

Set up Multi-Factor Authentication (MFA) for EIDM/QARM

Form fields for MFA setup:

- Password:
- MFA Device Type:
- Security Code:

Buttons:



Multi-Factor Authentication (MFA)

- Additional security code sent when logging in to EIDM or QARM
- Makes your login more secure beyond user name and password
- Associate the Security Code to your profile by registering your phone, computer or email
- 4 Methods to receive MFA code:
 1. Install validation software on phone/computer (Symantec VIP)
 2. Receive via Text Message
 3. Receive via E-mail
 4. Receive a Phone call
- Can register multiple MFA Device Types (**recommended**)



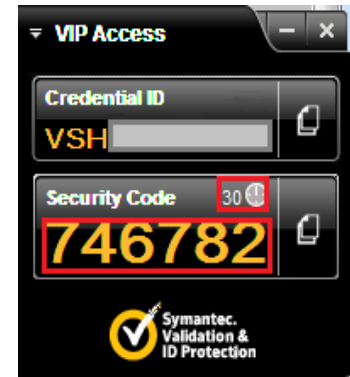
1. Validation and ID Protection Software (Symantec VIP)

- Phone/Tablet/PC/Laptop MFA Selection
- Installs software on computer or phone
- Provides Credential ID and Security Code
- Security Code automatically resets every 30 seconds





1a. Symantec VIP for the Computer



- Installs software on your computer*:
<https://idprotect.vip.symantec.com/desktop/download.v>
- Security Code used for MFA changes every 30 seconds

Pros:

- If you use the same computer, always there
- Security Code constantly counting down and resetting – no waiting for MFA code

Cons:

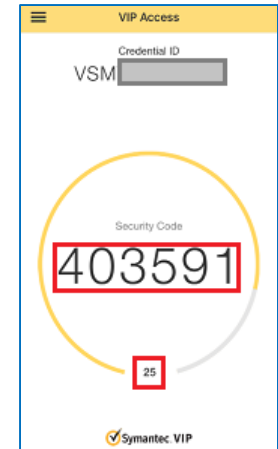
- Separate download and Credential ID needed for each computer you use

*Requires administrative permissions to install





1b. Symantec VIP for Phone



- Install software on phone:
<https://m.vip.symantec.com/home.v>
- Security Code used for MFA changes every 30 seconds

Pros:

- Flexible – once you register your credential ID, can be used for your MFA code wherever you log in
- Security Code constantly counting down and resetting – no waiting for MFA code

Cons:

- No ability to get code if you forget your phone
- Need to remember to remove credential ID if you change your phone





2. Text Message Short Message Service (SMS)



- SMS option sends your security code via text message.
- Must provide 10 digit US phone capable of receiving text messages

Pros:

- Fast, easy access

Cons:

- No ability to get code if you forget your phone
- Carrier service charges may apply





3. Interactive Voice Response (Phone Call)

- Communicates Security Code through a voice message sent directly to your phone.
- Requires user to provide a valid 10 digit US phone number and optional extension
- ***Extension may begin with:***
 - , (**comma**) Creates short delay of approximately 2 seconds
 - . (**period**) Creates longer delay of approximately 5 seconds
 - * (**star**) Used by phone systems to access an extension
 - # (**pound/hash**) Used by some phone systems to access an extension

followed by numeric 0 to 9

- A comma may be used if the user is unsure of the special character supported by their company's phone system.

Pros:

- No software installation required

Cons:

- Carrier service charges may apply for this option.





