

Multi Factor Authentication

Mobile App:
Microsoft Authenticator

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

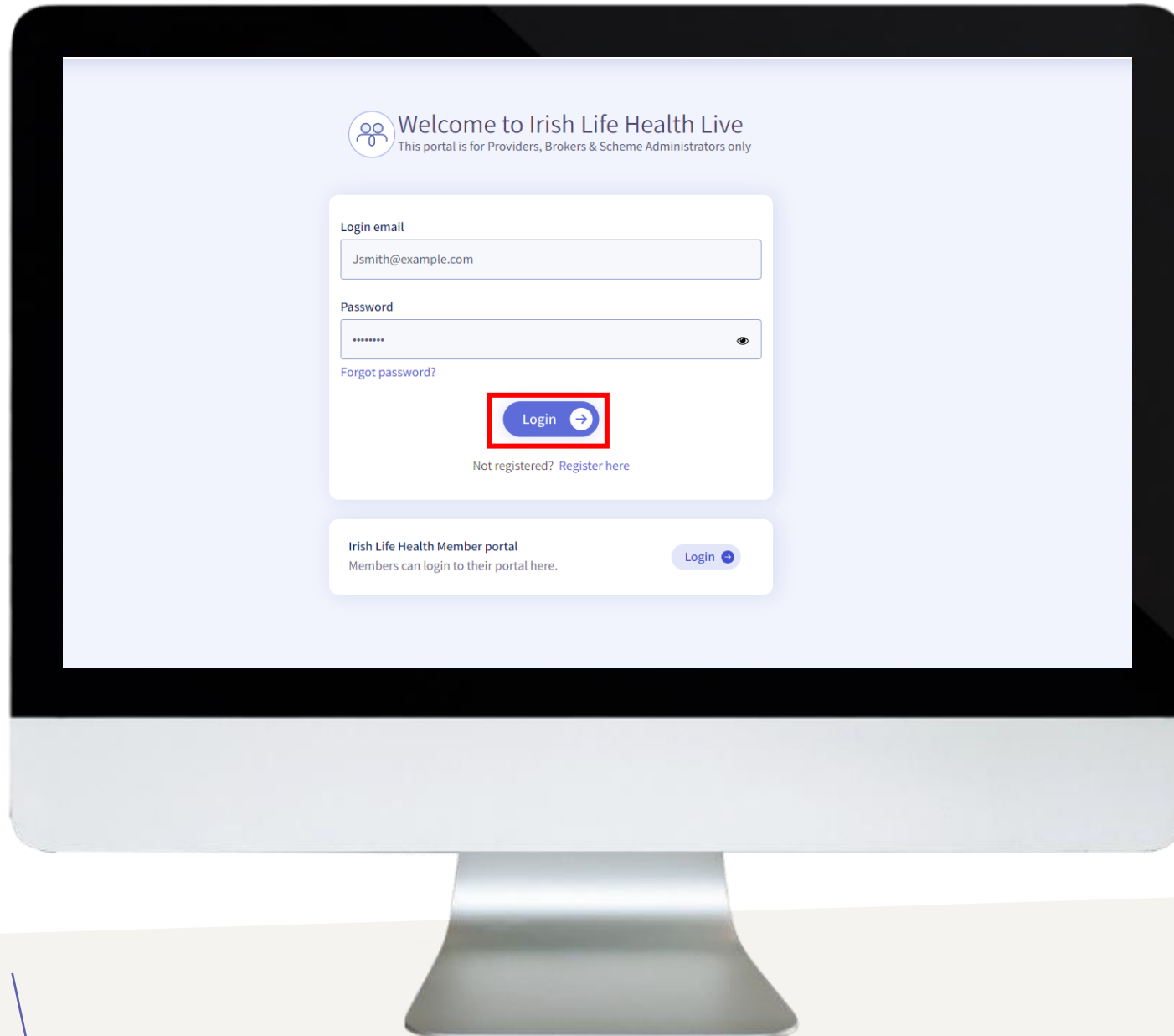
Login email

Proceed



Not registered? [Register here](#)

