

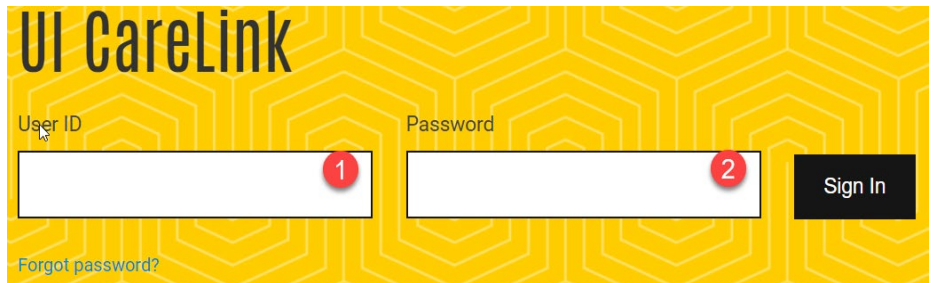
Logging in with a username and password is vulnerable to phishing and other methods by which malicious or unauthorized users can gain access to UI CareLink. To implement an extra layer of security, UI CareLink now uses two-factor authentication, which requires users to enter their standard username and password plus an automatically generated one-time passcode to log in. When two-factor authentication is enabled, even if a malicious user managed to acquire the User's credentials, the malicious User couldn't log in without having the one-time passcode.

## Signing into UI CareLink

Open your internet browser:

<https://uicarelink.uihealthcare.org>

1. Enter your UI CareLink User ID and Password.
2. Click Sign In.
- 3.



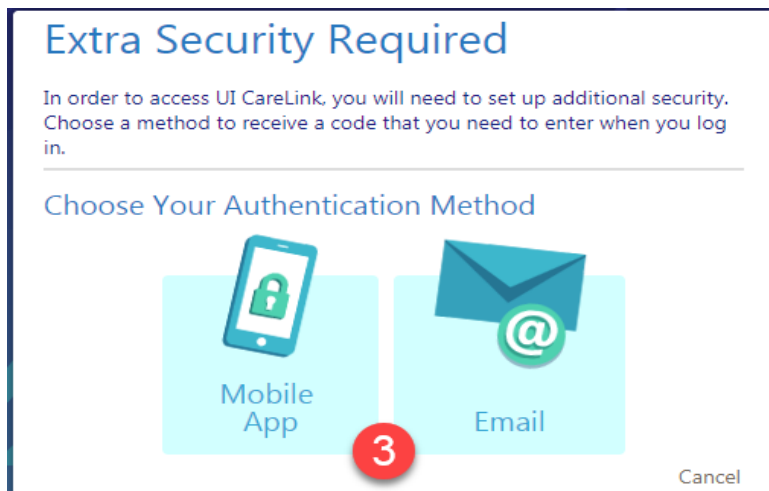
## Selecting Two-Factor Authentication Method

The Extra Security Required window will automatically open.

### 3. Choose Your Authentication Method.

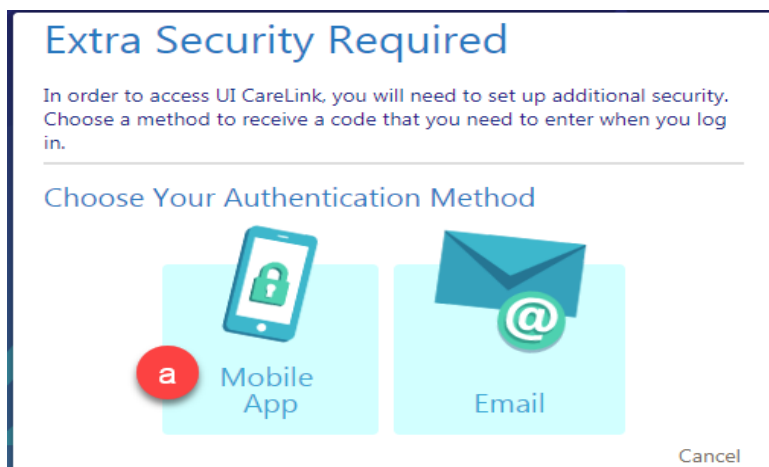
Authentication Methods currently available:

- Mobile App
- Email

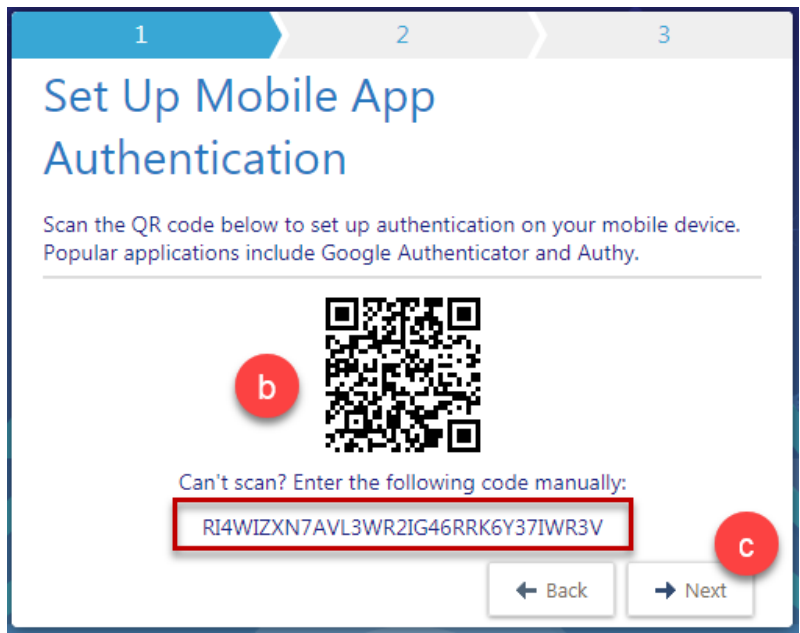


## Mobile App Authentication Method

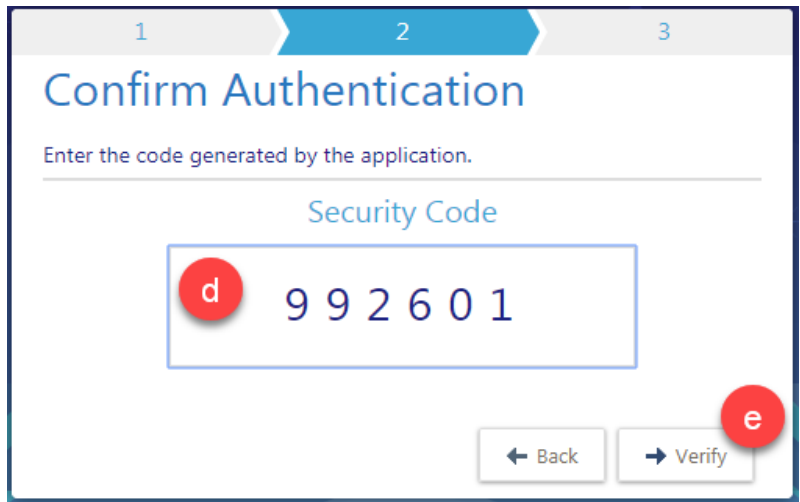
- a. Click the **Mobile App** option.



- b. **Scan the QR code** using an authenticator app.
- c. Click **Next** to enter the code.
- If unable to scan the QR code, write down and enter the code below the QR code on the next screen.



