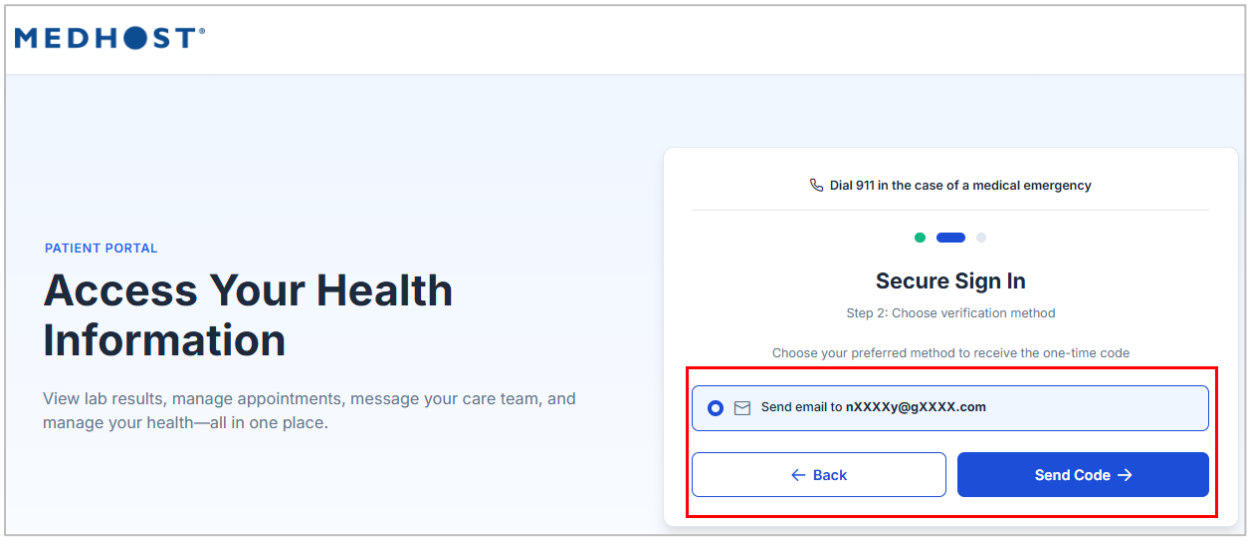
This section describes the MFA sign-in process.

To sign in using MFA

1. From the **Sign in** screen, enter your credentials
2. Click **Continue**



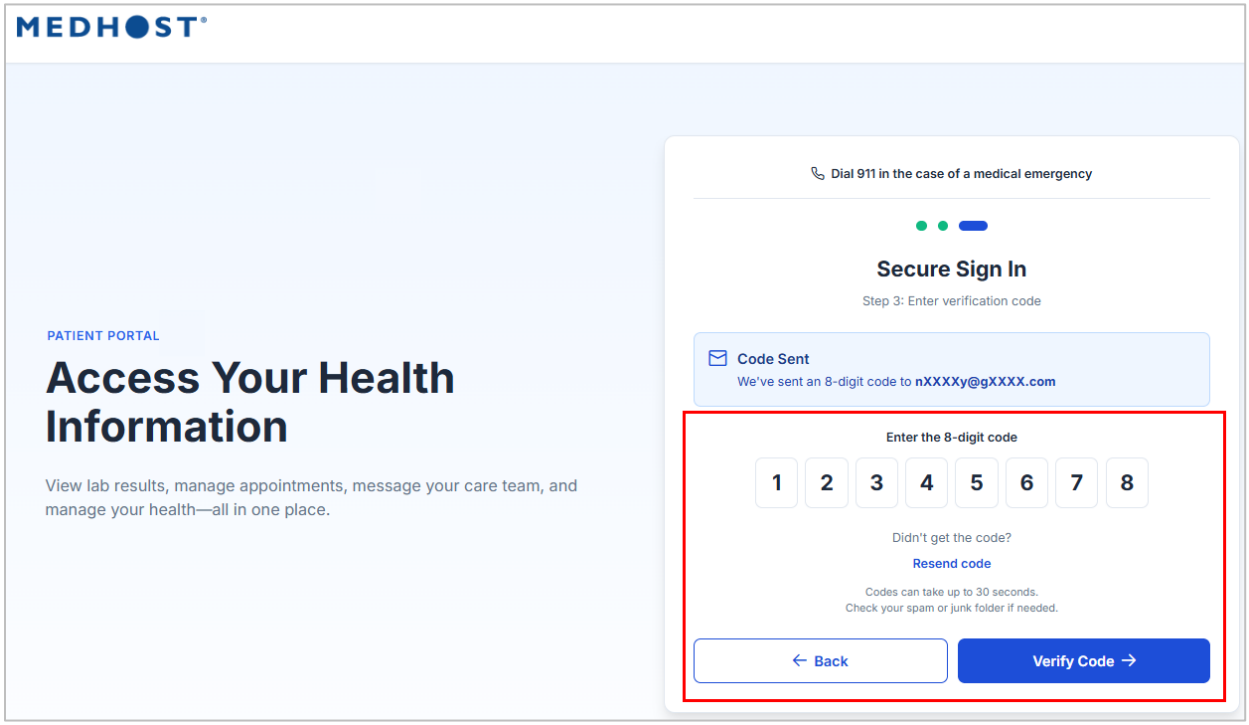
You are prompted to select where you want to receive your verification code: by text message to your mobile phone or by email.



> **NOTE**
>
> If your YourCare Community portal account is associated with only an email address or only a mobile phone number, that method is automatically presented as your verification code delivery option.

3. Select the method for receiving your verification code.
4. Click **Send Code**

   The verification code entry screen displays.



5. Enter your verification code and click **Verify Code**

   You are signed in to your YourCare Community portal account.