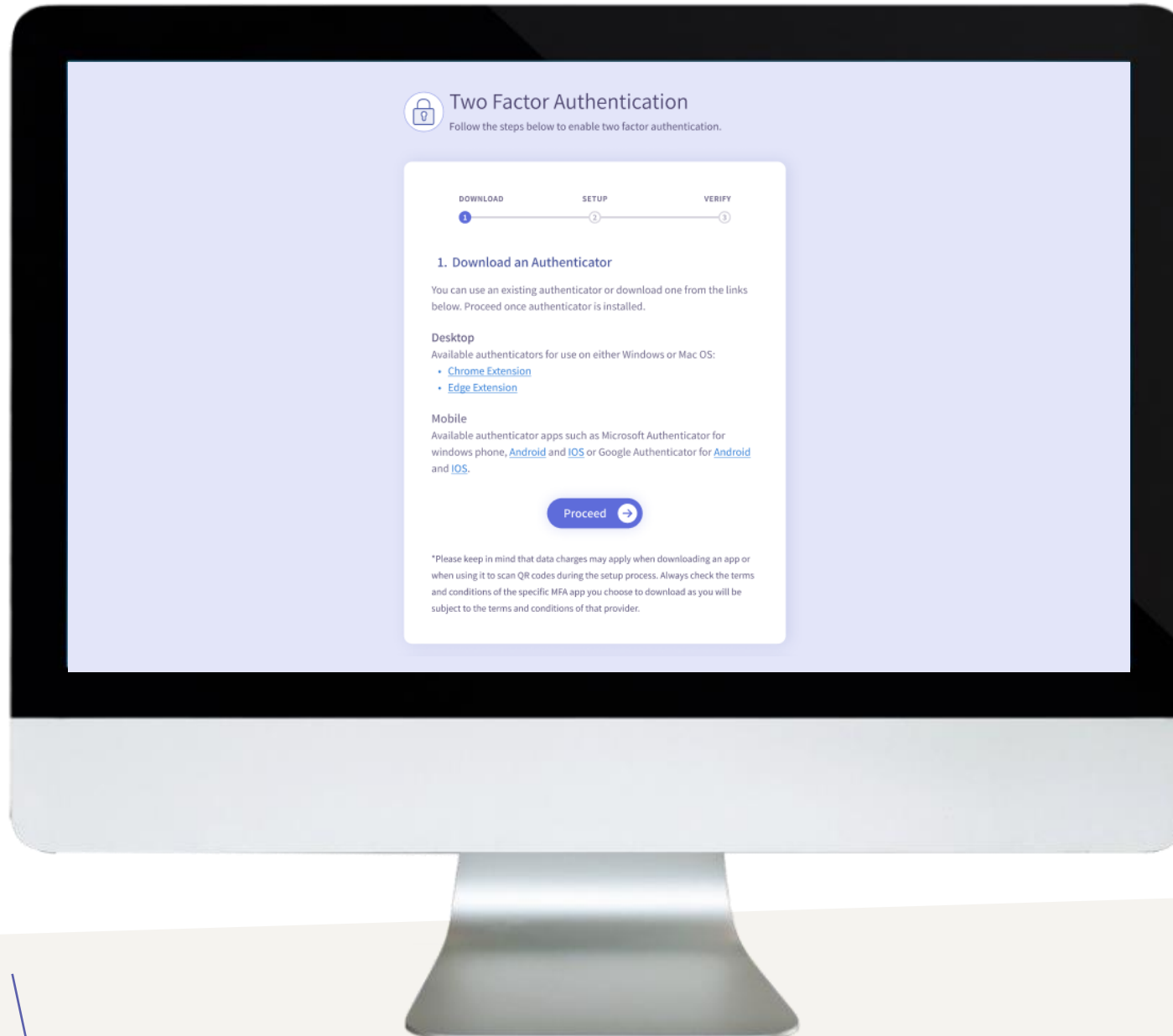
Step 1 – Log into the Irish Life Health Live portal