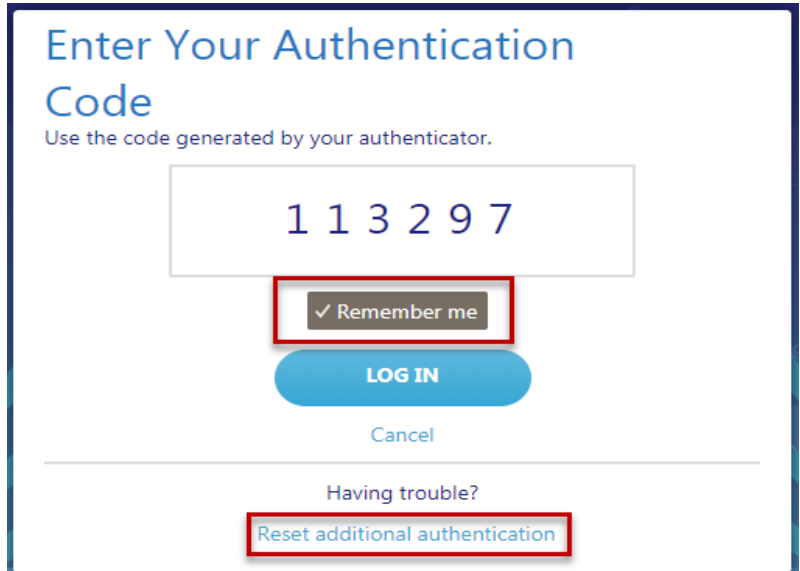
- d. **Enter the code** that shows on the Mobile App.
- e. Click **Verify**. This will take the User to the department login page of UI CareLink.



The first time using this form of Authentication, the User will be presented with a Reset Code. This will be discussed further in the “Resetting Two-Factor Authentication Method” section of this tip sheet.

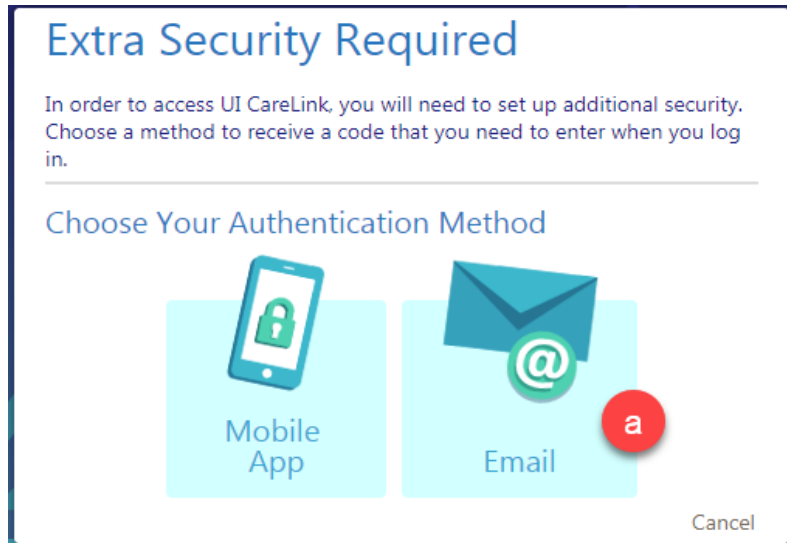
The second time the User logs in, use the Mobile App authentication code to enter the code that is generated.

- There is an opportunity to select **‘Remember me’** which allows the User to skip this step for 30 days. If that is not checked, the User will receive a new Authentication Code every time they log in.
- There is also the option to **‘Reset additional authentication’** if the User would like to use the Email option instead.



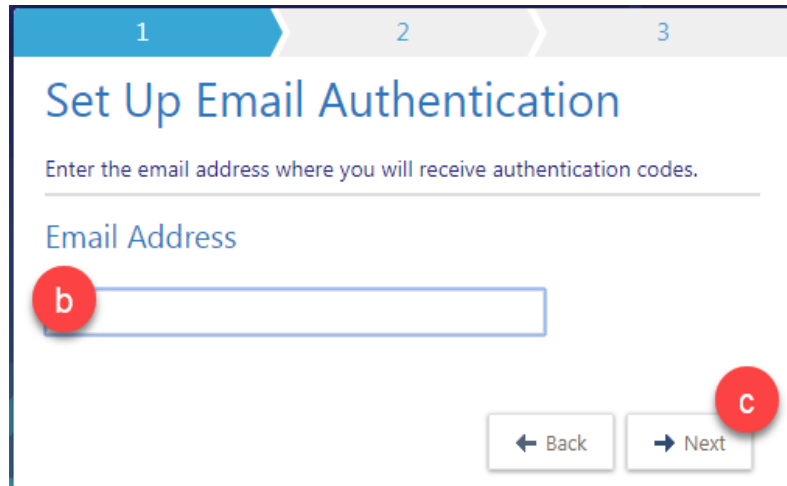
## Email Authentication Method

a. Click the **Email** option.

