

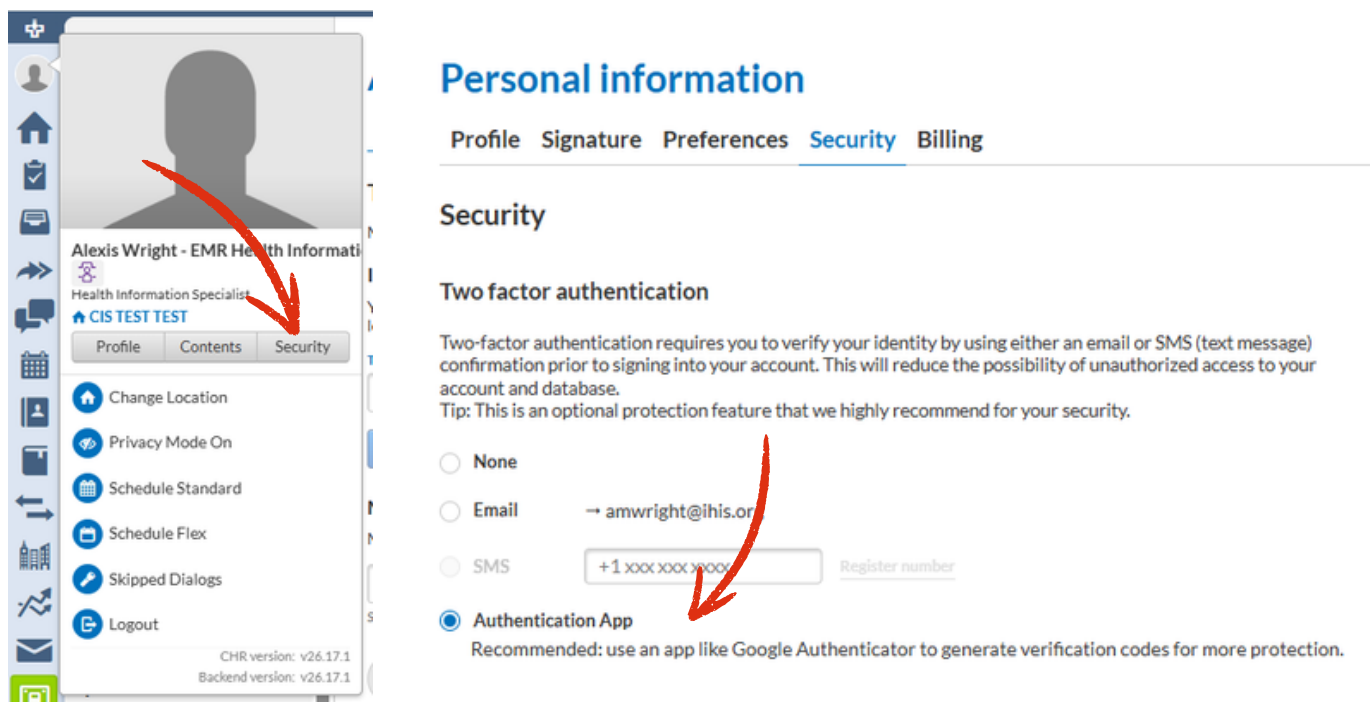
Health PEI

Provincial EMR – Enabling Multi-Factor Authentication with an Authentication Application

Multi-Factor authentication (MFA) is an extra layer of security that requires you to enter a one-time code, in addition to your username and password, each time you log into the Provincial EMR. This makes it harder for unauthorized individuals to access your account and patient database.

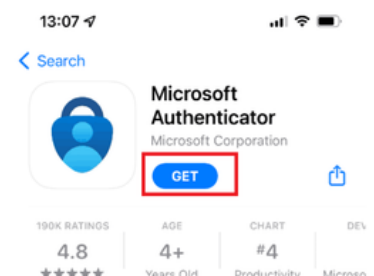
To enable MFA or modify your MFA settings, please follow these steps:

- Click your avatar picture
- Click Security
- Your Security Settings will open
- Select the Authentication App to setup



Multi-Factor via Authentication App

1. Download and Open the Microsoft Authentication App on your mobile device
2. Click the + symbol at top right to add a new account
3. Choose work or school account
4. Select that you want to scan a qr code
5. Using your phone, scan the QR Code on your computer screen
6. Click next step
7. Enter the number displayed on your mobile device
8. Click next step
9. Enter your EMR password



Frequently Asked Questions

Why is Multi-Factor Authentication using an Authenticator Application Mandatory?

Approved by the EMR Operations Committee, 2FA is a worldwide standard recommended by IT security authorities.

MFA is critically important for data privacy and security and will protect patients' health information and prevent cyber-attacks, which are increasing in frequency worldwide.

It is an extra layer of security that requires users to enter a code, in addition to their username and password, each time they log into the Provincial EMR.

E-mail and SMS are not approved methods of MFA.

What if I don't have a smart phone?

MFA is mandatory for all users and requires the use of a smart phone. Please speak with your leadership about next appropriate steps.

Why am I getting an Invalid authentication code alert when trying to set up Two-Factor Authentication?

Ensure that the clocks on both your mobile device and the computer you are trying to log into are synchronized. If they are out of sync, it can cause the authentication codes to be invalid. You can adjust the time settings on your device to ensure they are correct.

I don't have access to internet on mobile device while at work, can I still use MFA?

After the initial download of the Authentication Application, connection to the internet is not required for use of the application.

Who do I contact for Technical Support?

TELUS provides Intercom Live Chat (Purple Chat) in the EMR Monday through Friday from 7:30 a.m. – 9:00 p.m. Atlantic Standard Time except PEI Statutory Holidays.

After-hour support access is available to customers for emergency purposes 24 hours per day 7 days per week by calling 1-888 369-3643 Ext 6 or emailing chrsupport@telus.com.

PEI EMR Support can be contacted by emailing EMRSupport@gov.pe.ca - please note this inbox is only monitored from 8am to 4pm Monday - Friday excluding Holidays.