

Multi Factor Authentication

Desktop Edge

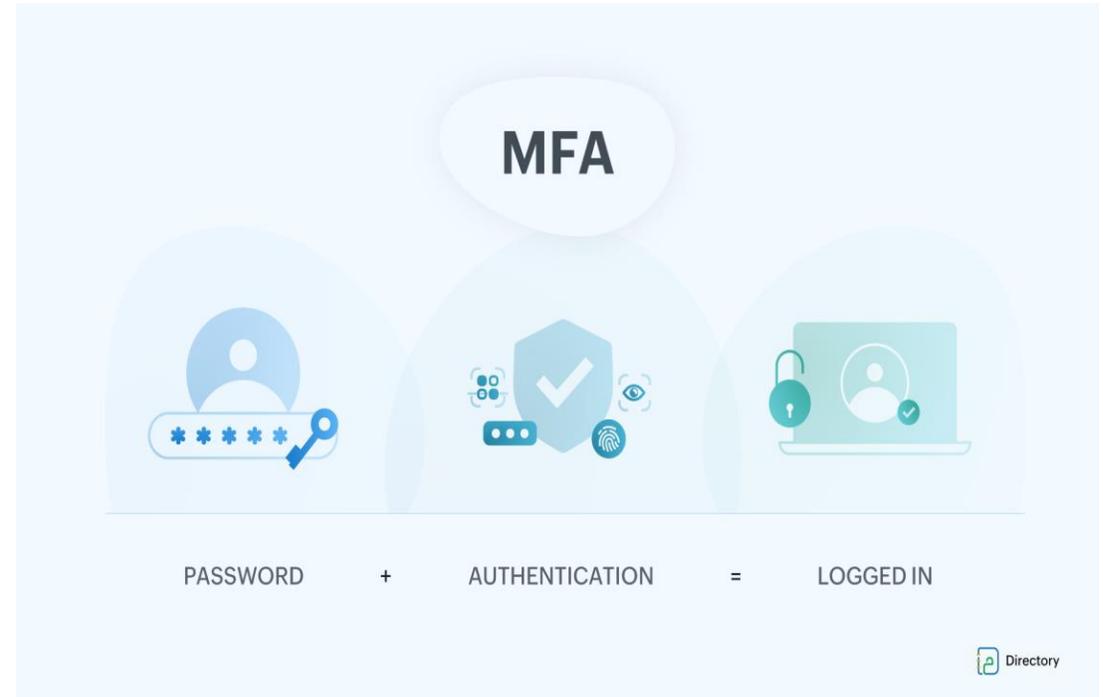
Registration Journey

Guide to setting up and using Multi Factor Authentication

In this current climate, it is more important than ever to keep our data safe and secure.

Irish Life Health are introducing an extra step for our providers partners, brokers and corporate clients to access your Irish Life Health portals to ensure every step is taken to keep all data stored safe and secure.

The following slides are a step-by-step guide on how to set up multi factor authentication (MFA) and how to use this once set up.



Log in Process - Existing Users



Welcome to Irish Life Health

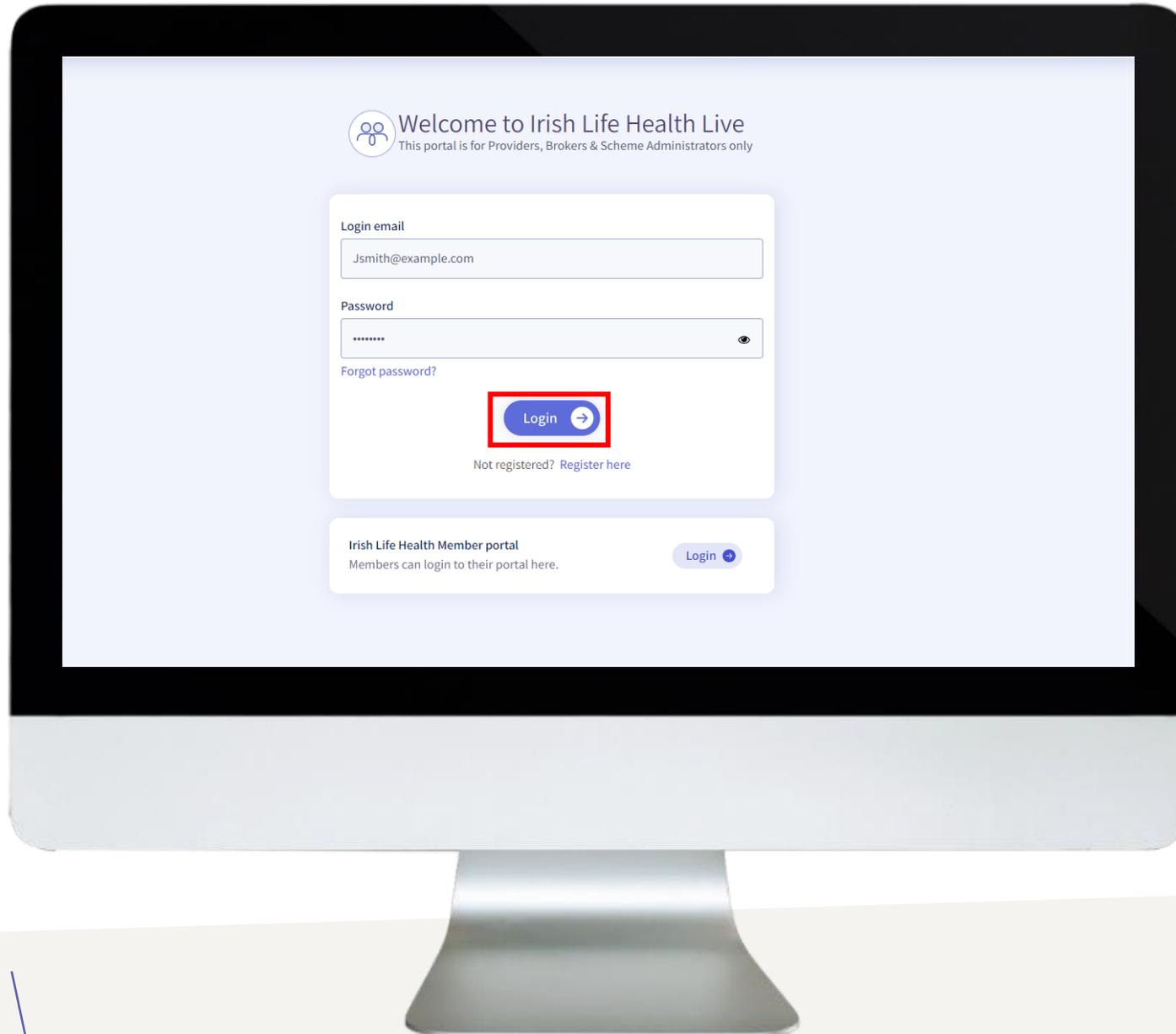
Login email

Proceed



Not registered? [Register here](#)

