

## Provincial EMR – Enabling Multi-Factor Authentication

### Multi-Factor Authentication

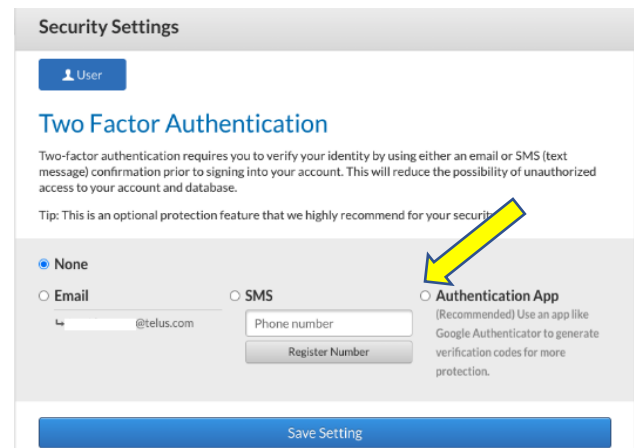
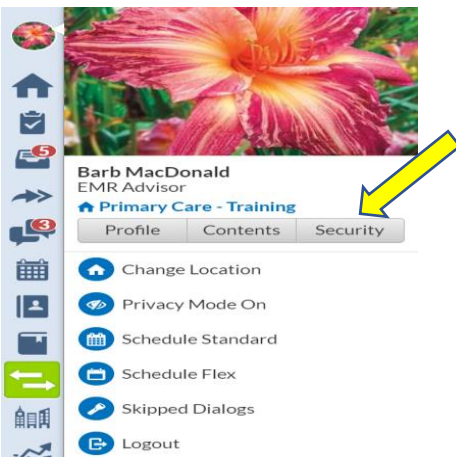
Multi-Factor authentication (MFA) is an extra layer of security that requires you to enter a one-time code, in addition to your username and password, each time you log into the Provincial EMR. This makes it harder for unauthorized individuals to access your account and patient database.

To enable MFA or modify your MFA settings, please follow these steps:

- Click your avatar picture
- Click Security
- Your Security Settings will open
- Select the Authentication App to setup



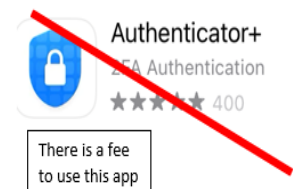
**Multi-Factor Authentication via SMS or email does not meet the Provincial EMR Program security standards.**



**Tip:** Multi-Factor Authentication using an Authentication App is a world-wide standard which is recommended by IT security authorities.

### Multi-Factor via Authentication App

1. Download the Microsoft Authenticator App (picture to the right) on your mobile device
2. Open the Authenticator App on your mobile device
3. Scan the QR Code on your screen
4. Click next step
5. Enter the number displayed on your mobile device
6. Click next step
7. Enter your EMR password



You will be required to enter a 6-digit code from your Authenticator App every time you log into the EMR.

### Trouble Shooting – Unable to Access Cell Phone to Enable Multi-Factor Authentication

#### CONTACT

TELUS provides **Intercom Live Chat (Purple Chat)** and live voice chat (accessed through the Live Chat feature) in the EMR **Monday through Friday from 7:30 a.m. – 8:30 p.m.** Atlantic Standard Time except PEI Statutory Holidays.

**After-hour support** access is available to customers for emergency purposes 24 hours per day 7 days per week by calling **1-888 369-3643 Ext 6** or emailing [chrsupport@telus.com](mailto:chrsupport@telus.com).