

PhoneFactor is a secure two-factor authentication application that allows you to access CentraCare Health (CCH) applications using your phone and existing CCH network username and password.

When you are set up to use the new CCH Portal, you may receive an email from NoReply.PhoneFactor@centracare.com with instructions to set up your PhoneFactor account.

From: NoReply.PhoneFactor@centracare.com

Subject: Welcome to CentraCare Remote Access Setup

Your account has been configured to access Epic remotely using CentraCare Health's new portal application. Your access will require two-factor authentication: your **network username and password** (something only you know) and your **phone** (something only you have).

Note: If you did not receive an email, you may access the PhoneFactor website on the Internet by entering <https://userportal.centracare.com/phonefactor> in your computer's web browser.

Set Up Your PhoneFactor Account

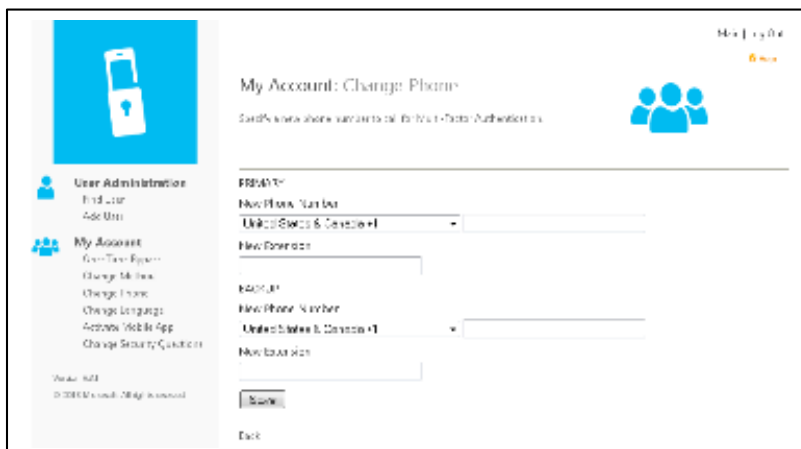
The PhoneFactor User Log In screen will display.



The screenshot shows the 'Multi-Factor Authentication User Log In' page. On the left is a blue sidebar with a phone icon and a 'Log In' button. The main content area has a 'Log In' button and two input fields labeled 'Username' and 'Password'. The page title is 'Multi-Factor Authentication User Log In'.

Enter your CentraCare network username and password in the in the appropriate fields (this is the username and password that you enter when you log onto your computer). **The fields are case-sensitive.**

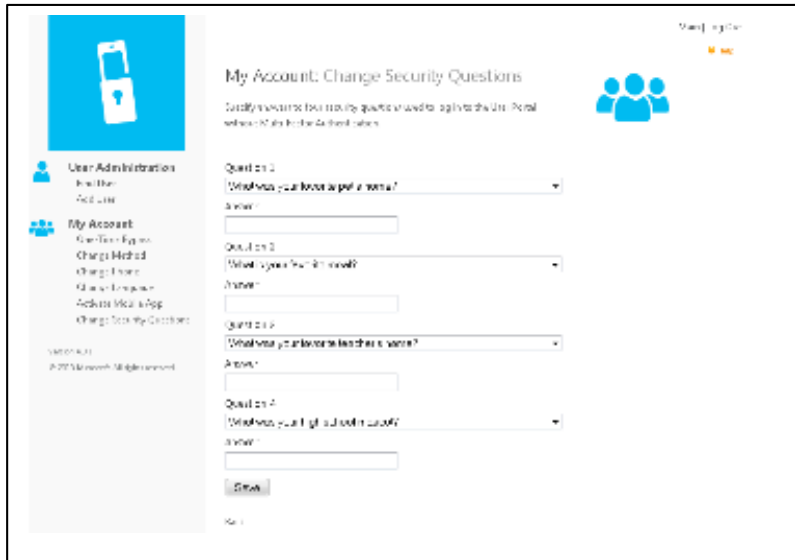
The PhoneFactor User Setup screen will display.



