

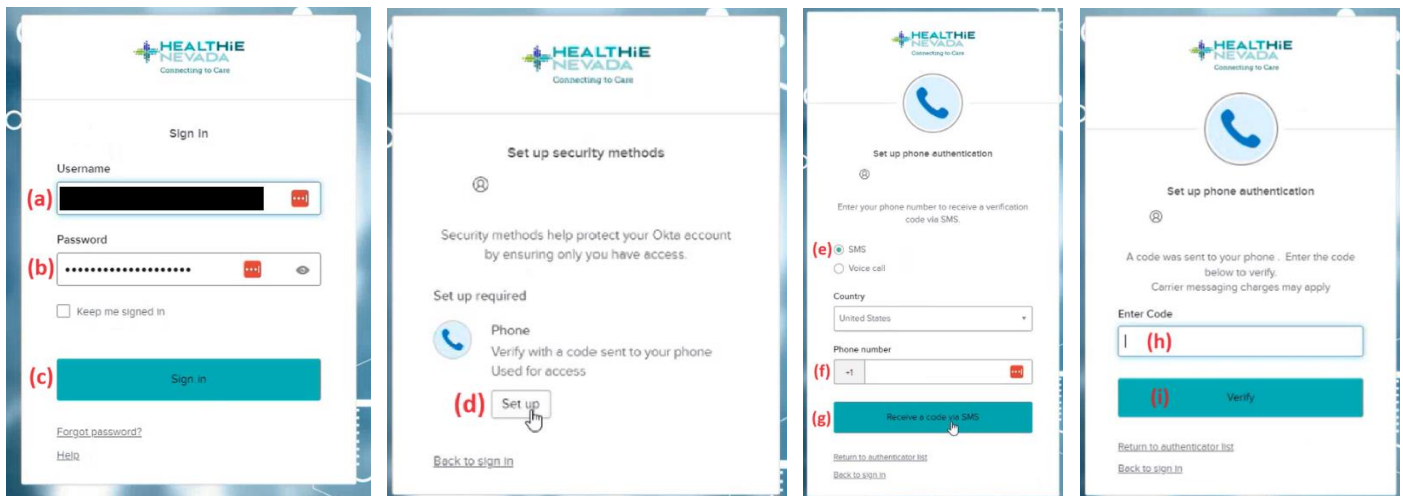
HealthIE Chart Multifactor Authentication Quick Start Guide

These instructions will guide current users of HealthIE Chart to add Multifactor Authentication (MFA) to their existing HealthIE Chart account when prompted. For new users of HealthIE Chart looking for our full HealthIE Chart User Guide, please visit our HealthIE Nevada Participant Toolkit at <https://healthinevada.org/toolkit>

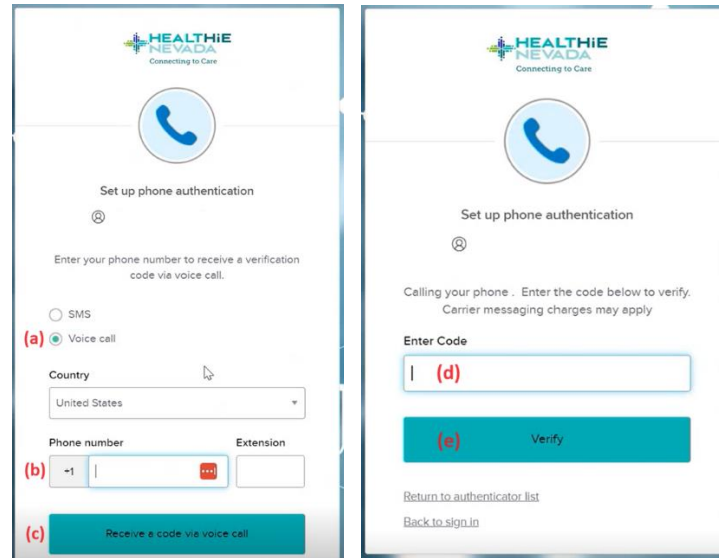
1. Start the login process as usual by clicking the “Sign In” button **(a)** on the top right of the HealthIE Chart portal.