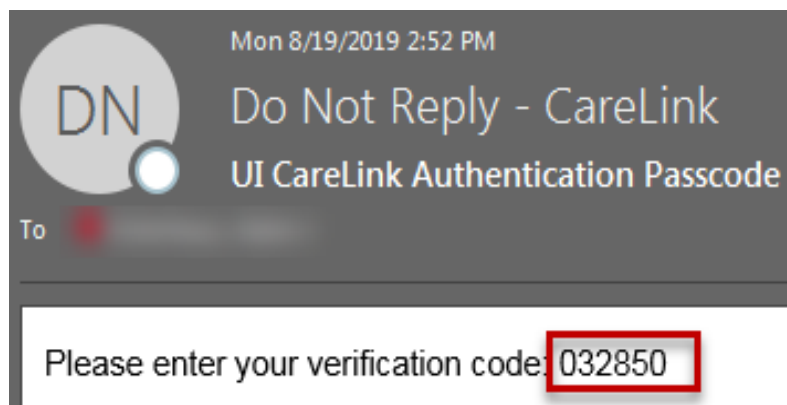


b. Enter the **Email Address** where the User will receive the authentication code.

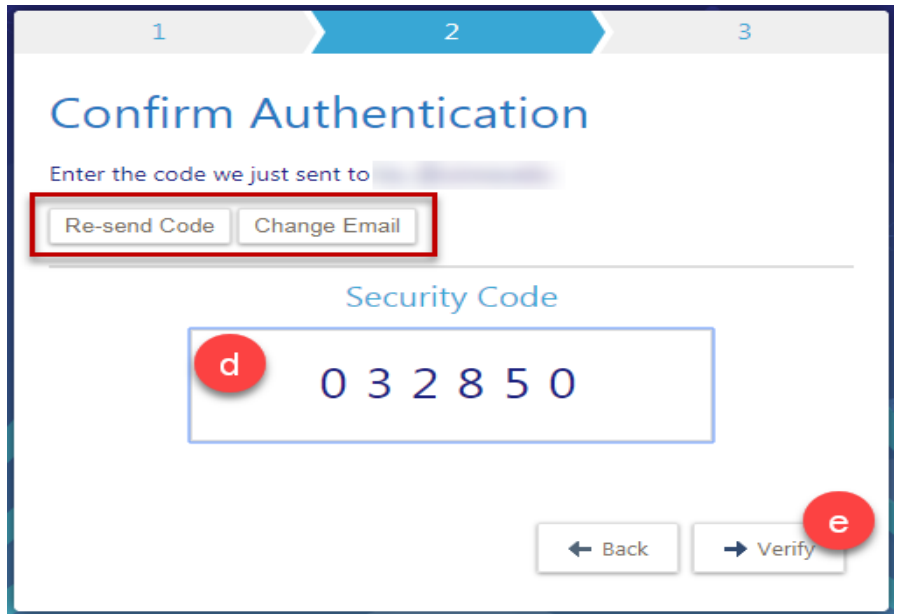
c. Click **Next**.



An Email with the verification code will be sent to the Email the User registered in **step b**.

