

MemorialCare Link (MC Link) Two-Factor Authentication (2FA)

Overview..... 1
Selecting an Authentication Method ..... 1
Authentication Method – Mobile App ..... 1
Authentication Method – Text Message ..... 4
Authentication Method – Email ..... 7
Change/Reset the Authentication Method ..... 11
Reset Authentication Upon Log In..... 11
Reset Authentication Once Logged In ..... 13

Overview

Two-factor authentication (2FA) is being implemented by MemorialCare requiring MemorialCare Link (MC Link) users to enter their standard username and password plus a randomly generated one-time passcode to log in.

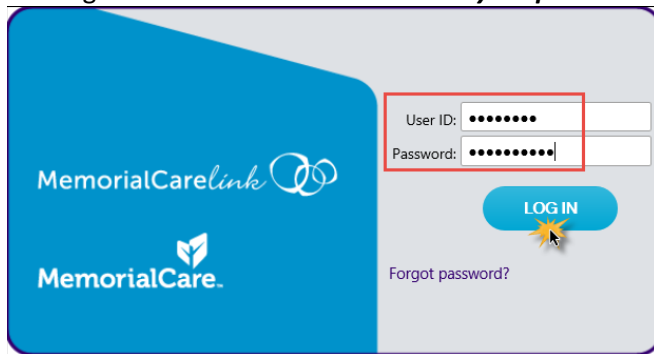
Selecting an Authentication Method

Authentication Method – Mobile App

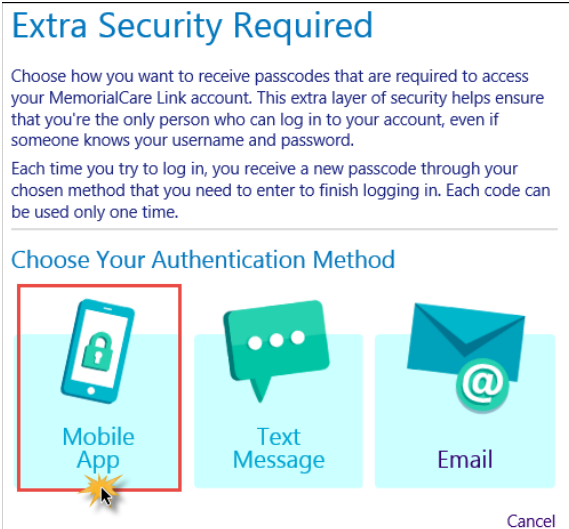
This section is dedicated to downloading the mobile app. If the user would like to utilize text message or email as the authentication method, proceed to the appropriate section as indicated below.

- Authentication Method – Text Message
• Authentication Method – Email

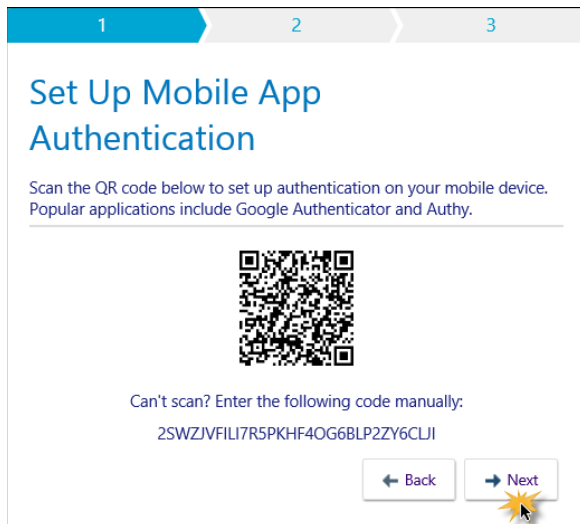
1. Log in to MC Link. The Extra Security Required screen appears.