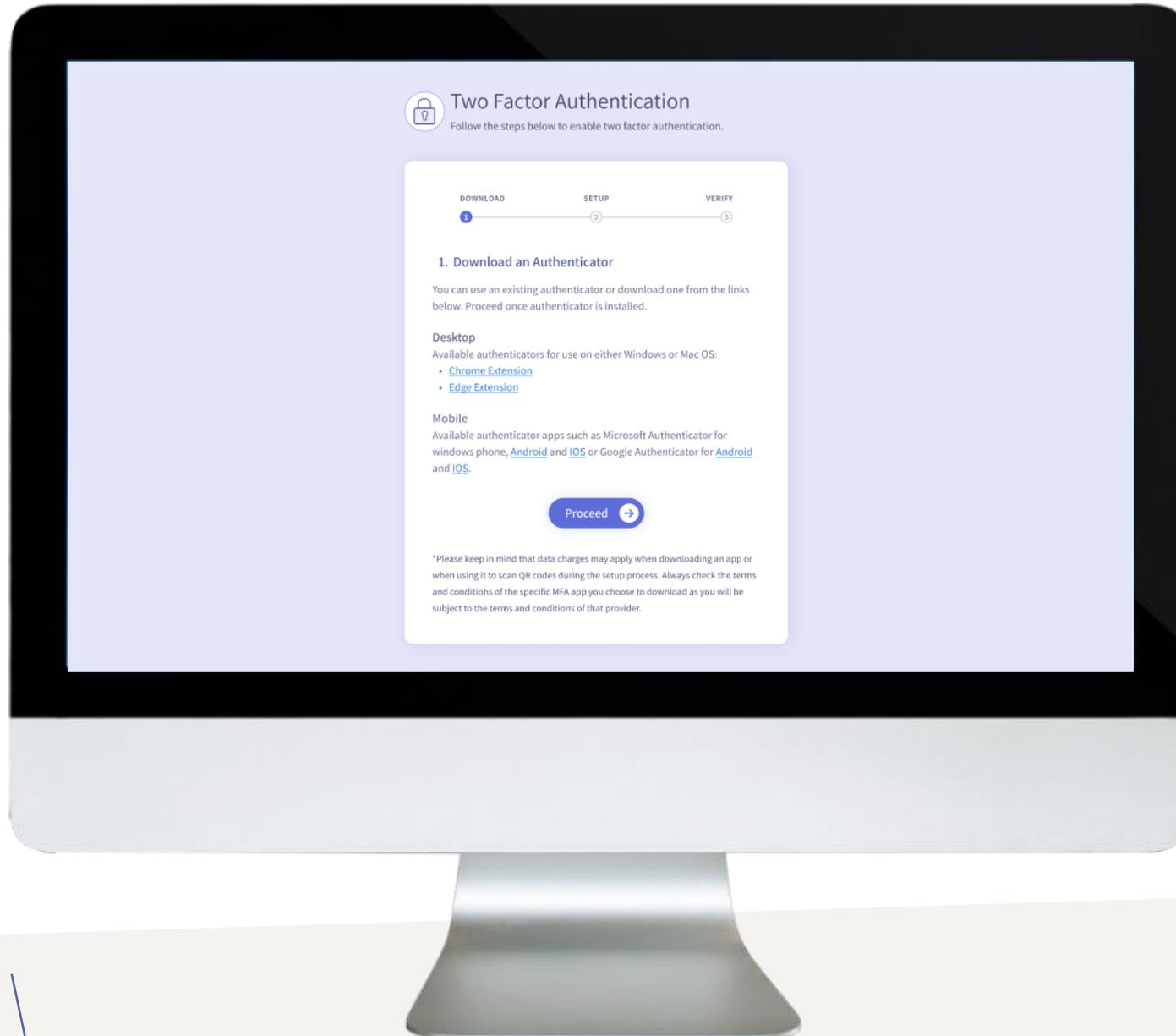
Step 1 – Log into the Irish Life Health Live portal



Login using your existing username and password as normal.

The login page has been updated to the latest design.

Step 2 – You will be prompted to complete the setup of a two-factor authenticator

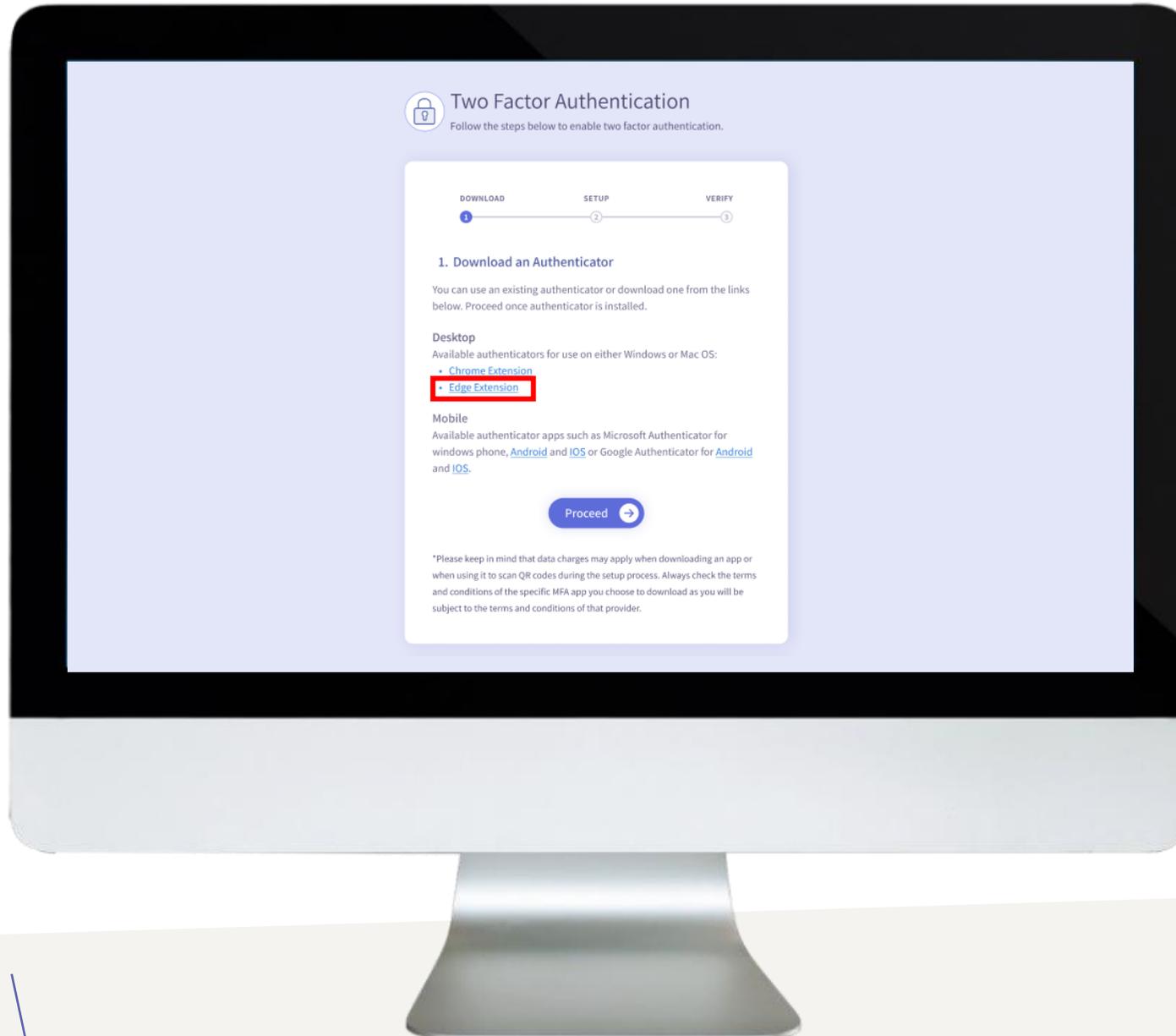


This is a one time setup process.

An authenticator is a separate tool that helps you securely verify your identify.

- If you already have an authenticator you can proceed to the next step.
- If you don't have an authenticator, follow steps to download.

