

ForwardHealth Multi-Factor Authentication

May 3, 2024

Instruction Sheet



WISCONSIN DEPARTMENT
of HEALTH SERVICES

1 Multi-Factor Authentication

1.1 Logging in for First Time

Long Term Care/Information Exchange System (LTC/IES), Restrictive Measures, and Children's Incident Tracking and Reporting (CITR) account users will be required to complete the steps for multi-factor authentication (MFA) when logging in for the first time and every 60 days thereafter.

With MFA, users are asked to provide two authentication methods to verify their identity when logging in to the LTC/IES, Restrictive Measures or CITR applications. MFA will protect 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 desired application:

- LTC/IES at <https://ltcareies.forwardhealth.wi.gov/ltcareIES/secureLogin.html>.

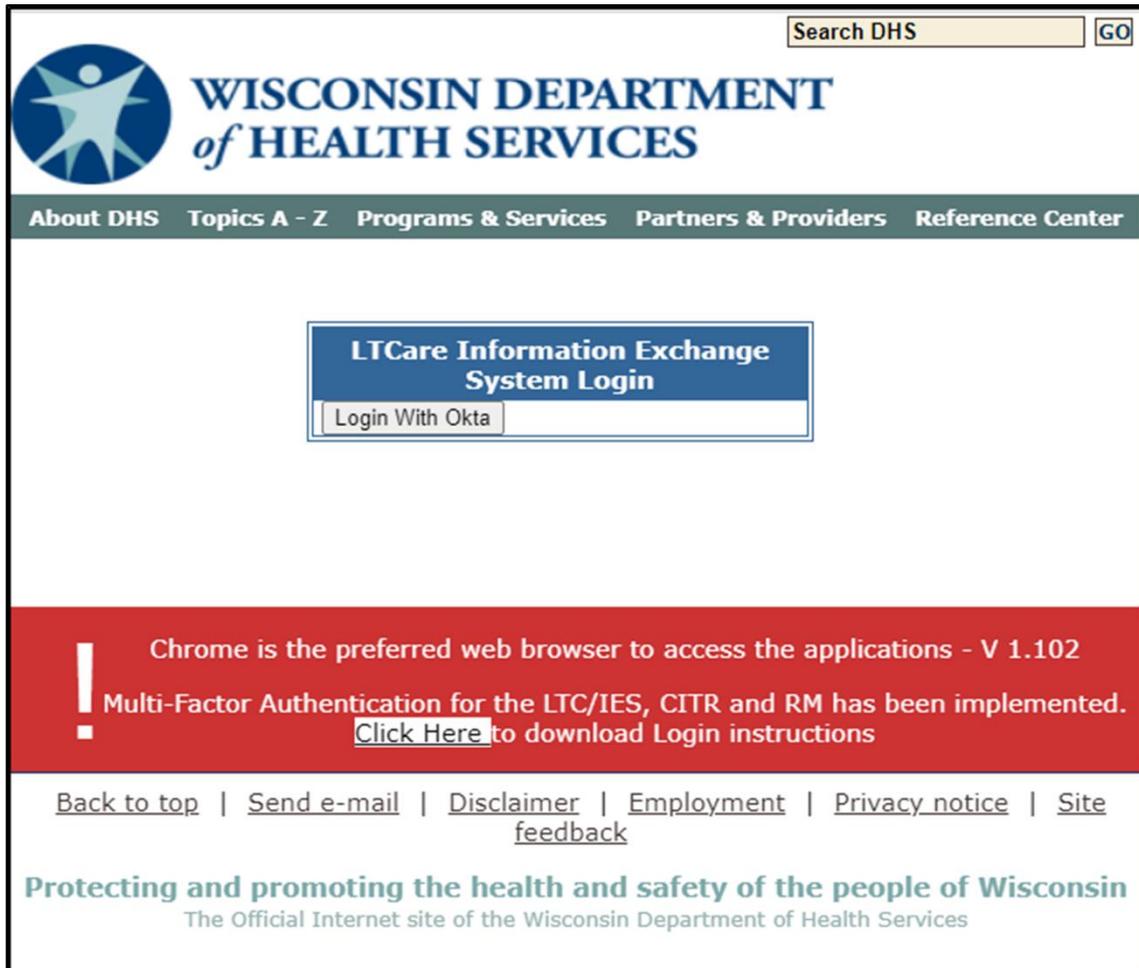


Figure 1 LTCare Information Exchange System Login Page

- Restrictive Measures at <https://lcareies.forwardhealth.wi.gov/restrictiveMeasures/#/login>.

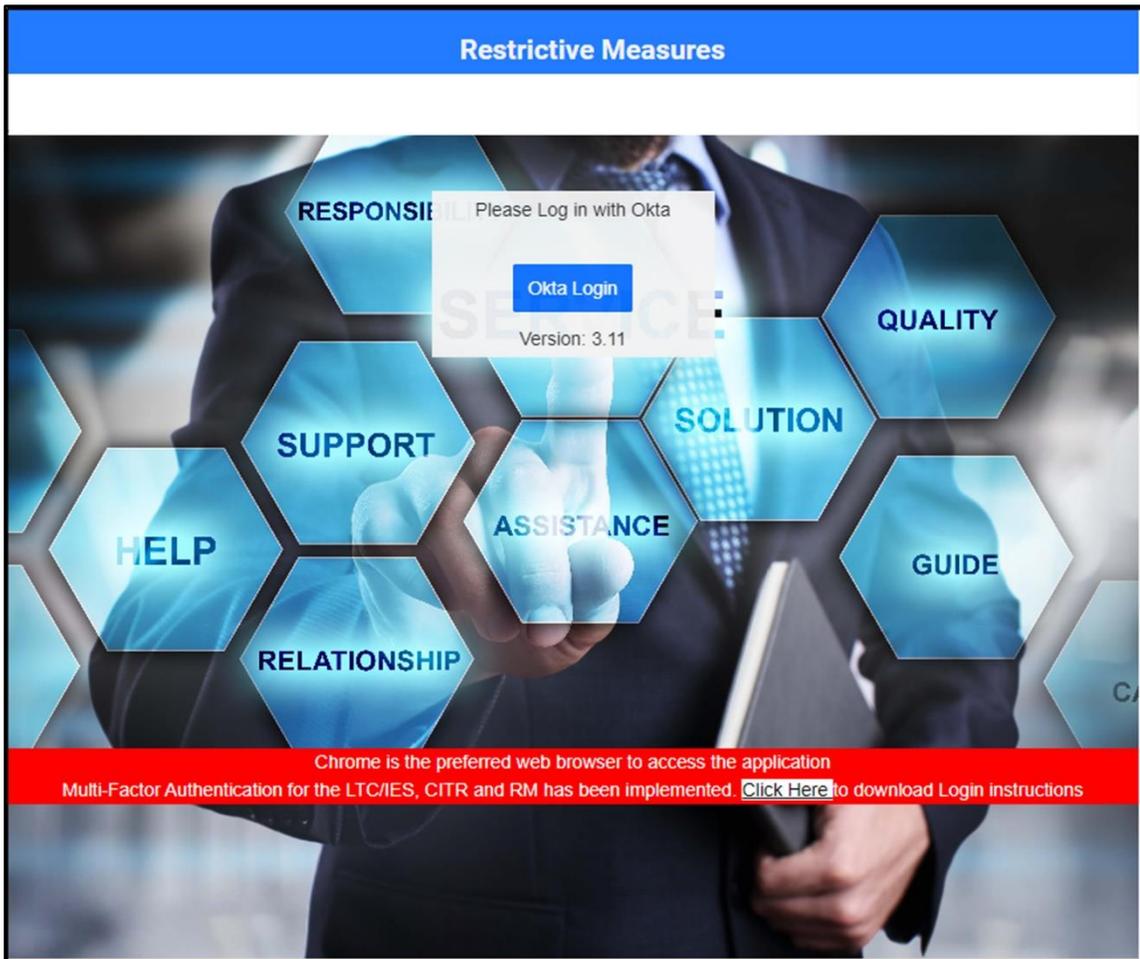


Figure 2 Restrictive Measures Login Page

- CITR at <https://ltcareies.forwardhealth.wi.gov/citr>.