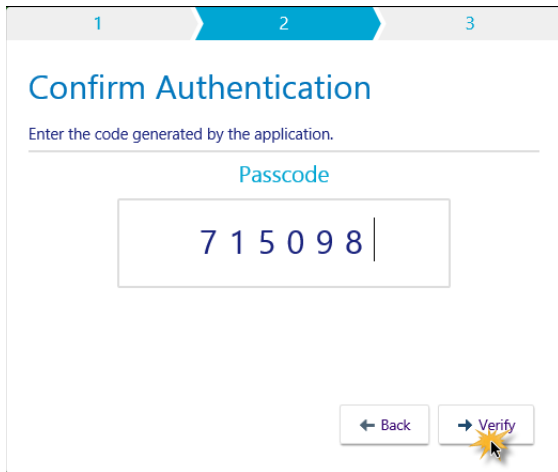
2. Click Mobile App.



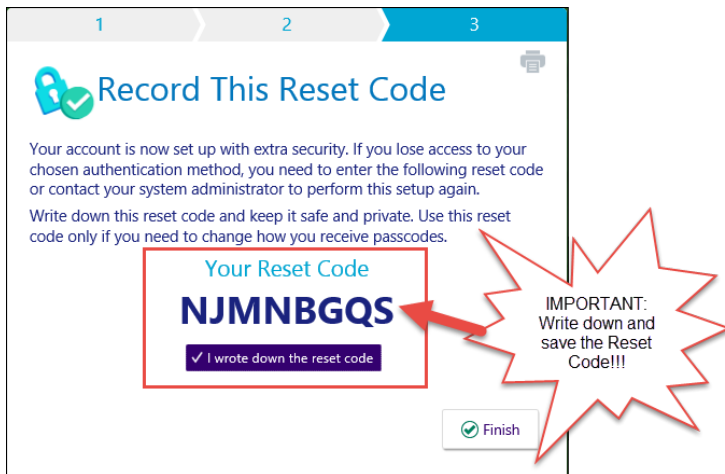
2. In the app store of the user's mobile device, download **Google Authenticator** or **Authy**.
3. Open the downloaded app.
4. Scan or manually enter the **QR code**.
5. Click **Next**.



6. Enter the authentication passcode sent to the mobile device.
7. Click **Verify**.



8. Record and save the **Reset Code**.



9. Click the check box within the **I wrote down the reset code** field, acknowledging the reset code has been recorded and saved.

10. Click **Finish**.





The **Reset Code** must be recorded and saved as the code is required if the user loses access to the chosen authentication method or to change how the user receives passcodes.

11. Read the notification message.
12. Click **Accept**.

**PLEASE READ:**

Beginning **July 26<sup>th</sup>** **Site Verification will be enabled** requiring you to verify your group's users within MemorialCare Link. You will be prompted to complete verification as soon as you log-in. This is an important layer in security and maintaining user access integrity. Please refer to the [Home Page Announcements](#) for training details.

Beginning **August 2<sup>nd</sup>** **you will be required to use two-factor authentication** when logging into MemorialCare Link. At MemorialCare we have been vigilant in maintaining best-in-class security for our patients and continue to take steps to stay ahead of the curve. This extra layer of security is added to ensure the safety of our patient information. Please refer to the Home Page Announcement for training details.

## Authentication Method – Text Message

This section is dedicated to setting up authentication via text message. If the user would like to utilize mobile app or email as the authentication method, proceed to the appropriate section as indicated below.

- [Authentication Method-Mobile App](#)
- [Authentication Method – Email](#)

1. Log in to MC Link. *The **Extra Security Required** screen appears.*

MemorialCarelink

MemorialCare.

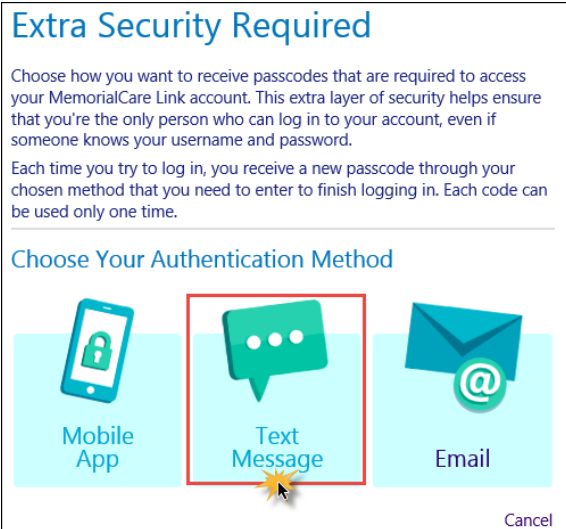
User ID: [Redacted]