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

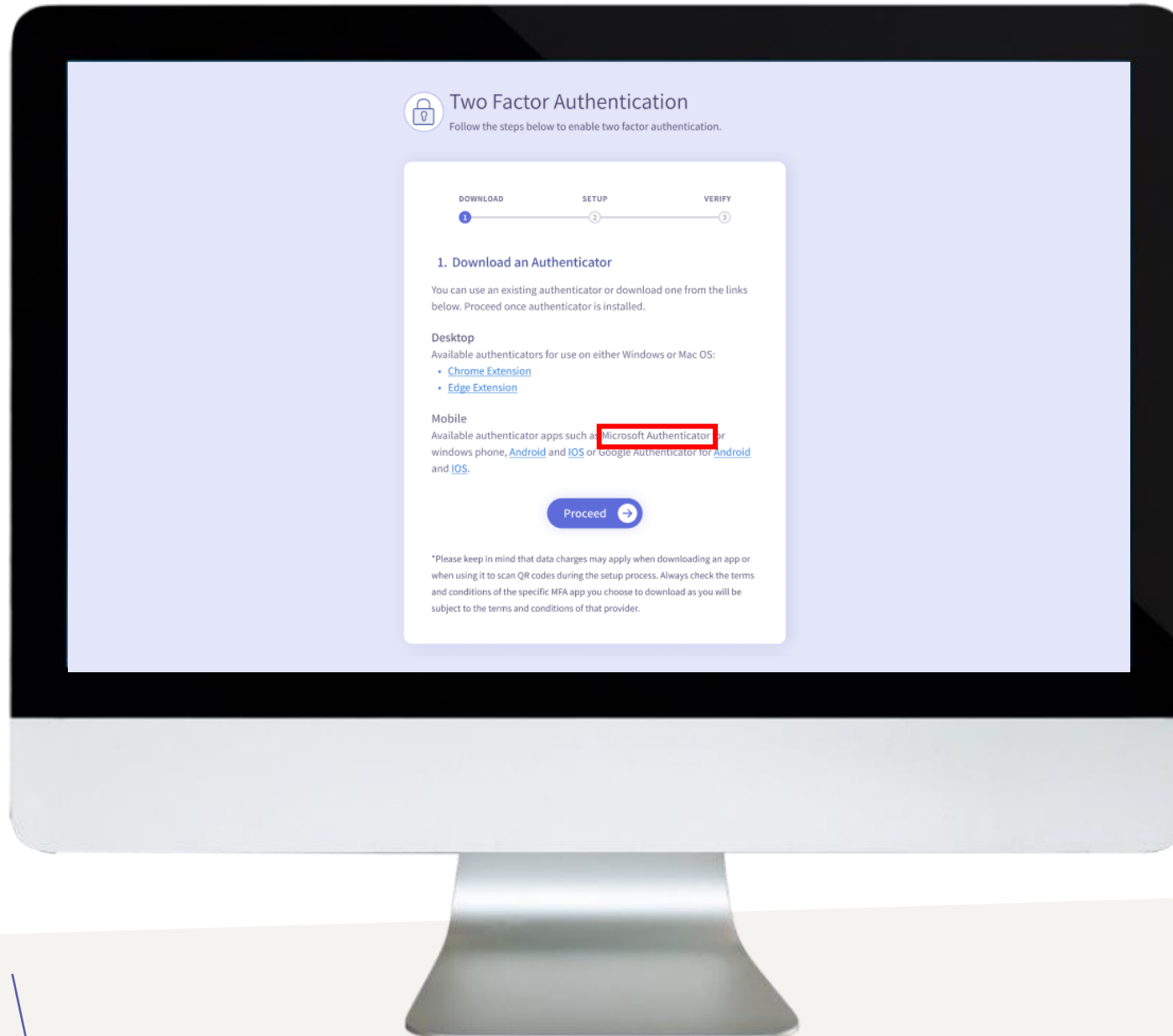


This is a one time setup process.

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

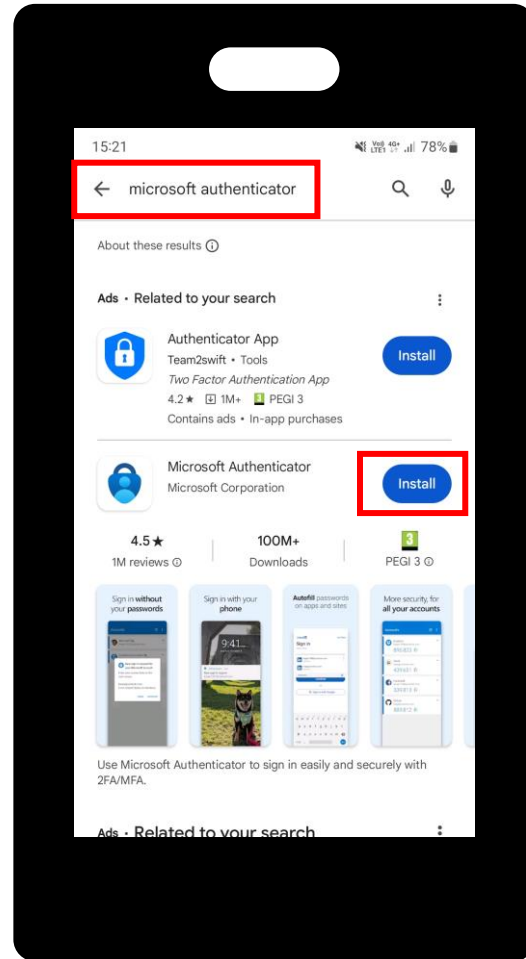


We have provided examples of industry leading authenticators, but you can select any of your choice on either a computer or mobile device.

For the purpose of this guide we progress with a mobile device, Google Authenticator setup.

