

contexture®

Creating connections. Improving lives.

HIE 3.0 Multi-Factor Authentication

Quick Reference Guide

Contexture, Arizona's health information exchange (HIE), allows qualified users to access patient health information through HIE 3.0, our secure web portal. We add a layer of security on HIE 3.0 called Multi-Factor Authentication (MFA), which ensures that only authorized users are accessing patient health information. MFA is a security best practice for all organizations with access to protected health information (PHI) and is a requirement for Contexture products as a result of our HITRUST Certification.

Logging in for the First Time

1. Download the Google Authenticator (no-cost) app or Easy Authenticator on your smart phone. In your phone's app store, search for Google Authenticator or Easy Authenticator and install it on your phone. **You might need to consult your IT department before the following step:**



Google Authenticator

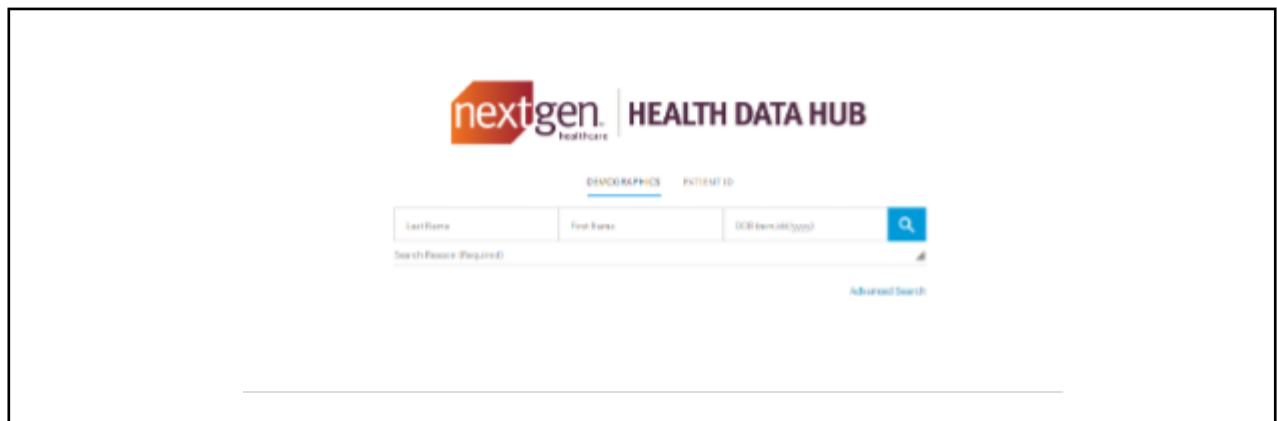
2. Once you receive an email from the Contexture Client Support team with your log-in information, go to HIE 3.0 portal home page at contexture.org/HIE30.

A screenshot of the Contexture login page. The page has a white background with a gray border. At the top left is the Contexture logo (a green square with a white 'C') and the text 'contexture' in blue, with the tagline 'Creating connections. Improving lives.' below it. Below the logo is a red 'Warning' box with white text: 'Warning: All actions in this system are monitored. By using HIE 3.0, you are consenting to this audit process in accordance with Health Current policy and applicable law.' Below the warning are two input fields: 'Username' and 'Password'. Below the password field is a blue link that says 'Forgot your password?'. At the bottom is a blue button with white text that says 'Sign in'.

3. Enter your username and password in the login page, once you're logged in with your username and password, you will see:



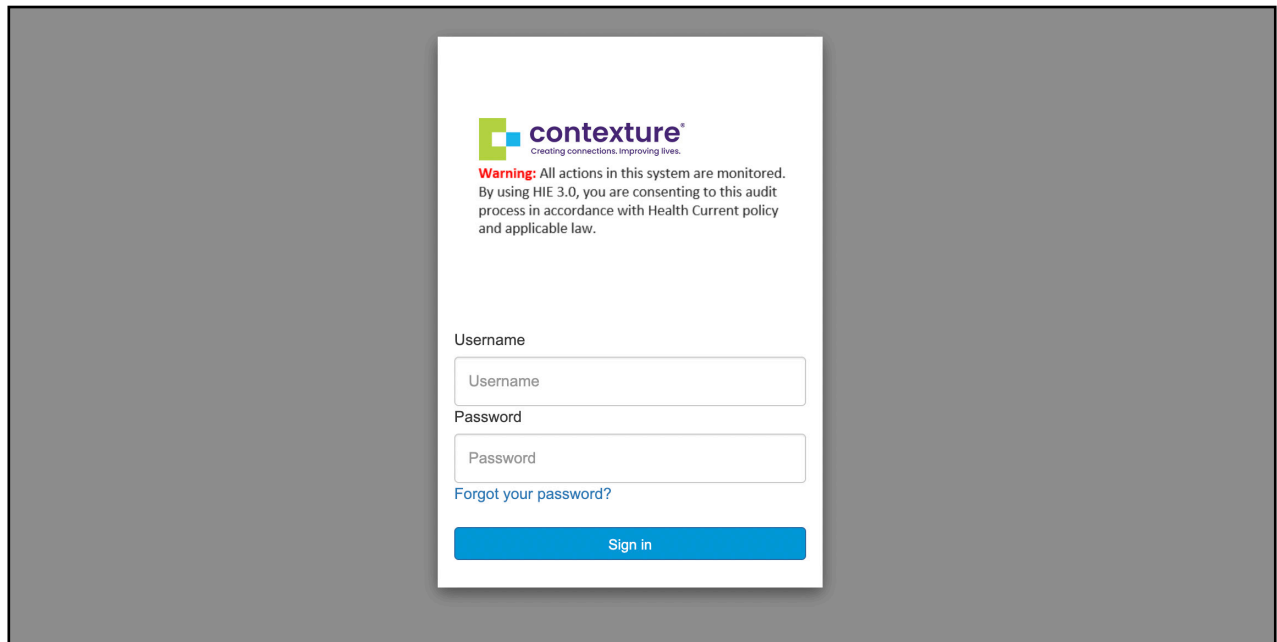
4. Use the Authenticator app on your phone to get your verification codes.
- A. After you have entered the first authentication code, you will need to wait until your authentication app generates the second authentication code in about 30 seconds.
 - B. Once you input the second authentication code in the second line you can enable your account.



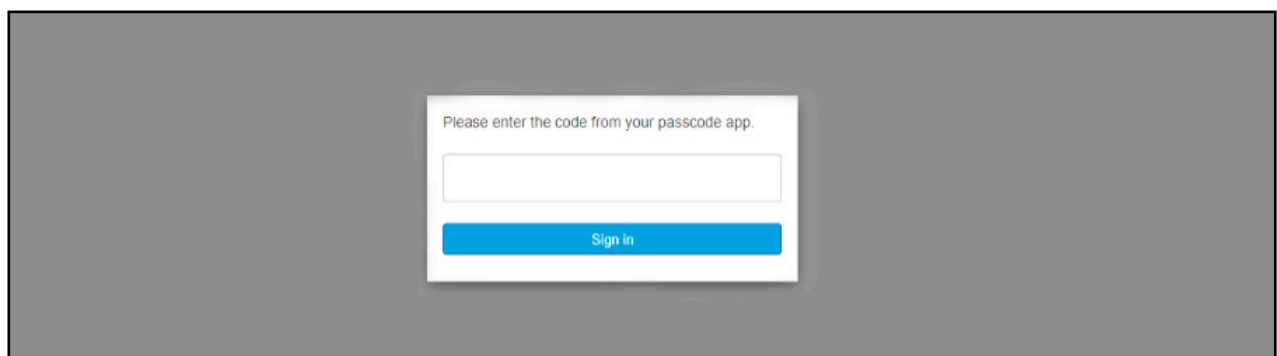
Ongoing Access

Once you have Multi-Factor Authentication set up via the app, each time you log in to the HIE 3.0 portal, enter the verification code as displayed in the app.

1. Log into HIE 3.0 portal and landing page.

A screenshot of the HIE 3.0 login page. The page has a grey background. In the center is a white login box. At the top of the box is the Contexture logo, which consists of a green square with a white 'C' and the word 'contexture' in blue, with the tagline 'Creating connections. Improving lives.' below it. Below the logo is a red 'Warning' message: 'Warning: All actions in this system are monitored. By using HIE 3.0, you are consenting to this audit process in accordance with Health Current policy and applicable law.' Below the warning are two input fields: 'Username' and 'Password'. Below the password field is a blue link that says 'Forgot your password?'. At the bottom of the box is a blue button that says 'Sign in'.

2. After entering your credentials open your authenticator app and input the code that is provided.

A screenshot of the HIE 3.0 verification code page. The page has a grey background. In the center is a white verification box. At the top of the box is the text 'Please enter the code from your passcode app.' Below this text is a single-line input field for the verification code. Below the input field is a blue button that says 'Sign in'.

**For assistance, please contact HIE Support
at (844) 279-7120 or hiesupport@contexture.org.**



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