Password: [Redacted]

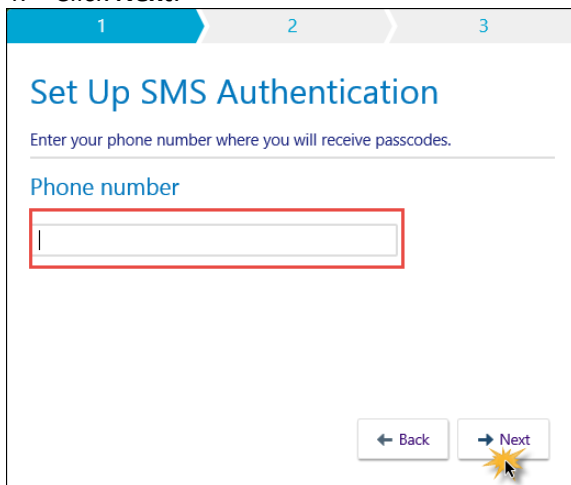
LOG IN

Forgot password?

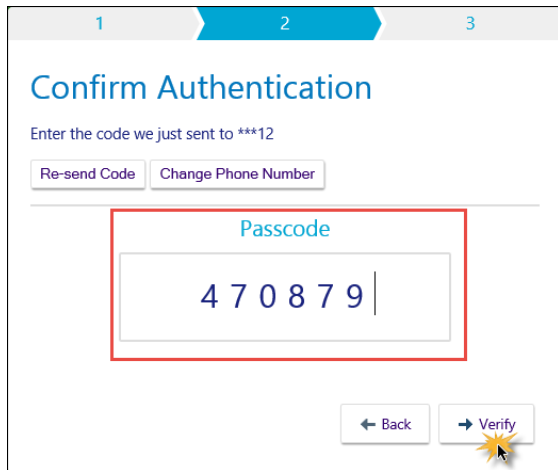
2. Click **Text Message**.



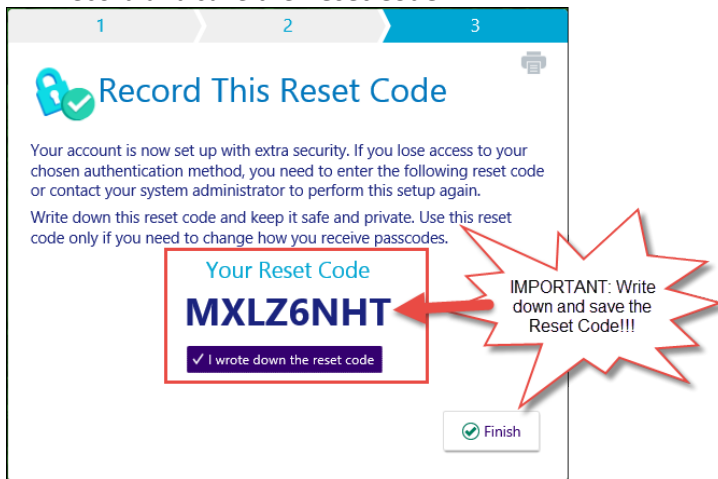
3. Within the **Phone number** field, enter the phone number to be used for authentication.
4. Click **Next**.



5. Enter the **Passcode** texted to the mobile device.
6. Click **Verify**.

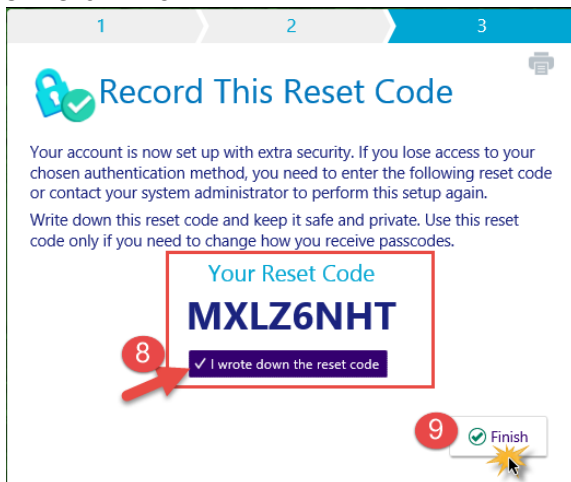


7. Record and save the **Reset Code**.



8. Click the check box within the **I wrote down the reset code** field, acknowledging the reset code has been recorded and saved.

