FollowMyHealth®

FollowMyHealth Support for Multi-Factor Authentication

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Overview

To support the FollowMyHealth Quarterly Attestation for 2015 CURES, the following information summarizes the support for Multi-Factor Authentication in both the FollowMyHealth Dashboard and in the FollowMyHealth Personal Health Record.

FollowMyHealth Dashboard Users

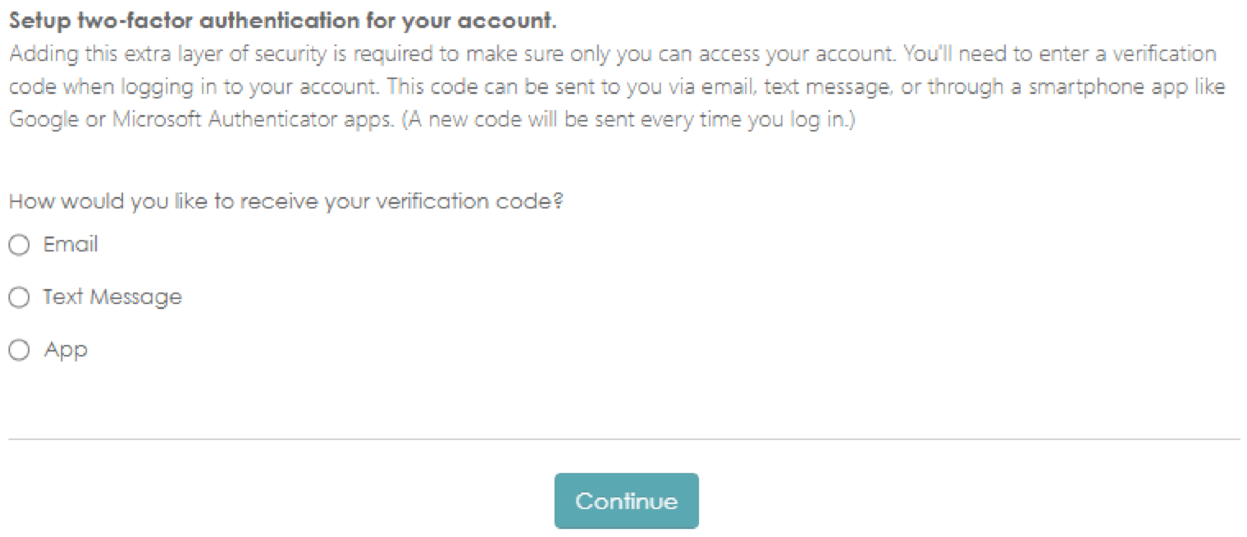
Two-factor authentication required for Dashboard users

The FollowMyHealth Dashboard is a publicly available website. To improve the security of the site, all new and current Dashboard users are now required to use two-factor authentication when signing in.

For new Dashboard Users

Per current functionality, an invitation email is sent to new FMH Dashboard users with a link they can click to begin the account creation process. The user can then create a user name and password.

Next, users are asked to set up two-factor authentication for their account. Users can select one of several methods to receive a verification code that they must enter to sign in to their account.



Setup two-factor authentication for your account.

Adding this extra layer of security is required to make sure only you can access your account. You'll need to enter a verification code when logging in to your account. This code can be sent to you via email, text message, or through a smartphone app like Google or Microsoft Authenticator apps. (A new code will be sent every time you log in.)

How would you like to receive your verification code?

○ Email

○ Text Message

○ App

- If users select **Email**, the user's email address is shown.
- If users select **Text Message**, they will need to enter a valid mobile phone number.
- If users select **App**, A QR code is displayed. Users must use their third party authentication app to scan the QR code.

Users then click **Continue** and a verification code is sent to users using the selected method. Users then retrieve the code from their email address, mobile phone, or authentication app and enter it in the **Verification Code** field. If an incorrect verification code is entered, an error message is displayed. For email and text message methods, users can click **Resend verification code** as many times as needed to get a new code.

After creating the account and setting up two-factor authentication successfully, new users are asked (per current functionality) to enter the Invite Code they should have received from their provider. When the invite code is accepted, users are taken to the FollowMyHealth Dashboard.

When users sign in again to the FMH Dashboard, they must use the two-factor authentication method to sign in, each time with a new verification code.