The screenshot shows the 'My Account: Change Phone' page. On the left is a blue sidebar with a phone icon and a 'Save' button. The main content area has a 'Save' button and two input fields labeled 'New Phone Number' and 'New Extension'. The page title is 'My Account: Change Phone'.

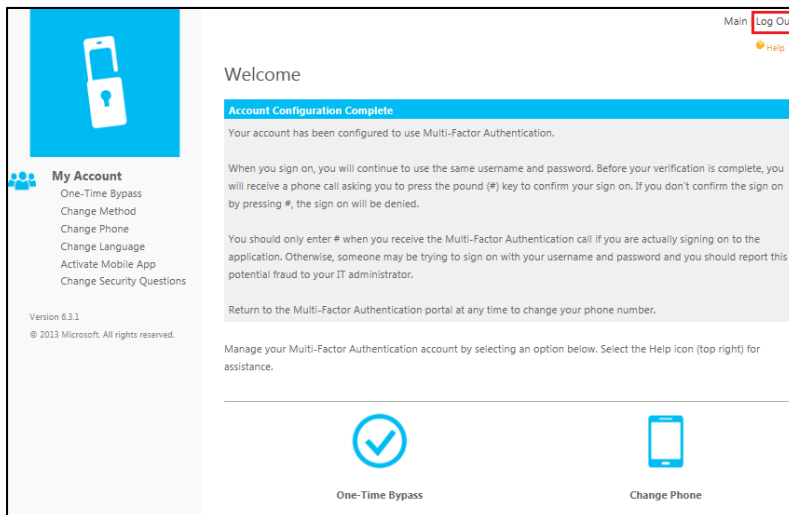
- Select your preferred *Method* of contact from the drop-down menu: *Voice Call* or *Text*. This is the method by which PhoneFactor will contact you to authenticate your access to the system.
- Enter your *PRIMARY Phone* and *BACKUP Phone* numbers in the appropriate fields. Enter 10-digit phone numbers, including area code.
- Click *Call Me Now to Authenticate*. Your primary number will be called.
- Answer your phone. When prompted, press the # sign.
- Hang up / end the call.

The Security Questions screen will display.



- Enter an Answer to each Question.
- Click *Continue*.

The Welcome screen will display. You now have completed your PhoneFactor setup. Close the Welcome screen by clicking *Log Out* at the top right of the screen.



You are now ready to access CentraCare Health Portal.

Access the CentraCare Health Portal

You may access the CCH Portal via www.centracare.com.

- Click *For Professionals* on blue toolbar at the bottom of the home page.
- Select >“New” *CentraCare Health Portal*.

Note: you may also access the Portal via the internet by entering <https://cchsportal.centracare.com> in your web browser.

The Centracare Health Remote Access Portal screen will display.



Enter your CentraCare network username and password in the appropriate fields.

- PhoneFactor will call or text your phone to confirm your login.
- Answer your phone; press the # sign when prompted. **(Note: When you receive the authentication call, you should only press the # sign if you are actually logging in to the application. If someone else is trying to log in with your username and password, report this potential fraud to the I.S. Help Desk at 320-656-7066.)**
- End the call.

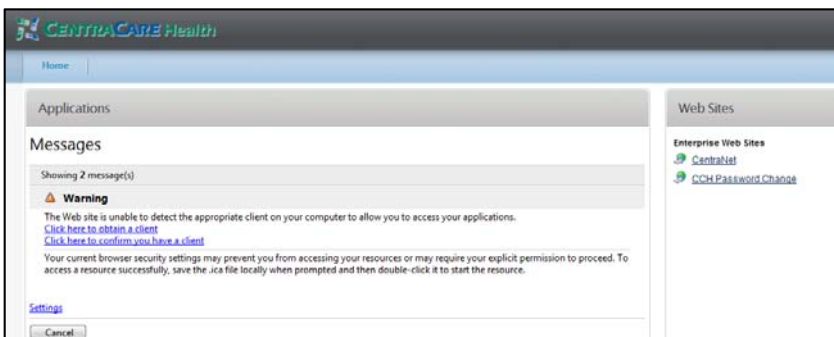
You will now be presented with your CentraCare Health applications.