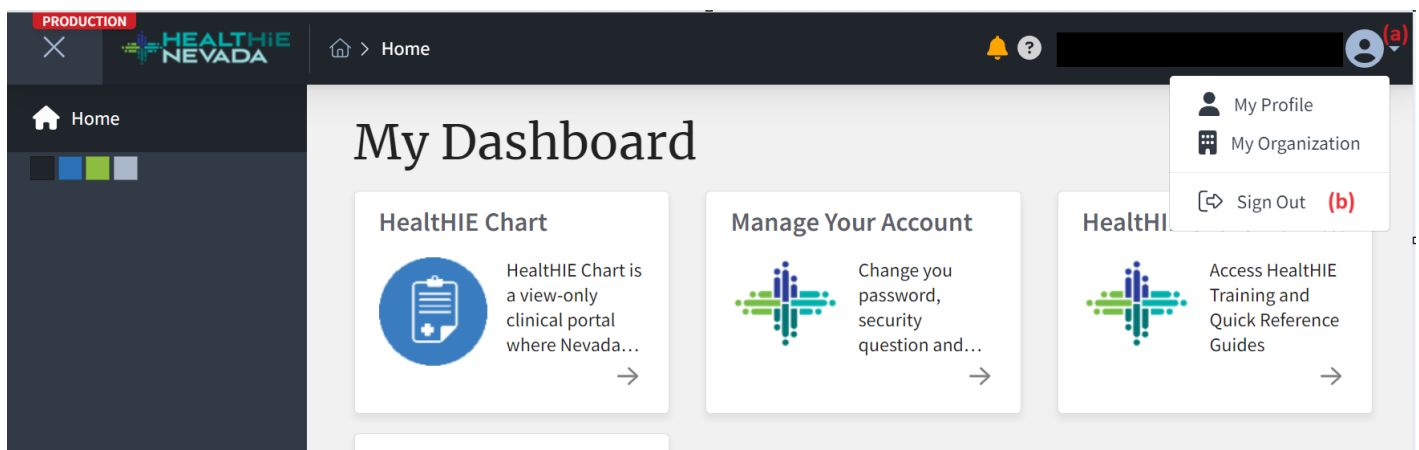
2. Login as usual by inputting your username **(a)** and password **(b)** then clicking “Sign in” **(c)**. **NOTE:** Once MFA is added to your account, you will then see a new “Set up Security Methods” window. Click the “Set Up” button **(d)**. **If you want to receive an SMS text message on a mobile phone**, choose “SMS” **(e)**, input your mobile phone number **(f)**, then click “Receive a code vis SMS **(g)**. Then input the code you receive on your phone **(h)**, then click “Verify” **(i)**.



3. Alternatively, **to receive a voice call on your office phone or mobile phone**, choose Voice Call **(a)**, then input your phone number (and extension if applicable) **(b)**, then click “Receive a code via voice call” **(c)**. Then input the code you receive via voice call **(d)**, then click “Verify” **(e)**.



