

## Set Up Multi-Factor Authentication for PatientCare 360

Multi-factor authentication (MFA) adds a second layer of security to your PatientCare 360® account. After a one-time setup, signing in takes only a few extra seconds and significantly reduces the risk of unauthorized access to the patient data you work with every day.

### CHOOSE YOUR VERIFICATION METHOD

PatientCare 360® gives you **two ways** to receive your second-factor code. Both are secure – pick the one that fits how you work.

#### OPTION A — AUTHENTICATOR APP

*Recommended*

Install Google or Microsoft Authenticator on your phone. The app generates a fresh 6-digit code every 30 seconds.

- ✓ Faster at sign-in
- ✓ Works without email access
- ✓ More secure (codes never leave your device)
- ✗ Requires installing an app

#### OPTION B — EMAIL CODE

*No app needed*

Have a 6-digit code emailed to your email address each time you sign in.

- ✓ No app to install
- ✓ Works on any device
- ✗ Requires email access at every sign-in
- ✗ Slightly slower than the app

## 1 Download an authenticator app

**Option A only.** (Skip to Step 2 if you chose Option B - Email code). Either Microsoft Authenticator or Google Authenticator works.



Google Authenticator



Microsoft Authenticator

#### iPhone

1. Open the **App Store**.
2. Search for **“Authenticator”**.
3. Choose **Google Authenticator** or **Microsoft Authenticator**.
4. Tap **Get**, then **Install**.
5. Tap **Open** when the download completes.

#### Android

1. Open the **Google Play Store**.
2. Search for **“Authenticator”**.
3. Choose **Google Authenticator** or **Microsoft Authenticator**.
4. Tap **Install**.
5. Tap **Open** when the download completes.

## 2 Set up your method

1. Go to the PatientCare 360® portal and sign in with your username and password.

2. The **Verification Code Options** window will appear.

### IF YOU CHOSE OPTION A — AUTHENTICATOR APP

3a. Open your authenticator app and tap the option to add a new account (typically a +).

4a. Choose **Scan a QR code** and point your camera at the QR code on the screen.

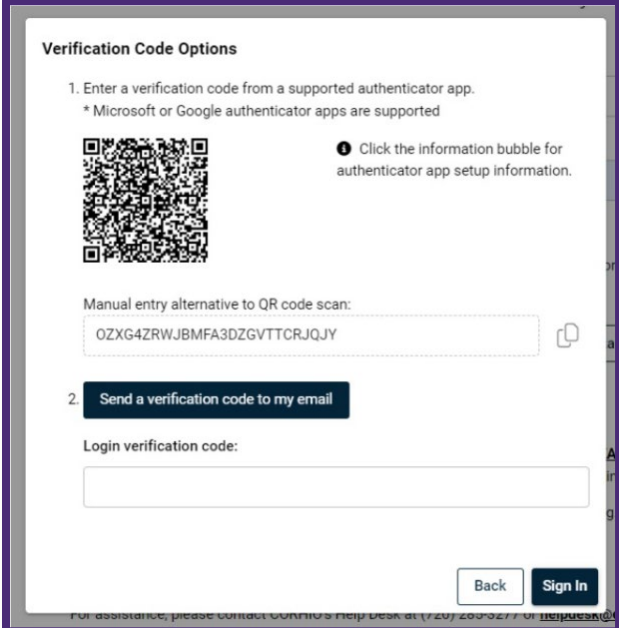
5a. Type the 6-digit code from the app into the **Login verification code** field, then click **Sign In**.

### IF YOU CHOSE OPTION B — EMAIL CODE

3b. Click **Send a verification code to my email**.

4b. Open your email and find the message from PatientCare 360®. (Check spam if you don't see it within a minute.)

5b. Type the 6-digit code from the email into the **Login verification code** field, then click **Sign In**.



**Verification Code Options**

1. Enter a verification code from a supported authenticator app.  
\* Microsoft or Google authenticator apps are supported

Click the information bubble for authenticator app setup information.

Manual entry alternative to QR code scan:  
OZXG4ZRWJBMFA3DZGVTTTCRJQJY

2. **Send a verification code to my email**

Login verification code:

Back Sign In

### TIP

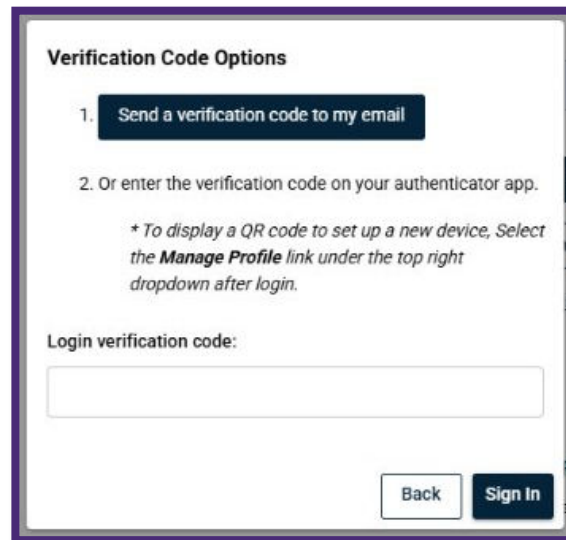
If your authenticator app can't scan the QR code, use the manual entry key shown beneath it instead — both options produce the same code.

### 3 Sign in going forward

Each time you log in to PatientCare 360®:

1. Enter your username and password.
2. Get your 6-digit code from the method you set up:
  - **Option A:** Open your authenticator app.
  - **Option B:** Click **Send a verification code to my email** and check your inbox.
3. Type the current 6-digit code into the verification field.
4. Click **Sign In**.

*Codes expire after a short time. If one stops working before you finish, just enter the new one shown.*



The screenshot shows a 'Verification Code Options' screen. It has two main options: 'Send a verification code to my email' (highlighted with a dark blue background) and 'Or enter the verification code on your authenticator app.' Below these is a note: '\* To display a QR code to set up a new device, Select the **Manage Profile** link under the top right dropdown after login.' There is a text input field labeled 'Login verification code:' and two buttons at the bottom: 'Back' and 'Sign In' (highlighted with a dark blue background).

#### NEED HELP?

For assistance, reach out to Contexture's Help Desk

- submit a ticket at [Contexture.org/customer-support](https://Contexture.org/customer-support)
- call Contexture's Help Desk at 844-279-7120
- email [HelpDesk@Contexture.org](mailto:HelpDesk@Contexture.org).