4. E-mail

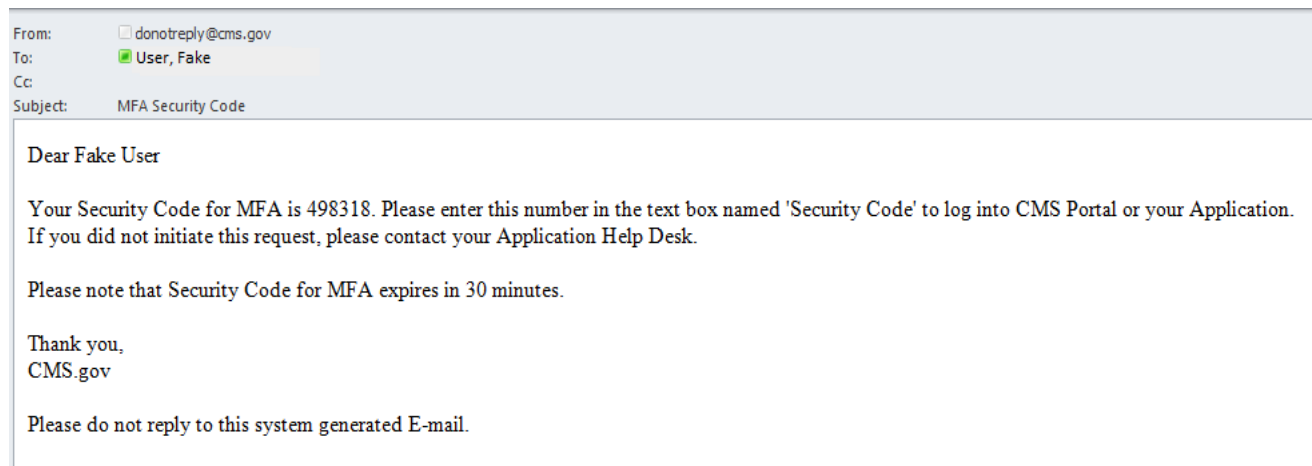
- The e-mail address on your profile will be used when registering for Multi-Factor Authentication (MFA) using e-mail option.
- When logging into a secure application, your Security Code that is required at the login page will be e-mailed to the e-mail address on the profile.
- E-mail address cannot be changed during MFA registration.

Pros:

- No software installation required

Cons:

- Typically the slowest of all of the options



Selecting/Updating MFA

- Manage when logged into EIDM Account

OR

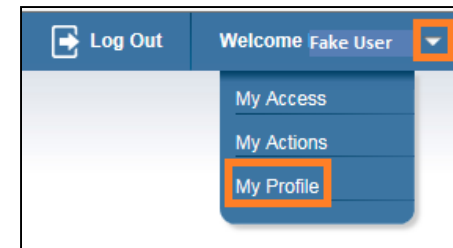
- Register when logging into EIDM



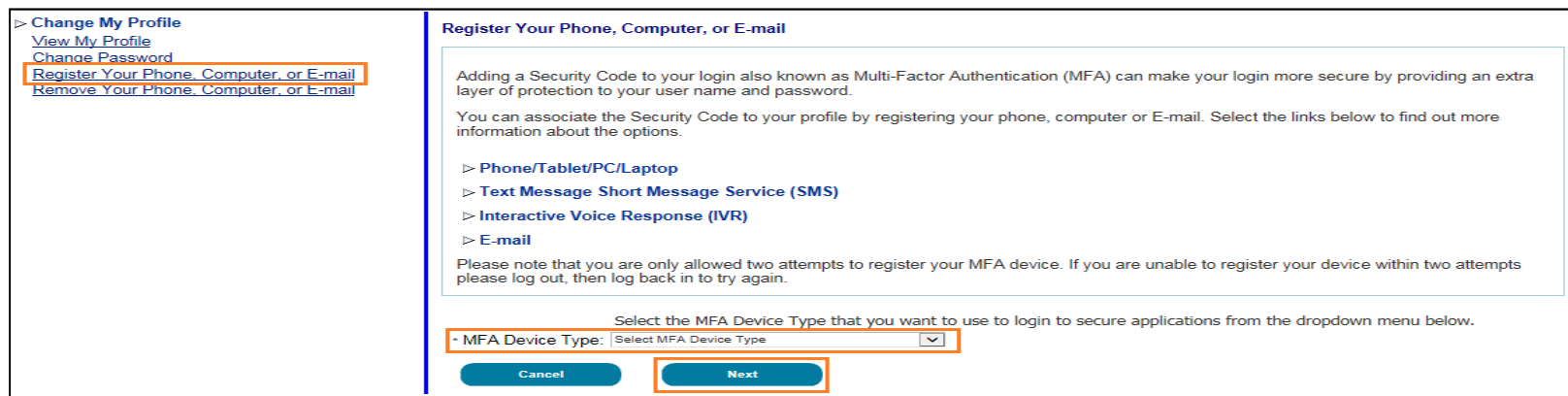
Selecting/Updating MFA – Within EIDM Account

