

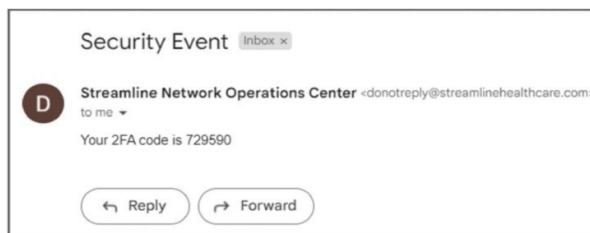
SmartCare Multi-Factor Authentication



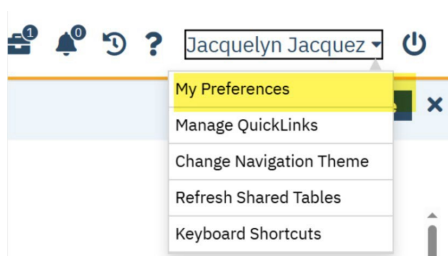
To ensure the best possible security of client data, the County will be rolling out multi-factor authentication (MFA) to all contracted users on Tuesday, November 19. This means that after entering user ID and password, users will receive an email with a one-time code that will need to be entered before gaining access into the system. Users will use MFA each time they access SmartCare. The change will not impact users who log in via Akamai with a County email.

Instructions to Update Your Contact Information for Multi-Factor Authentication

Log in to the SmartCare Production Environment using [this link](#).



The default is set to receive the 6-digit code to your email for login.



To update or add a mobile phone number and/or email, navigate to “My Preferences.”

Contact	
Phone	<input type="text" value="(555) 555-1234"/>
E-mail Id	<input type="text" value="Jacquelyn.Jacquez@sdcounty."/>

Then, update or add a phone number and email in the Contact section under “My Preferences”

SmartCare Multi-Factor Authentication



Mobile

Smart Key

Registered For Push Notifications

Registered For Web Notifications

Registered For SMS Notifications [Send test SMS Notification](#)

Registered For Email Notifications [Send test Email Notification](#)

Select the checkbox for “Registered For SMS Notifications” in the Mobile section to enable SMS text MFA. Send a test notification to both options to ensure phone number and email are correct.

*If **both** SMS & email are checked, the notification will default to the SMS phone number given

Instructions for Login After Setting Up MFA

Username

Password

Remember me

Enter your normal username and password on the first login screen.

Security Question

Security Question In what state was your mother born?

Answer

2FA Sent in Email

Remember Me - This is a private computer or a computer that belongs to the organization.

Do Not Remember Me - This is a public or shared computer.

Have access to Device?

If the second authentication method is email, answer the security question and enter the code sent by email.

2-Step Verification

Enter the Authentication Key sent to the Registered Device.

Authentication Key

Do not have access to Device?

If the second authentication method is SMS text, enter the code sent by SMS text.