Instruction Sheet

**ForwardHealth
Multi-Factor Authentication**

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WISCONSIN DEPARTMENT
of HEALTH SERVICES

1 Multi-Factor Authentication

With multi-factor authentication (MFA), users are asked to provide two authentication methods to verify their identity when logging in to the ForwardHealth Portal. MFA will protect Portal accounts against unauthorized access in case user login credentials are compromised.

MFA will be required to log in when a user changes any of the following account information:

- Account password

- Email address

When using MFA, a user will be sent a one-time code through their choice of email, text message (SMS), or phone call.

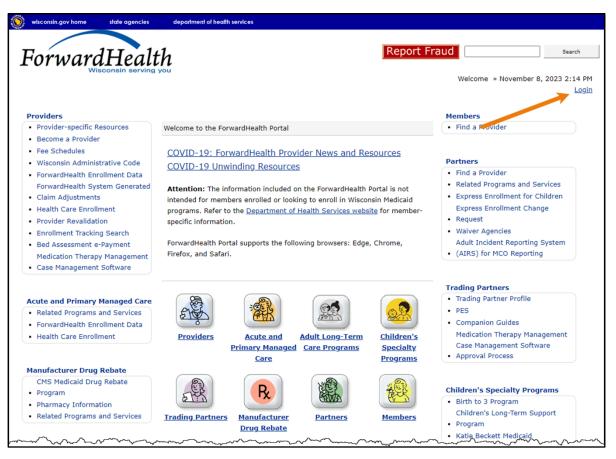1. Access the Portal at https://www.forwardhealth.wi.gov/.

Figure 1 ForwardHealth Portal Page

2. Click **Login**. A Sign In box will be displayed.

Figure 2 Sign In Box

3. Enter the user's username.

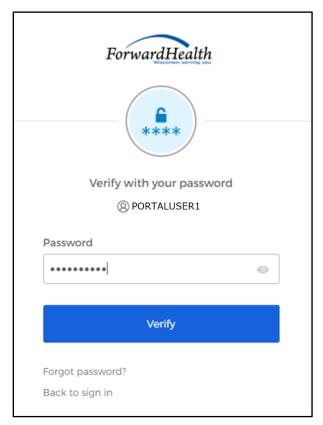4. Click **Next**. A Verify with your password box will be displayed.

Figure 3 Verify With Your Password Box

5. Enter the user's password.

6. Click **Verify**. A Get a verification email box will be displayed. Note: If the user's password expires when setting up MFA, a change password box will be displayed, and the user will be prompted to enter and re-enter their new password.
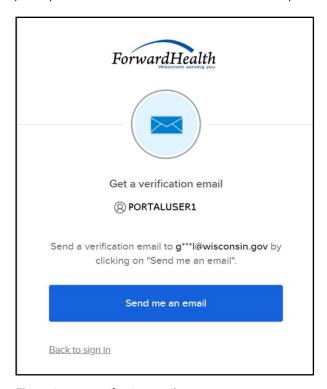

Figure 4 Get a Verification Email Box

7. Click **Send me an email**.

A box will be displayed indicating the email has been sent with a link to enter the code from the email.
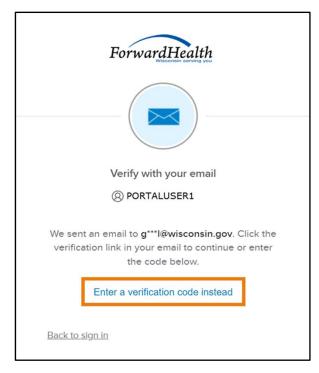