Installing the Citrix Receiver

If you do not already have the Citrix Receiver installed on your device, you will need to click the Messages link



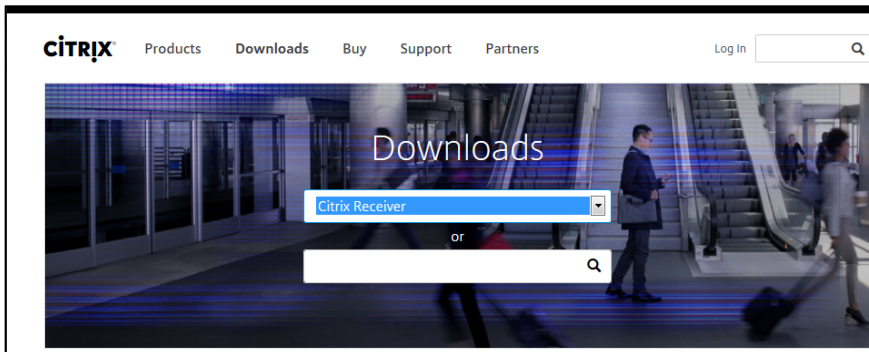
The Warning Message will appear, select the option “Click here to obtain a client”



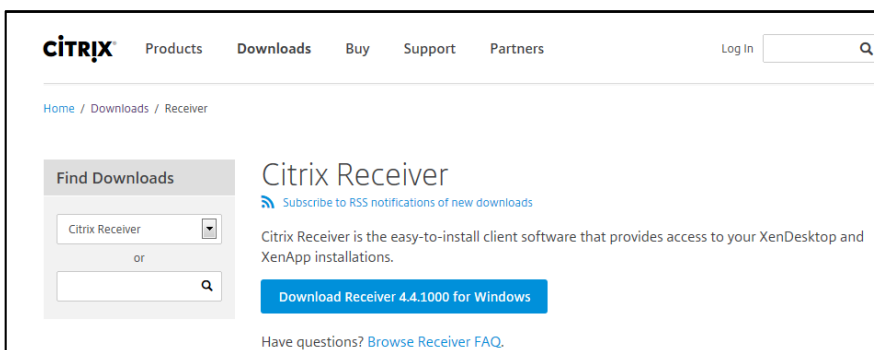
Select the Install Button



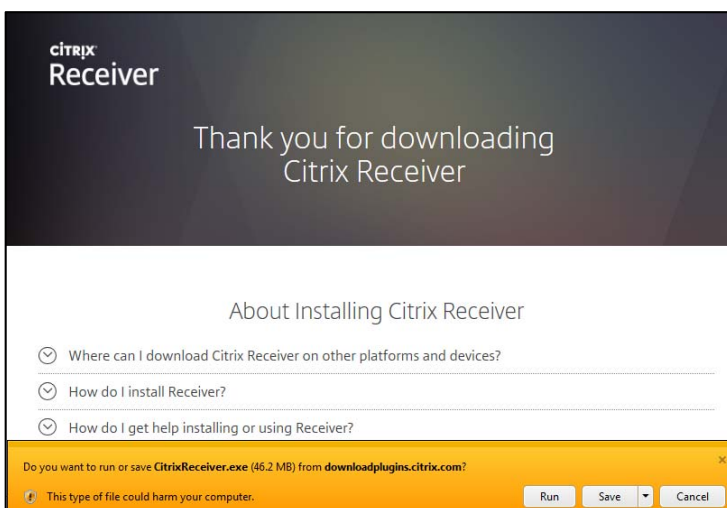
This will bring you to the Citrix Download Site, Select Citrix Receiver from the drop down menu



Select the Download Receiver Button to begin the installation for the latest version of Citrix Receiver