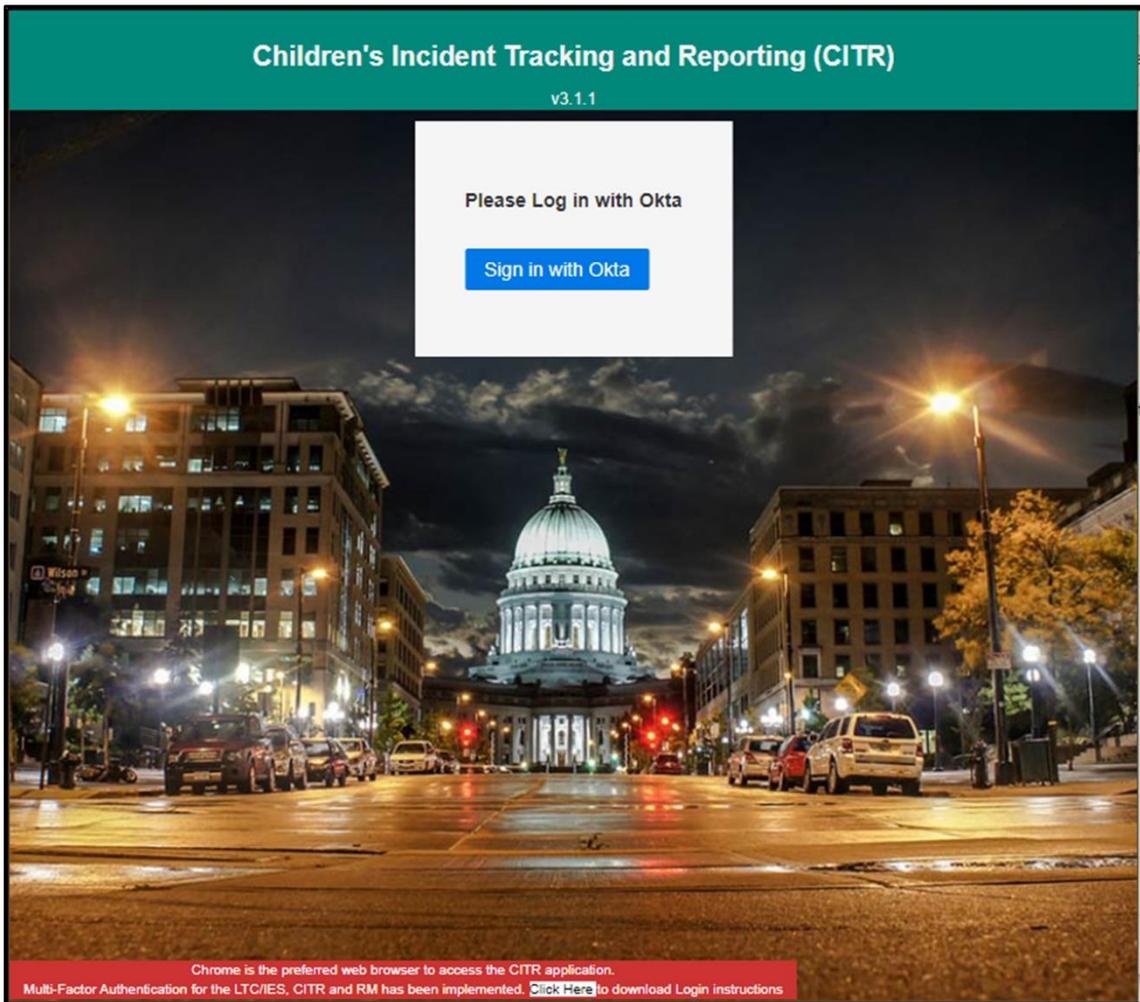
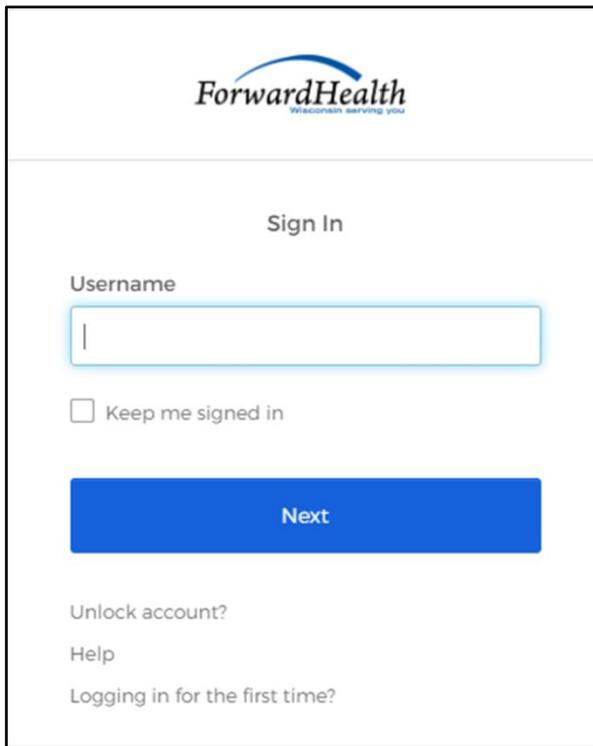


Figure 3 Children's Incident Tracking and Reporting (CITR) Login Page

2. Click **Login With Okta**, **Okta Login**, or **Sign in with Okta**.

A Sign In box will be displayed.

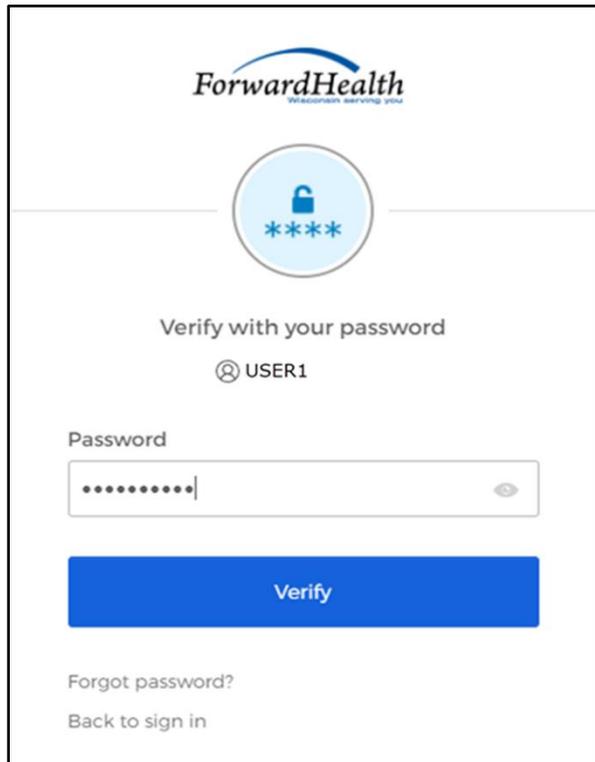


The screenshot shows the ForwardHealth Sign In interface. At the top is the ForwardHealth logo with the tagline "Wisconsin serving you". Below the logo is the heading "Sign In". There is a "Username" label above a text input field. Below the input field is a checkbox labeled "Keep me signed in". A blue "Next" button is positioned below the checkbox. At the bottom of the form, there are three links: "Unlock account?", "Help", and "Logging in for the first time?".

Figure 4 Sign-In Box

3. Enter the user's username.
4. Click **Next**.

A Verify with your password box will be displayed.



The screenshot shows a web interface for password verification. At the top is the ForwardHealth logo with the tagline 'Wisconsin serving you'. Below the logo is a circular icon containing a blue padlock and four asterisks. The main heading is 'Verify with your password'. Underneath, there is a user identifier 'USER1' with a small circular icon to its left. A 'Password' label is positioned above a text input field. The input field contains several dots and a small eye icon on the right side. Below the input field is a prominent blue button labeled 'Verify'. At the bottom of the form, there are two links: 'Forgot password?' and 'Back to sign in'.

Figure 5 Verify With Your Password Box

5. Enter the user's password. 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.
6. Click **Verify**.

A Get a verification email box will be displayed.

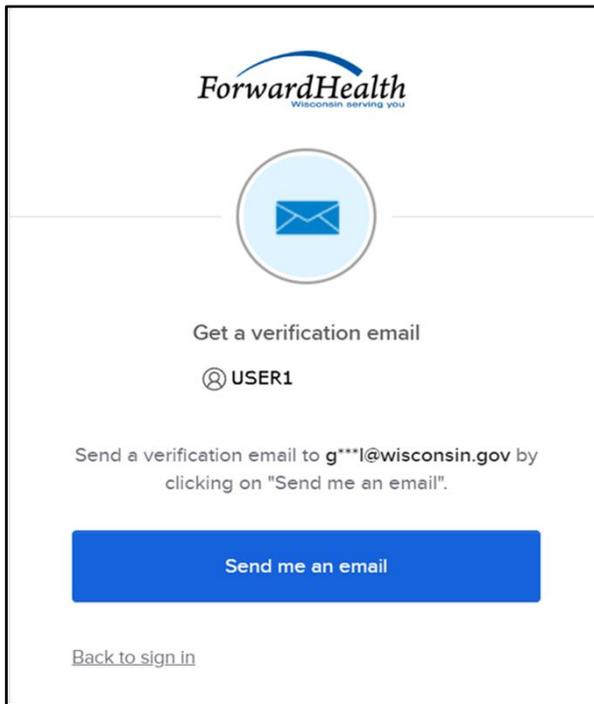


Figure 6 Get a Verification Email Box

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.