1. Login to EIDM

<http://Portal.CMS.gov>



2. Select **My Profile** and choose option **Register Your Phone, Computer**

A screenshot of the 'Register Your Phone, Computer, or E-mail' page in the EIDM system. The page has a left sidebar with navigation links: 'Change My Profile', 'View My Profile', 'Change Password', 'Register Your Phone, Computer, or E-mail' (highlighted with an orange border), and 'Remove Your Phone, Computer, or E-mail'. The main content area is titled 'Register Your Phone, Computer, or E-mail' and contains the following text: 'Adding a Security Code to your login also known as Multi-Factor Authentication (MFA) can make your login more secure by providing an extra layer of protection to your user name and password. You can associate the Security Code to your profile by registering your phone, computer or E-mail. Select the links below to find out more information about the options.' Below this text are four expandable sections: 'Phone/Tablet/PC/Laptop', 'Text Message Short Message Service (SMS)', 'Interactive Voice Response (IVR)', and 'E-mail'. A note states: 'Please note that you are only allowed two attempts to register your MFA device. If you are unable to register your device within two attempts please log out, then log back in to try again.' At the bottom, there is a dropdown menu labeled 'MFA Device Type: Select MFA Device Type' with a downward arrow, and two buttons: 'Cancel' and 'Next' (highlighted with an orange border).

3. Select **Next**



4. Fill in required information and choose **Next**

Select the MFA Device Type that you want to use to login to secure applications from the dropdown menu below.

* MFA Device Type: ▼

* Credential ID:

* MFA Device Description:

MFA Device Description is a nick-name that can help you identify your device. You are allowed to use alphanumeric characters and special characters, such as apostrophe, dash, and period.

Symantec VIP

Select the MFA Device Type that you want to use to login to secure applications from the dropdown menu below.

* MFA Device Type: ▼

Enter the phone number that will be used to obtain the Security Code.

* Phone Number:

* MFA Device Description:

Text Message

Select the MFA Device Type that you want to use to login to secure applications from the dropdown menu below.

* MFA Device Type: ▼

Enter the phone number that will be used to obtain the Security Code.

* Phone Number: Extension:

* MFA Device Description:

Phone Call

Select the MFA Device Type that you want to use to login to secure applications from the dropdown menu below.

* MFA Device Type: ▼

E-mail Address:

The E-mail address on your profile will automatically be used for the E-mail option.Your e-mail address cannot be changed at the time of MFA registration.To change your E-mail please select 'Change E-Mail Address' from the 'Change My Profile' menu.

* MFA Device Description:

E-mail

Cancel

Next



Register or add MFA Device when logging into EIDM

1. Begin Login to EIDM
2. On page prompting for Password and Security Code, Click **Register MFA Device**
3. Click **OK** on the popup
4. Click **I Accept**



Register or Add MFA cont.

5. Enter your User ID and Password and Log in

User ID

Password

Log In

Cancel

6. Answer the challenge questions (set up during EIDM new user registration)

Please answer the following challenge questions

In what city was your mother born?

What is the nick name of your grandmother?

What is your favorite radio station?

Cancel

Next



Register or add MFA cont.

