surescripts®

## Set-Up Guide & Frequently Asked Questions

# Multi-factor Authentication

**Important:** *Surescripts implemented Multi-Factor Authentication (MFA) for individual customers of the Prior Authorization Portal, Provider Portal, Prior Authorization Gateway, Real-Time Prescription Benefit for Pharmacy Gateway, Specialty Medications Gateway and Workbench between November 2023 and January 2024. Users of these platforms will see an MFA set-up screen upon login, if they have not already completed MFA set-up.*

## About Multi-Factor Authentication

To keep private health information secure, Surescripts has implemented multi-factor authentication. In addition to your login ID and password, you will also need to enter a passcode to sign in. This passcode can be generated by any authenticator application that supports the use of time-based one-time passwords (TOTPs).

## Ensure You Have an Authenticator App

### Use an existing authenticator app

You can use an authenticator app that you already have installed on your mobile device for work or other secure access.

- OR –

### Download a new authenticator app

Visit your mobile device's app store and search for "TOTP authentication" in the search bar. From the results, choose and download an authenticator app to your mobile device.

### Popular Authentication Apps

- **Google Authenticator**

- **Microsoft Authenticator**

- **Duo**

If you are uncertain about which app to download, Surescripts recommends that you check with your company's IT department about which app they recommend employees use for business purposes.

## Add New Account

Open the authenticator app and follow the prompts to add a new account.

## Scan QR Code

Using your authenticator app, scan the QR code on the set-up screen that appears after login to create a Surescripts account. Follow any prompts required after scanning the QR code.
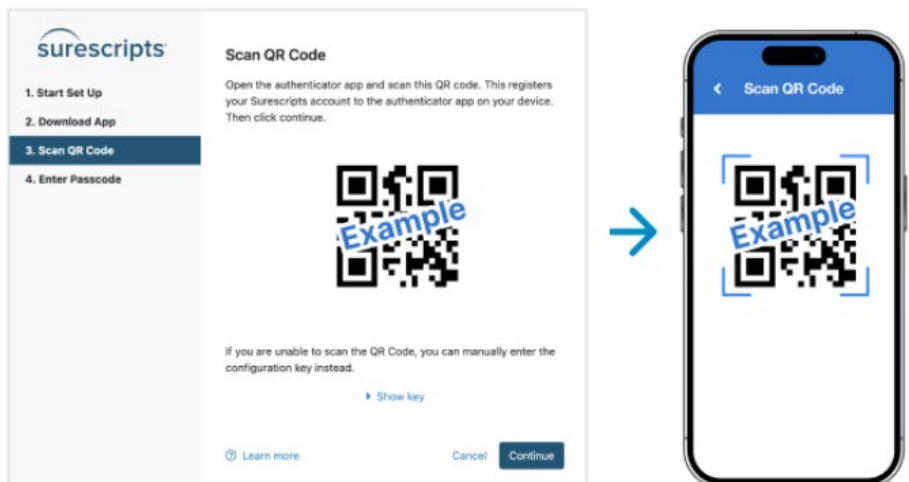


## Enter Passcode

After scanning the QR code, enter the passcode generated by your authentication app to confirm your identity and access your account.

*NOTE: Passcodes are time-sensitive, only allowing use for a short time.*
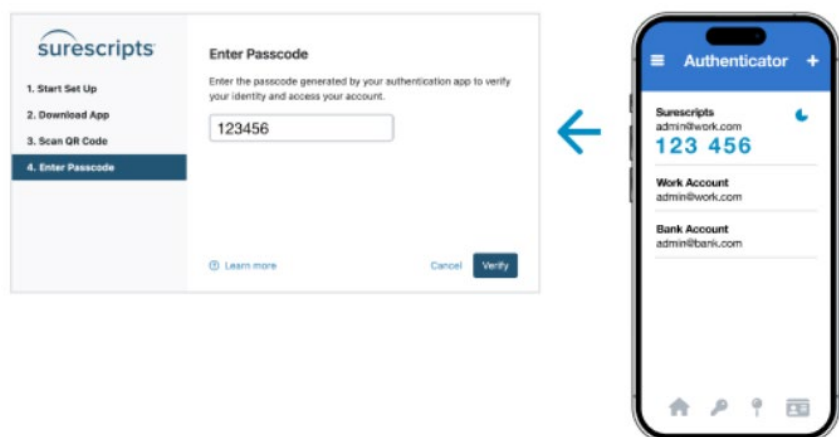


