



# Setting up Dual Authenticator (MFA) in the Provider Portal

Quick Reference Guide

# Quick Guide Contents

This quick guide is intended to assist Incident Management System Provider Portal users in setting up their Dual Authenticator (MFA) for logging into the Provider Portal

# MFA Options

## 1) Salesforce Authenticator

- 1) Download the Salesforce Authenticator App from the App Store
- 2) Link your Provider Portal account to the app via username
- 3) This will allow you to complete dual authentication via a two-word phrase

## 2) Microsoft Authenticator

- 1) Download the Microsoft Authenticator App from the App Store
- 2) Link your Provider Portal account to the app via QR code
- 3) This will allow you to complete dual authentication via a 6-digit phrase



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By using this system, the user consents to such interception, monitoring, recording, copying, auditing, inspection, and disclosure at the discretion of authorized site or Department of Human Services personnel. Unauthorized or improper use of this system may result in administrative disciplinary action and civil and criminal penalties.

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By continuing to use this system you indicate your awareness of and consent to these terms and conditions of use. Close Browser session IMMEDIATELY if you do not agree to the conditions stated in this warning.

**Login**

\*Username

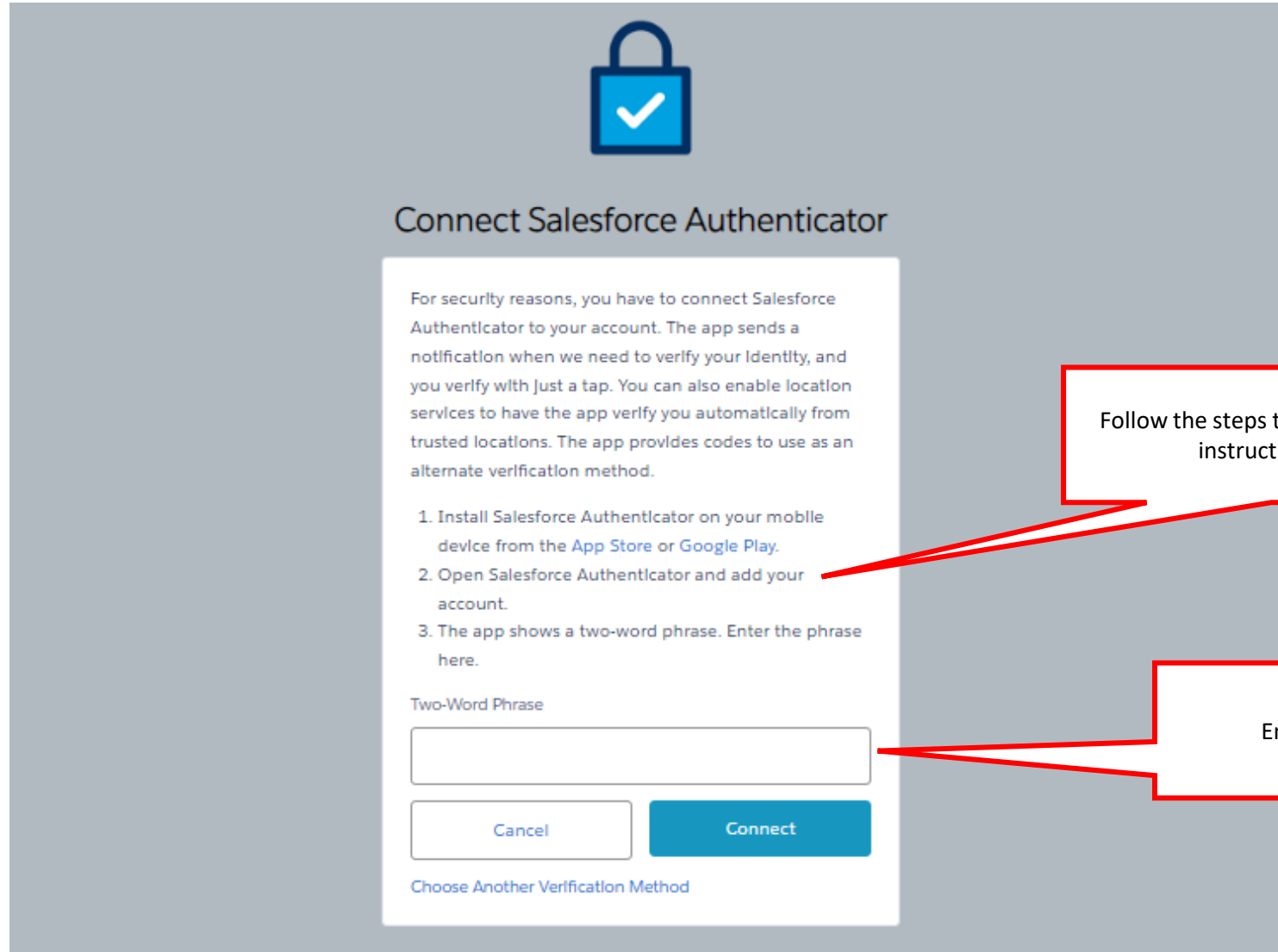
\*Password




Forgot your Password? [Click here](#)

If you need access, please contact your administrator.

# Salesforce Authenticator



The image shows a screenshot of the Salesforce Authenticator connection interface. At the top center is a blue padlock icon with a white checkmark inside. Below it is the heading "Connect Salesforce Authenticator". The main content area contains a paragraph of text explaining the security requirements and a three-step list of instructions. Below the list is a text input field labeled "Two-Word Phrase". At the bottom of the form are two buttons: "Cancel" and "Connect". A link "Choose Another Verification Method" is located at the very bottom. Two red callout boxes with arrows point to the second step of the list and the input field.