9. Click **Finish**.





The **Reset Code** must be recorded and saved as the code is required if the user loses access to the chosen authentication method or to change how the user receives passcodes.

10. Read the notification message.

11. Click **Accept**.

**PLEASE READ:**

Beginning **July 26<sup>th</sup>** **Site Verification will be enabled** requiring you to verify your group's users within MemorialCare Link. You will be prompted to complete verification as soon as you log-in. This is an important layer in security and maintaining user access integrity. Please refer to the [Home Page](#) Announcements for training details.

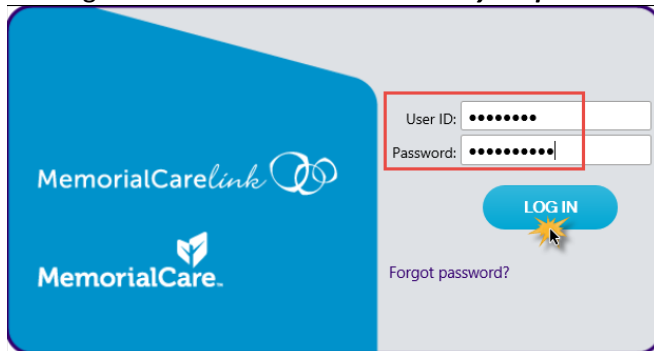
Beginning **August 2<sup>nd</sup>** **you will be required to use two-factor authentication** when logging into MemorialCare Link. At MemorialCare we have been vigilant in maintaining best-in-class security for our patients and continue to take steps to stay ahead of the curve. This extra layer of security is added to ensure the safety of our patient information. Please refer to the Home Page Announcement for training details.

## Authentication Method – Email

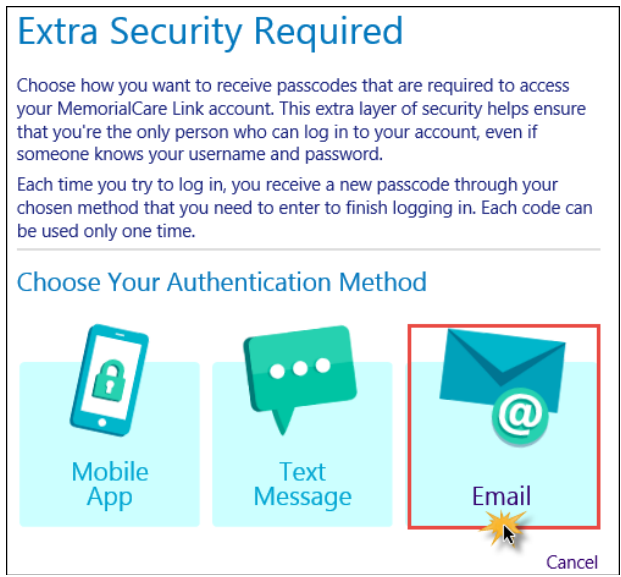
This section is dedicated to setting up authentication via email. If the user would like to utilize mobile app or text message as the authentication method, proceed to the appropriate section as indicated below.

- [Authentication Method-Mobile App](#)
- [Authentication Method – Text Message](#)