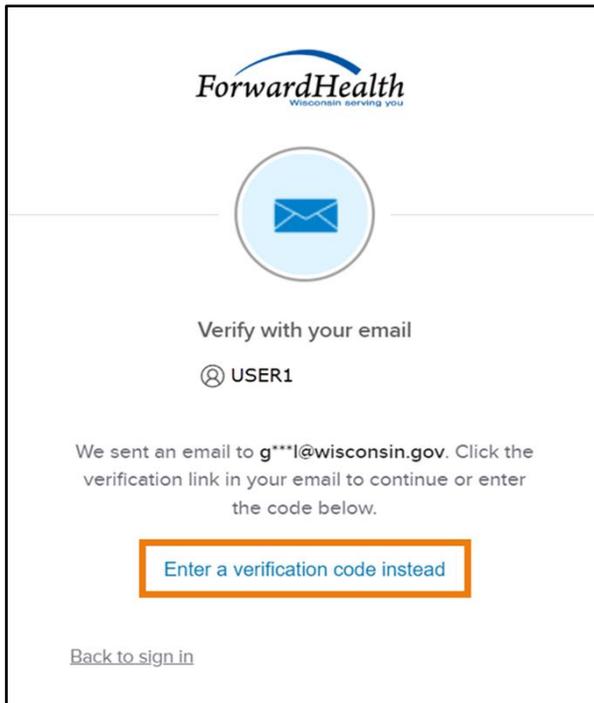


Figure 7 Verify With Your Email Box

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

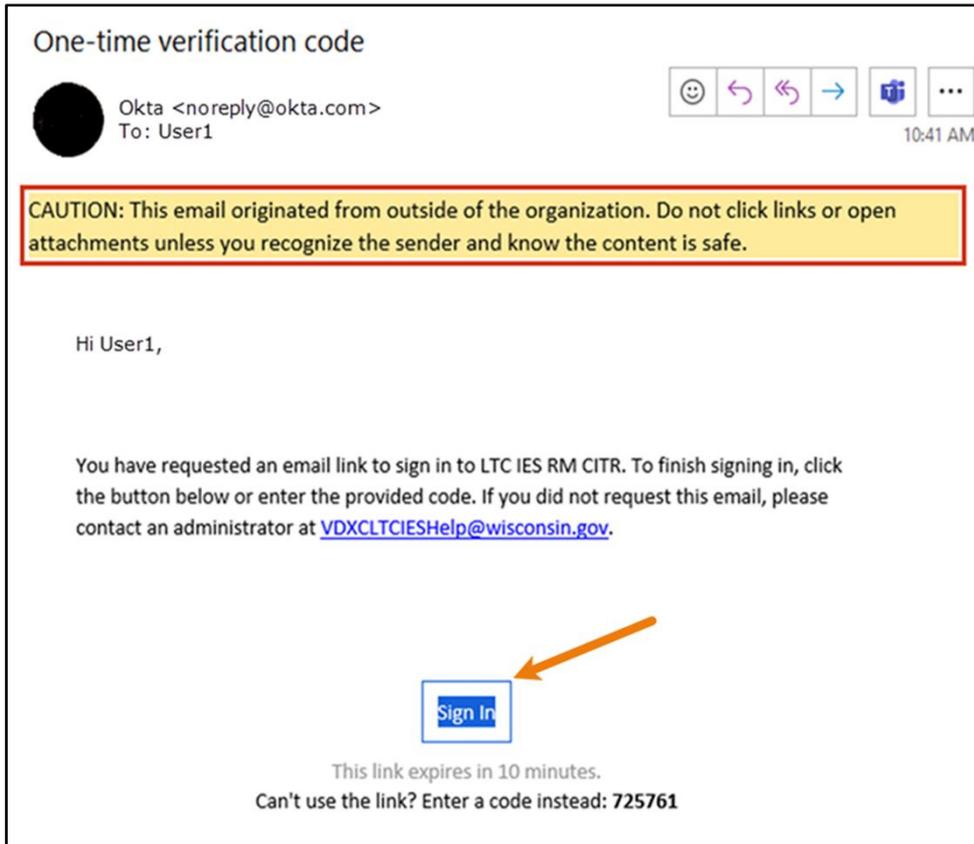
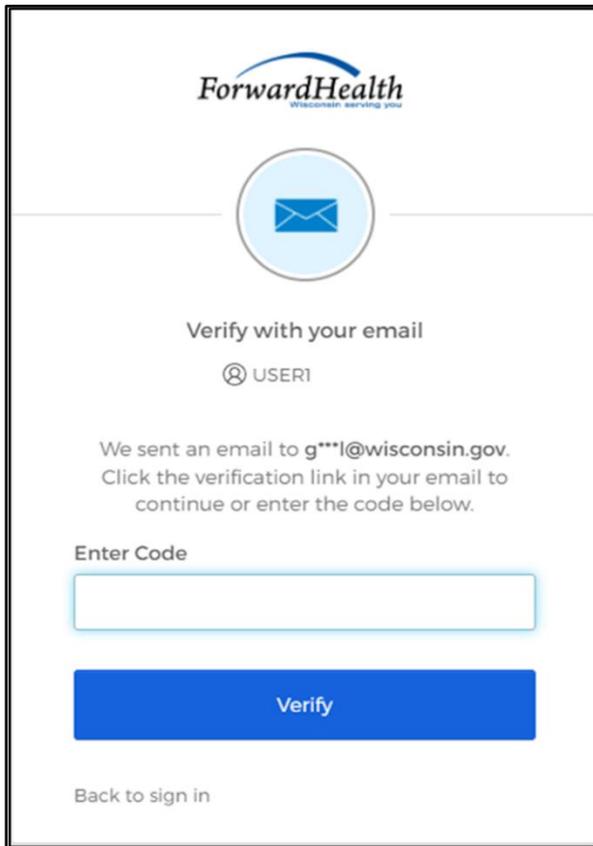


Figure 8 One-Time Verification Code Email

9. The user can choose to either:

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



ForwardHealth
Wisconsin serving you

Verify with your email

USER1

We sent an email to g***l@wisconsin.gov.
Click the verification link in your email to
continue or enter the code below.

Enter Code

Verify

[Back to sign in](#)

Figure 9 Verify With Your Email Box

A Set up security methods box will be displayed.

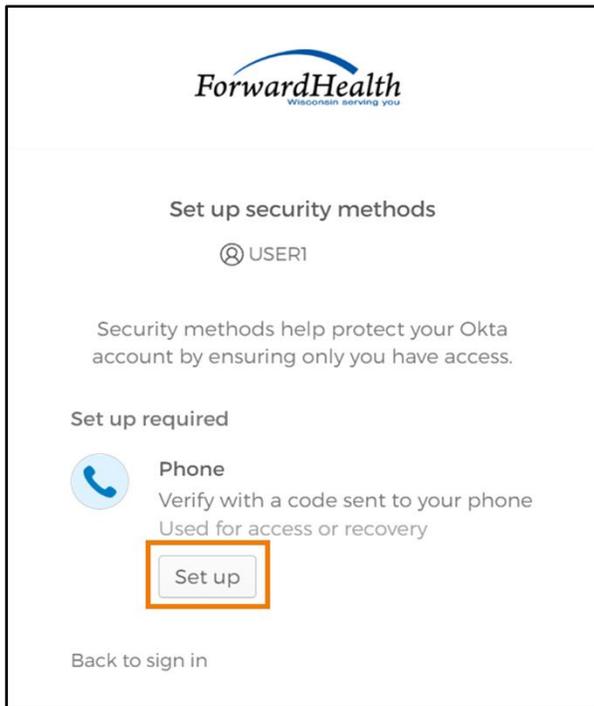
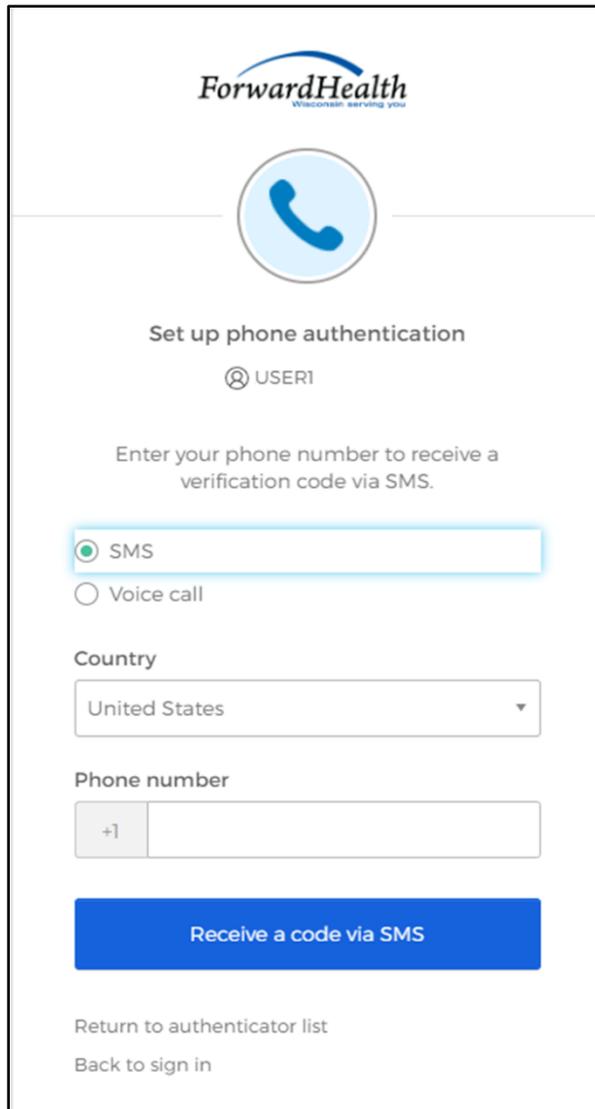


Figure 10 Set Up Security Methods Box

10. Click **Set up**.

A Set up phone authentication box will be displayed.