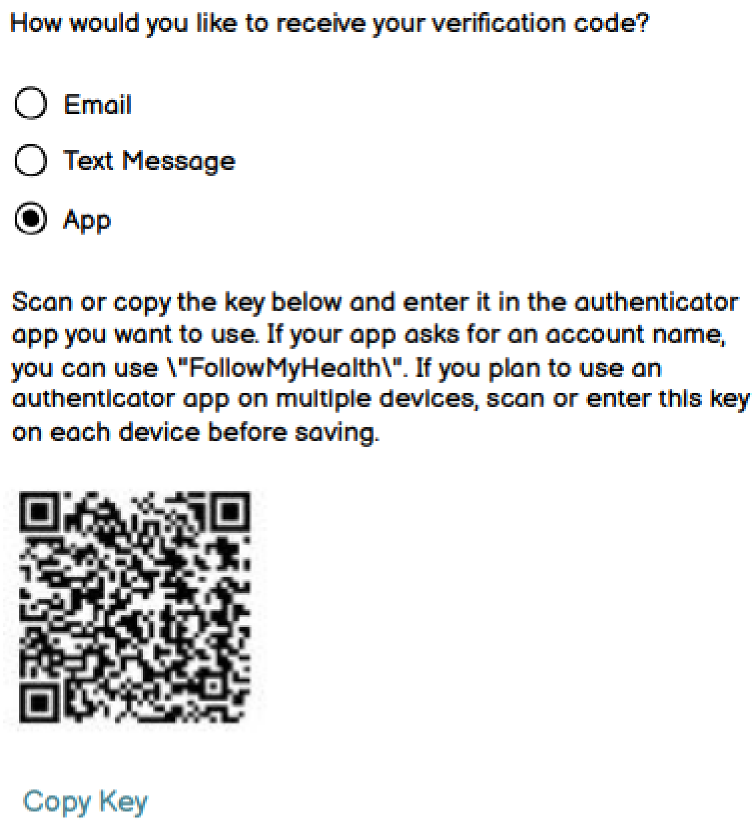
For existing Dashboard Users

When Dashboard users who have not already configured two-factor authentication sign in, they are asked to set up two-factor authentication for their account. Users must select one of the methods (same as above) before they can continue, following the same workflow to obtain and enter a unique verification code each time they sign in.

Additional notes for FollowMyHealth Dashboard App users

For FollowMyHealth Dashboard users who use the Mobile Android or iOS Dashboard apps, when users download and install the latest FMH Dashboard app, any previous biometric login or passcode login (Touch ID, Face ID, and PIN codes) that users had previously set up are revoked automatically. Users must sign in to the Dashboard App with their FollowMyHealth user ID and password, and then must set up for two-factor authentication. when this is verified, users are then launched into the Dashobard App and can reconfigure their biometric or passcode methods.

When setting up for two-factor authentication using an authenticator app, users can either scan the QR code or click **Copy Key** and enter it into their authentication app. If the app asks for an account name, users can use `FollowMyHealth`. If users plan to use the authenticator app on multiple devices, they must scan or enter the key on each device before saving.



How would you like to receive your verification code?