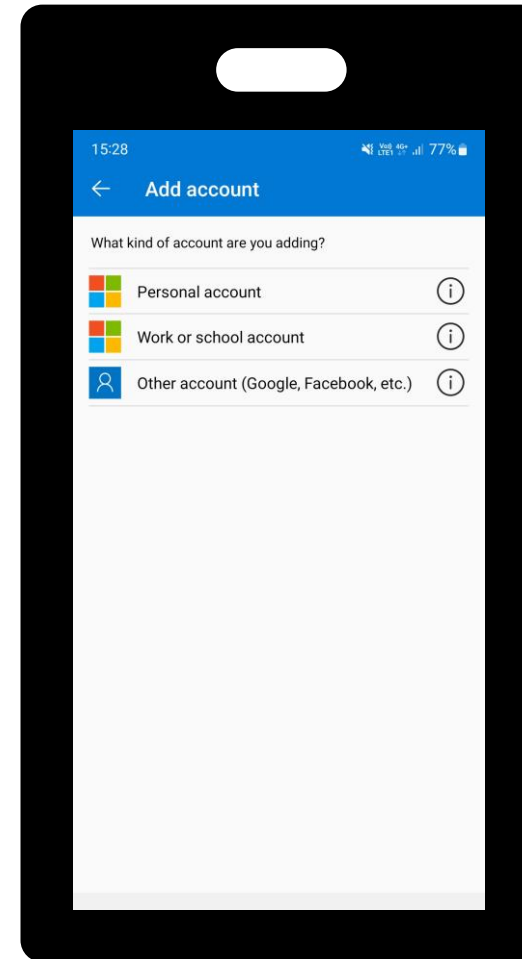
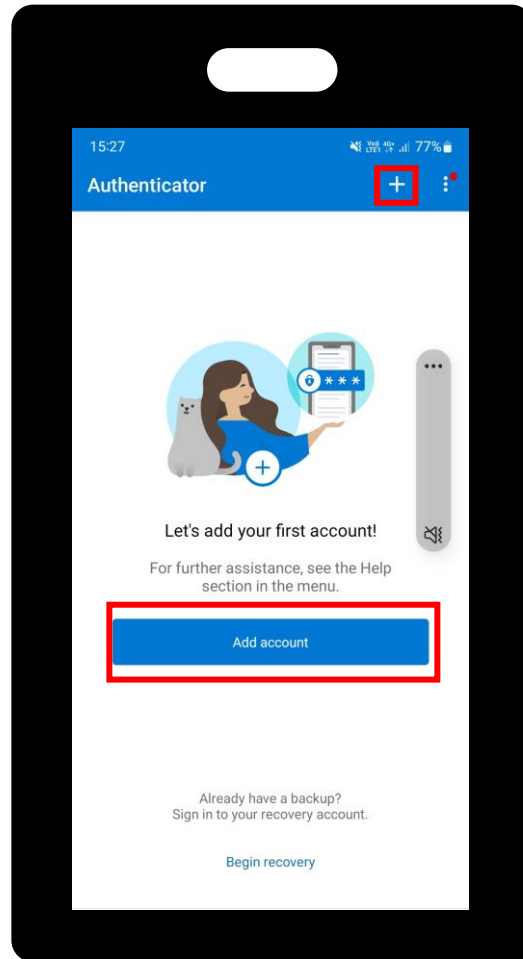
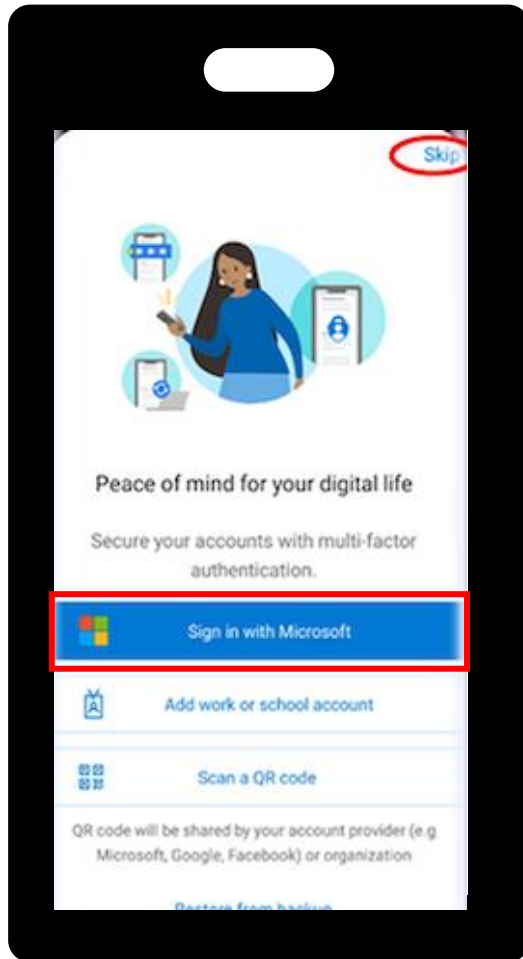
Whichever authenticator app you choose, you will be subject to the Terms of Use of that provider.

Step 3 - Download the authenticator on your mobile device



Open the app store on your mobile device, search for “Microsoft Authenticator” and install.