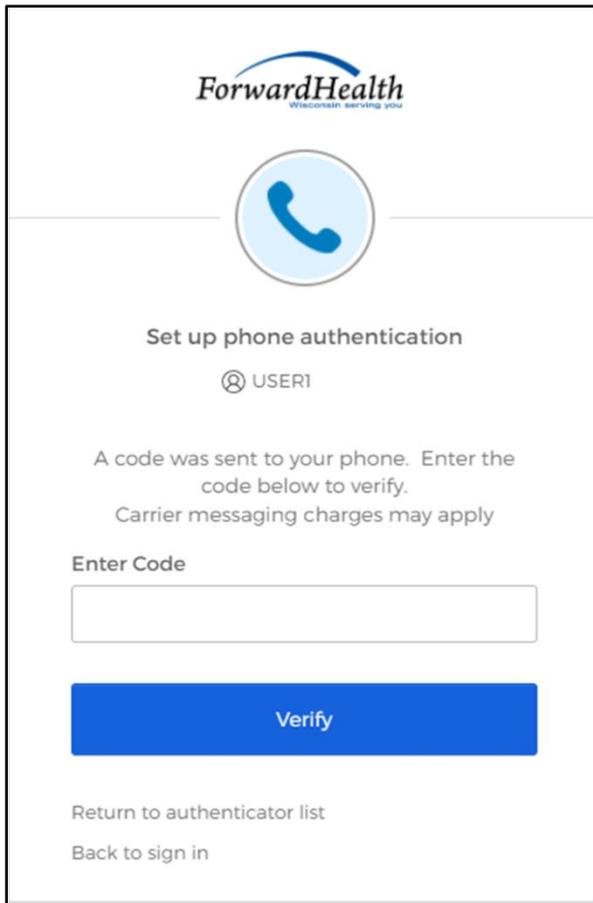


The screenshot shows the 'Set up phone authentication' interface for ForwardHealth. At the top is the ForwardHealth logo with the tagline 'Wisconsin, working you'. Below the logo is a blue telephone handset icon inside a circle. The main heading is 'Set up phone authentication' followed by the user identifier 'USER1'. A prompt asks the user to 'Enter your phone number to receive a verification code via SMS.' There are two radio button options: 'SMS' (which is selected) and 'Voice call'. Below these are three input fields: a 'Country' dropdown menu currently showing 'United States', a 'Phone number' field with a '+1' country code selector, and a blue button labeled 'Receive a code via SMS'. At the bottom, there are two links: 'Return to authenticator list' and 'Back to sign in'.

Figure 11 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.



ForwardHealth
Wisconsin serving you



Set up phone authentication

 USER1

A code was sent to your phone. Enter the code below to verify.
Carrier messaging charges may apply

Enter Code

Verify

[Return to authenticator list](#)

[Back to sign in](#)

Figure 12 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**.

A Set up security methods box will be displayed.

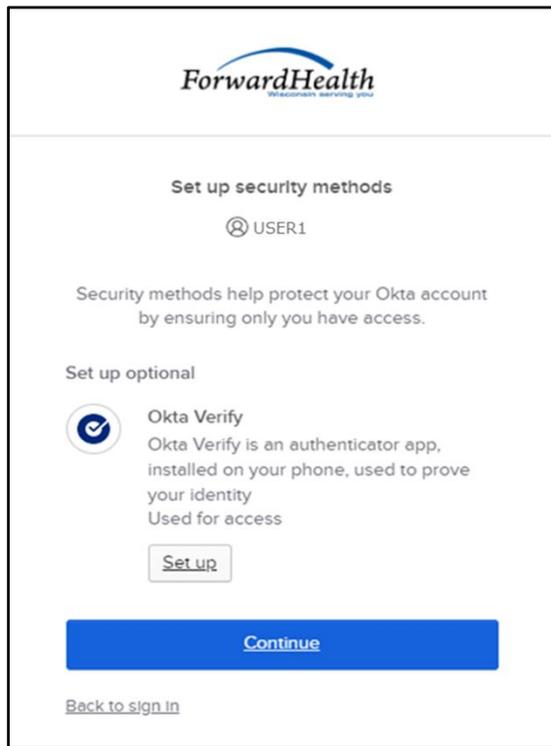


Figure 13 Set Up Security Methods Box

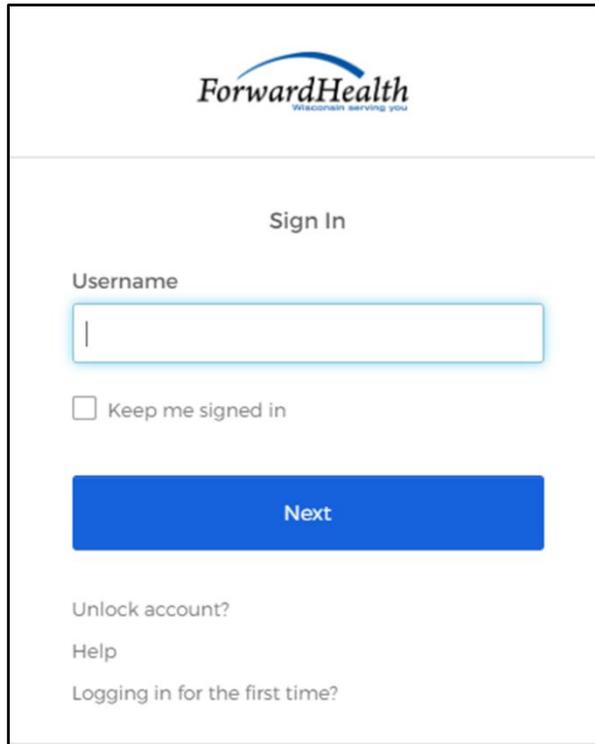
16. Click **Continue**.

17. MFA will be set up and the user will be signed in to the desired application.

1.2 Reset Password

1. Access LTCare/IES, Restrictive Measures, or CTR.
2. Click **Login With Okta**, **Okta Login**, or **Sign in with Okta**.

A Sign In box will be displayed.



ForwardHealth
Wisdom serving you

Sign In

Username

Keep me signed in

Next

Unlock account?
Help
Logging in for the first time?

Figure 14 Sign In Box

3. Enter the user's username.
4. Click **Next**.

A Verify with your password box will be displayed.

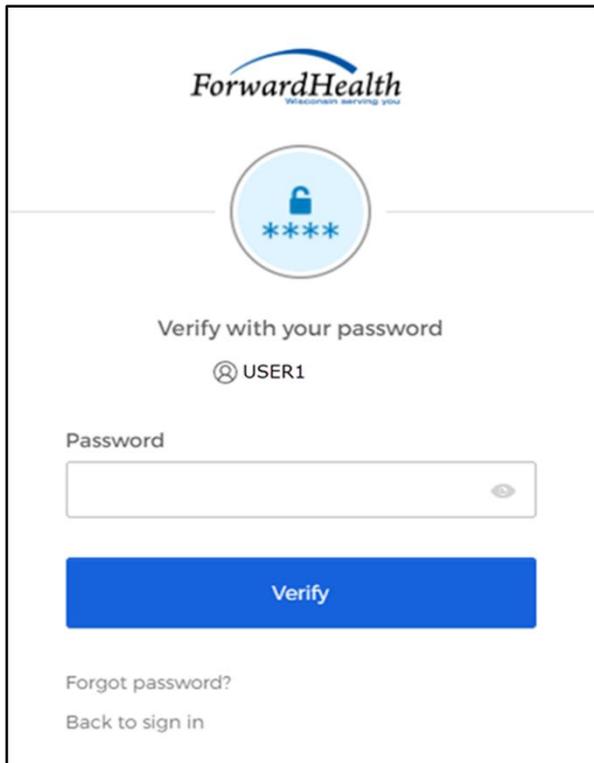


Figure 15 Verify With Your Password Box

5. Click **Forgot password?** Note: Do not enter a password here.

A Reset your password box will be displayed.

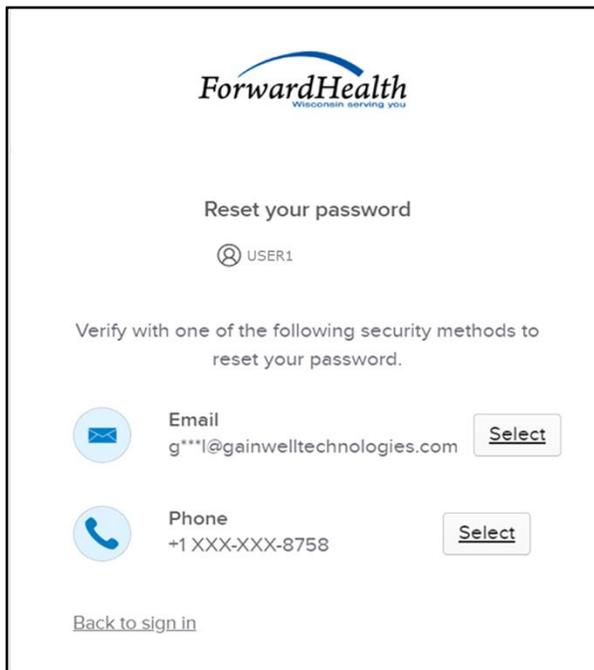


Figure 16 Reset Your Password Box

6. Click **Select** to receive a verification via email or phone.

- If the user clicks **Select** for email:
 - a. A Get a verification email box will be displayed.

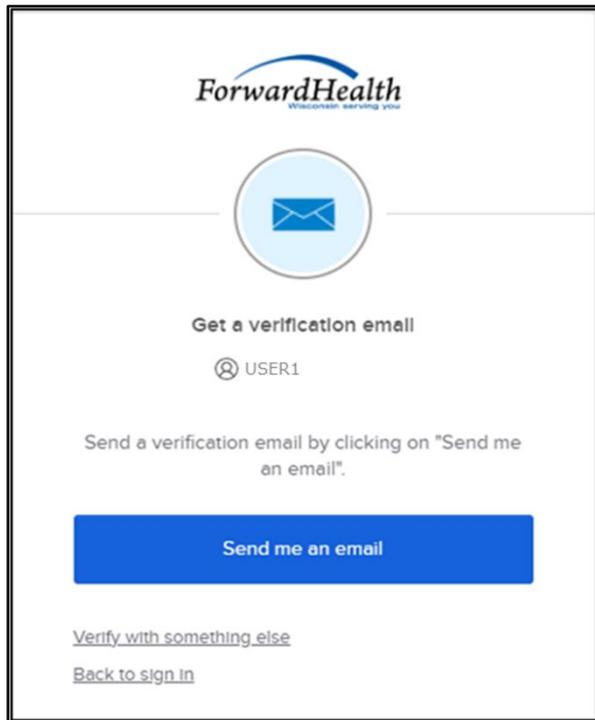


Figure 17 Get A Verification Email

- b. Click **Send me an email**. Note: The user also has the option to select **Verify with something else**, which will take them back to the Unlock account box, or **Back to sign in**, which will take them back to the sign in page.

