Multi-Factor Authentication for CyncHealth Applications

***Frequently Asked Questions***

**Background**

To provide the highest levels of security for participants, CyncHealth has implemented Multifactor Authentication for all applications.

Below are some key questions end users commonly have.

**Frequently Asked Questions**

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| **Q:** | ***Why does CyncHealth use MFA?*** |
| **A:** | Healthcare entities, data companies, and others are under constant security attacks. We are implementing greater security protocols to protect all CyncHealth participants, and the CyncHealth IT infrastructure from bad actors and other external threats. |
| **Q:** | ***What will happen if I don’t enroll in MFA?*** |
| **A:** | Users who do not enroll in MFA will not be able to access to the Clinical Viewer. |
| **Q:** | ***What is the URL for CyncHealth Applications?*** |
| **A:** | The new URL is [https://secure.cynchealth.org](https://secure.cynchealth.org/). |
| **Q:** | ***What is the recommended MFA method?*** |
| **A:** | There are multiple options, we recommend your facility leadership determine how the organization will setup MFA. You can use:  Mobile Apps (push notifications)   * Okta Verify * Google Authenticator   Other Methods:   * SMS Text Messaging * Email   You should discuss this with your facility’s IT Leadership and/or Designated User/Authorizer. Your organization’s policy may dictate which method to use.  *If needed, the URLs to navigate to the Okta Verify app (case sensitive):*   * *Apple:* [*https://apple.co/37c5QL2*](https://apple.co/37c5QL2) * *Android:* [*https://bit.ly/3KtHxql*](https://bit.ly/3KtHxql) |
| **Q:** | ***Do I need an iPhone/Android/smartphone or a data plan to use MFA?*** |
| **A:** | No. You should discuss what MFA method to use with your facility’s IT lead and/or Designated User/Authorizer. Your organization’s policy may dictate which method to use.  If you are using the Okta Verify app for MFA then you will need an iPhone or Android phone. However, it is also possible to enroll to receive SMS passcodes and emails if your organization permits it. |
| **Q:** | ***If I choose to use a mobile app, how much data does it use?*** |
| **A:** | Mobile app authentication requests require a minimal amount of data -- less than 2KB per authentication. For example, you would only consume 1 megabyte (MB) of data if you were to authenticate 500 times. |
| **Q:** | ***I use a mobile app for MFA and I got a new phone, and/or lost my phone. What should I do?*** |
| **A:** | Please contact the CyncHealth IT help desk at [support@cynchealth.org](mailto:support@cynchealth.org) or call 402-506-9900 Option 1, CyncHealth support will remove your old device and assist you with enrolling your new device. |
| **Q:** | ***Can mobile apps see my password?*** |
| **A:** | No. Your password is stored encrypted. Mobile apps cannot see your password. |
| **Q:** | ***Do mobile apps give up control of my smartphone?*** |
| **A:** | No. The mobile apps have no access to change settings or remotely wipe your phone. Mobile apps require minimum visibility to your smartphone. Basic information such as supported operating system level and serial number. |
| **Q:** | ***Will I be required to use MFA when accessing the Clinical Viewer from inside the facility I work at?*** |
| **A:** | If your facility meets the requirements, a Static IP can be used for the second portion of the MFA. This alleviates the need for a second factor while onsite at your facility. Please have your IT administrator complete the Static IP Form located [here.](https://cynchealth.force.com/s/okta-ip-address)  If your facility does not have a static IP, inquire with your IT department/partner to understand if a static IP is an option at your facility.  If you organization does not have a static IP, yes you will be required to use MFA each time you access the Clinical Viewer |