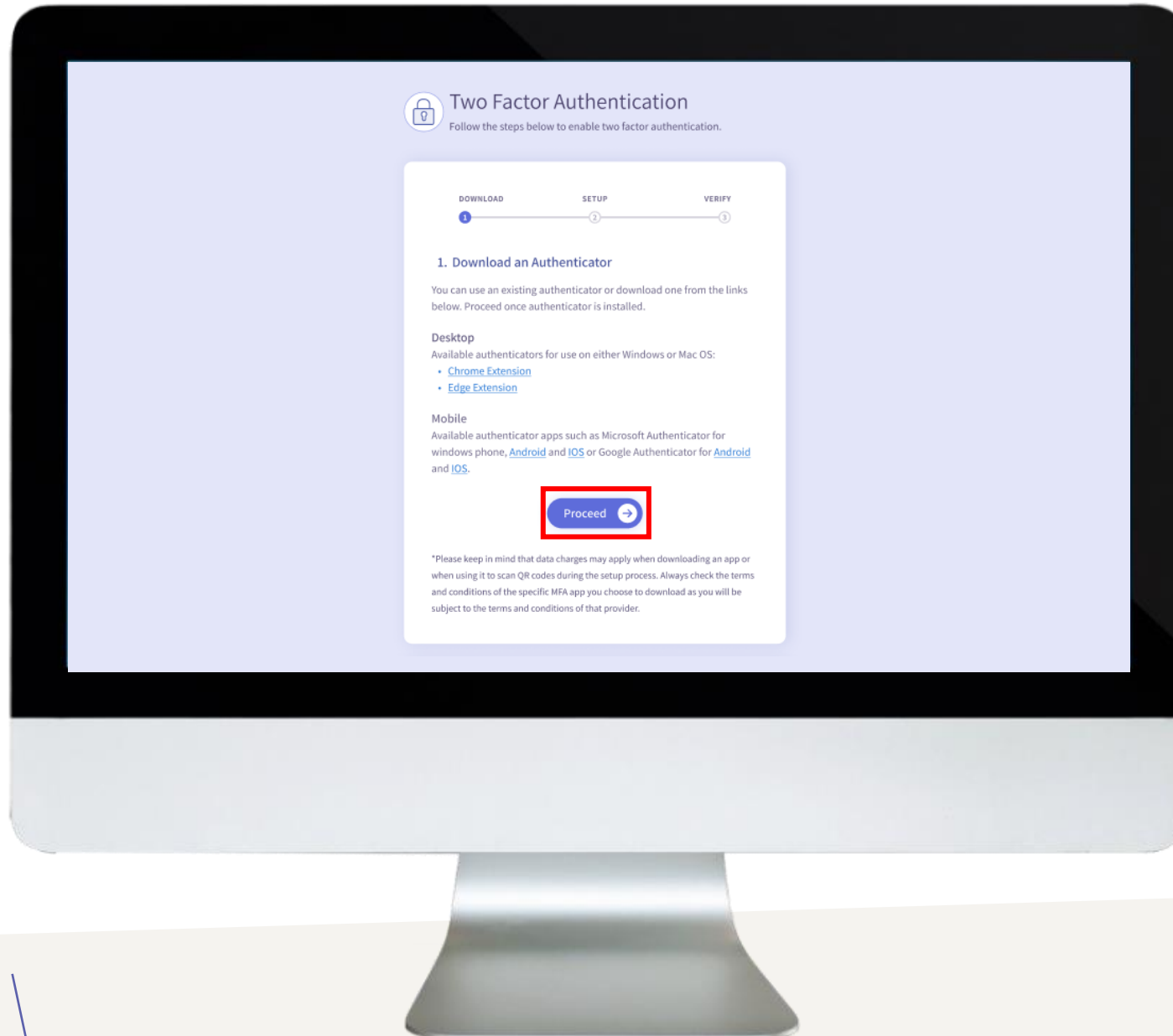
Step 3 - Download the authenticator on your mobile device



1. Open the app on your mobile device.
2. Sign in with an account or select skip.
3. Select add an account or the + symbol in the toolbar to move to the add account screen.

Note: For Irish Life Health Live portal MFA you do not need to give the app push notification permissions.

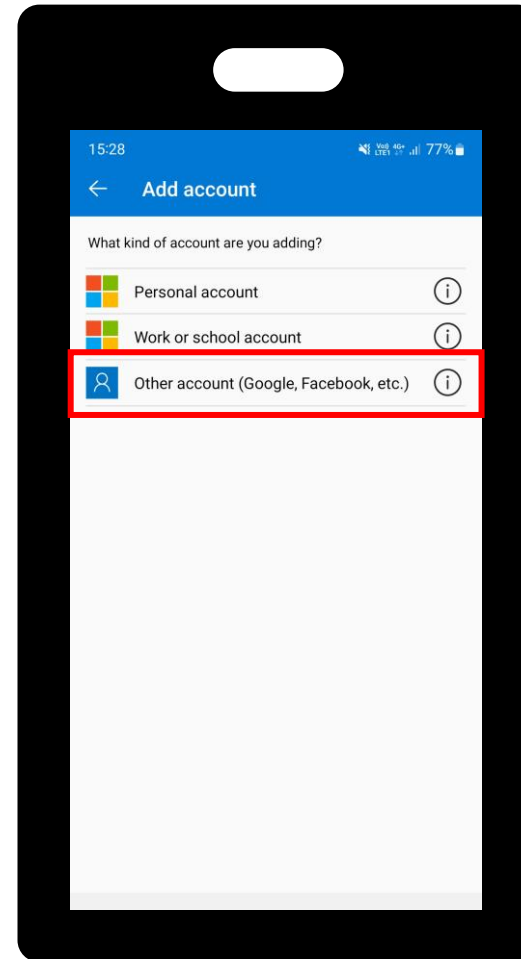
Step 3 - Download the authenticator on your mobile device



Success you have downloaded the authenticator.