A verify with your email box will be displayed and an email will be sent.

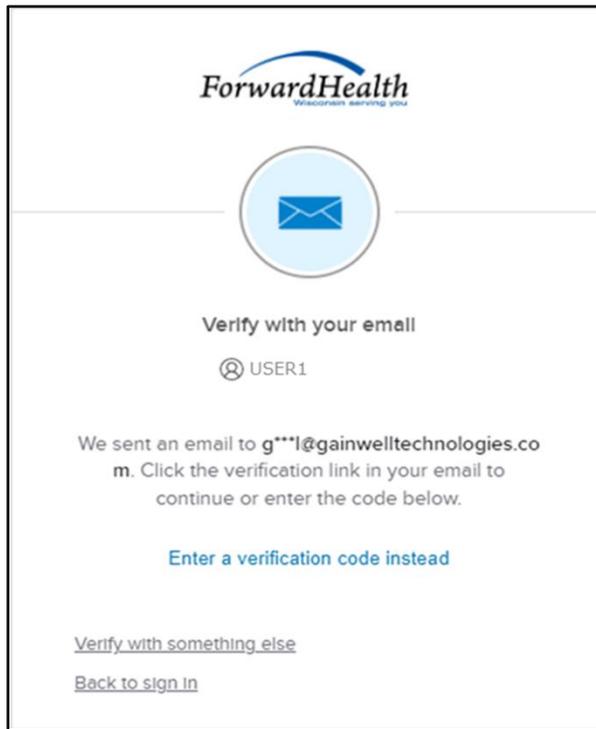


Figure 18 Verify With Your Email Box

- c. Proceed to [Step 7](#).

- If the user clicks **Select** for phone:
 - a. A verify with your phone box will be displayed.

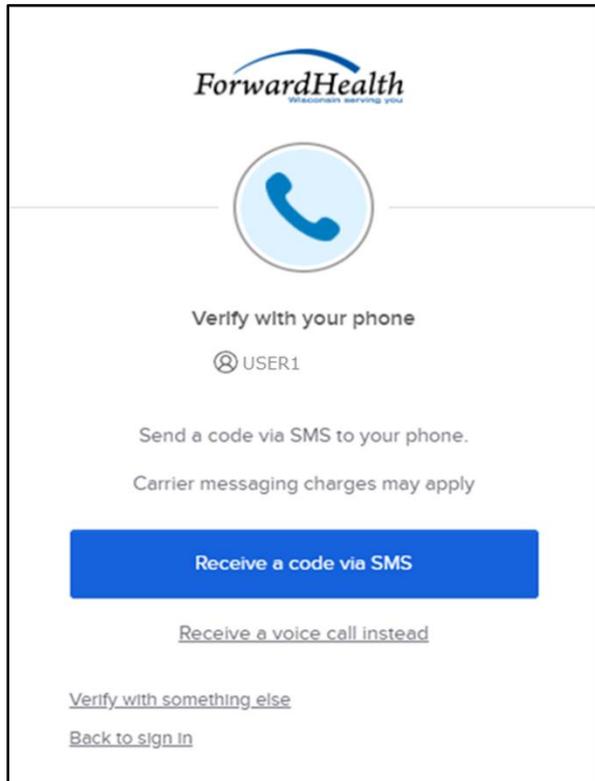


Figure 19 Verify With Your Phone Box

- b. Click **Receive a code via SMS** (text) or **Receive a voice call instead**. Note: The user also has the option to select **Verify with something else**, which will take them back to the Unlock account box, or **Back to sign in**, which will take them back to the sign in page.

A Verify with your phone box will be displayed.

ForwardHealth
Wisconsin serving you



Verify with your phone

 USER1

A code was sent to +1 XXX-XXX-8758 . Enter the code below to verify.

Carrier messaging charges may apply

Enter Code

Verify

[Verify with something else](#)

[Back to sign in](#)

Figure 20 Verify With Your Phone Box

- c. Enter the code that was sent.
- d. Click **Verify**.

A Get a verification email box will be displayed.

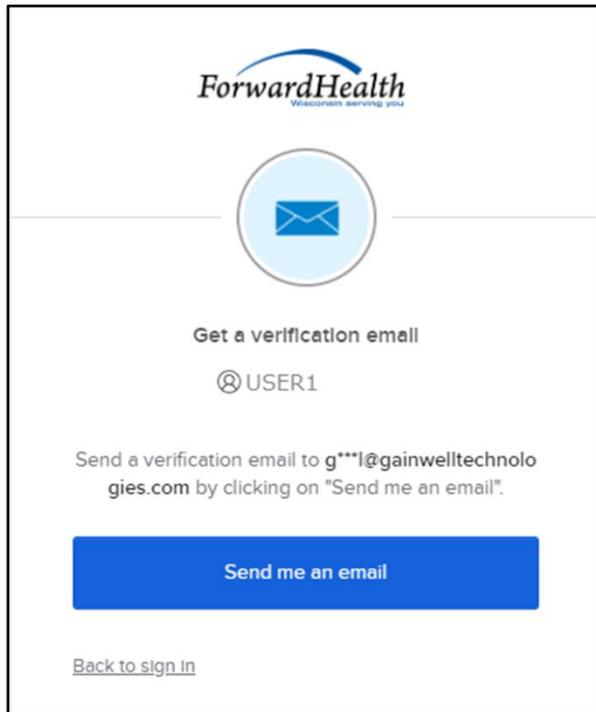


Figure 21 Get A Verification Email Box

- e. Click **Send me an email**.

A Verify with your email box will be displayed and an email will be sent.

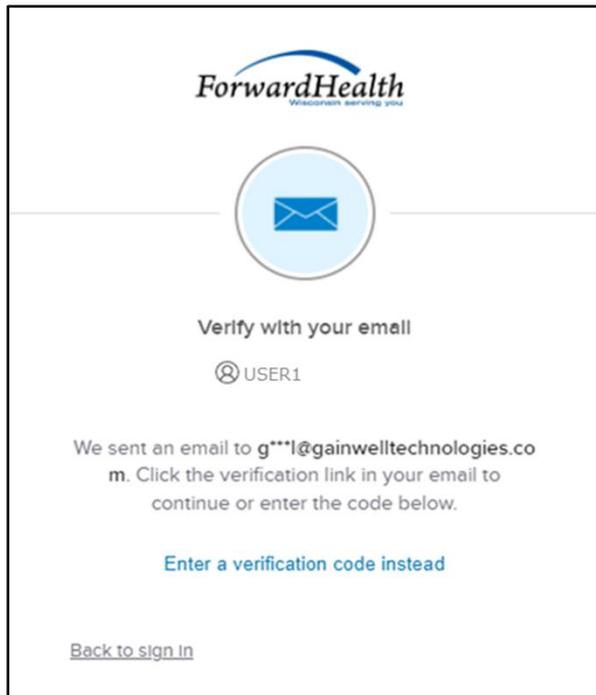


Figure 22 Verify With Your Email Box

- 7. The email sent to the user's email address includes a **Reset Password** link (Option 1) and a verification code (Option 2).

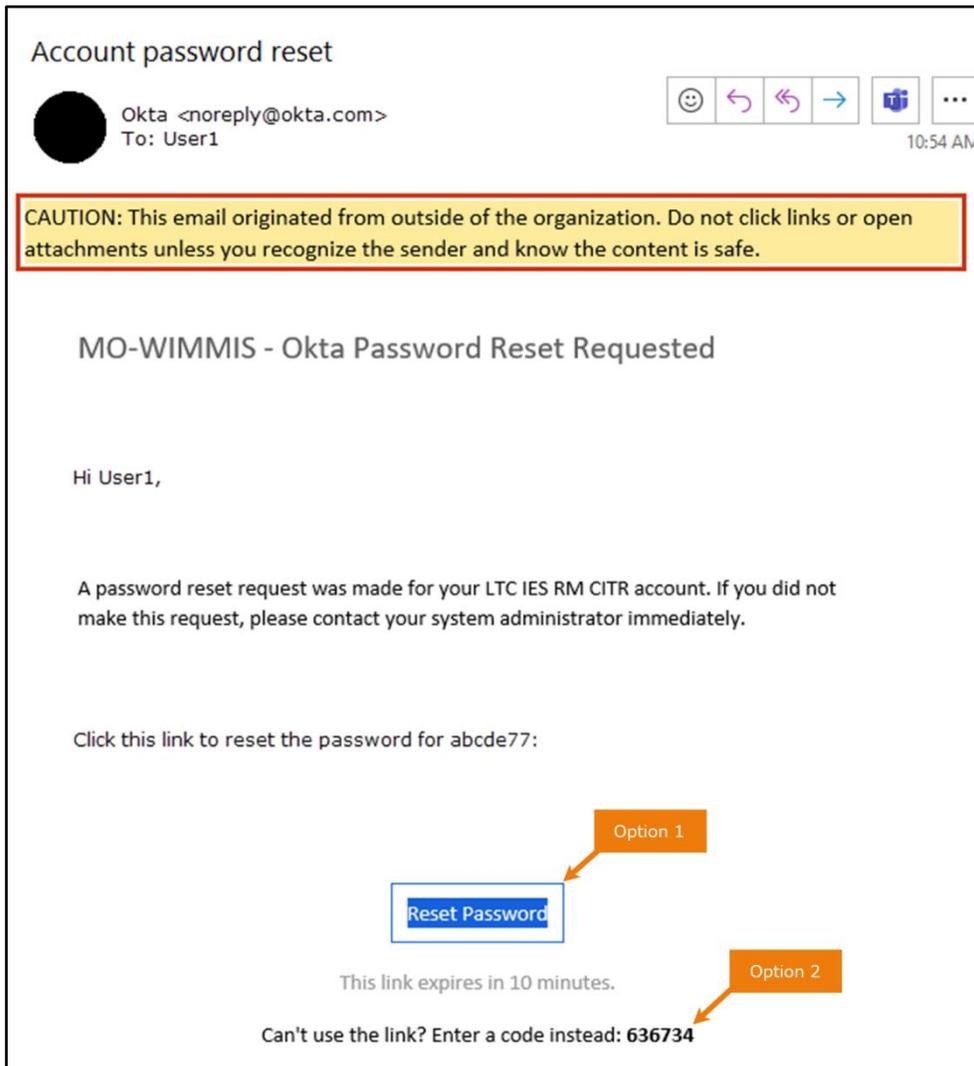


Figure 23 Account Password Reset Email

8. The user can choose to either click the **Reset Password** link (Option 1) or enter the verification code from the email (Option 2).
 - Clicking the **Reset Password** link from the email will display a verification code box.