Step 2 – You will be prompted to complete the setup of a two-factor authenticator

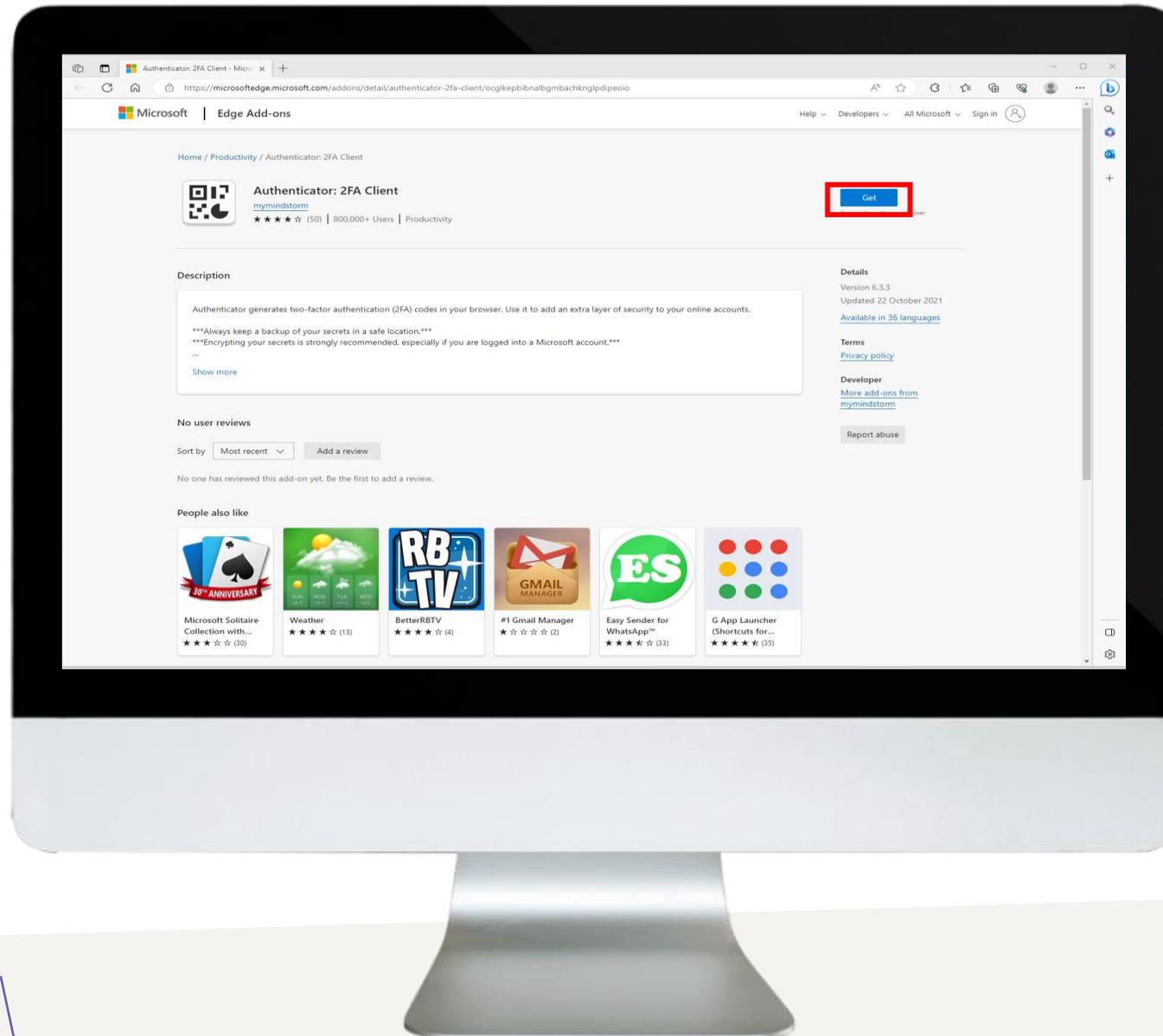


We have provided links to industry leading authenticators, but you can select any of your choice on either a computer or mobile device.

For the purpose of this guide we will select the Desktop, Edge Extension.

Whichever authenticator app you choose, you will be subject to the Terms of Use of that provider.

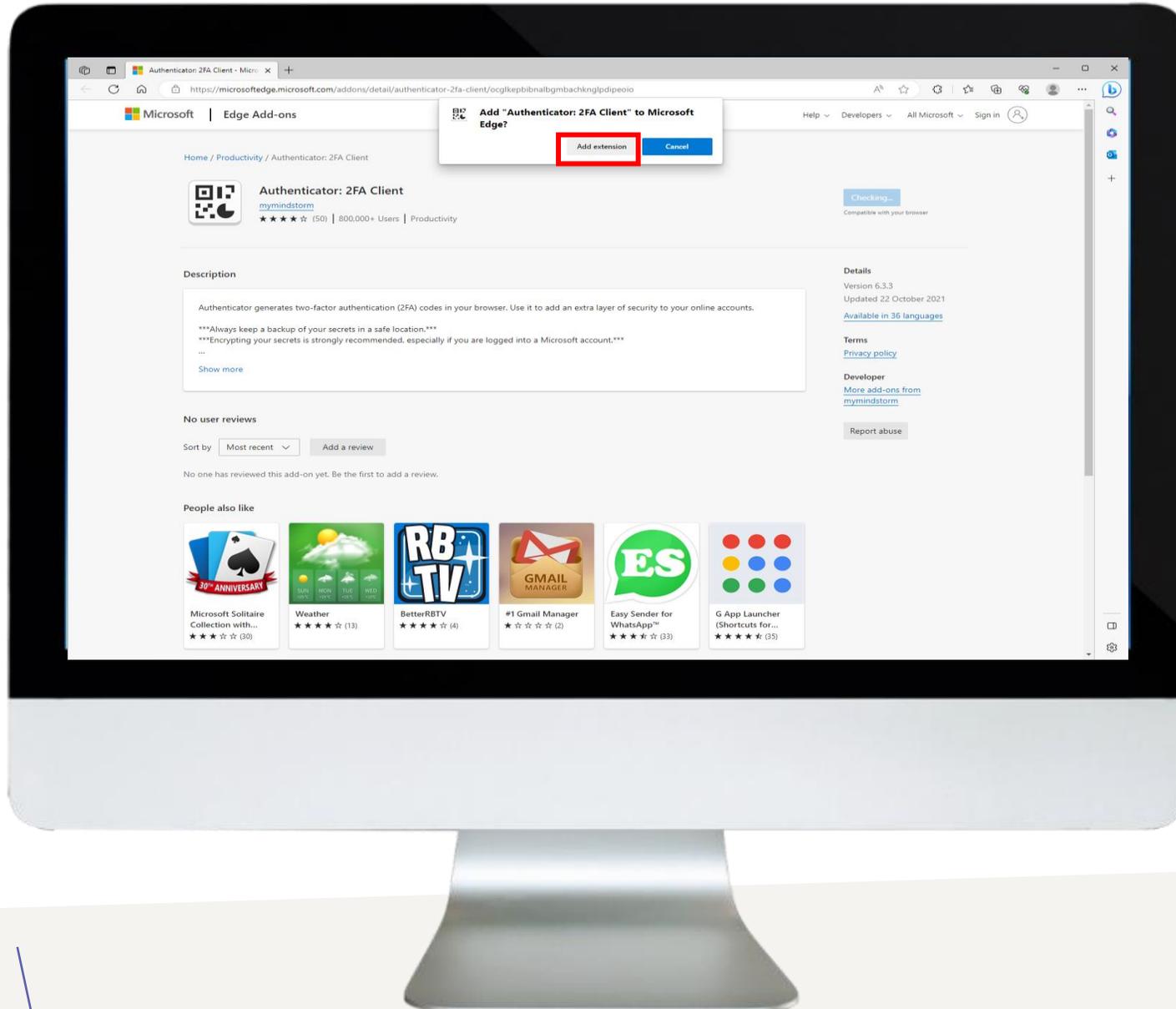
Step 3 - Download the authenticator extension to your Desktop



The download page for the Edge extension will open from the link.