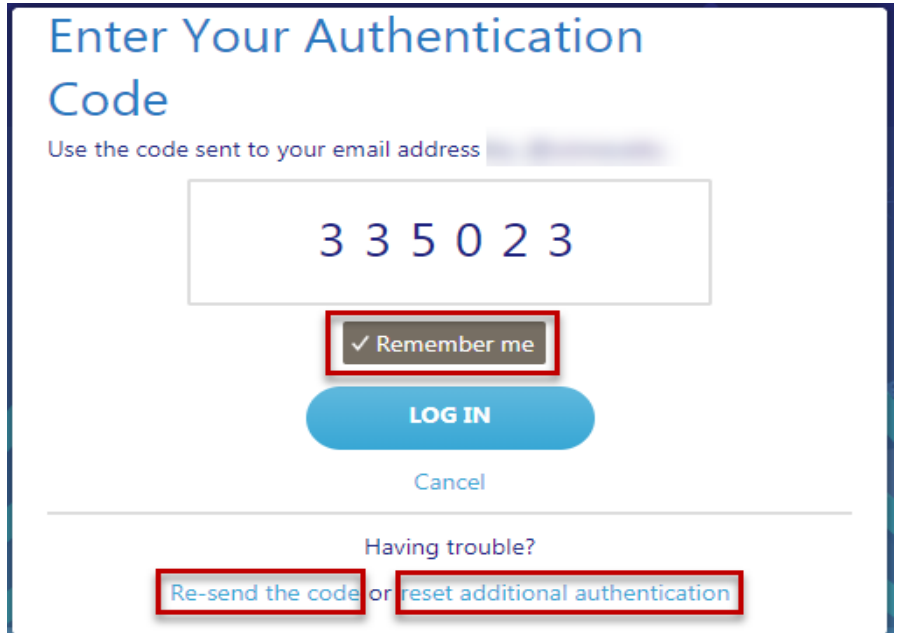


- d. Enter the **Security code** that shows on the Mobile App.
- e. Click **Verify**.
  - The first time using the Email Authentication method, the User can select **Re-send Code** if the initial code did not work or **Change Email** if the address initially entered in the previous screen was incorrect.
  - The User will be presented with a Reset Code after clicking **Verify**.
  - This will be discussed further in the "Resetting Two-Factor Authentication Method" section of this tip sheet.



The second time the User logs in, use the Email authentication code to enter the code that is generated.

- There is an opportunity to select **Remember me** which allows the User to skip this step for 30 days. If that is not checked, the User will receive a new Authentication Code every time they log in.
- There is also the option to **Re-send the code**, which will send another code to the User's registered Email.
- There is also the option to **reset additional authentication** if the User would like to use the Mobile App option instead.



## Resetting Two-Factor Authentication Method

The first time using either form of Authentication, the User will be presented with a Reset Code. Take note of this code as it is needed if the two-factor authentication codes are not coming through.

- f. Check the **I wrote down the reset code** box.
- This can be printed as well using the printer icon in the top right corner.
- g. Click **Finish**.

1 2 3

### Keep Your Code Safe

Your account is now set up with additional security. If you lose access to your additional authentication method, you will need to perform this setup again to access UI CareLink. You can either use the reset code below or contact your system administrator.

Your Reset Code

# HNNNHWN7

**f**  I wrote down the reset code

Write down this reset code and keep it safe and private. You will need to enter it if you can no longer receive two-factor authentication codes.

**g**

If the User would like to use a different authentication method, this is the screen in which the User will enter the **Reset Code**.

- h. Enter the one time **Reset Code**.
- i. Click **Reset**.

## Reset Additional Authentication

Enter the single-use reset code you were given when you set up additional authentication. If you lost this code, contact your system administrator.

**h** HNNNHWN7

**i**

- j. Select **Yes**.

## Reset Additional Authentication

Are you sure you want to reset your additional authentication settings?

You will have to set up another authentication method if you click Yes.

**j**


The User is presented with the options to choose the Authentication Method again.

## Extra Security Required


In order to access UI CareLink, you will need to set up additional security. Choose a method to receive a code that you need to enter when you log in.

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### Choose Your Authentication Method



Mobile  
App



Email

Cancel

## Questions?

### RESOURCES

<b>Password Reset, Program Access and Web Issues</b>	<b>Obtain Medical Records</b>
UIHC Help Desk Phone: 319-356-0001	Health Information Management <a href="mailto:him-consentform@uiowa.edu">him-consentform@uiowa.edu</a> Phone: 319-356-1719
<b>UI CareLink User Support</b> <a href="mailto:uicarelink@uiowa.edu">uicarelink@uiowa.edu</a>	<b>Send ROI Authorization</b> Fax: 319-356-3079
	<b>Send Medical Records to UIHC</b> Fax: 319-356-3949

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