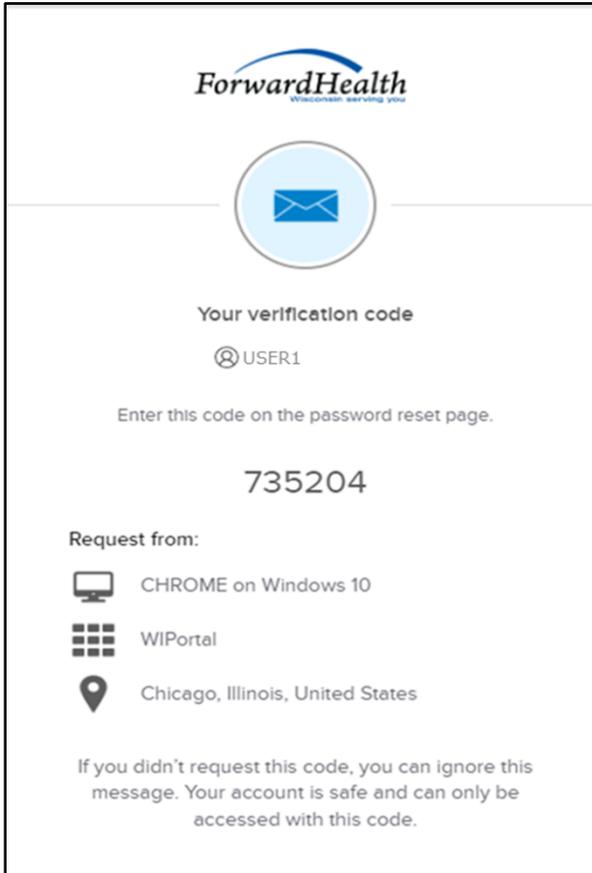


Figure 24 Verification Code Box

9. Copy the verification code from the verification code box or from the account password reset email, return to the verify with your email box, and click **Enter a verification code instead**.
10. Enter the code from the verification code box or the code from the account password reset email and click **Verify**.

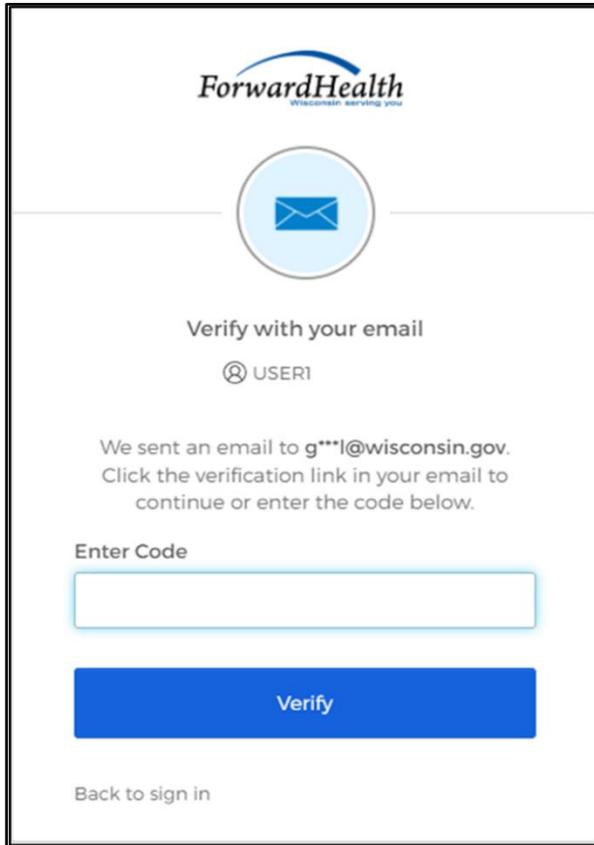
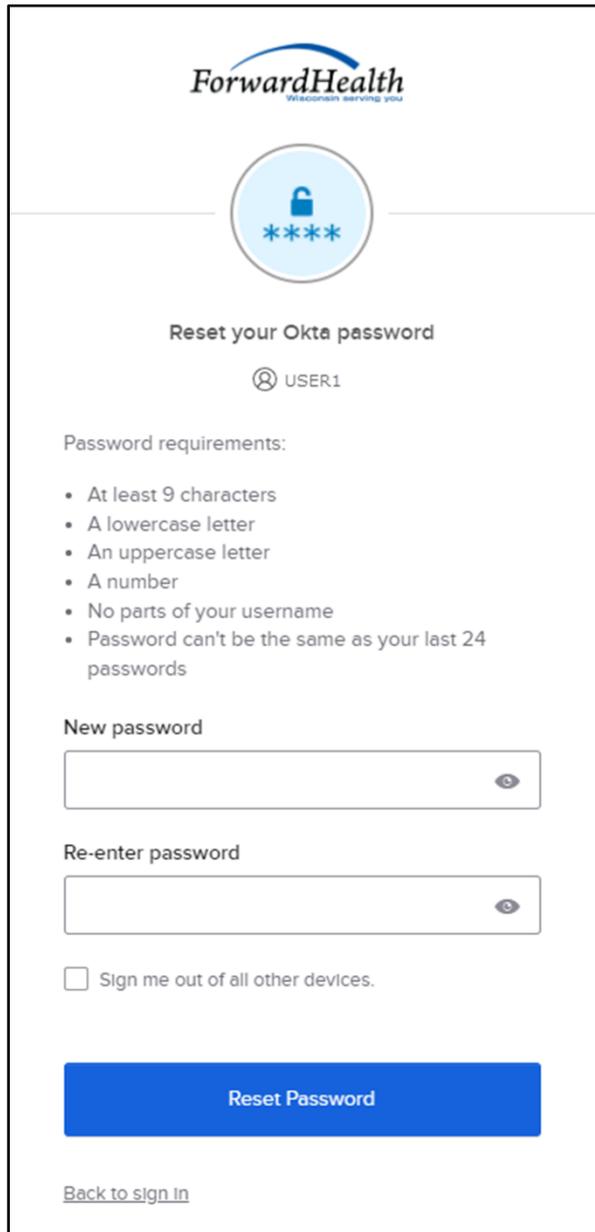


Figure 25 Verify With Your Email Box

The Reset your Okta password box will be displayed.



The screenshot shows a web form for resetting an Okta password. At the top is the ForwardHealth logo with the tagline 'Wisconsin serving you'. Below the logo is a circular icon containing a padlock and four asterisks. The main heading is 'Reset your Okta password' followed by the user identifier 'USER1'. A section titled 'Password requirements:' lists five criteria: at least 9 characters, a lowercase letter, an uppercase letter, a number, and no parts of the username. Below this are two input fields: 'New password' and 'Re-enter password', each with a toggle to show or hide the text. There is a checkbox for 'Sign me out of all other devices.' and a prominent blue 'Reset Password' button. At the bottom left is a link for 'Back to sign in'.

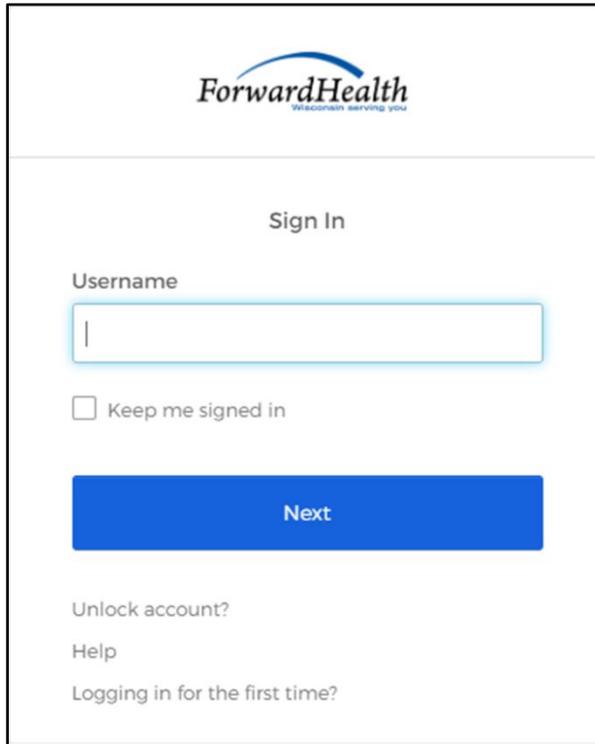
Figure 26 Reset Your Okta Password Box

11. Enter a new password (twice for confirmation).
12. Click **Reset Password**. The password will be changed and the user will be logged in to the desired application.