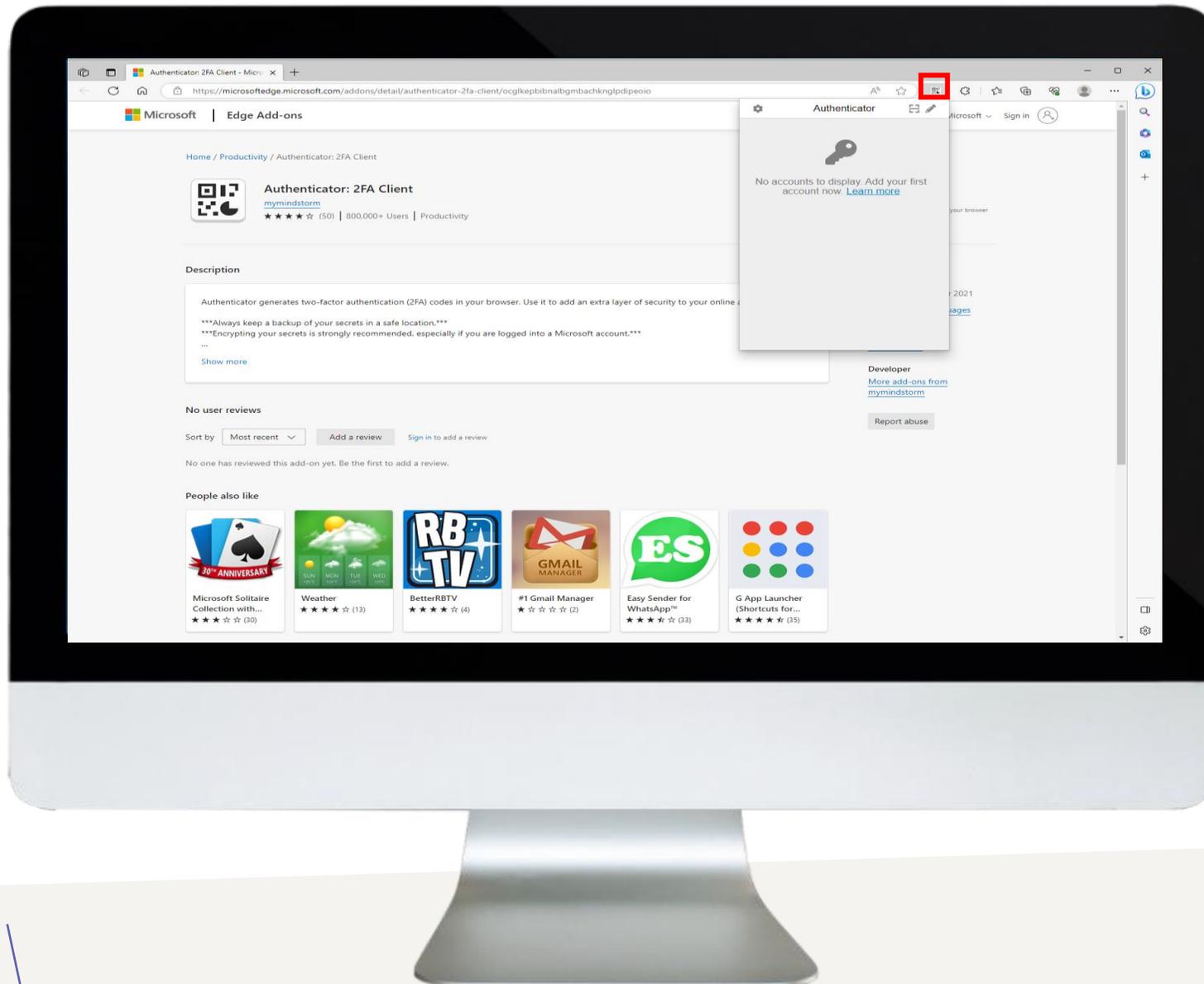
Select the blue “Get” button on screen.

Step 3 - Download the authenticator extension to your Desktop



Select the grey "Add Extension" button in the pop up screen.

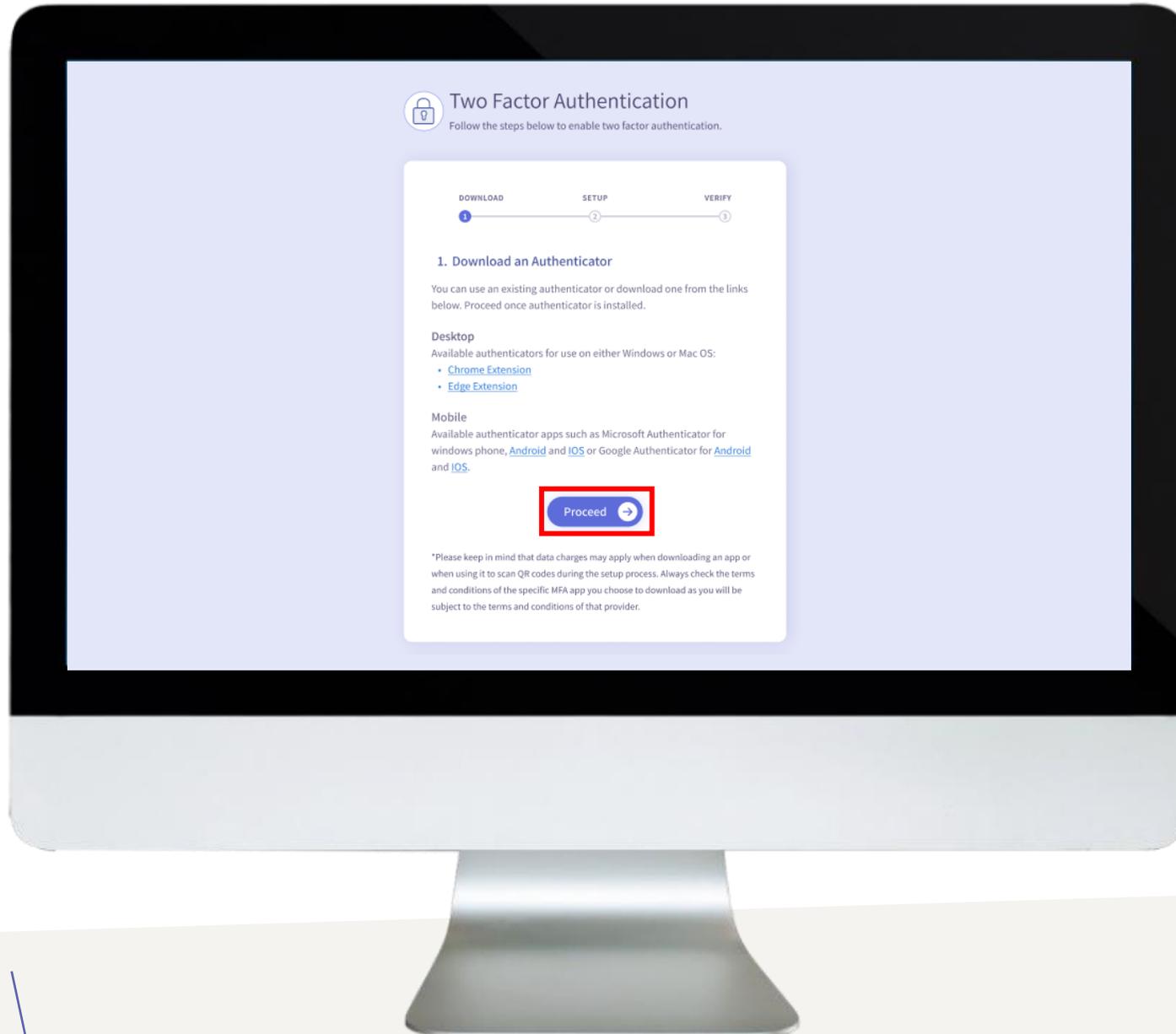
Step 3 - Download the authenticator extension to your Desktop