Figure 5 Verify With Your Email Box

8. The email with the verification code sent to the user's email address also includes a Sign In link.
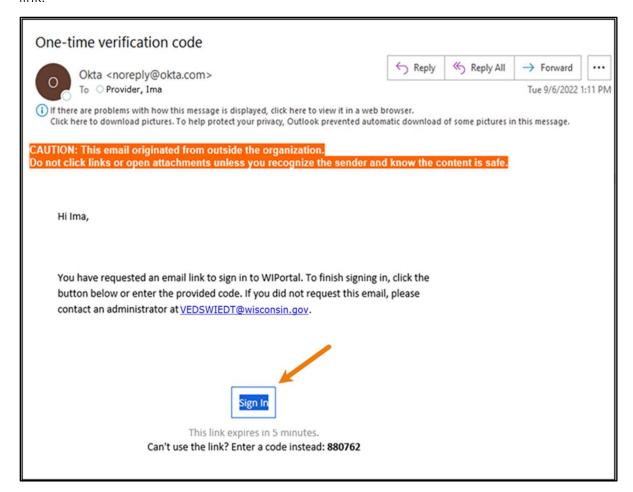

Figure 6 One-Time Verification Code Email

9. The user can choose to either:

- Click the **Sign In** link from the email.

- Copy the verification code in the email, return to the browser window and click **Enter a verification code instead.** Enter the code from the email and click **Verify.**
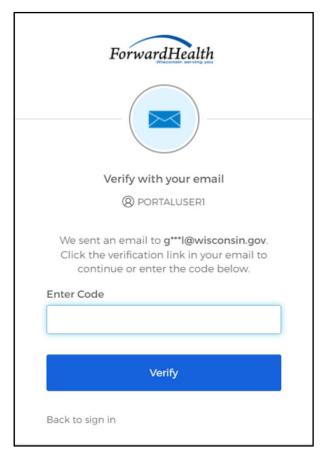

Figure 7 Verify With Your Email Box

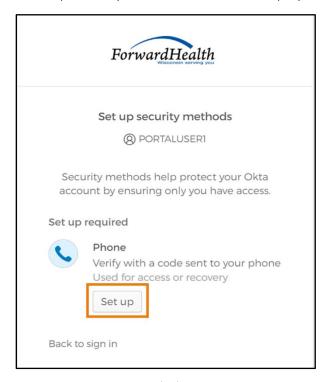A Set up security methods box will be displayed.

Figure 8 Set Up Security Methods Box

10. Click **Set up**.
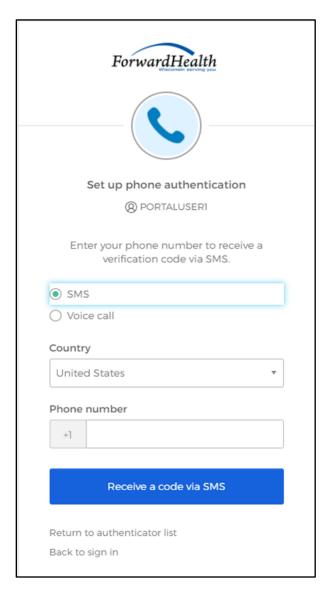
A Set up phone authentication box will be displayed.

Figure 9 Set Up Phone Authentication Box

11. Select **SMS** or **Voice call** for the phone authentication method.

12. Enter the phone number.

13. Click **Receive a code via SMS** or **Receive a code via Voice call** depending on which option is selected.
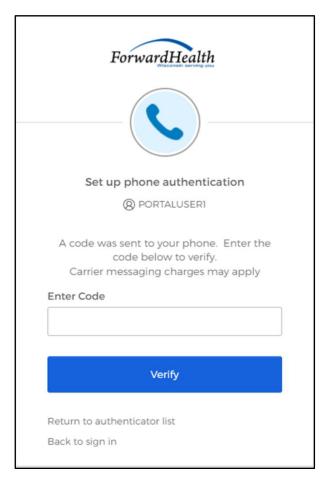
A Set up phone authentication box will be displayed.

Figure 10 Set Up Phone Authentication Box

14. Enter the code that was sent via text or voice call in the **Enter Code** box.

15. Click **Verify**. MFA will be set up and the user will be signed in to the Portal.