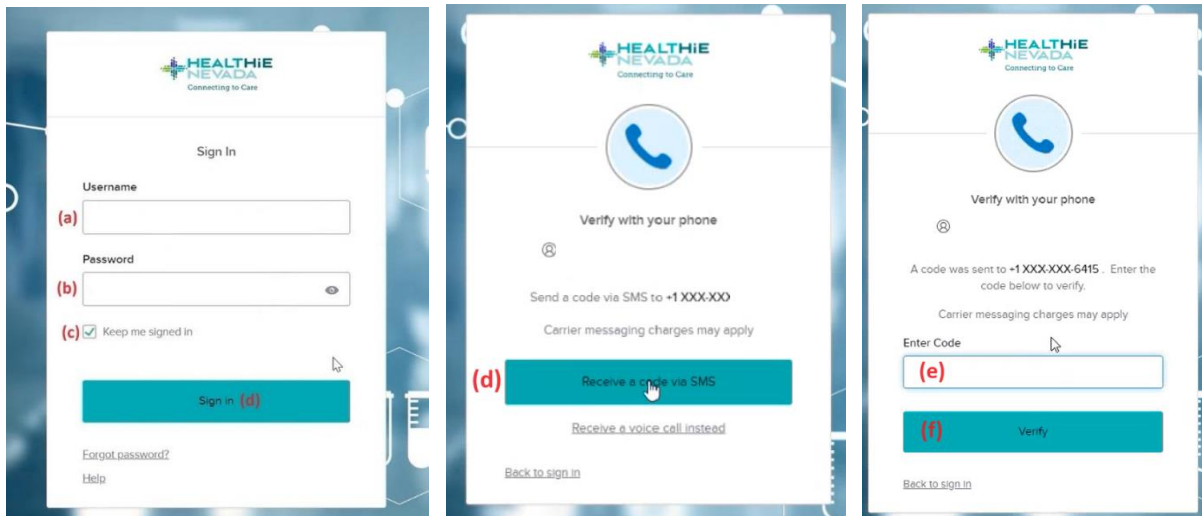
4. After you complete this MFA setup, you will now be logged into your account. To confirm you can login successfully going forward, log out of HealthIE Chart by clicking on the dropdown arrow on the top right **(a)**, then click “Sign Out” **(b)**.



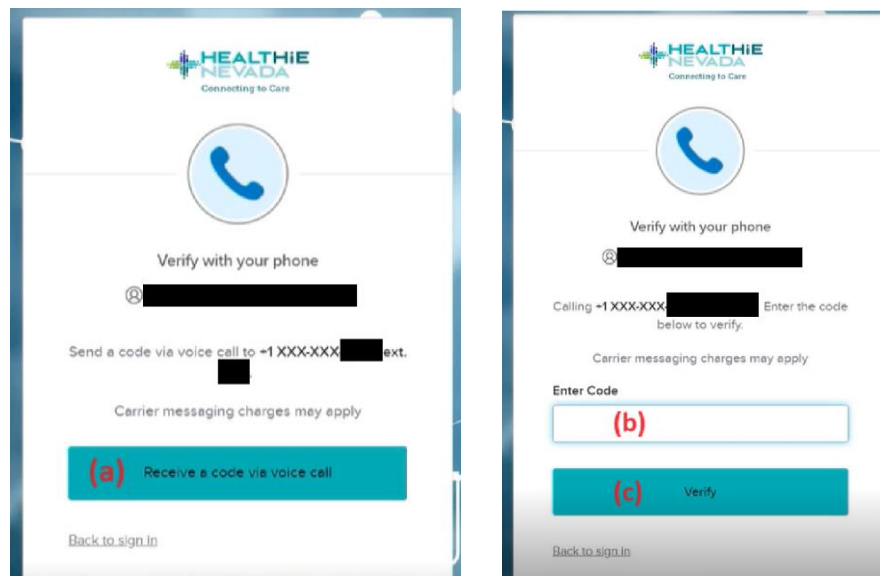
7. Then sign back in to HealthIE Chart by clicking the “Sign In” button **(b)**.



8. Enter your username **(a)** and password **(b)**. Click on the “Keep me signed in” check box to save your MFA credentials on the computer for 90 days **(c)**, click “Sign in” **(d)**. When asked to authenticate via MFA, **if you previously chose text messaging as your MFA method**, click on “Receive a code via SMS” **(d)**, then input the code you receive via text message on your mobile phone **(e)**, then “Verify” **(f)**.
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10. Alternatively, **if you chose voice call as your MFA method**, you will click “Receive a code via voice call” **(a)**, then input the code **(b)** you receive via voice call on your listed phone number, then click Verify **(c)**.



If you experience difficulties accessing your account or need assistance, please reach out to our HIE support team via email at hiesupport@healthienevada.org or via phone at 855.484.3443.