1.3 Unlocking An Account

1. Access LTCare/IES, Restrictive Measures or CITR.
2. Click **Login With Okta, Okta Login, or Sign in with Okta.**

A sign In box will be displayed.

The image shows a screenshot of the ForwardHealth Sign In interface. At the top is the ForwardHealth logo with the tagline "Wealth working you". Below the logo is the text "Sign In". There is a "Username" label above a text input field. Below the input field is a checkbox labeled "Keep me signed in". A blue button labeled "Next" is positioned below the checkbox. At the bottom of the form, there are three links: "Unlock account?", "Help", and "Logging in for the first time?".

ForwardHealth
Wealth working you

Sign In

Username

Keep me signed in

Next

Unlock account?

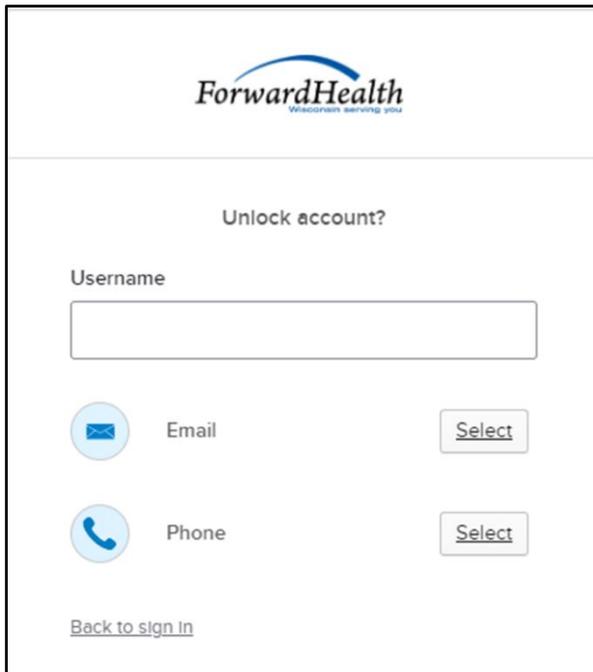
Help

Logging in for the first time?

Figure 27 Sign In Box

3. Click **Unlock account?**

An Unlock account box will be displayed.



The screenshot shows the ForwardHealth logo at the top, followed by the heading "Unlock account?". Below this is a "Username" label and an empty text input field. Underneath the input field are two options: "Email" with an envelope icon and a "Select" button, and "Phone" with a telephone handset icon and another "Select" button. At the bottom left of the form is a link that says "Back to sign in".

Figure 28 Unlock Account Box

4. Enter the user's username.
5. Click **Select** to receive a verification via email or phone.

- If the user clicks **Select** for email:
 - a. A Get a verification email box will be displayed.

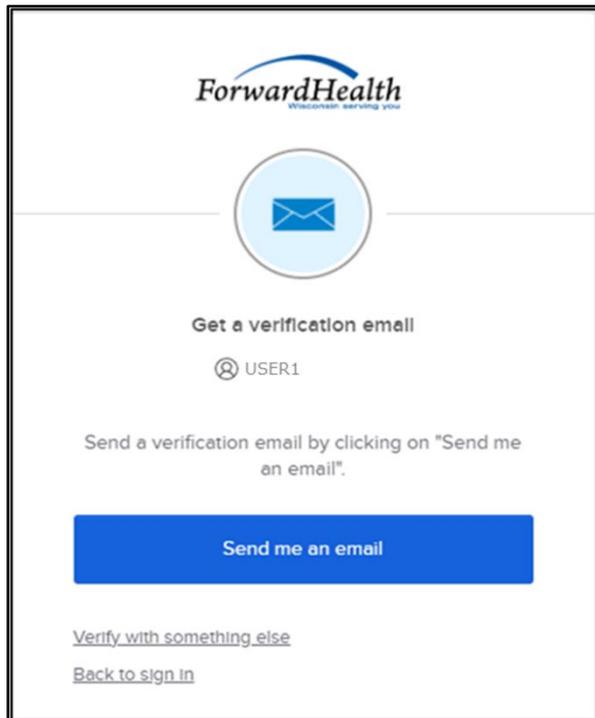


Figure 29 Get A Verification Email

- b. Click **Send me an email**. Note: The user also has the option to select **Verify with something else**, which will take them back to the Unlock account box, or **Back to sign in**, which will take them back to the sign in page.

A verify with your email box will be displayed and an email will be sent.

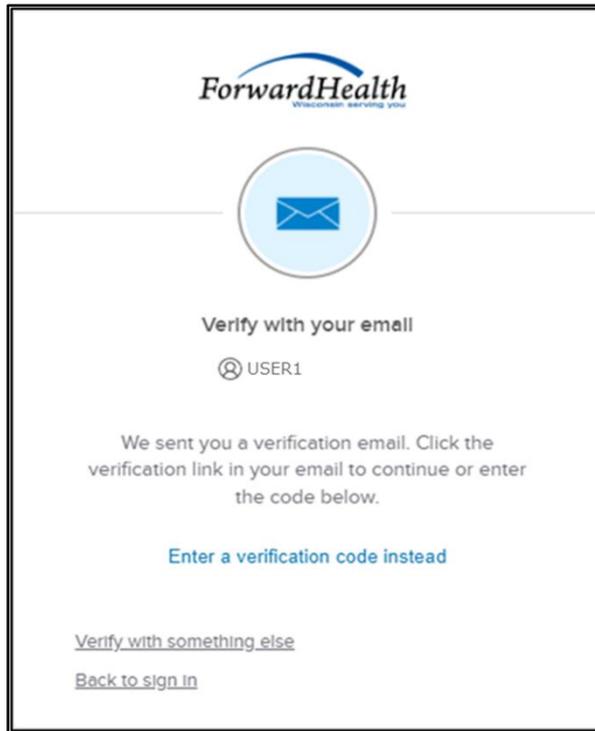


Figure 30 Verify With Your Email Box

- c. Proceed to [Step 6](#).

- If the user clicks **Select** for phone:
 - a. A verify with your phone box will be displayed.

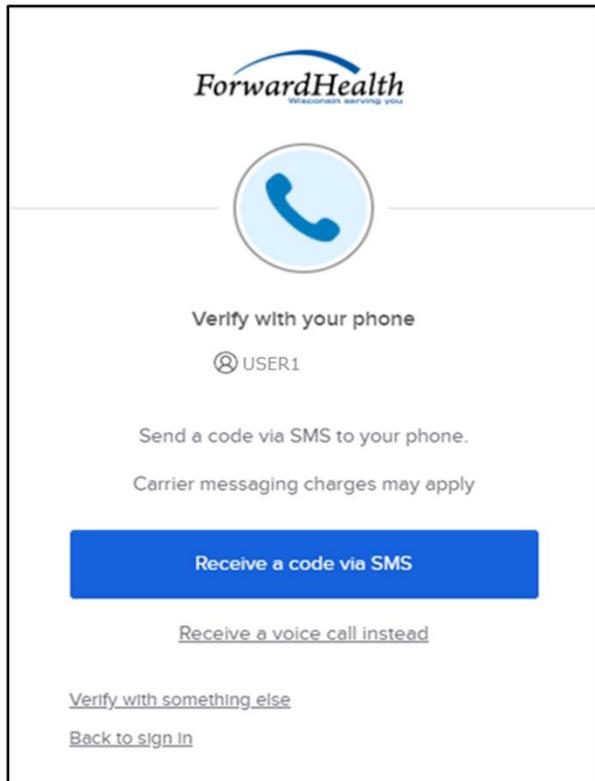


Figure 31 Verify With Your Phone Box

- b. Click **Receive a code via SMS** (text) or **Receive a voice call instead**. Note: The user also has the option to select **Verify with something else**, which will take them back to the Unlock account box, or **Back to sign in**, which will take them back to the sign in page.

A Verify with your phone box will be displayed.

ForwardHealth
Wealthier serving you

Verify with your phone

USER1

A code was sent to your phone . Enter the code below to verify.

Carrier messaging charges may apply

Enter Code

Verify

[Verify with something else](#)

[Back to sign in](#)

Figure 32 Verify With Your Phone Box

- c. Enter the code that was sent.
- d. Click **Verify**.

A Get a verification email box will be displayed.

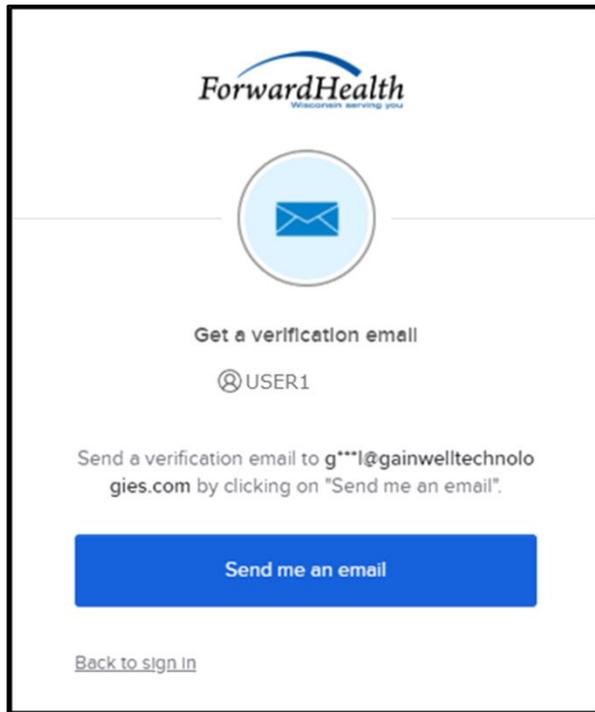


Figure 33 Get a Verification Email Box

- e. Click **Send me an email**.

