

Navigate

Enabling Multi-Factor Authentication (MFA) via Text Message



Enabling Multi-Factor Authentication (MFA) via Text Message

Step 1:

Log into your wellbeing portal using your credentials (username and password) on a web browser (Google Chrome, Microsoft Edge, Safari, etc.) utilizing a desktop or your smart mobile device. MFA must be enabled via the web browser and authentication method prior to logging in via the Navigate App.

Step 2:

Once logged into your wellbeing portal, you will see the MFA instructions with the option to select text message authentication on the right side. Select “Get a code sent to your phone via text message instead” to set-up your text message authentication.

Multi-Factor Authentication

Multi-factor authentication is an extra layer of security used to make sure that when you are trying to gain access to your account, you are who you say you are.

- This additional verification will come in the form of a one-time passcode.
- To enable multi-factor authentication, you'll need an app that supports this service. Please download an authentication app to get started. Below the tutorial video is a list of common authentication apps for iOS and Android. Once you've downloaded an authentication app, scan the below QR code with your phone to receive the code and verify.

[Click here](#) to view detailed instructions on how to set up multi-factor authentication.

Don't want to use an authentication app?
[Get a code sent to your phone via text message instead](#)

Step 3:

Enter the preferred phone number for receiving text message authentication codes.

Text Multi-Factor Authentication

Please enter the phone number you would like your text message authentication code to be sent to:

Phone

9876543210



Example phone number: 5551118888. Use only numbers.

SEND

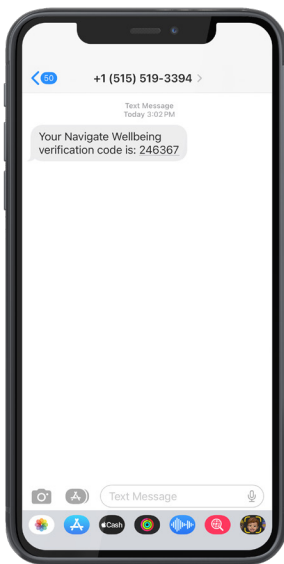
Don't want to use texting authentication? [Click here](#) for the authentication app option.
[Sign out](#)

If you decide you prefer to use an authentication app versus enabling the text message authentication, you can select “click here for authentication app option” to go back to the MFA page to complete the steps.



Step 4:

Enter the code which you received in your text message from Navigate Wellbeing. The area code for the text message received will be 515. The code will expire and refresh every 60 seconds.



Enter the code from your phone

A 6 digit code has been sent to **(***)-8005**

☒ Remember this browser for 60 days.

CONFIRM

Didn't receive a code? [Resend code](#) or enter a different number in 4 seconds
[Sign out](#)

Recommendation: There is an option upon logging in after MFA is enabled to “Remember this browser for 60 days.” If this is checked, you will not be prompted to authenticate for 60 days. After 60 days you will need to complete the authentication process again to login to your wellbeing portal. This option cannot be turned off. This option is not available on the Navigate App.

Logging into the Navigate Portal after MFA is Enabled

After the steps to enable MFA is completed, you can log-in to your wellbeing portal using a web browser or the Navigate app.

When logging in to the Navigate portal, you will be prompted to enter the code sent to you by text message to the phone number entered in the MFA set-up process.



Change Multi-Factor Authentication Method from App to Text Message

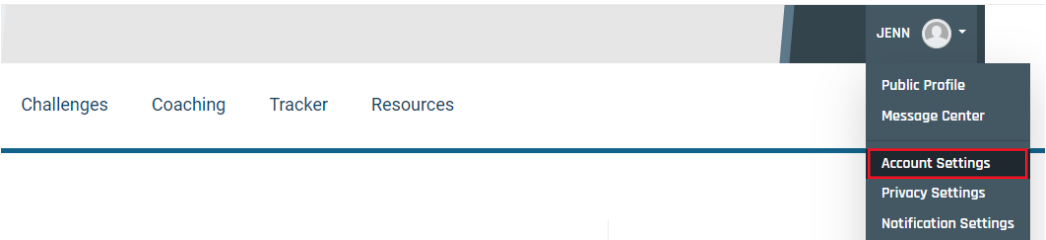
Have you already enabled MFA utilizing an authentication app but would like to switch to the text message option? Follow these steps to change your authentication method.

Step 1:

Log-in to your wellbeing portal using a web browser. When logging in to the Navigate portal, if prompted, enter the code from your authentication app.

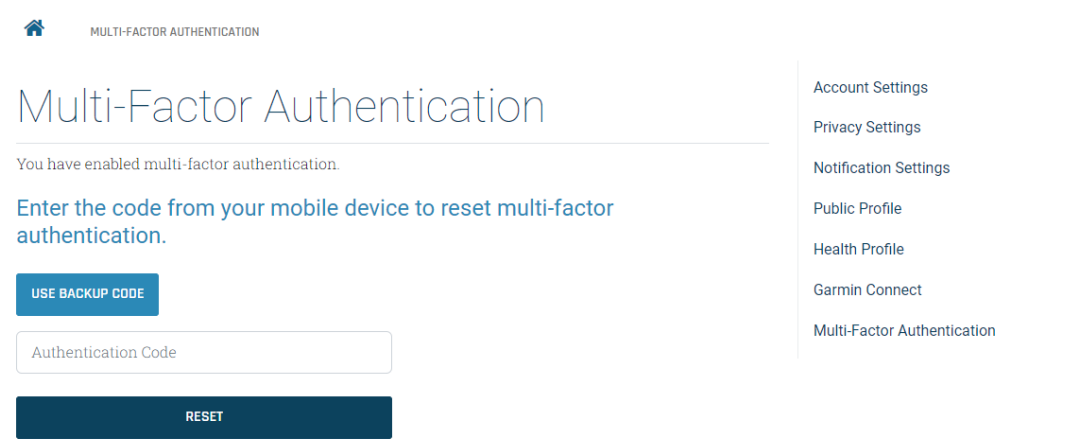
Step 2:

Once logged into your wellbeing portal, select account settings.



Step 3:

Select the “Multi-Factor Authentication” option on the right side in your Account Settings. Open your authentication app and enter the code received or use one of the backup code received during the set-up process and click the reset button to complete the process.



Step 4:

Log out of your wellbeing portal session. Once you log into your wellbeing portal with your credentials, you will be provided the option to select text message authentication. Follow the steps starting on page 1 on this guide.