- Registered devices show on top of the screen

Registered MFA Devices

Credential ID/Phone Number/E-mail	MFA Device Type	MFA Device Description
★ vs [redacted]	STANDARD_OTP	Phone
★ fake.user@madeupfacility.org	Email	Email

Register Your Phone, Computer, or E-mail

Adding a Security Code to your login also known as Multi-Factor Authentication (MFA) can make your login more secure by providing an extra layer of protection to your user name and password.

You can associate the Security Code to your profile by registering your phone, computer or E-mail. Select the links below to find out more information about the options.

- > [Phone/Tablet/PC/Laptop](#)
- > [Text Message Short Message Service \(SMS\)](#)
- > [Interactive Voice Response \(IVR\)](#)
- > [E-mail](#)

Please note that you are only allowed two attempts to register your MFA device. If you are unable to register your device within two attempts please log out, then log back in to try again.

Select the MFA Device Type that you want to use to login to secure applications from the dropdown menu below.

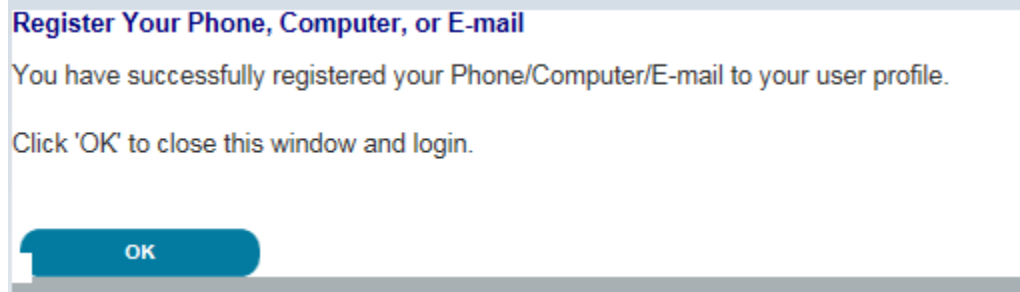
MFA Device Type:

7. Select MFA Device Type you wish to add from the drop down and click **Next**

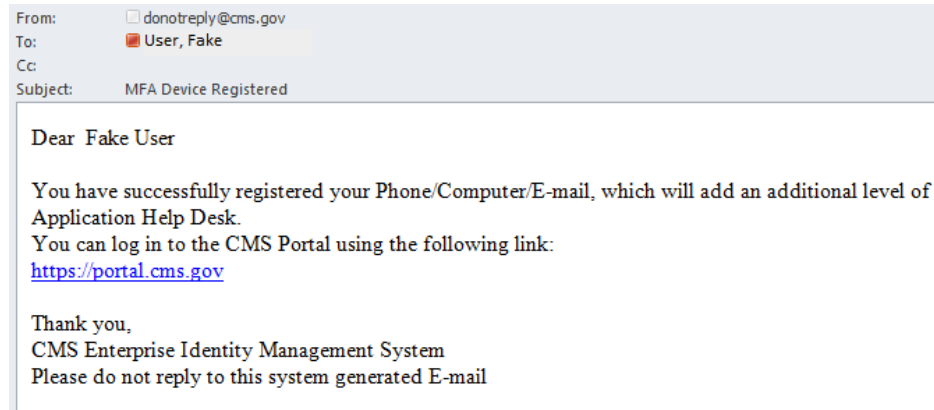


MFA Registration Confirmation

8. Click **OK** to respond to message of successful registration



- You will also receive a confirmation email of successful registration



Resources

MyCROWNWeb.org (www.myCROWNWeb.org)

- EIDM/QARM Training and Quick Start Guide
 - <http://mycrownweb.org/education/eidmqarm-training/>
- **QualityNet Help Desk** (Do NOT email PHI/PII)
 - Qnetsupport-esrd@hcqis.org or
 - 1-866-288-8912
- **Northwest Renal Network**
 - (206) 935-3994