To open, this can be found in the extension toolbar to the right of the address bar at the top of the screen.

Next you need to go back to the portal to complete setup.

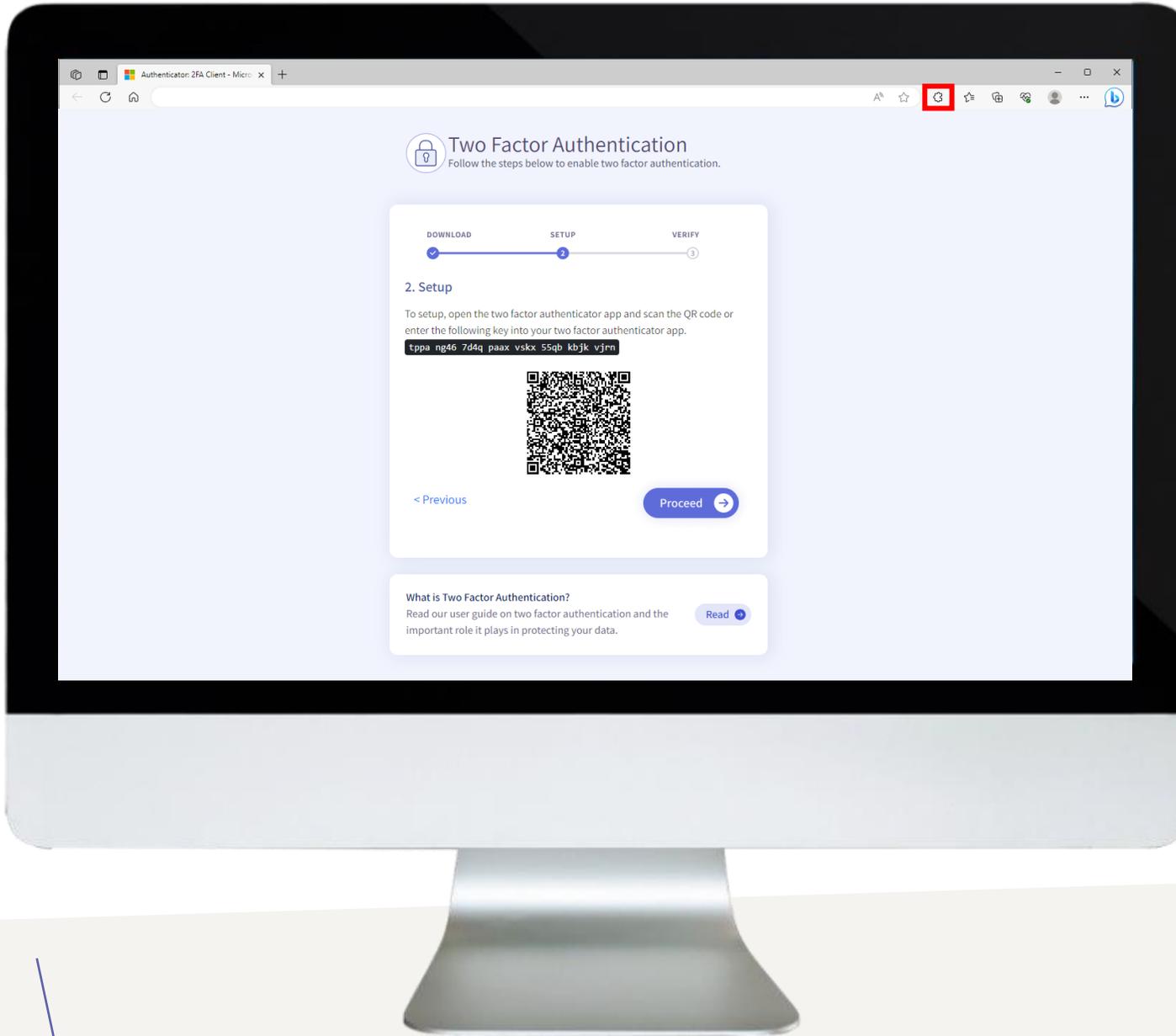
Step 3 - Download the authenticator extension to your Desktop



Success you have downloaded the authenticator to your desktop browser.

Click "Proceed" to progress to the Setup stage.