○ Email

○ Text Message

● App

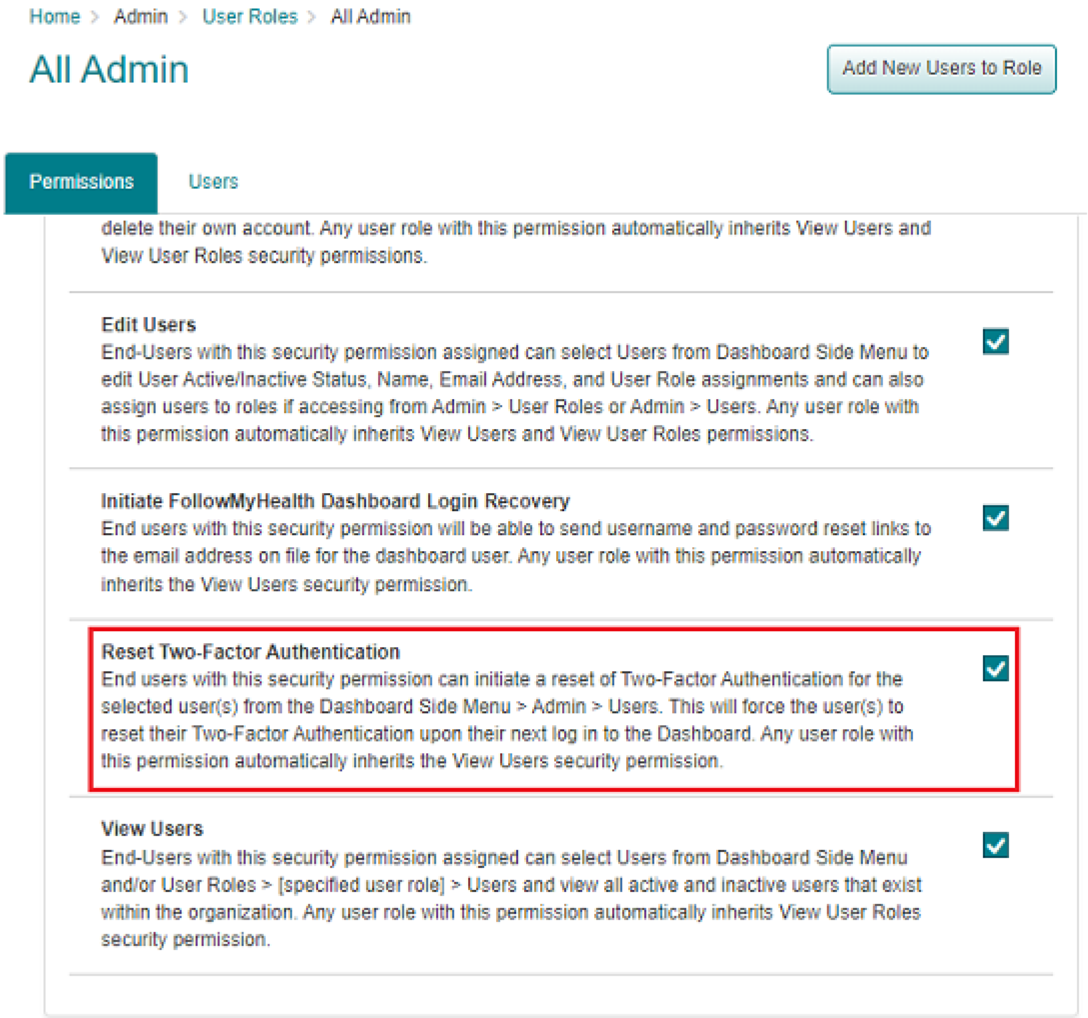
Scan or copy the key below and enter it in the authenticator app you want to use. If your app asks for an account name, you can use \"FollowMyHealth\". If you plan to use an authenticator app on multiple devices, scan or enter this key on each device before saving.

Reset two-factor authentication method

FollowMyHealth Dashboard users are now required to use two-factor authentication to sign in to the Dashboard. Administrators can now be granted a new permission to force a reset of the two-factor authentication method configured by users in the event the user can no longer use their selected method. For example, a Dashboard user with verification by text message loses their mobile phone and has a new number, or the user selected to use an authenticator app on their smart phone but loses the phone so the method must be reset.

New permission

FMH Dashboard administrators with the **All Admin** role can now be granted the **Reset Two-Factor Authentication** User permission.



delete their own account. Any user role with this permission automatically inherits View Users and View User Roles security permissions.

Edit Users ☑
End-Users with this security permission assigned can select Users from Dashboard Side Menu to edit User Active/Inactive Status, Name, Email Address, and User Role assignments and can also assign users to roles if accessing from Admin > User Roles or Admin > Users. Any user role with this permission automatically inherits View Users and View User Roles permissions.

Initiate FollowMyHealth Dashboard Login Recovery ☑
End users with this security permission will be able to send username and password reset links to the email address on file for the dashboard user. Any user role with this permission automatically inherits the View Users security permission.

