# HAWAII PACIFIC HEALTH: EPICCARE LINK
TWO-FACTOR AUTHENTICATION (2FA) GUIDE

Two-factor authentication (2FA) is an additional layer of a security mechanism in which the system processes and verifies the user's credentials before granting access to the system. A random unique code is generated and sent via E-Mail or through Epic's Mobile Authenticator App to be entered back on the EpicCare Link Website after initial login steps.

The following types of 2FA will be available:

- E-Mail
  - Requires the user to register their designated secure business/work email (non-personal email accounts) in order for the 2FA code to be sent upon each successful login attempts on HPH's EpicCare Link.
- Epic Mobile Authenticator App
  - Requires the user to have an Android or Apple smartphone in order to download the app, **Epic Authenticator**, in order to link their EpicCare Link account. First, please check with your company's policy regarding the usage of smartphone devices during business hours. Available on Google's Play Store or Apple's App Store.
  - Data rates will apply, access to smartphone camera is required to scan the initial QR code as part of the enrollment process.
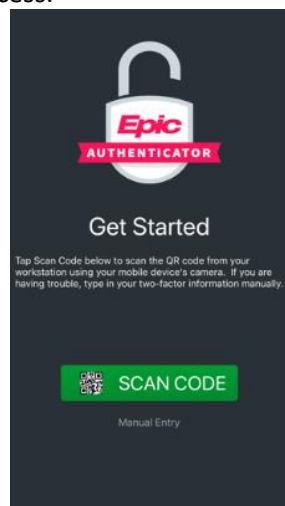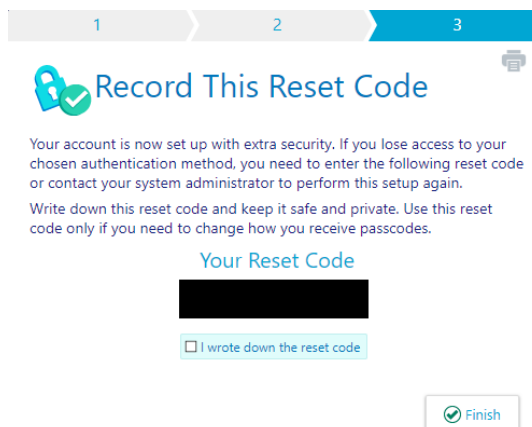

Depending on which 2FA option you choose from, initial setup will be prompted upon the first login attempt. If you want to reset your authentication method, you can do so by entering the unique code that is highly advised to be written down somewhere in an event you want to try the other 2FA method.

E-Mail Authentication

Upon selecting "Email" authentication method, you will be prompted to enter your email address in the field indicated. After doing so, click [→ Next] to proceed to the next page where you will be prompted to enter an authentication code that is sent to the email previously entered/stored.

> (!) Please do not use your personal email address to setup the email authentication. It is recommended to use your secure business/work email address to setup this 2FA E-Mail Authentication. The sender that will be sending the 2FA codes will be through, donotreply@hawaiipacifichealth.org, please check with your IT Department to ensure this domain is not being blocked or filtered out.
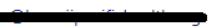
Set Up Email Authentication

Enter the email address where you will receive passcodes.

Email Address

[   ]

[← Back] [→ Next]

Enter Your Passcode

Use the code sent to your email address ▬▬@▬▬▬▬▬▬

[   ]

LOG IN

Cancel

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

Enter Your Passcode

Use the code sent to your email address ▬▬@▬▬▬▬▬▬

[2 8 6 9 1 1]

LOG IN

Cancel

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

donotreply@hawaiipacifichealth.org
EpicCare Link Authentication Passcode
To

Please enter your passcode 286911

Be sure to write down the reset code that appears on the next page. This is unique to each individuals' account, in an event that you want to change authentication methods from E-Mail to Mobile Authentication, vice-versa. If you misplaced the reset code, you will need to contact HPH's IT Service Desk (808-535-7010, Option #1) to submit a ticket to reset your 2FA method.

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

▬▬▬▬▬▬▬▬

☐ I wrote down the reset code

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

Reset Additional Authentication

Enter the single-use reset code you were given when you set up additional authentication. If you lost this code, contact your system administrator.

[   ]

[← Back] [⟲ Reset]

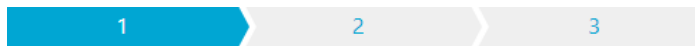[✓ Finish]

Epic Mobile Authenticator App

Epic's Mobile Authenticator app requires the use of a SmartPhone with data and a camera. As mentioned in the first page, the app is available on both Apple iOS and Android devices on Apple App Store / Android Play Store respectively.

The apps may function differently but the concept and workflow is essentially the same. After you have downloaded the app onto your SmartPhone device, it will require you to scan a QR code (sample shown below), or you can enter the code manually. You should be prompted to grant the app access to the camera in order to scan the QR code. This allows your device to be registered based on the QR code scanned or manually entered from your account you initially had setup.

Example of QR Code

After choosing "Mobile App" as your authentication method, the following screen should display the QR code. This is where you open your Epic Authenticator App on your SmartPhone device, select "Scan Code", aim your camera to line up to the code shown on your screen. The app will automatically recognize and capture the code for you. If you cannot scan the code, there's also the option to select "Manual Entry" and enter the code manually.

Click ➔ Next when your app has confirmed the workstation registered on your device. You will be prompted to enter the code generated by the mobile authenticator. The duration of the authentication code refreshes every 30 seconds.
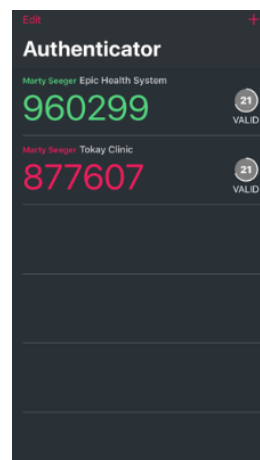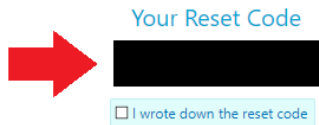
Just like the E-Mail authentication method, you will also be prompted a Reset Code screen. Be sure to write down the reset code that appears on the next page. This is unique to each individuals' account, in an event that you want to change authentication methods from E-Mail to Mobile Authentication, vice-versa. If you misplaced the reset code, you will need to contact HPH's IT Service Desk (808-535-7010, Option #1) to submit a ticket to reset your 2FA method.

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

☐ I wrote down the reset code

✅ Finish

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

Reset Additional Authentication

Enter the single-use reset code you were given when you set up additional authentication. If you lost this code, contact your system administrator.

← Back   🔑 Reset

Remember Me

Lastly, the ☐ Remember me ❓ checkbox is configured to indicate that the workstation that you are working on is not shared with anyone else. If checked, you won't be prompted for an authentication code from your 2FA method the next time you sign in from the same workstation. The configuration is set to be valid for only **1 day** (24 Hours) before prompting for the initial 2FA code again. Note that if you have logged in through a different workstation, browser, or if your browser's settings had reset, you will still be prompted for an authentication code.

Please report any problems or issues by calling HPH's IT Service Desk at 808-535-7010, Option #1. You will need to indicate that you have an EpicCare Link related inquiry and a ticket will be created for further assistance.