

# Multi-Factor Authentication for Mayo Clinic Laboratories Applications User's Guide

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## Introduction

To help protect your information, Mayo Clinic Laboratories is offering Multi-Factor Authentication (MFA), a two-step login process for your account. MFA supplements the protection provided by your username and password by asking you to confirm your identity via text message or phone call every time you log in to a <u>MayoClinicLabs.com</u> application, thereby providing an additional level of security.

**Note:** Opting in to MFA for all <u>MayoClinicLabs.com</u> applications is optional at this time.

## MFA setup overview

Your MFA settings apply to all <u>MayoClinicLabs.com</u> applications to which you have access. Once you have completed registration and received application permissions, you can specify your MFA choice at your initial login or, later, in your user profile. You have three choices:

- Opt in
- Opt out
- Be reminded later

Each choice is global across all applications. For example, if you have access to MayoACCESS, MayoLINK, and applications accessed from the <u>MayoClinicLabs.com</u> **Dashboard** such as Message Center or Notifications, clicking the <u>No thanks button</u> opts you out of MFA for all these applications.

## At login

To turn MFA on or off as you are logging in:

1. On <u>MayoClinicLabs.com</u>, at top right, click the link for your application.

The login screen appears.

One a	account for all Mayo Clinic service
	Log in to Mayo Clinic Laboratories
Profess	ional Username
Deeree	
Passwo	ord
	show
	show Log in
	SHOW Log in <u>Create your account</u>

2. Log in.

The initial MFA screen appears.



3. Choose one of the following options:

#### Opting in

To proceed with MFA, click the **Turn on MFA** button.

Jump ahead to the next page.

#### **Opting out**

To opt out of MFA, click the **No thanks** button.

You are redirected to your desired application. In addition, you will receive an email notification confirming that you have opted out of MFA.

<b>Subject:</b> Mayo Clinic Laboratories MFA confirmation. Message ID 270.114408
MAYO CLINIC
<b>GD</b>
This email confirms that you have opted out of Mayo Clinic Laboratories Multi-Factor Authentication (MFA).
In the future, if you would like to opt in to MFA, please see the MFA User Guide.
This message was sent as an automatic response to your recent activity with Mayo Clinic. Please do not respond to this message as it was sent from an unmonitored email address that cannot accept replies. © 2023 Mayo Foundation for Medical Education and Research. All rights reserved.

#### "Remind me later"

To postpone deciding whether to enable MFA, click the **Remind me later** link. <u>Remind me later</u>

You are redirected to your desired application. When you next log in again, the website will prompt you to opt in to MFA.

**Note:** You can click the **Remind me later** link five times. On the sixth time, you will simply be opted out of MFA, and the prompt will no longer appear.

If you clicked the Turn on MF	FA button Turn on MFA, the next MFA	screen appears.
	One account for all Mayo Clinic services Log in to Mayo Clinic	
	Mayo Clinic will contact you at this number each time you log in to your online account.	
	*required	
	Country code*	
	United States (+1)	
	Phone number*	
	• Give me a call	
	Cancel	

4. In the **Phone number** text field, enter your phone number. If you have a non-US phone number, select the appropriate option from the **Country code** drop-down menu.

Note: You may enter either a mobile or a non-mobile phone number to receive a call.

- 5. Choose one of the following:
  - The **Give me a call** button. Give me a call

You will receive an automated phone call that instructs you to press the pound (#) key to finish logging in.

**Note:** If you are in the US, the call will come from 855-330-8653. If you are outside the US, it will come from <u>the designated phone number for your country</u>. It is suggested that you add the phone number to your contacts or otherwise make sure it is not blocked.

Press the pound (#) key.

You are redirected to your desired application.

#### Notes:

 If you do not answer the phone call within 10 seconds, or if you have provided an incorrect number, MFA prompts you to try again. Click the **Try again** link to return to the login screen.

One	account for all Mayo Clinic service	S
Mayo you log	Clinic will contact you at this number each tim g in to your online account.	ne
*require	d	
Count	ry code*	
Unite	d States (+1)	~
Phone	number*	
507-	11.075	
(!)	Haven't received a call? ×	
	<u>Try again</u>	
0	0.0	
	Send me a text Give me a call	

 If you do not respond to the **Try again** prompt within 2 minutes, an error message appears, indicating that the phone number you provided is busy or unavailable and requesting that you check it.