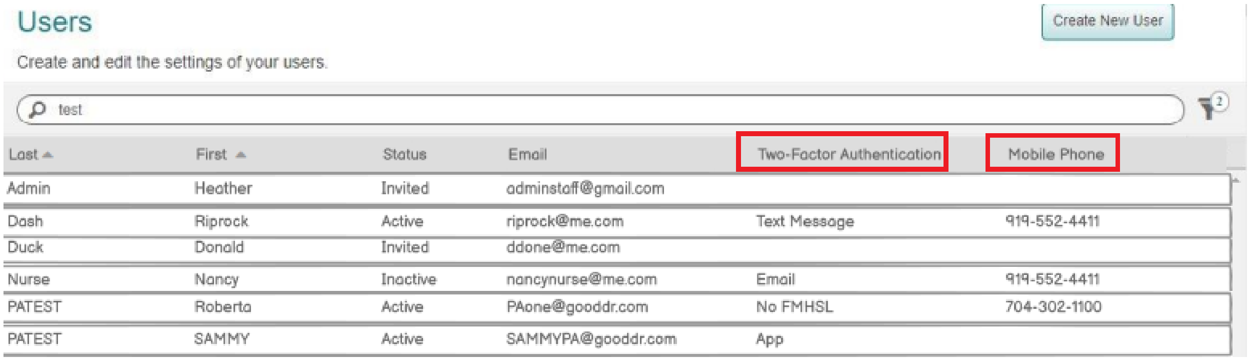
Reset Two-Factor Authentication ☑
End users with this security permission can initiate a reset of Two-Factor Authentication for the selected user(s) from the Dashboard Side Menu > Admin > Users. This will force the user(s) to reset their Two-Factor Authentication upon their next log in to the Dashboard. Any user role with this permission automatically inherits the View Users security permission.

View Users ☑
End-Users with this security permission assigned can select Users from Dashboard Side Menu and/or User Roles > [specified user role] > Users and view all active and inactive users that exist within the organization. Any user role with this permission automatically inherits View User Roles security permission.

Users with this permission can select the **Action > Reset Two-Factor Authentication** option for another Dashboard User and remove the configured authentication method. The next time the user signs in to the Dashboard, they must once again set up their two-factor authentication method to access the Dashboard.

New columns added to Admin > Users table

The **Admin > Users** table is enhanced to include two new columns, **Two-Factor Authentication** and **Mobile Phone**. These columns display the authentication method, if any (Email, Text Message, or App), selected by the user and their mobile phone number, if available.

