iMember Multifactor Authentication (MFA) Set-up

Notes Before You Get Started:

- 1. New York State has put forth regulations that require covered entities to use an authenticator application for Multi-Factor authentication.
- 2. We provide instructions for only the Google Authenticator and Microsoft Authenticator applications.
- 3. Most authenticator applications will work. If you have one on your phone already, please feel free to use that application.
- 4. You do not need to pay for either Google Authenticator or Microsoft Authenticator.
- 5. If you have multiple users sharing one iMember account, you will now need to create a separate account for each user. New accounts can be created by your agency's iMember administrator, or by sending the name(s) and email(s) of the individuals that need new accounts to <u>CommissionsQuestions@Ironpeak.com</u>.

App Store Preview				App Store Preview			
	This app is available only on ti	te App Store for iPhone and iPad.			This app is available only on ti	he App Store for iPhone and iPad.	
★	Google Authenticat Google 45 m Utilities 42 m Utilities Fire	or te			Microsoft Authentic Protects your online identity Microsoft Corporation Bit Productivy Bit Productivy Free	cator ®	
Screenshots iPhone iPad	(Screenshots iPhone iPad			
				More security, for all your accounts	Sign in with your phone	Connect to all of Microsoft	Sign in without your password
Coogle Authenticator	Simple service and the service	Aunique code used to sign in Menando de transmissiones y an Anterior de transmissiones y anterior Anterior de transmissiones y anterior de transmissiones y anterior Anterior de transmissiones y anterior de	Cloud sputter	Extracecuter 1 Image: Constraint of the state of t	9:41 Mar averation	Contractant of the second seco	Antonio de la companya de la compa
Constant A A A A A A A A A A A A A A A A A A A	Cardonal 	Corrobal STREE	Cor conter X ***				·
Coogle Authenticator adds an extra la verification when you sign in. This me code that is generated by the Google The verification code can be generate	ayer of security to your online accounts by pans that in addition to your password, you Authenticator app on your phone. and by the Google Authenticator app on you	adding a second step of (I also need to enter a ar phone, even if you - more		Use Microsoft Authenticator for easy, sec authentication, passwordless, or passwor for your Microsoft personal, work or scho Getting started with multi-factor authenti	ure sign-ins for all your online accoun d autofill. You also have additional acc al accounts. cation	ts using multi-factor count management options more	
What's New			Unamine History	What's New			Version History
Bug fixes and improvements.			Version 4.1.1	We're always working on new features, bu updated with the latest version for the be-	g fixes, and performance improvements authentication experience.	nts. Make sure you stay	Version 6.8.6

Step 1: Download The App on Your Mobile Device

- Most Authenticator apps can work to log into iMember. The instructions below are for the Google Authenticator and Microsoft Authenticator applications.

Step 2: Once you have installed the authenticator app on your mobile device, open the authenticator app on your mobile phone and follow the instructions below to add an account.

Using the Microsoft Authenticator App:

- 1. In the authenticator app, select the + sign in the top right corner to Add an account.
- 2. Select Other to add iMember as an account.
- 3. A QR Code reader will open in the authenticator app. Scan the QR Code displayed on your computer screen.

iMember Multifactor Authentication (MFA) Set-up

Using the Google Authenticator App:

- 1. In the authenticator app, select the + sign in the bottom right corner to add an account.
 - a. Select Scan QR Code.
- 2. A QR Code reader will open in the authenticator app. Scan the QR Code displayed on your computer screen.

Logging in with Multi-Factor Authentication

Logging in to the iMember Portal using your iMember account will require you to present a 6-digit code after you have logged in with your username and password. This 6-digit code will be generated using your Authenticator app installed on your mobile device. If you do not have your mobile device with you when you attempt to login, you will not be able to access the iMember Portal.

- 1. Login to your iMember account with your username and password.
- On your mobile device your authenticator application will display the 6-digit code required to log into iMember. The code will be titled iMember Agency Portal Directory, and your log-in email will be shown below the title. See image below. Note: the code provided will only be valid for 30 seconds.

	Q	+
iMember Agency Portal D	irectory	>
Authenticator V	erified IDs	

3. On iMember, in the box that states "Enter your code," enter the six-digit code displayed in your authenticator app, and then click "Verify."

SIGN UP WITH	H A NEW ACCOUNT
Please provide	e the following details.
nter the verification code from y	our authenticator app.
inter your code	
Enter your code	B

4. After you have entered the proper time-sensitive authorization code, you will be logged into your iMember account.

For further support, contact <u>CommissionsQuestions@Ironpeak.com</u>.