# 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.**
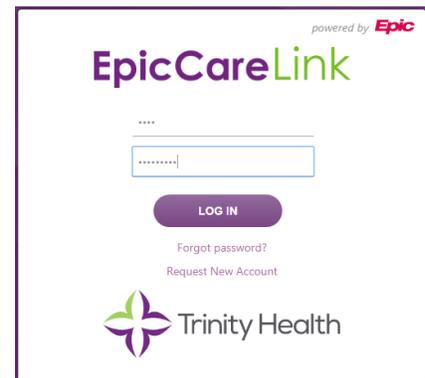
2. **Currently, only Email is enabled for 2FA (can't get a phone call, can't get a text, can't use an app on their phone, can't receive a carrier pidgeon)**
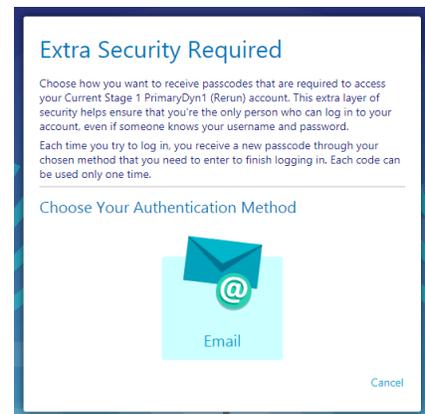
3. **After they click Email, they'll be prompted to put in their email address. They can use whatever email they want.**

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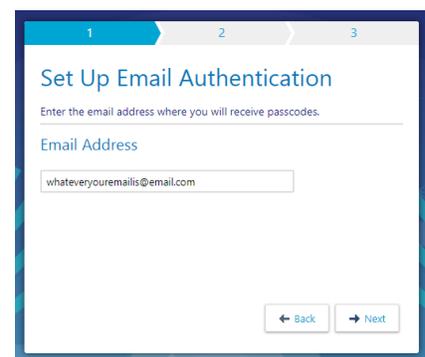
4. **Then they'll get an email sent to whatever address they just typed in. Some organizations might take a while to let the email through.**

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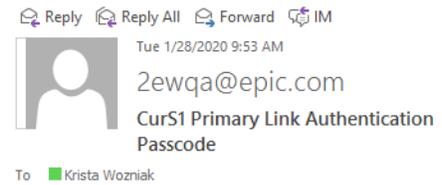
   If they lose it, they'll need to call in and have someone at Trinity reset it for them.

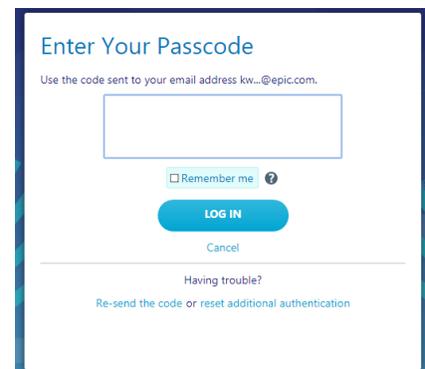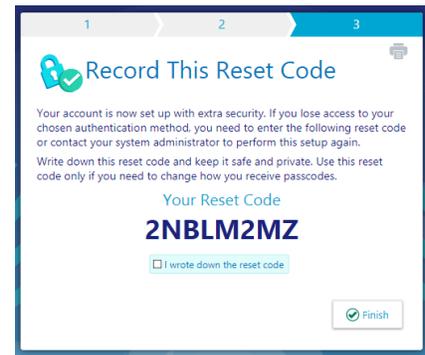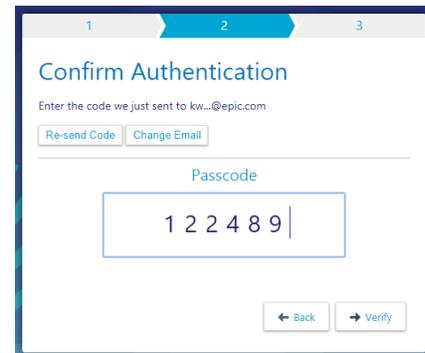   **They need to check the checkbox in order to finish.**

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!)**

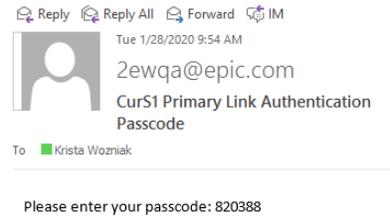## Using 2 Factor Authentication (Subsequent logins)

8. **The next time they log out and back into Link, they'll be prompted to complete 2FA.**
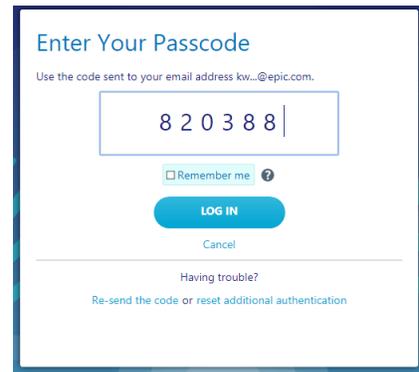
◄ Reply ◄ Reply All ◄ Forward ◄ IM

Tue 1/28/2020 9:53 AM

2ewqa@epic.com

CurS1 Primary Link Authentication Passcode

To ■ Krista Wozniak

Please enter your passcode: 122489

| 1 | 2 | 3 |

Confirm Authentication

Enter the code we just sent to kw...@epic.com

[Re-send Code] [Change Email]

Passcode

1 2 2 4 8 9

[← Back] [→ Verify]

| 1 | 2 | 3 |

🔒✓ **Record This Reset Code**

Your account is now set up with extra security. If you lose access to your chosen authentication method. you need to enter the following reset code or contact your system administrator to perform this setup again.

Write down this reset code and keep it safe and private. Use this reset code only if you need to change how you receive passcodes.

Your Reset Code

2NBLM2MZ

☐ I wrote down the reset code

[✓ Finish]

Enter Your Passcode

Use the code sent to your email address kw...@epic.com.

☐ Remember me ❓

[LOG IN]

Cancel

Having trouble?

Re-send the code or reset additional authentication

✙ Trinity Health

9. They'll get a new email.

Reply   Reply All   Forward   IM

Tue 1/28/2020 9:54 AM

2ewqa@epic.com

CurS1 Primary Link Authentication Passcode

To   Krista Wozniak

Please enter your passcode: 820388

10. And type in the passcode again.

Enter Your Passcode

Use the code sent to your email address kw...@epic.com.

8 2 0 3 8 8

☐ Remember me ❓

LOG IN

Cancel

Having trouble?

Re-send the code or reset additional authentication

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

Enter Your Passcode

Use the code sent to your email address kw...@epic.com.

8 2 0 3 8 8

✓ Remember me ❓

LOG IN

Cancel

Having trouble?

Re-send the code or reset additional authentication