One	account for all Mayo Clinic service Log in to Mayo Clinic
Mayo time y	Clinic will contact you at this number each ou log in to your online account.
*require	d
Count	ry code*
Unite	ed States (+1)
Phone 507	number*
() The Plea	phone number you provided is busy or unavailable. ase check the number and try again.
!	Haven't received a call? × Try again
s	end me a text Give me a call
	Cancel

Correct the phone number and then click the **Give me a call** button

If you answer the phone call but you do not respond in a timely manner or at all to the instructions, you will hear the following recorded message: "I'm sorry, we can't sign you in at this time. Please try again later." You will see the same screen shown above.

Click one of the following:

- The Give me a call button Give me a call again, which places a new call to your phone number.
- The Try again link. This should be used <u>only</u> if you have not received a call.
  - If you are trying to access MayoLINK or your <u>MayoClinicLabs.com</u> Dashboard, you are redirected to the login screen.

- If you are trying to access MayoACCESS, you are redirected to a page with a link that, when clicked, redirects you to the login screen.
- The **Cancel** link, which works identically to the **Try again** link.
- The **Send me a text** button. Send me a text

MFA sends a text to your mobile phone that contains a verification code.

2	87892 Use verification code 547620 for MCL MayoAccess QA - authentication. Just now

**Note:** If you are in the US, the text will come from one of the following SMS short codes:

- 97671 51789
- 69829 99399

If you are in Canada, it will come from either of the following short codes:

• 759731 • 673801

If you are outside the U.S. and Canada, the text will come from <u>the designated phone</u> <u>number for your country</u>, not from a short code.

It is suggested that you add the appropriate phone number or SMS short code to your contacts or otherwise make sure it is not blocked.

Once the text has been sent, the Enter verification code screen appears.

One acc	ount for all Mayo Clinic services
	Log in to Mayo Clinic
We texted a	verification code to: <b>xxx-xxx-6709</b> . Please
open the tex	xt message and enter the verification code
below.	
Note: your v	verification code will expire in <b>3 minutes</b> .
*required	
Verification	code*

In the Verification code text field, enter the provided verification code.

## Notes:

• If you enter an incorrect code, MFA will prompt you to either try to enter the correct code again or request another text message with a new code.



To receive a new code by text, click the Request a new verification code link.
 Request a new verification code

The error message disappears, and MFA texts you a new code.

• After three incorrect attempts to enter a code, you are automatically redirected to the login screen.

Once you have entered the correct verification code, you are redirected to your desired application.

When the opt-in process is complete, you will receive an email confirming that you have opted in to MFA.



## In your MayoClinicLabs.com user profile

To turn MFA on or off from the **SETTINGS** page on <u>MayoClinicLabs.com</u>:

1. At top right, click **My Dashboard**.

2. If you have not already logged in, do so, following the instructions in step 2 under <u>At login</u>.

#### Your **Dashboard** appears.

MAYO CLINIC LABORATORI	ES		Мау	VOACCESS   MayoLINK	Register	My Dashboard
TEST CATALOG	ORDERING & RESULTS	SPECIMEN HANDLING	CUSTOMER SERVICE	EDUCATION & INSIGHTS	CONTACT	SEARCH
	HBOARD	ۍ TINGS				

3. Click the **SETTINGS** icon.



Your **SETTINGS** page appears, displaying the **User Information** tab by default.

- 4. Click the Multi-Factor Authentication tab.
- 5. At bottom right, click the **Edit** button.

	AYO CLINIC BORATORIES				MayoACCESS   MayoLIN	K Register	My Dashboard
TEST	CATALOG	ORDERING & RESULTS	SPECIMEN HANDLING	CUSTOMER SERVICE	EDUCATION & INSIGHTS	CONTACT	SEARCH
	HOME	MY DASHBOARD   MULTI-FAC	TOR AUTHENTICATION	•	(		
	A	Ø					
	OVERVIE	EW SETTINGS	4				
	User Infor	mation Multi-Factor Authentio	cation Subscriptions				
	Mayo Clinic	recommends you add multi-fa	actor authentication (MFA) to h	elp protect your account.			
	With MFA, y instructions	you'll confirm your identity ever 5. Learn more	ry time you log in. You can choo	ose to do this by getting a text	message with a code or a p	hone call with	
						Edit	5

Your user profile opens in a new browser tab, displaying the Multi-factor authentication tab.