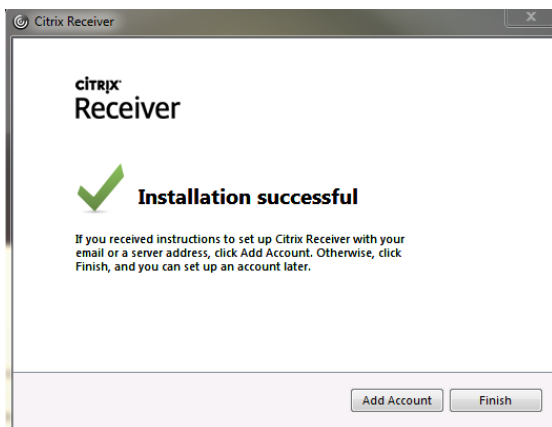


If prompted, choose Run from the bottom of your screen

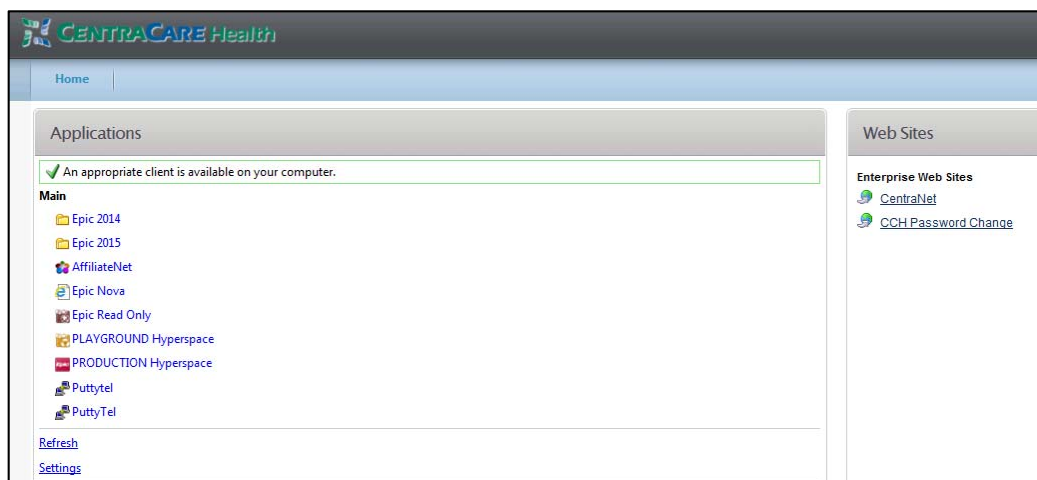


This will begin the installation and you can accept the defaults by choosing Next at the screen prompts

When the installation is complete, select Finish (you do not need to add an account)



You will be brought back to the Home Page of the CentraCare Health System Portal and confirms you have the correct client.



You will now be able to access your applications when logging into the CentraCare Health System Portal.

To Exit the CentraCare Health Portal

Click the *Log Off* button on the top right of the Citrix screen.

Modify Your PhoneFactor Access

You may modify your PhoneFactor user account at any time. Access PhoneFactor by clicking the link on the CentraCare Health Portal screen.



Under *My Account*, select the link to the information to be modified.



One-Time Bypass

If you anticipate that you will not have cell coverage or use of a phone, you may choose to bypass the PhoneFactor authentication portion of your next login to CentraCare Health Portal. This is a temporary setting that will 'skip' PhoneFactor authentication for your next (one) login to the CCH Portal.

Note: You must make this selection while you have phone access. Your login session will require authentication to establish the future One-Time Bypass session.

- Select One-Time Bypass.
- Click *Confirm*.
- Click *Log Out*.

Your next login to CCH Portal is set to bypass PhoneFactor authentication.

Using the Phone App

The *PhoneFactor App* offers an additional authentication option. Instead of placing an automated phone call or text to you during login, PhoneFactor will send a notification to the *PhoneFactor App* on your Smartphone or tablet.

To use the *PhoneFactor App*:

- Download the *Azure Authenticator* from the App Store.
- Log into PhoneFactor User Portal.
- Select *Activate Phone App* from My Account menu on the left.
- Click *Generation Activation Code*.
- An Activation Code and URL will display.
- Enter this information into the *Azure Authenticator App* and select *Activate* at the top right corner of the screen. If the Account Activation screen does not open automatically, you can open it by tapping the + sign in the top right corner of the *Azure Authenticator App*.
- Change authentication method to the Phone App, by selecting *Change Method* in My Account menu on the left.
- Select *Phone App*.
- Click *Save*.