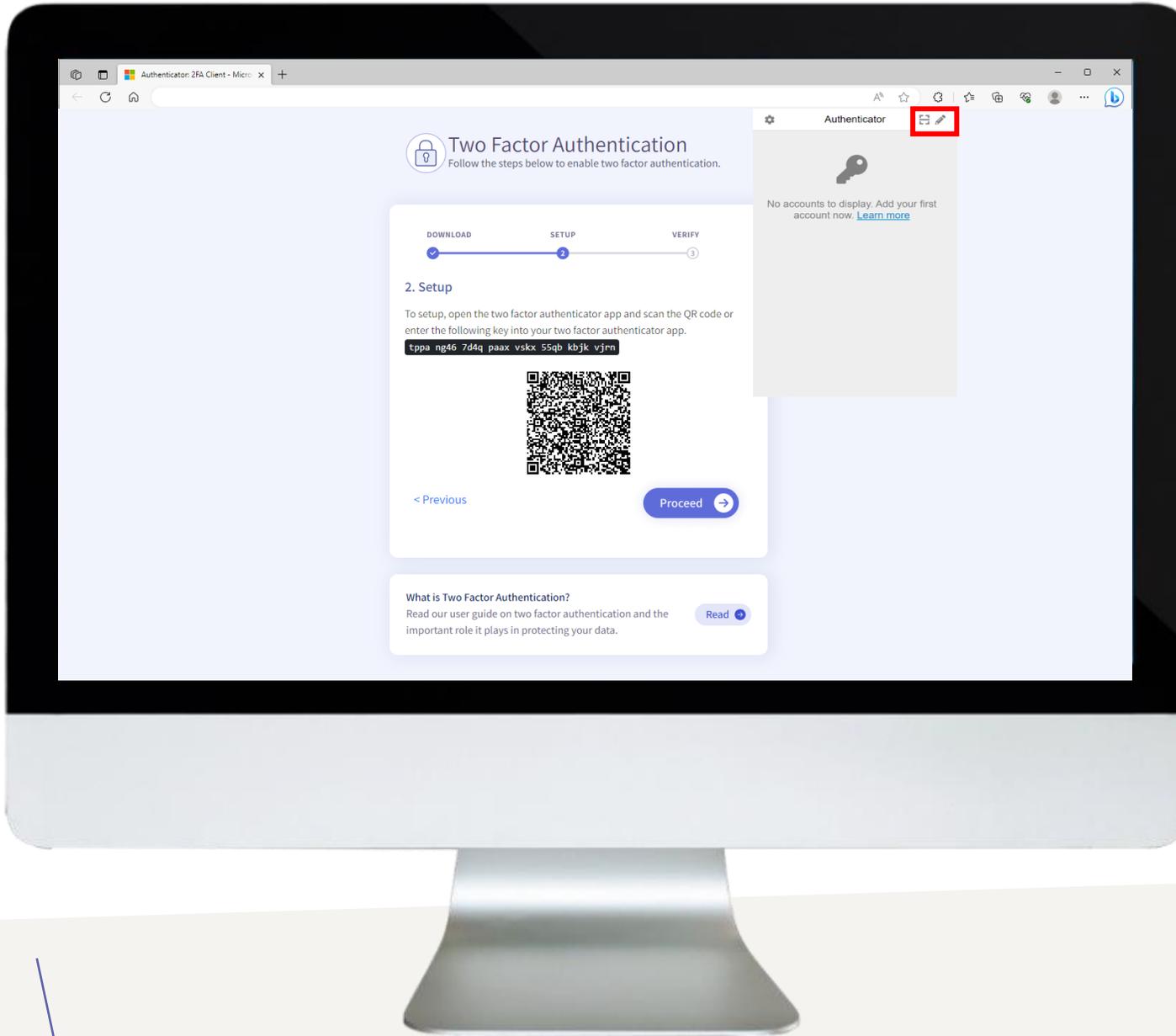
Step 4 - Setup the authenticator



Navigate to the browser extension toolbar and open the authenticator.

This can be found in the extension toolbar to the right of the address bar at the top of the screen.

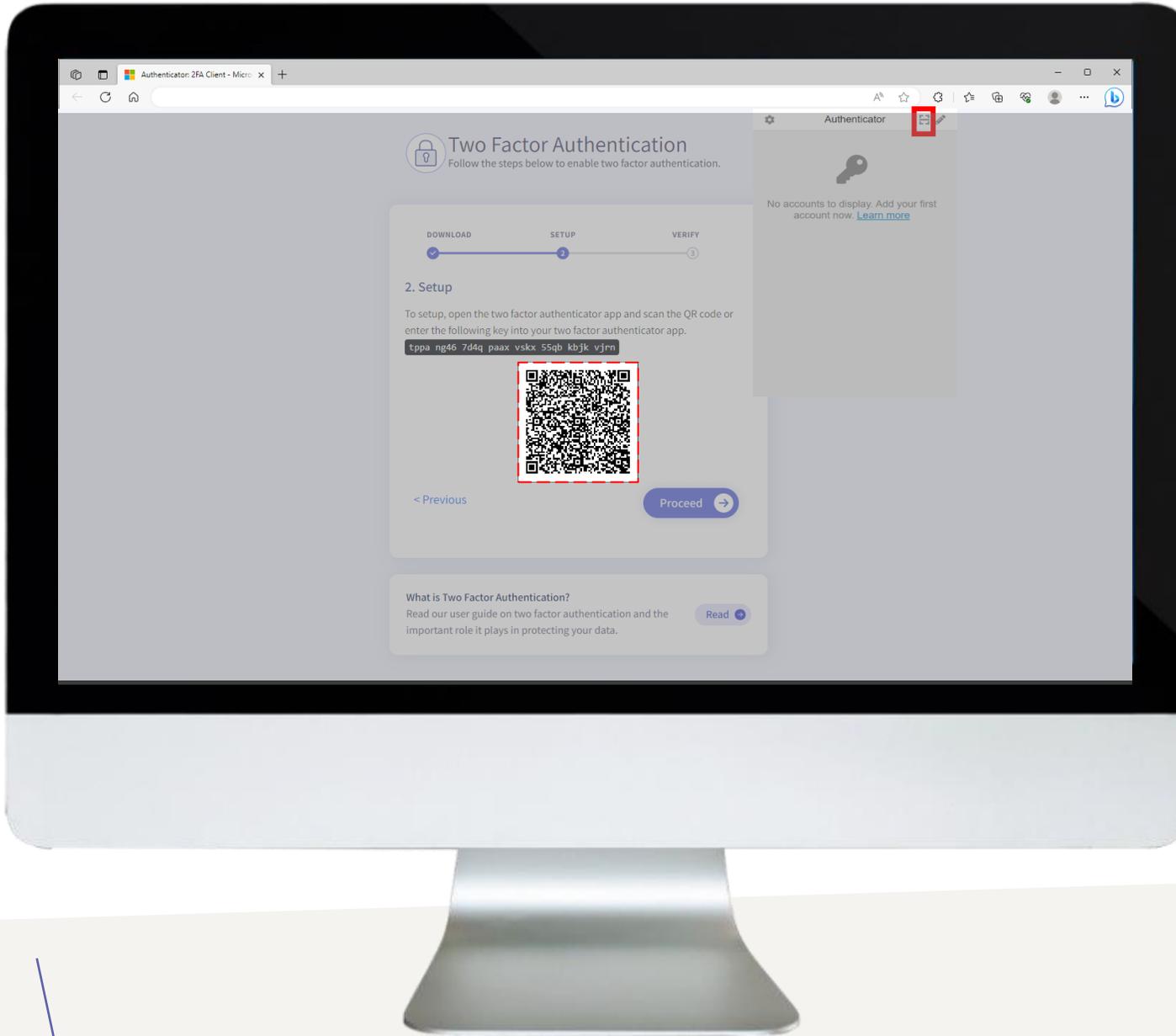
Step 4 - Setup the authenticator



You can setup the authenticator by scanning the QR code or manually entering the 32 digit Secret Key.

- Click  for the scan QR code setup option.
- Click  for the manual setup option.

Step 4 - Setup the authenticator [QR Code Option]