Return to your portal and click proceed to progress to the setup stage.

Step 4 - Setup the authenticator



Next setup the authenticator.

1. Select other account (Google, Facebook, etc) from the list.

This will open the scan QR code by default, but you also have the option to manually setup.

Note. You must give the app permission to use your camera.

Step 4 - Setup the authenticator [QR Code Option]



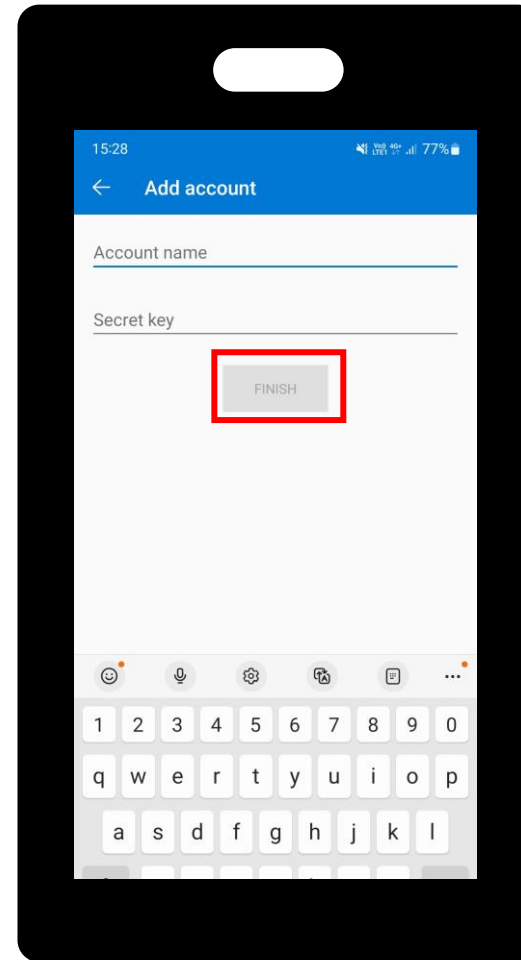
QR Code

The QR code scanning option opens by default.

Use your mobile device to scan the QR code on the portal screen.

For manual setup option, press the "Or enter code manually" option at the bottom of mobile

Step 4 - Setup the authenticator [Manual Option]

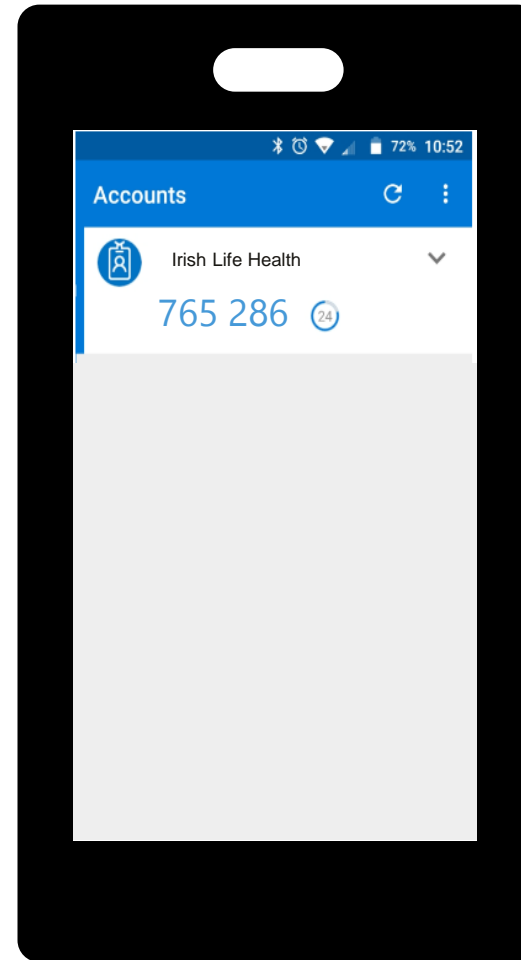


Manual Setup

Enter the account details requested and click “Finish”.