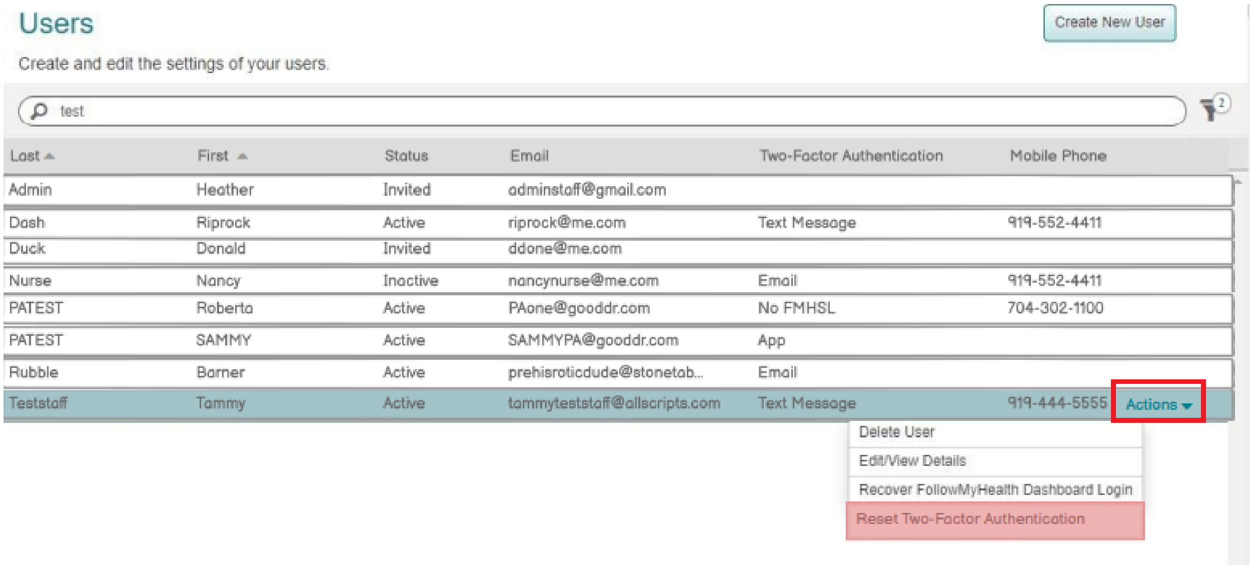


Last ▲	First ▲	Status	Email	Two-Factor Authentication	Mobile Phone
Admin	Heather	Invited	adminstaff@gmail.com		
Dash	Riprock	Active	riprock@me.com	Text Message	919-552-4411
Duck	Donald	Invited	ddone@me.com		
Nurse	Nancy	Inactive	nancynurse@me.com	Email	919-552-4411
PATEST	Roberta	Active	PAone@gooddr.com	No FMHSL	704-302-1100
PATEST	SAMMY	Active	SAMMYPA@gooddr.com	App	

If there is no FMH Secure Login account for the user (that is, the user signs in by an alternative method, such as Google or another app), the **Two-Factor Authentication** columns displays **No FMH SL**.

New action on Admin > Users screen

When Dashboard users with the **Reset Two-Factor Authentication** permission display the list of users (**Admin > Users**) and move the cursor over a user in the list, the **Action** drop-down at the far right displays a new option, **Reset Two-Factor Authentication**.


Users
Create and edit the settings of your users.
Create New User
test
2
Actions
Delete User
Edit/View Details
Recover FollowMyHealth Dashboard Login
Reset Two-Factor Authentication

Last ▲	First ▲	Status	Email	Two-Factor Authentication	Mobile Phone
Admin	Heather	Invited	adminstaff@gmail.com		
Dash	Riprock	Active	riprock@me.com	Text Message	919-552-4411
Duck	Donald	Invited	ddone@me.com		
Nurse	Nancy	Inactive	nancynurse@me.com	Email	919-552-4411
PATEST	Roberta	Active	PAone@gooddr.com	No FMHSL	704-302-1100
PATEST	SAMMY	Active	SAMMYPA@gooddr.com	App	
Rubble	Barner	Active	prehisroticdude@stonetab...	Email	
Teststaff	Tammy	Active	tammyteststaff@allscripts.com	Text Message	919-444-5555

When this option is clicked, the Administrator is asked to confirm the request. When confirmed, any two-factor authentication method that is displayed in the **Two-Factor Authentication** column of the table for the selected user is removed. This action is also logged with a new audit.

New Audit log

When the two-factor authentication method of a Dashboard user is reset, the **Dashboard User Two-Factor Authentication Reset** audit is logged.

Personal Health Record Users

Two-factor authentication

If you have two-factor authentication enabled for your account, a verification code is sent to you using your preferred method. Enter the verification code to complete the sign-in process.

After your username and password are accepted, you are redirected to an additional sign-in page to enter your verification code. This code is sent to you either by email, text message, or a third-party authenticator application, depending on how you configured two-factor authentication in your account. For more information about configuring two-factor authentication, see the related concept, “Two-factor authentication”.

You are limited to three attempts to enter a valid verification code. After three failed attempts, an error message is displayed and your account is locked for five minutes. An email is sent to your account informing you of unusual activity. If you switch authentication methods before your account is locked, you receive an additional three attempts to enter your verification code. Switching methods does not reset the number of attempts for your original method.

You can request a new verification code to be sent by email or text message if you did not receive or could not find the first code that was sent. This option is not available if you use the third-party authenticator application method. You are limited to three resend requests. At the fourth resend request, an error message is displayed and your account is locked for five minutes. An email is sent to your account informing you of unusual activity.

If your account becomes locked due to too many failed sign-in attempts, a message informs you why your account is locked the next time that you attempt to sign in during the lockout period. You can still access your account by using the password reset or username recovery workflows.

You can regain access to your account if you no longer have access to your current two-factor authentication method without having to contact Support (for example, if you lost access to your email or phone).

- If your current two-factor authentication method is by email, you can receive the code by text if you have a verified mobile phone number on your account.
- If your current two-factor authentication method is by text, you can receive the code by the email address on your account.
- If your current two-factor authentication method is by a third-party authenticator application, you can receive the code by the email on your account or by text if you have a verified mobile phone number on your account.