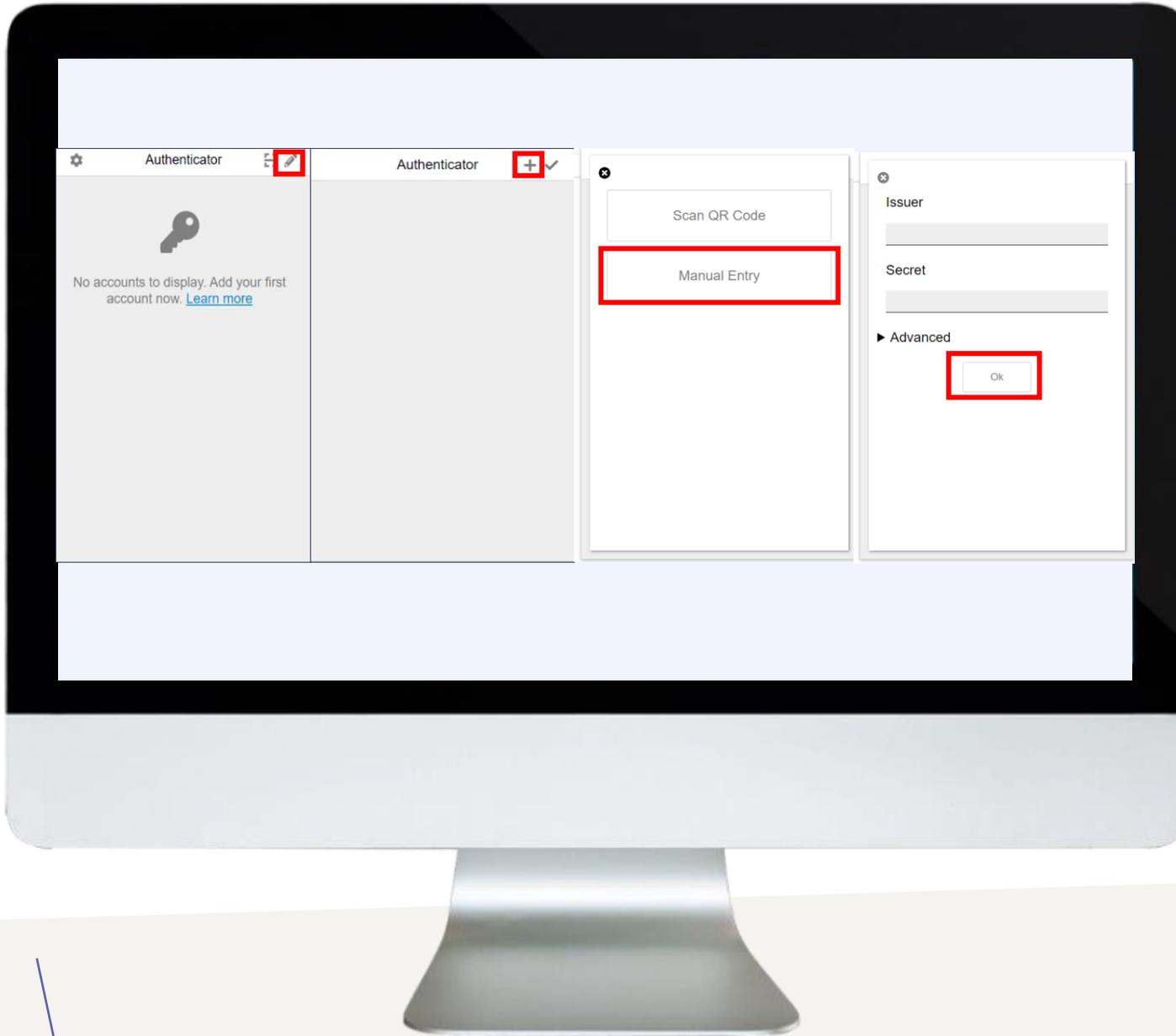


QR code setup

Click the  button in the authenticator toolbar to enable the scanning option.

Select the QR code on screen by dragging the scanning square over the location of the code with your mouse as shown in the image.

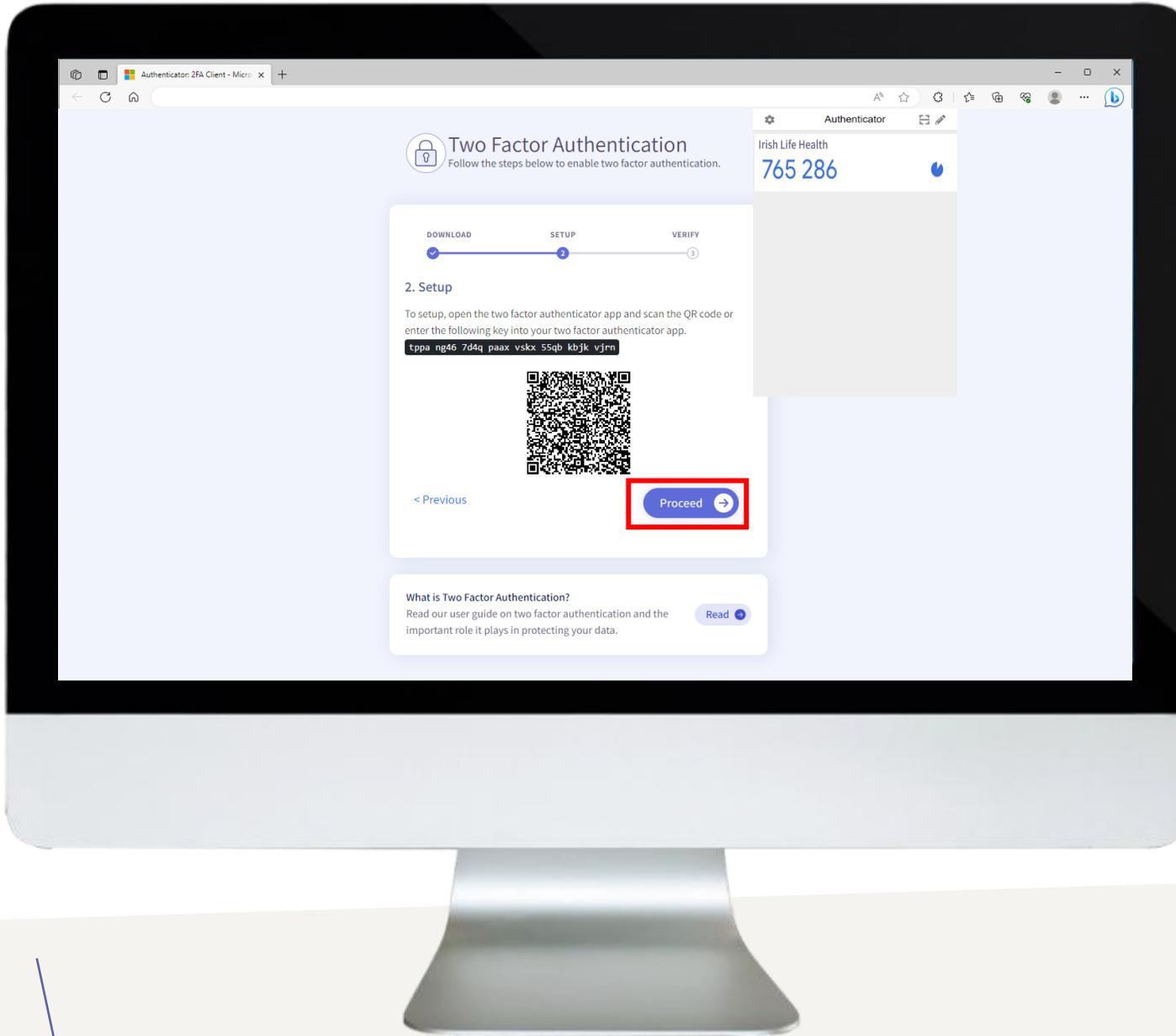
Step 4 - Setup the authenticator [Manual Option]



Manual setup

1. Click 
2. Click 
3. Select "Manual Entry"
4. Fill details and click "Ok":
 - **Issuer** : "Irish Life Health Live"
 - **Secret**: Enter the 32 digit secret key from the setup page

