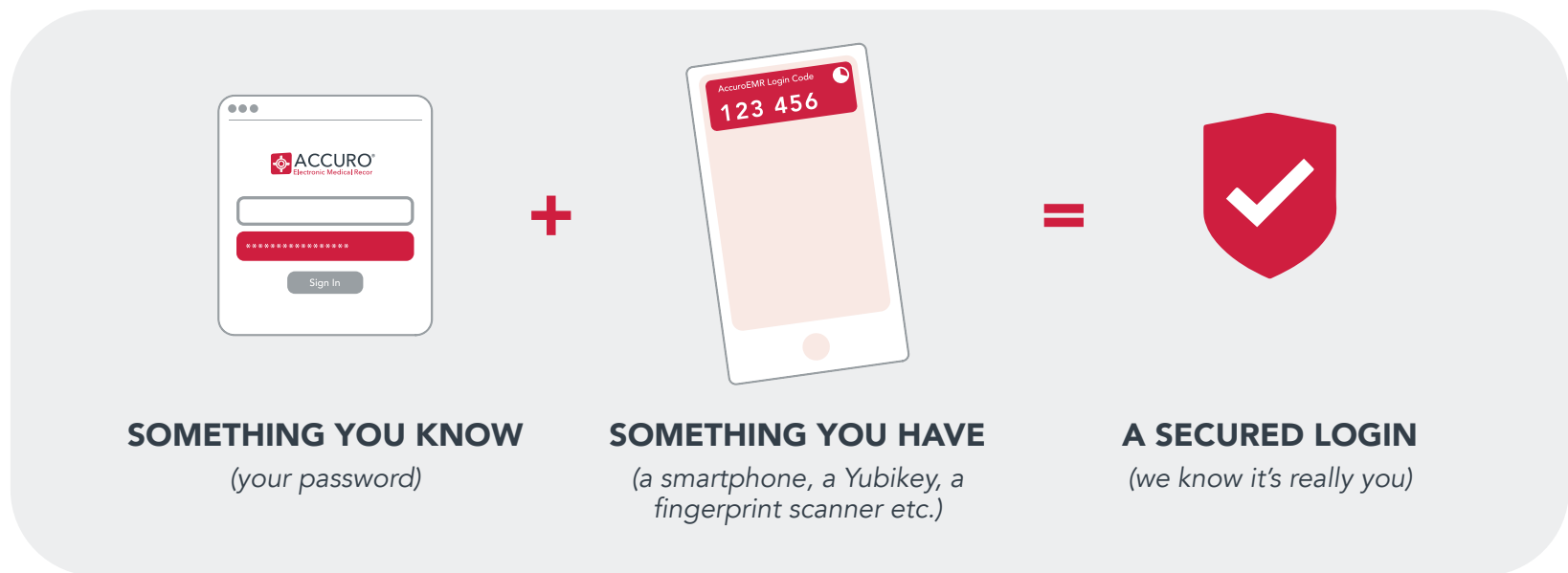


# Multi-Factor Authentication

## What is Multi-Factor Authentication?

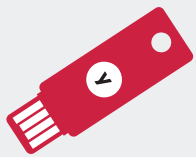
Rather than just asking for a username and password, Multi-Factor Authentication (MFA) requires one or more *additional* verification factors, which adds further protection against a cyber attack.

- *Something you know, such as a **PASSWORD**.*  
*This is your INITIAL Authentication*
- *Something you have, such as a **SMARTPHONE**.*  
*This is a SECONDARY Authentication*



## What if I leave my phone at home? Or I don't want to use a mobile device?

- **There are many different secondary authentication tools if a smartphone isn't an option**



We recommend YubiKey, a small piece of hardware that works as an authentication device when plugged into your USB drive. It's a convenient and inexpensive tool for your whole clinic



Other alternate secondary authentication tools include fingerprint scanners, facial recognition software like Windows Hello, or desktop applications like Authy

## Do I have to use secondary authentication every time I log in?

- **Once you are logged into Accuro, it will often remember its authentication**



Our software knows when to trust the user. It will prompt you to log in with your secondary authentication when it determines that there is *any* chance that the person using the software is not you

## How do I get help if I am having trouble with MFA?

- **Call Customer Support at 1-866-729-8889 to get your problem solved**



Customer Support can reset your Multi-Factor Authentication if you lose your phone or need to set up a new device. They can also help you decide which secondary authentication tool would work best and then help you set it up