Multi-factor Authentication on medEbridge®

STEP-BY-STEP INSTRUCTIONS FOR USING AN AUTHENTICATOR APP

- 1. Check with your IT support that your organisation is not using a company-wide solution via Azure AD. If not, proceed with the next steps
- 2. Download the Microsoft or Google Authenticator App to your mobile phone



- 3. Login to medEbridge®
- 4. Click on your name in the top right corner

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Customer	Customer	·	Department	•	Team	•	Filters	to data:		Order Chilury
Participant	Family Name		Given Name		DOB		from date.	to date.	_	Order status.
Customer Reference	Reference Numbe	er .		i.e. Policy Member	y, Claim, Matter or r Number		dd/mm/yyyy	dd/mm/yyyy	go	Cancelled
Provider	Family Name		Given Name		Organisation					My Orders
Service Provider	Service Provider	-								

5. Go to the Profile Actions section of the page and click on Multi-factor Authentication

User Profile Details Notification Subscriptions User Roles Profile Actions Status ACTVE Change My Username Change My Username	medEbric	dge.	shboard	i as ks	orders	documents	admin		Search Q John Jones
	User Profile De Status Username Given Name Family Name Email Address Business Phone Manager	tails ACTIVE MFA.test John Jones test@mfa.co	om			Notif Orga ° organi	Tication S	riptions User Roles Is o Service Provider	Profile Actions • Change My Username • Change My Password • Multi Factor Authentication

- 6. Go back to the Authenticator App on your mobile phone
- 7. Select 'Setup New Account' or 'Add New Account' or the + button

Instructions continued over page...

For further information

Please email MFA@medEbridge.com.au or contact your Account Manager or Customer Service Team.



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STEP-BY-STEP INSTRUCTIONS FOR USING AN AUTHENTICATOR APP

- 8. Scan the QR code found on the medEbridge[®] page
- 9. Enter the 6-digit verification code supplied by the Authenticator App to complete the registration

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Setup your authenticate	or app	ding a code to	pass for each	user session. 1	'he unique co	de is refreshed every 30 seconds. Please contact your administrator for a list of supported authenticator apps.			
Instructions						Unable to scan the OR code?			
 Install your chosen authenticator app and open it Select Setup Account or Add New Account or + button Scan the QR code below: SAMPLE ONLY DO NOT USE						 Open your chosen authenticator app Select Setup Account or Add New Account Select the manual setup process Enter your account name and the key below: Account Name: MFA.test Key: XFHNXBRTWPBUE7U3DTZGMTOAE2G4KSCU 			
Complete Registration Please enter the 6-digit verification co registration:	de displayed or	n your choser	n authenticato	r app and conti	nue to compli	te the 6-digit Code *			
						continue cancel			

10. From now, every time you login to medEbridge[®] you will be prompted to enter a 6-digit code from the App.



For further information Please email MFA@medEbridge.com.au or contact your Account Manager or Customer Service Team.