Step 4 – Setup the authenticator

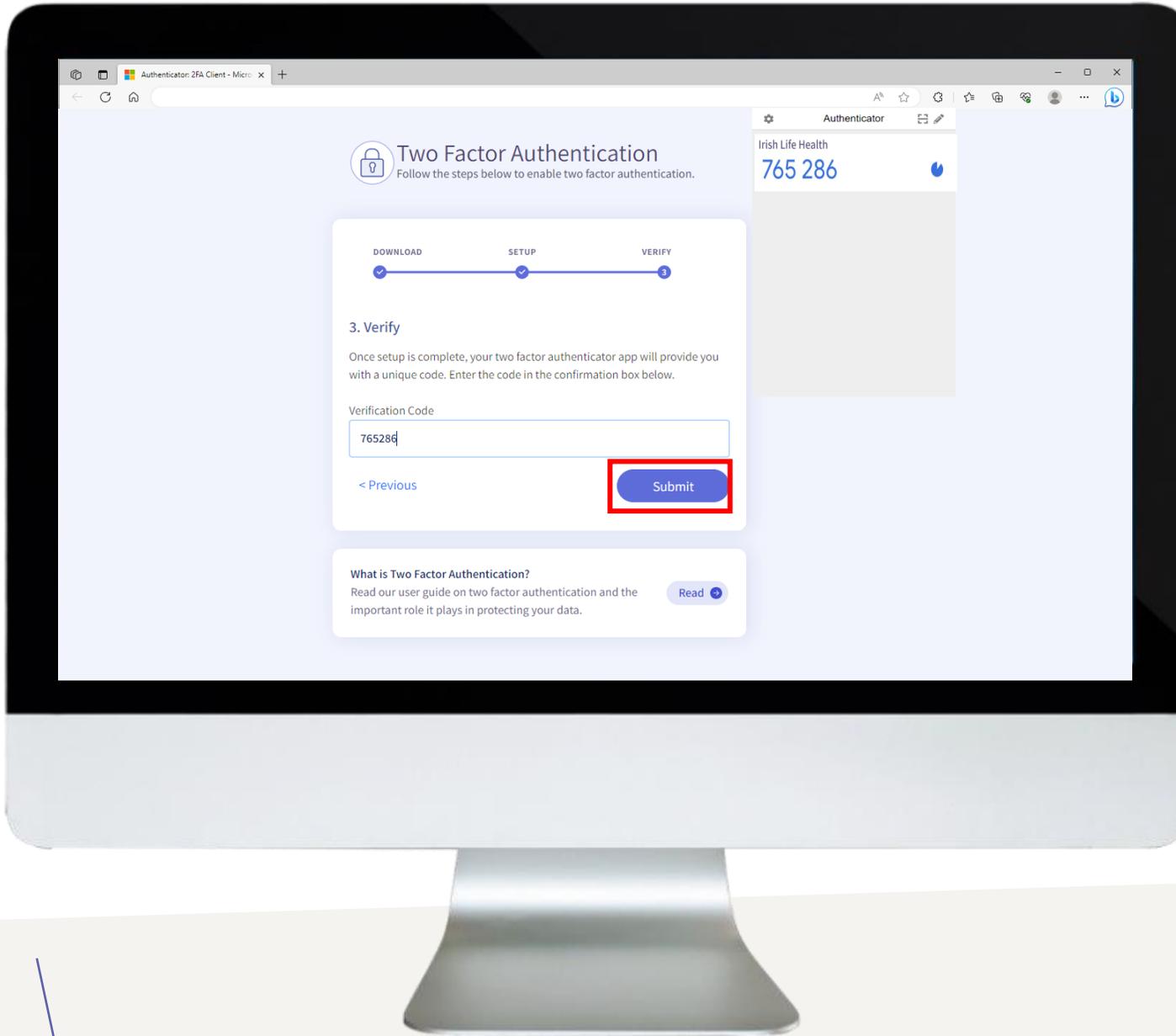


Success, you have setup the authenticator.

The authenticator will immediately show a 6 digit code which will refresh periodically.

Click "Proceed" to move to the Verify screen.

Step 5 – Verify the correct authenticator setup

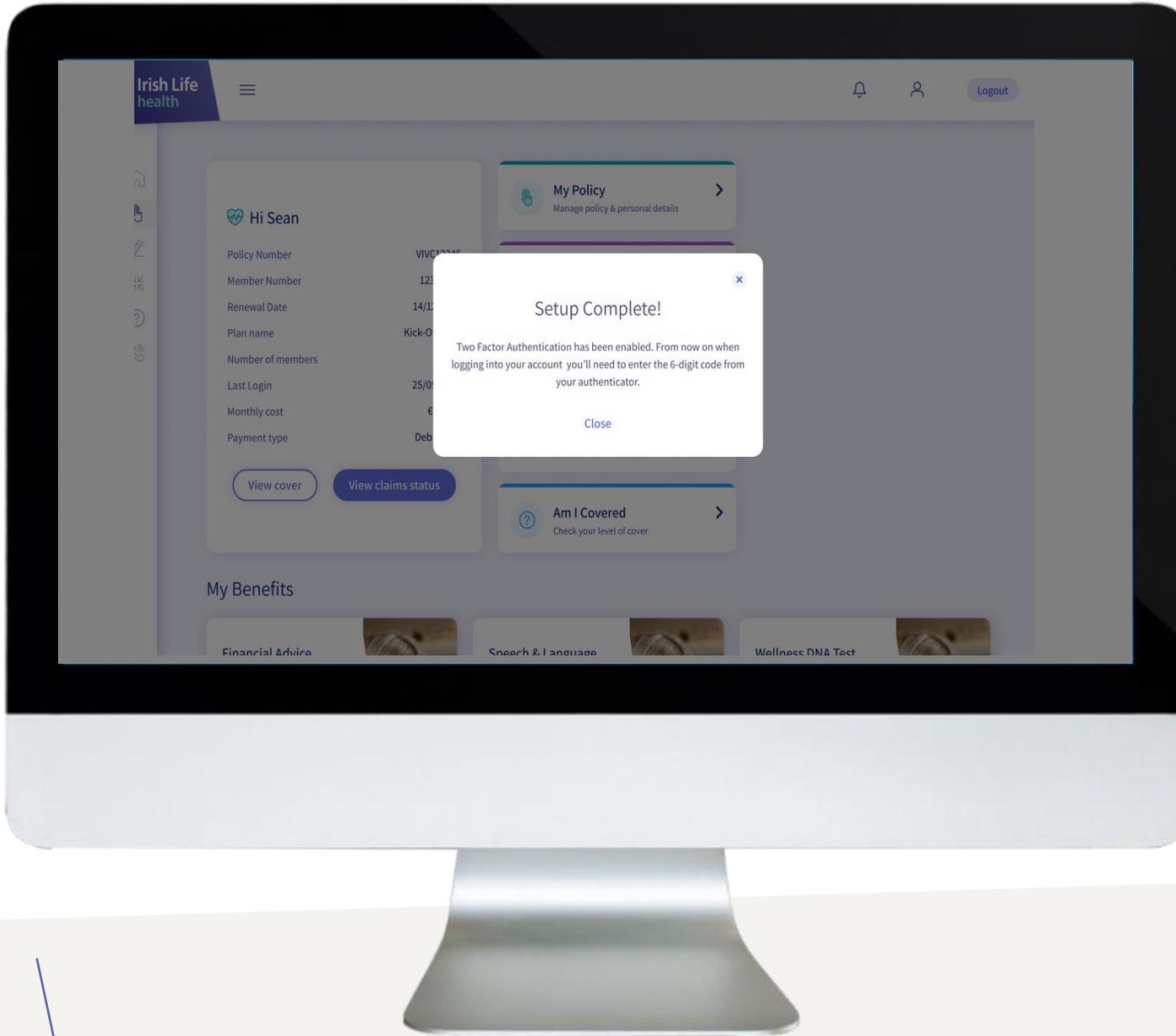


Enter the 6 digit authentication code into the verification code box on the Verify screen and select “Submit”.

If there is an error:

1. Retry, confirming the correct digits are input, which match the code on the authenticator at the time of submission.
2. Go to the previous page and re setup the authenticator.

Step 5 – Verify the correct authenticator setup



Success, you have verified the authenticator and this one time setup is complete.

Keep your authenticator safe as you will be required to enter the 6 digit authentication code every time you login.

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