- **Account Name** : “Irish Life Health Live”
- **Your Key**: Enter the 32 digit secret key from the setup page

Step 4 - Setup of the Authenticator

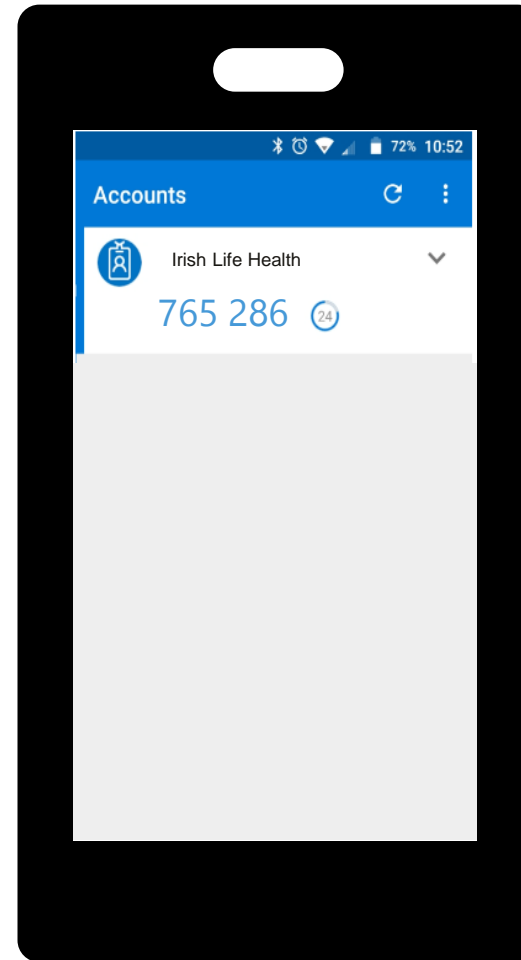
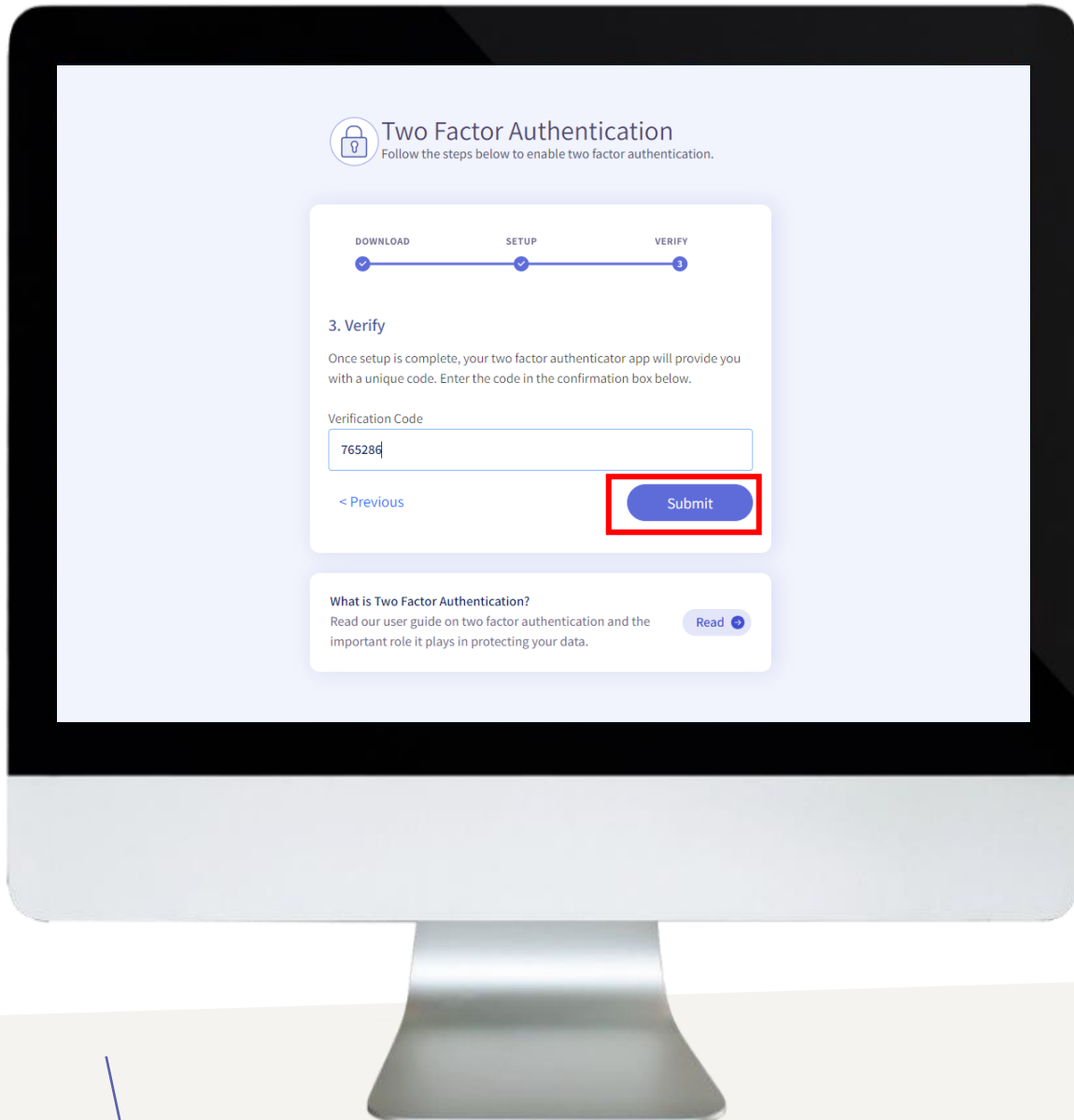


