

## Two-factor authentication

e-signatures for MDS or Progress Notes

This method of electronically signing documents requires the use of a cell phone that is capable of receiving text messages. If you provide facility cell phones to key staff during working hours, you will need to assign the same cell phone to the same person each day/shift so that you don't have to update the password module on a shift by shift basis.

This method may be combined with the electronic scanners so that those without approved cell phone use in their offices, can still electronically sign-off using the biometric readers. If a reader/scanner is detected on the machine, it will ask you to scan your fingerprint. If one is not detected, it will send a text to your phone. This "token" then provides one of the factors. Your login and password provide the other.

For those who work remotely, the system looks at the computer that you have remoted INTO, not the one where you are currently sitting. So, if you use the biometric reader while at work, you would need to unplug the keyboard/scanner prior to leaving so that when you remote into your office computer, the system does not detect a reader. That will trigger the two-factor authentication screen to appear.

Why is the username and password alone considered insufficient? Anyone can "borrow" your username/password so it is not sufficient proof that you completed the work. If you should forget to log out, someone else can sit down at your computer and create data under your login. With login information alone, it would appear that you created the note or signed off on the MDS. However, that person would not have your fingerprint or your cell phone. This extra piece of information is what provides the authentication.

### Password setup –

Personal Details Tab. Enter the cell phone number and select the carrier from the dropdown list. **Phone must be able to receive text messages.** This needs to be done for each person using this two-factor authentication.

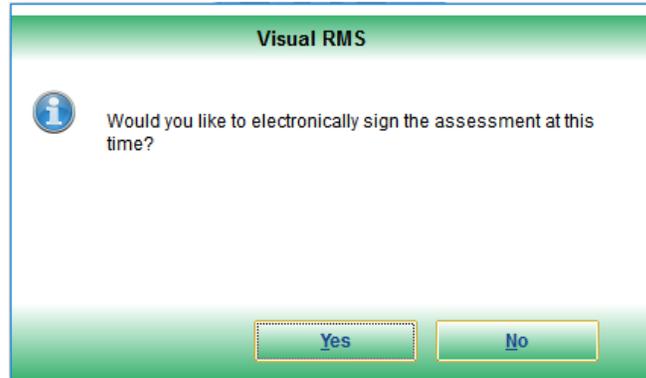
The screenshot shows a software window titled "Maintain Users" with three tabs: "List of Users", "Personal Details", and "User Account Details". The "Personal Details" tab is active. The form contains the following fields:

- Name: First (C), MI, Last (H)
- Brief Name: C
- Title: MDS COORD
- Discipline: MDS COORD
- Home Address: (empty)
- Office Phone: (empty)
- Office Fax: (empty)
- Office Room #: (empty)
- Doc. Number: (empty)
- Phone: (empty)
- Cell Phone: 585- (highlighted with a blue box) Verizon (dropdown menu)
- Other Phone: (empty)

At the bottom of the window, there are several buttons: Edit, Insert, Delete, Print, and Finish. On the right side, there are also buttons for Cancel (with a red X) and Save (with a green checkmark).

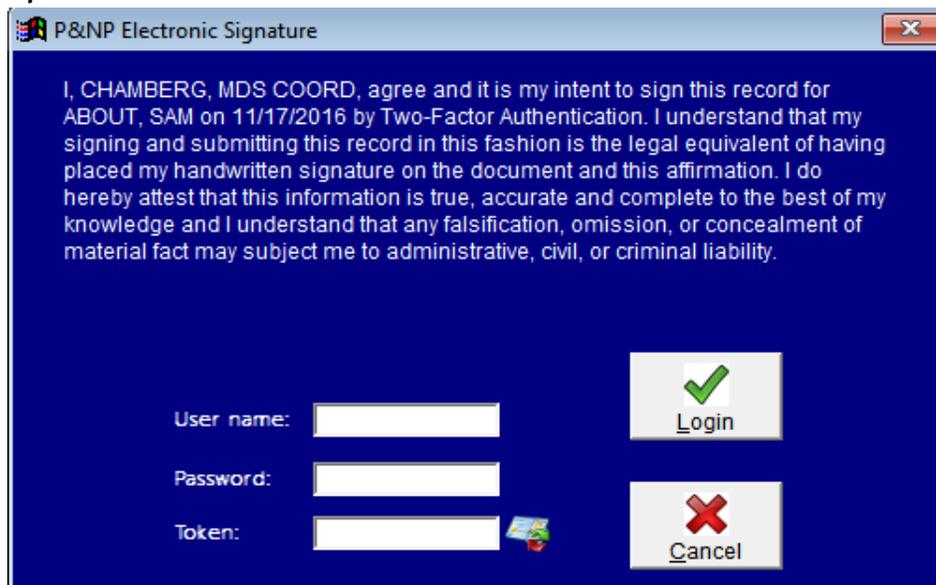
## Signing Off with your phone –

When you close out an MDS, you will be asked if you want to electronically sign off. When you answer “yes” a text will be sent to your phone. Clicking the fingerprint on the Progress Notes screen will also send the text.



Be sure that you have read the attestation screen and agree with the contents before you electronically sign off.

On the attestation screen, enter your username/password and then enter the “token” which is the text that was sent to your phone. ***This is cap sensitive!***



Note, if your office computer has a fingerprint scanner and you work remotely at times, even though your home computer does not have a scanner the system will detect the scanner at the office. If you will be working remotely, remove the keyboard/scanner from your office computer before leaving work. Then, when you elect to sign-off, there will be no scanner detected and the two-factor authentication should appear.