A Verify with your email box will be displayed and an email will be sent.

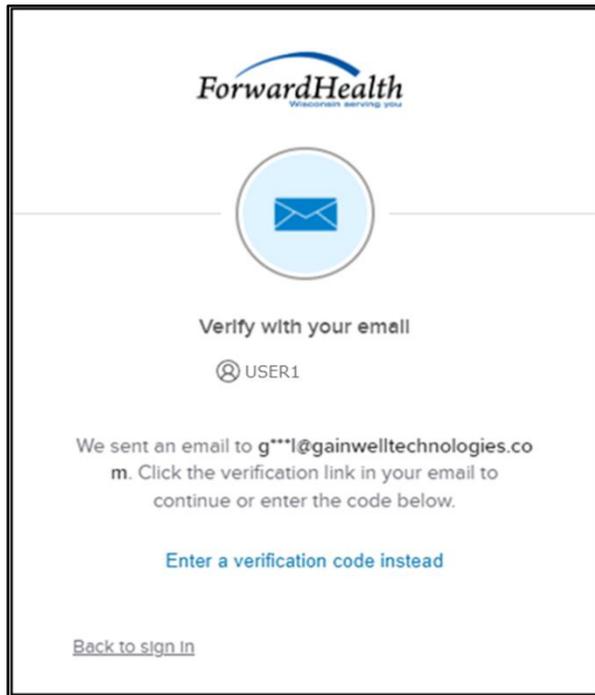


Figure 34 Verify With Your Email Box

- The email sent to the user's email address includes an **Unlock Account** link (Option 1) and a verification code (Option 2).

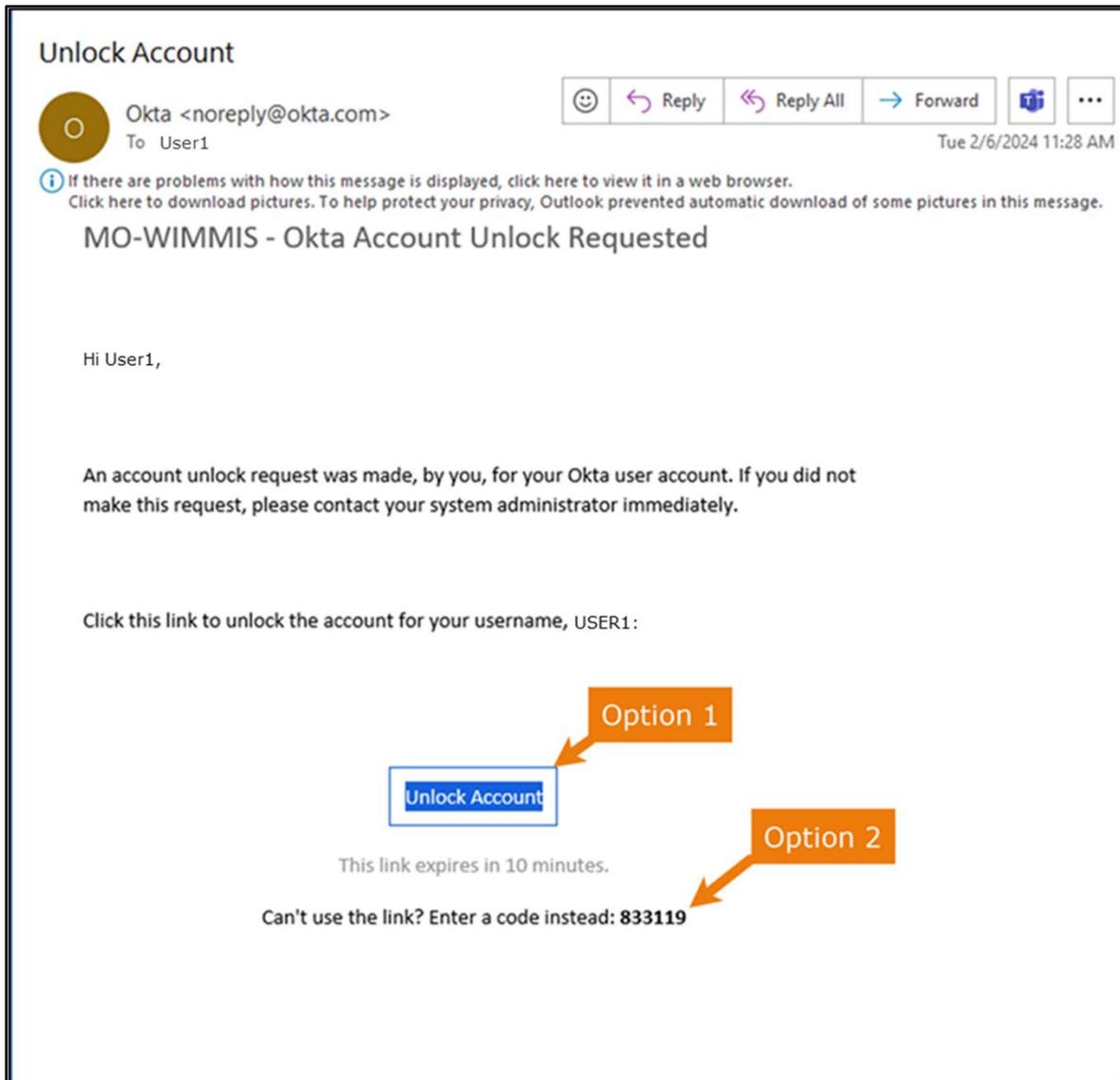


Figure 35 One-Time Verification Code Email

- The user can choose to either click the **Unlock Account** link (Option 1) or enter the verification code from the email (Option 2).

- Clicking the **Unlock Account** link from the email will display a verification code box.

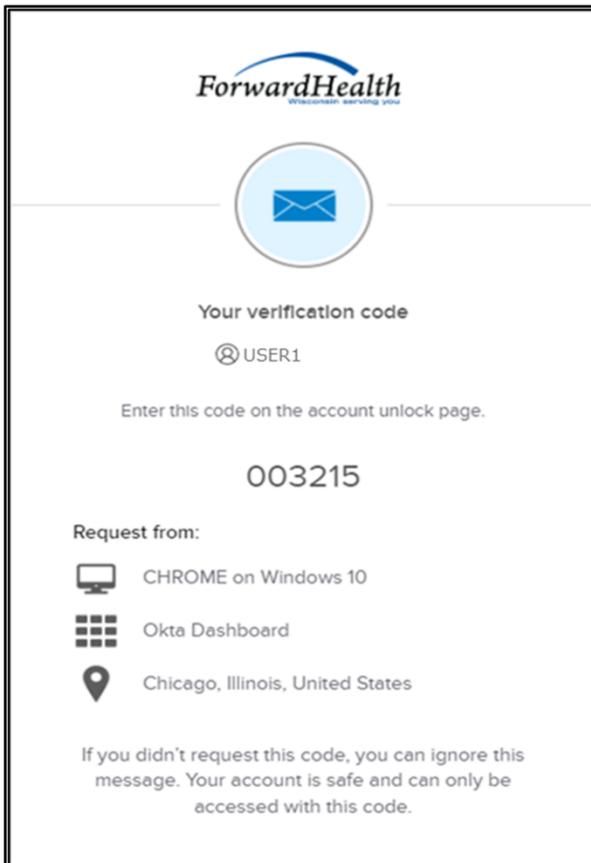
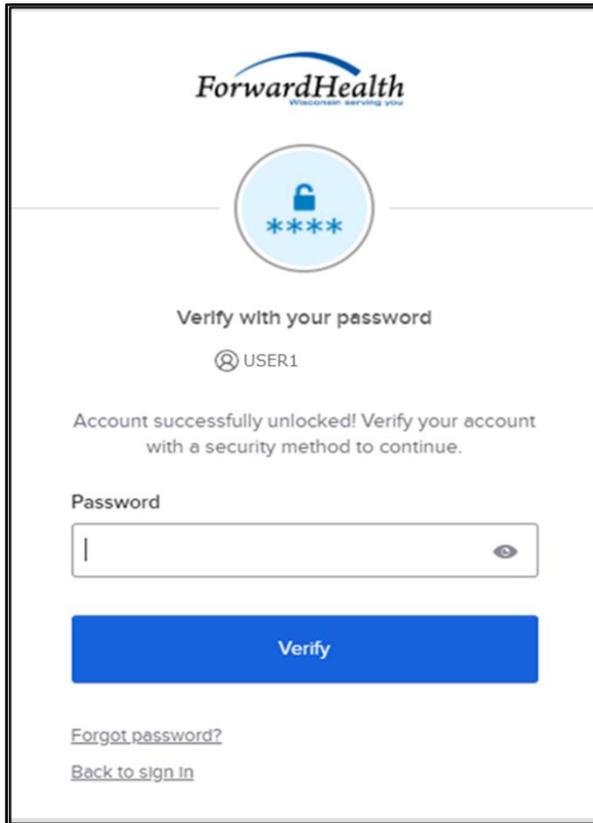


Figure 36 Verification Code Box

8. Copy the verification code from the verification code box or from the unlock account email, return to the verify with your email box, and click **Enter a verification code instead**.
9. Enter the code from the verification code box or from the unlock account email and click **Verify**.

A Verify with your password box will be displayed with a message stating the account has been successfully unlocked.



ForwardHealth
We're here to help you

Verify with your password

USER1

Account successfully unlocked! Verify your account with a security method to continue.

Password

Verify

[Forgot password?](#)

[Back to sign in](#)

Figure 37 Verification Code Box

10. Click **Back to sign in** to log in.