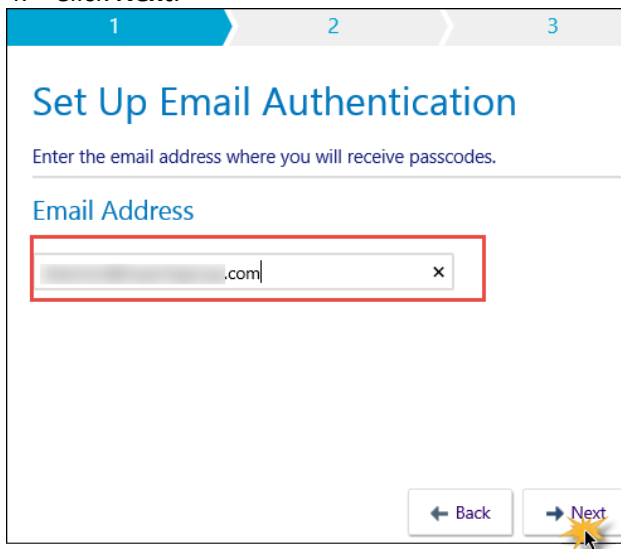
1. Log in to MC Link. *The **Extra Security Required** screen appears.*



2. Click **Email**.

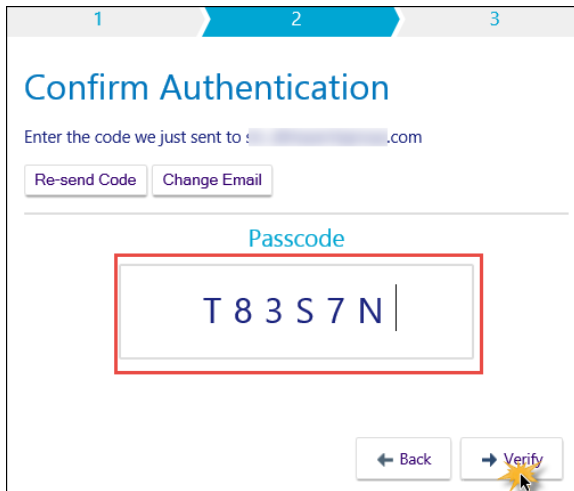


- 3. Within the **Email Address** field, enter the email address to be used for authentication.
- 4. Click **Next**.



- 5. Enter the **Passcode** sent to the email address provided in the step above.
- 6. Click **Verify**.

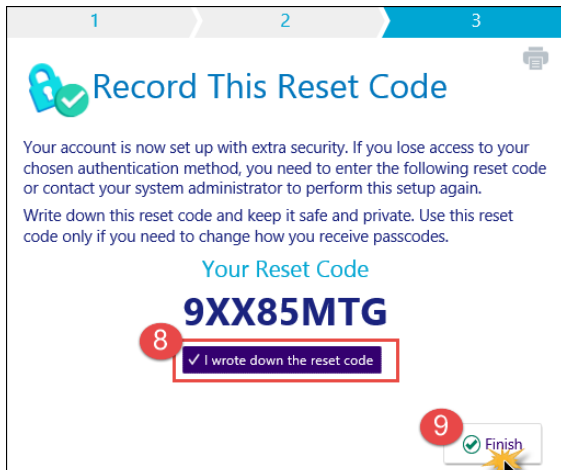




7. Record and save the **Reset Code**.



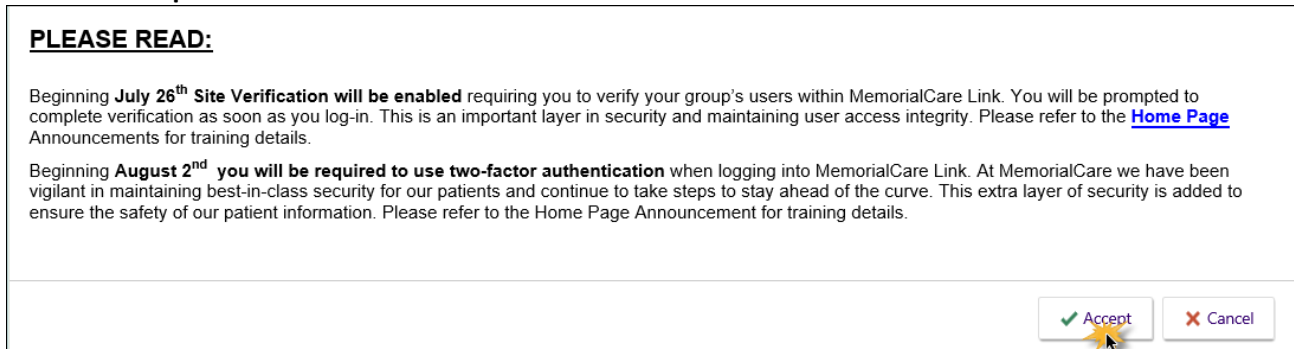
- 8. Click the check box within the **I wrote down the reset code** field, acknowledging the reset code has been recorded and saved.
- 9. Click **Finish**.



