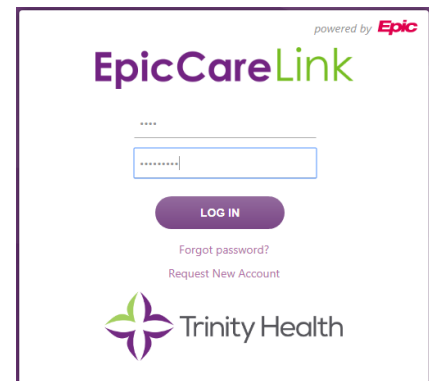


2 FA (Dual Factor Authentication)

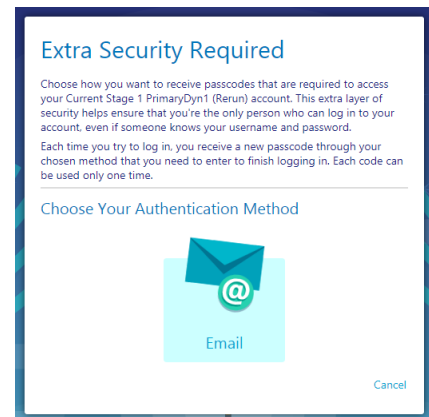
Setting up 2 Factor Authentication (First time logging into Link)

NOTE: The colors and names in these screenshots will not match Trinity's Production EpicCare Link site. They were taken from a testing environment and are just an interim solution until we can get prettier screenshots 😊

1. Log into Link with the username and password provided. If this is their first time logging in, they should be prompted to change their password.

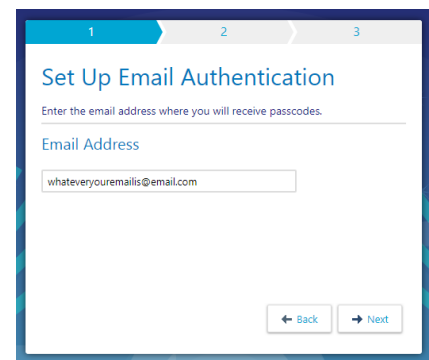


2. Currently, only Email is enabled for 2FA (can't get a phone call, can't get a text, can't use an app on their phone, can't receive a carrier pidgeon)



3. After they click Email, they'll be prompted to put in their email address. They can use whatever email they want.

If end users got their username/password emailed via a different email (like a generic one for the whole group), that's fine; that's not actually connected to this workflow at all. End users just need to be able to receive the emailed authentication code themselves.



4. Then they'll get an email sent to whatever address they just typed in. Some organizations might take a while to let the email through.

If it's been a few minutes and they haven't gotten the email, have end users check their spam filter. Check that they spelled their email right.

If you need to resend the email, use the 'Resend Code' button (see next screenshot)

5. Take the passcode from the email and type it into Link.

6. If it works, yay! They should write down the Reset Code somewhere safe. They will need that if they ever need to change their email (or if we later on enable text or app and they want to switch to the app, for example).

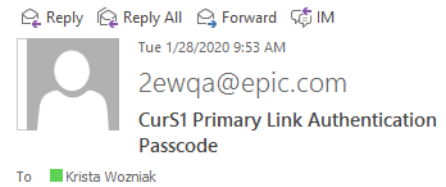
If they lose it, they'll need to call in and have someone at Trinity reset it for them.

They need to check the checkbox in order to finish.

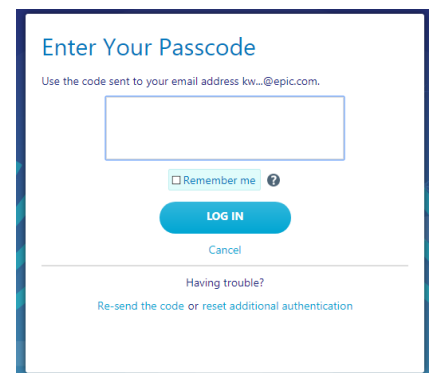
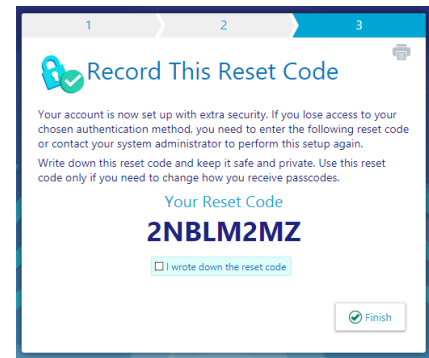
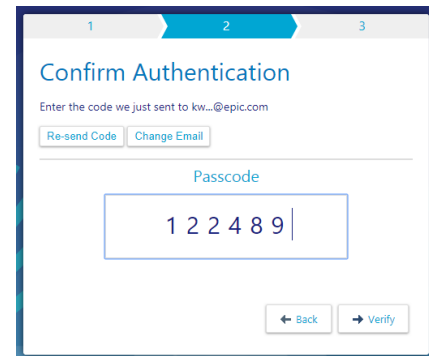
7. At this point, they should now be logged into Link! (maybe need to select a department first, but then they'll be logged in!)

Using 2 Factor Authentication (Subsequent logins)

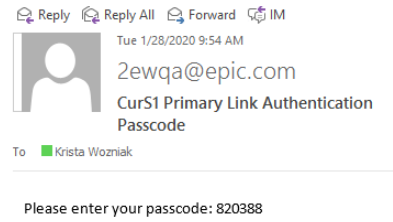
8. The next time they log out and back into Link, they'll be prompted to complete 2FA.



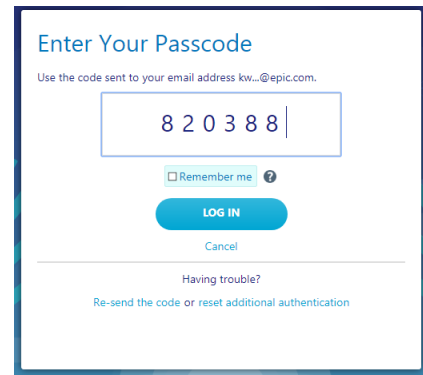
Please enter your passcode: 122489



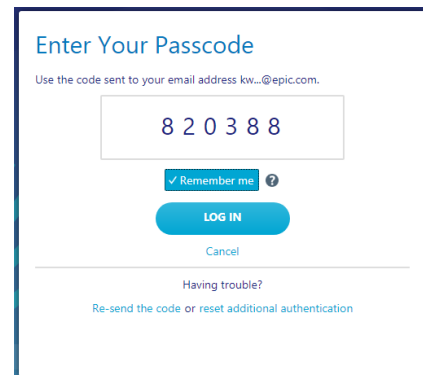
9. They'll get a new email.



10. And type in the passcode again.



11. If they want, they can check the Remember Me checkbox, but it'll only remember them for one day.



Trinity Health, is a mission-based health system with 92 hospitals across the nation, which includes eight hospitals, 16 health centers and more than 3,600 physicians in Michigan to deliver quality care.

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