Success, you have setup the authenticator.

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

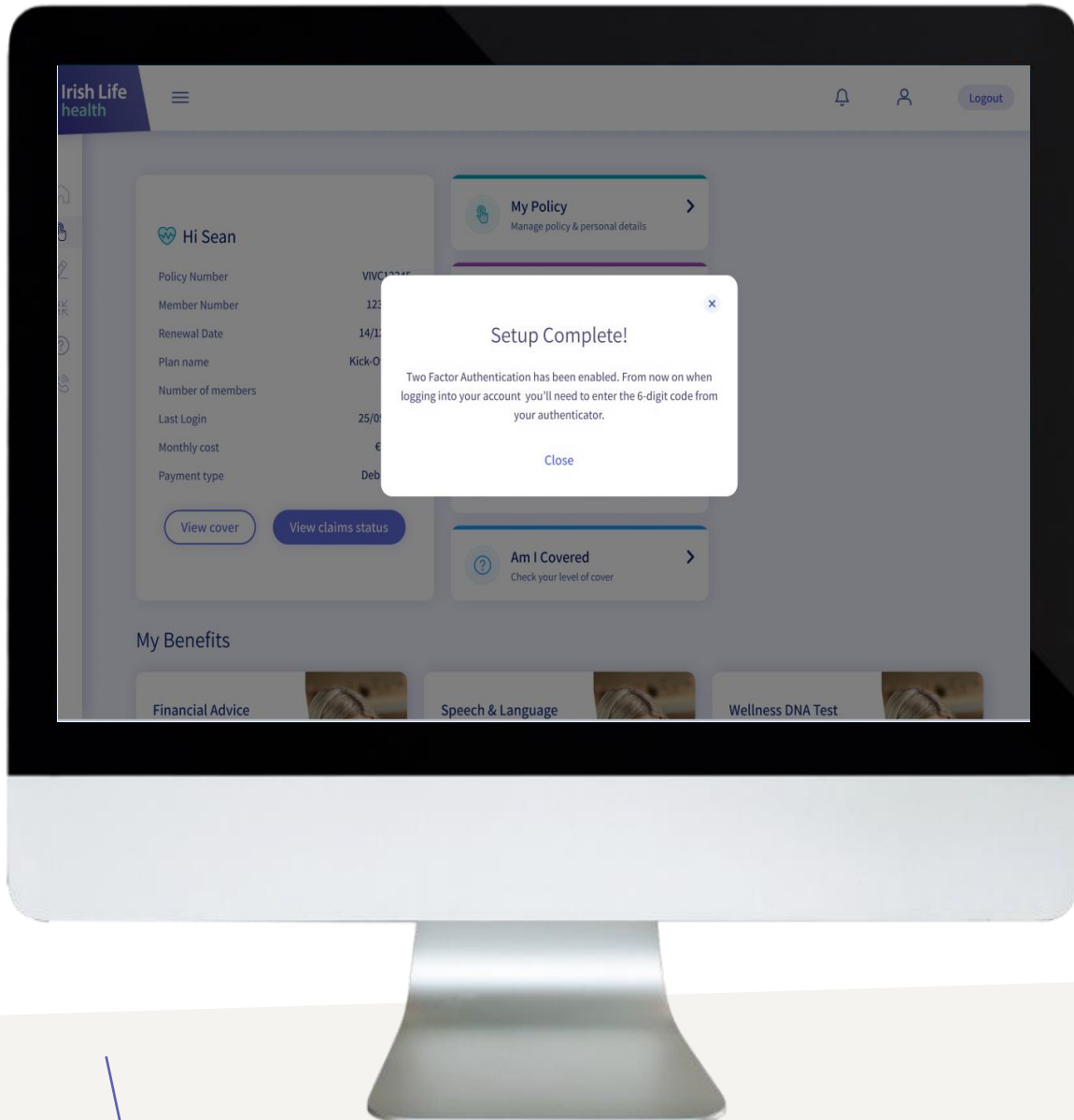


Enter the 6 digit authentication code into the verification code box on the Verify screen and select "Submit".

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.

Irish Life Health dac is regulated by the Central Bank of Ireland.