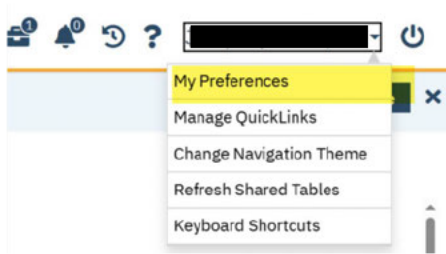# SmartCare Multi-Factor Authentication

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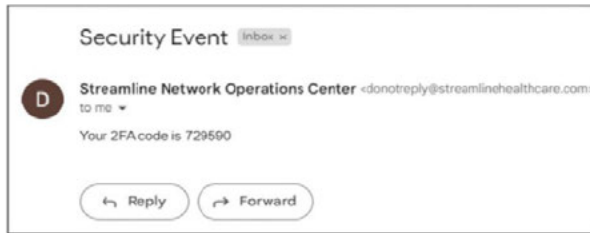
The default is set to receive the 6-digit code to your email for login.

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

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

For questions about MFA in SmartCare's Production environment, contact the CalMHSA help desk.

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

👤 Enter Username

Password

🔒 Enter Password

☑ Remember me   LOGIN

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.

Submit   Cancel

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

Validate   Send Again   Cancel

Do not have access to Device?

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

For questions about MFA in SmartCare's Production environment, contact the CalMHSA help desk.