## Opting in

Г

In the right pane, at bottom left, click the **Turn on** button.

Professional information	>	Π
Email	>	U
		Multi-factor authentication
Username	>	Mayo Clinic recommends you add multi-factor authentication
Decouverd		(MFA) to help protect your account.
Passworu	,	With MFA, you'll confirm your identity every time you log in. You
Security question	>	can choose to do this by getting a text message with a code or a phone call with instructions.
Multi-factor authenticatio	on >	Turn on

A message appears indicating that the change was successful.

Professional information	ר <b>א</b>	$\bigtriangledown$
Email	>	Success
Username	>	You've updated your multi-factor authentication settings.
Password	>	
Security question	>	
Multi-factor authenticat	tion >	

Once MFA is turned on, the **Turn on** button on the **Multi-factor authentication** tab changes to the **Turn off MFA** button.

In addition, you will receive an email confirming that you have opted in to MFA.



When you have opted in to MFA, the website prompts you on each login to <u>confirm your</u> identity.

## Opting out

If you have been using MFA and would like to opt out, then on the **Multi-factor authentication** tab, click the **Turn off MFA** button.

The button then changes to the **Turn on** button **Turnon**, and <u>a message appears</u> indicating that the change was successful. In addition, you will receive an email notification confirming that you have opted out of MFA.

Subject: Mayo Clinic Laboratories MFA confirmation. Message ID 270.114408
MAYO CLINIC
** DO NOT REPLY DIRECTLY TO THIS EMAIL **
This email confirms that you have opted out of Mayo Clinic Laboratories Multi-Factor Authentication (MFA).
In the future, if you would like to opt in to MFA, please see the MFA User Guide.
This message was sent as an automatic response to your recent activity with Mayo Clinic. Please do not respond to this message as it was sent from an unmonitored email address that cannot accept replies. © 2023 Mayo Foundation for Medical Education and Research. All rights reserved.

## Confirming your identity on login

Once you have opted in to MFA, the website prompts you on each login to confirm your identity.

1. On <u>MayoClinicLabs.com</u>, at top right, click the correct link for your application.

2. If you have not already logged in, do so, following the instructions in step 2 under <u>At login</u>.

The MFA screen appears.



3. Follow the instructions in step 5 under At login.

## Requesting a MFA reset

In certain situations, you may need to contact Mayo Clinic Laboratories Customer Service and ask for your MFA to be reset:

- If you clicked the <u>No Thanks button</u> the first time you logged in, but you have changed your mind and now would like MFA turned on.
- If you clicked the <u>Remind me later link</u> more than five times and are now opted out, but you have changed your mind and now would like MFA turned on.

Note: In the above two situations, you can also turn MFA on in your user profile.

• If you no longer have access to the phone number associated with your MFA settings.

To request and complete a MFA reset:

1. Contact Customer Service and request that your MFA be reset.

You will receive an email similar to the one below:



2. Click the link in the email. Update multifactor authentication information

You will be redirected to the initial MFA screen, where you can restart the MFA process.

## Editing your phone number in your profile

On the **Multi-factor authentication** tab of <u>your user profile</u>, you can also edit your phone number if it has changed.

To edit your phone number:

1. Access the **Multi-factor authentication** tab in your profile as described in steps 1–5 under <u>In</u> <u>your MayoClinicLabs.com user profile</u>.

CLINIC		Single Client Account Log out
Professional information	>	0
Email	>	
Username	>	Multi-factor authentication Mayo Clinic recommends you add multi-factor authentication
Password	>	(MFA) to help protect your account.
Security question	>	can choose to do this by getting a text message with a code or a phone call with instructions.
Multi-factor authenticatio	on >	Vou currently have MFA <b>turned on</b> .
		Turn off MFA Edit phone number

In the right pane, at bottom right, click the Edit phone number button. Edit phone number
 You are asked to confirm your identity.

Professional information	>	We need to make sure it's you
Email	>	You'll need to confirm your identity. How should we contact
Username	>	you.
Password	>	Send me a text Give me a call
Security question	>	Cancel
Multi-factor authenticatic	on >	

- 3. Click one of the following:
  - The **Give me a call** button. Give me a call

You will receive an automated phone call that instructs you to press the pound (#) key to finish logging in.