The **Reset Code** must be recorded and saved as the code is required if the user loses access to the chosen authentication method or to change how the user receives passcodes.

10. Read the notification message.

11. Click **Accept**.



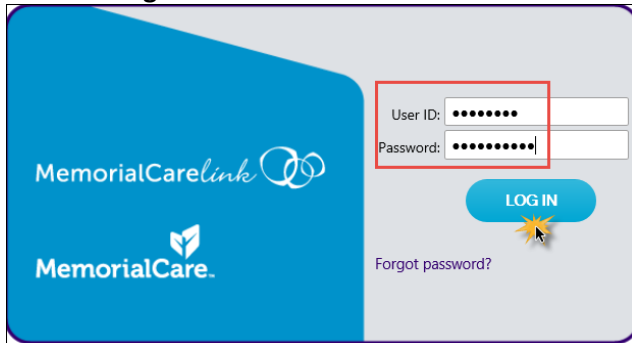
**Change/Reset the Authentication Method**

Users have the ability to change their chosen authentication method as long as the user has recorded and saved the reset code provided upon authentication set-up. If the user does not have the reset code and would like to change the authentication method, the user must contact the MemorialCare Helpdesk at 1-855-647-7787.

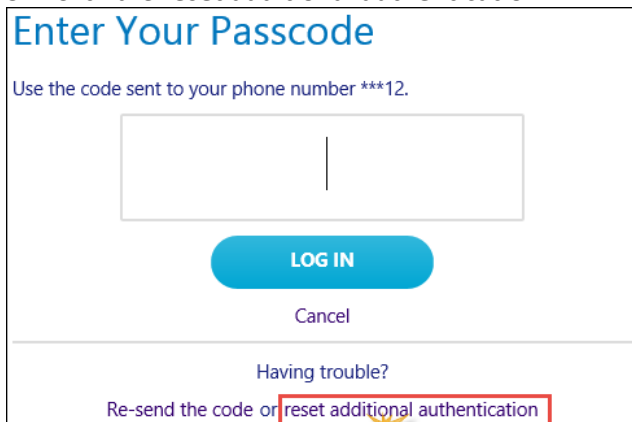
The authentication method can be changed upon log-in or once logged into MC Link.

**Reset Authentication Upon Log In**

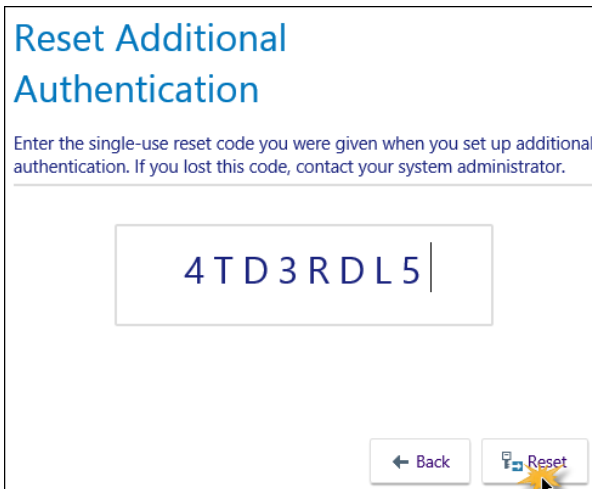
- 1. Enter the user ID & password.
- 2. Click **Log In**.