## Connect Salesforce Authenticator

For security reasons, you have to connect Salesforce Authenticator to your account. The app sends a notification when we need to verify your Identity, and you verify with Just a tap. You can also enable location services to have the app verify you automatically from trusted locations. The app provides codes to use as an alternate verification method.

1. Install Salesforce Authenticator on your mobile device from the [App Store](#) or [Google Play](#).
2. Open Salesforce Authenticator and add your account.
3. The app shows a two-word phrase. Enter the phrase here.


Two-Word Phrase

[Choose Another Verification Method](#)

Follow the steps to link your accounts per instructions in the app

Enter the Two-Word Phrase

# Microsoft Authenticator



## Connect Salesforce Authenticator

For security reasons, you have to connect Salesforce Authenticator to your account. The app sends a notification when we need to verify your Identity, and you verify with just a tap. You can also enable location services to have the app verify you automatically from trusted locations. The app provides codes to use as an alternate verification method.

1. Install Salesforce Authenticator on your mobile device from the [App Store](#) or [Google Play](#).
2. Open Salesforce Authenticator and add your account.
3. The app shows a two-word phrase. Enter the phrase here.

Two-Word Phrase

[Choose Another Verification Method](#)

To use the Microsoft Authenticator – select the indicated link

# Microsoft Authenticator

Select this button to link your Microsoft Authenticator App



## Choose a Verification Method

How would you like to verify your Identity?

- Use the Salesforce Authenticator mobile app
- Use verification codes from an authenticator app (such as Google Authenticator or Authy)

Continue


# Microsoft Authenticator

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## Connect an Authenticator App

Connect a third-party authenticator app to your Salesforce account so you can use it to verify your identity.

1. Open an authenticator app.
2. Scan this QR code with the authenticator app.
3. Enter the code generated by the app.



Verification Code

[Back](#) [Connect](#)

[I Can't Scan the QR Code](#)  
[Choose Another Verification Method](#)

To add a new account, select the 'plus' sign at the top right corner in your app

Follow the instructions to link your accounts

Enter the 6-digit code