**Note:** If you are in the US, the call will come from 855-330-8653. If you are outside the US, it will come from <u>the designated phone number for your country</u>. It is suggested that you add the phone number to your contacts or otherwise make sure it is not blocked.

Press the pound (#) key.

#### Notes:

- You may enter the number of either a mobile or a non-mobile phone to receive a call.
- If you do not reply to the phone call within 10 seconds, or if you have provided an incorrect number, MFA prompts you to try again. Click the **Try again** link to return to the login screen.

Professional information	>	
Email	>	You'll need to confirm your identity. How should we contact
Username	>	you?
Password	>	() Haven't received a call? X Iry again
Security question	>	
Multi-factor authentication	on >	Send me a text Give me a call
		Cancel

 If you do not reply to the phone call within 2 minutes, an error message appears, indicating that the phone number you provided is busy or unavailable and requesting that you check the number and try again.

Professional information	on <b>&gt;</b>	
Email	>	We need to make sure it's you You'll need to confirm your identity. How should we contact
Username	>	you?
Password	>	check the number and try again.
Security question	>	() Haven't received a call? Try again
Multi-factor authentic	ation >	Send me a text Give me a call
		Cancel

In this case, do one of the following:

- Click the Give me a call button Give me a call again and repeat the steps above.
- Click the Send me a text button Send me a text and follow the steps
   below.

- Click the Try again link. You are returned to the <u>initial screen</u> of the Multi-factor authentication tab, where you can restart the process of changing your phone number.
- Click the Cancel link. You are returned to the <u>initial screen</u> of the Multifactor authentication tab, where you can restart the process of changing your phone number.
- If, when you receive a phone call, you press a key other than the pound (#) key, you will hear the following recorded message: "I'm sorry, we can't sign you in at this time. Please try again later."
- The **Send me a text** button. Send me a text

MFA sends a text to your mobile phone that contains a verification code.



**Note:** If you are in the US, the text will come from one of the following SMS short codes:

- 97671 51789
- 69829 99399

If you are in Canada, it will come from either of the following short codes:

• 759731 • 673801

If you are outside the U.S. and Canada, the text will come from <u>the designated phone</u> <u>number for your country</u>, not from a short code.

It is suggested that you add the appropriate phone number or SMS short code to your contacts or otherwise make sure it is not blocked.

Once the text has been sent, the Enter verification code screen appears.

Professional information	>	Entervarification and holow
Email	>	We texted a verification code to: <b>xxx-xxx-6709</b> . Please open the
Username	>	text message and enter the verification code below. Note: Your verification code will expire in <b>3 minutes</b> .
Password	>	*required Verification code*
Security question	>	
Multi-factor authenticatio	n >	Request a new verification code

In the **Verification code** text field, enter the provided verification code.

#### Notes:

• You have 3 minutes to enter the code. If you do not enter the code within 3 minutes, or you enter an incorrect code, MFA will prompt you to either try again or request another text message with a new code.

Verification code*
① The verification code you have entered does not match our records.
Please try again, or request a new code.
666666
Request a new verification code

• You can also click the **Request a new verification code** link. Request a new verification code

The error message disappears, and MFA texts you a new code.

• After three incorrect attempts to enter a code, you are automatically redirected to the login screen.

Once you have confirmed your identity, the right pane permits you to edit the phone number you have registered with MFA.

Professional informatio	n <b>&gt;</b>	Enter your phone number below
Email	>	Mayo Clinic will contact you at this number each time you log in
Username	>	to your online account. *required
Password	>	Country code* United States (+1)
Security question	>	Phone number*
Multi-factor authentica	tion >	
		Send me a text Give me a call
		Cancel

In addition, you will receive an email notification confirming that you have changed your phone number in your user profile.

<b>Subject:</b> Mayo Clinic Laboratories MFA phone number updated. Message ID 270.134240
MAYO CLINIC
** DO NOT REPLY DIRECTLY TO THIS EMAIL **
Your phone number has been changed for Mayo Clinic Laboratories Multi-Factor Authentication (MFA).
If you did not make this change, please call Customer Service at 800-533-1710 for assistance.
This message was sent as an automatic response to your recent activity with Mayo Clinic. Please do not respond to this message as it was sent from an unmonitored email address that cannot accept replies. © 2023 Mayo Foundation for Medical Education and Research. All rights reserved.



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