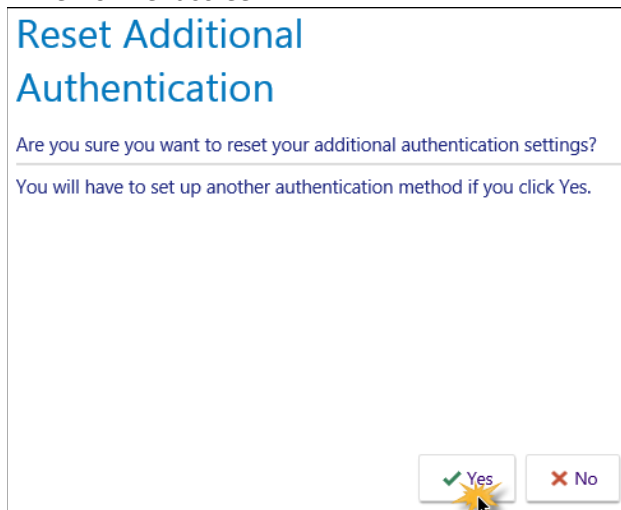
- 3. Click the **reset additional authentication** link.



- 4. Enter the reset code provided when setting up 2-Factor Authentication.
- 5. Click **Reset**.



6. Click **Yes** within the **Reset Additional Authentication** screen. *The user is taken to the authentication enrollment screen.*



7. Choose the desired authentication method.
- For **Mobile App** instructions, refer to the [Authentication Method – Mobile App](#) section above.
  - For **Text Message** instructions, refer to the [Authentication Method – Text Message](#) section above.
  - For **Email** instructions, refer to the [Authentication Method – Email](#) section above.

## Extra Security Required

Choose how you want to receive passcodes that are required to access your MemorialCare Link account. This extra layer of security helps ensure that you're the only person who can log in to your account, even if someone knows your username and password.

Each time you try to log in, you receive a new passcode through your chosen method that you need to enter to finish logging in. Each code can be used only one time.

### Choose Your Authentication Method

Mobile App      Text Message      Email

Cancel

## Reset Authentication Once Logged In

1. Enter the user ID & password.
2. Click **Log In**.

MemorialCarelink  
MemorialCare.

User ID: [redacted]  
Password: [redacted]

LOG IN

Forgot password?

3. Enter the **Passcode** sent to the mobile device.
4. Click **Log In**.

### Enter Your Passcode

Use the code sent to your phone number \*\*\*12.