## Set-up Successful

After setting up multi-factor authentication, the next time you log in to Surescripts, you will be prompted to enter a passcode. This passcode is generated by the authenticator app you used during the initial set-up for multi-factor authentication.
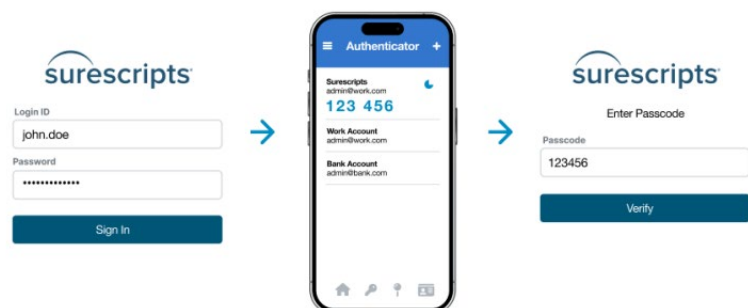


## Customer Support

*For additional help, contact our customer support team.*

Phone: +1 (866) 797-3239

https://surescripts.com/who-we-are/contact-us

# Frequently Asked Questions

## Where is multi-factor authentication (MFA) required?

MFA will be required for any Surescripts tool that provides access to PHI and PII. Workbench production, portals, and gateways will require MFA. Workbench staging and Resource Community will NOT require MFA.

## What if I do not have a mobile device?

If you do not have a mobile device, you can download and install a desktop time-based one-time password (TOTP) authenticator app.

## What if I am restricted from installing an authenticator app on my device?

Contact your company's IT department about which app they recommend employees use for business purposes.

## What apps are supported?

You can use any app that supports time-based one-time passwords (TOTP). Some popular TOTP apps include Google Authenticator, Microsoft Authenticator, and Duo. Search for "TOPT authentication" apps using your mobile device app store. Be sure you are downloading a reputable TOTP application. If your TOTP app has adds or is requesting payment, delete the app and download a different one.

## Can I use an authenticator app that's already being utilized for another website account?

Yes, if the app is a time-based one-time password (TOTP) authentication app, you can use one that you already have installed on your mobile device. Some popular apps include Google Authenticator, Microsoft Authenticator, and Duo.

## What should I do if my passcode fails?

1) Try entering your passcode again to ensure that you are using the most recent one generated by your authentication app. Keep in mind that these passcodes have a brief expiration time, so make sure to use them promptly.

2) If the problem persists, or you are still unable to log in, do not hesitate to contact Surescripts customer support.

## How often do I need to log in using multi-factor authentication?

Once every 10 hours unless:

• You are using a private/incognito browser
• You switch to a different computer
• You switch to a different browser
• You clear your cookies on your browser
• More than one person with a different account is using the same computer to log in.

## I have two different logins; do I need to complete multi-factor authentication setup twice?

Yes, once for each account.

## Is it possible to use a shared user account with multi-factor authentication?

No, shared accounts are not compatible with multi-factor authentication.

## *Set-Up Guide & FAQs (Cont'd)*

### Is there any way to skip multi-factor authentication?

No, Multi-factor authentication is mandatory. However, you might be able to access Surescripts services via your organization's credentials, often known as Single Sign-On (SSO) or Federated ID. If this is of interest to your organization, please contact your Surescripts account manager about Federated Identity Management with Surescripts.

### When will MFA be required?

Beginning on March 4, 2024, MFA will be required for access to Workbench production, portals, and gateways.

For questions or additional help, contact our customer support team.

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