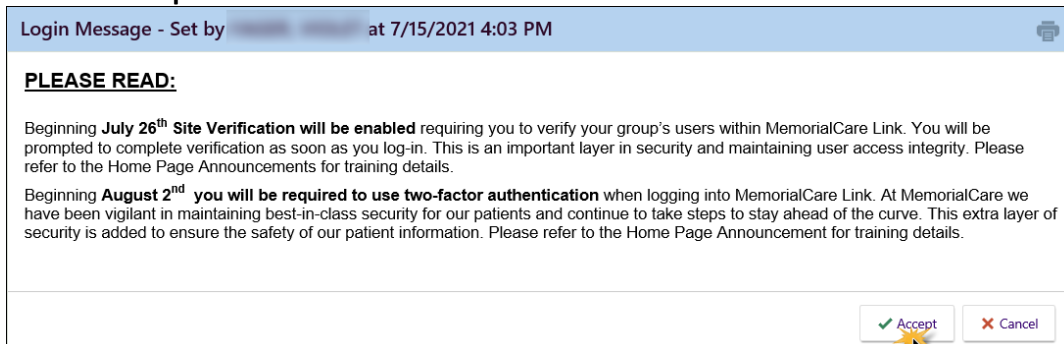
7 8 0 5 2 9

LOG IN

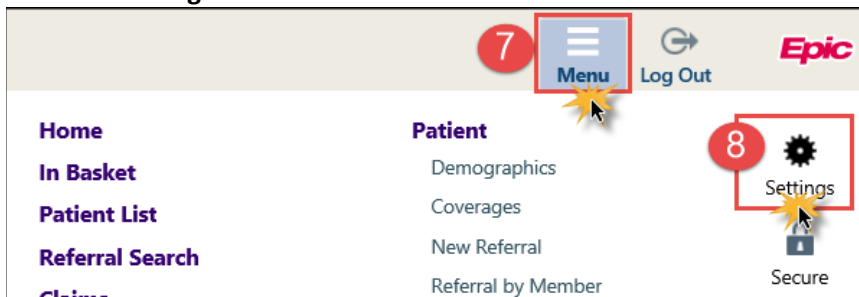
Cancel

Having trouble?  
Re-send the code or reset additional authentication

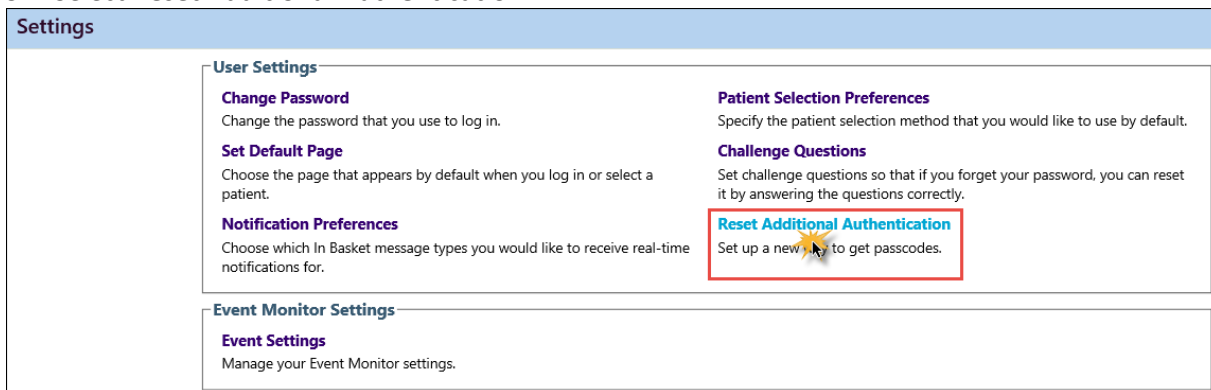
- 5. Read the notification.
- 6. Click **Accept**.



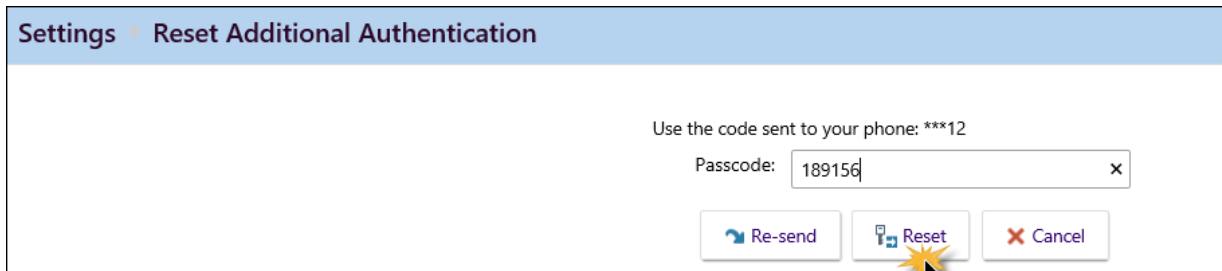
- 7. Click **Menu** within the upper toolbar.
- 8. Click **Settings**.



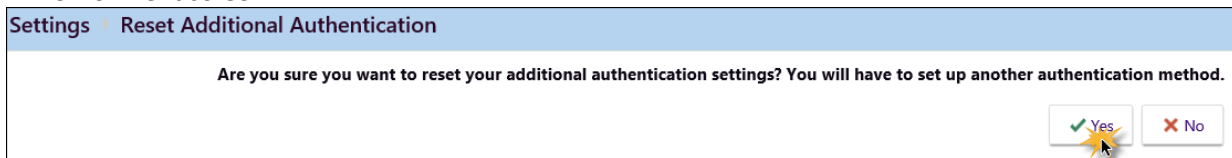
- 9. Select **Reset Additional Authentication**.



- 10. Enter the **Passcode** sent to the mobile device.
- 11. Click **Reset**.



12. Select **Yes** within the **Reset Additional Authentication** screen. *The user is taken to the authentication enrollment screen.*



13. Choose the desired authentication method.

- For **Mobile App** instructions, refer to the [Authentication Method – Mobile App](#) section above.
- For **Text Message** instructions, refer to the [Authentication Method – Text Message](#) section above.
- For **Email** instructions, refer to the [Authentication Method – Email](#) section above.

