PHRI
Multi-Factor Authentication (MFA) Onboarding in REDCap

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What is MFA?

- Multi-factor Authentication (MFA) requires users to provide a combination of more than one component to identify themselves before gaining access to a resource.
- In addition to entering usernames and passwords, MFA will require- users to enter a second identification.
- REDCap's implementation of two-step MFA is straightforward to manage and easy to use.

Why is MFA being implemented for REDCap?

- Cyber attack prevention - 91% of phishing attacks target credentials (username & password)
- Meet a growing list of compliance requirements (PHIPA, HIPAA, and more) that require an advanced authentication solution

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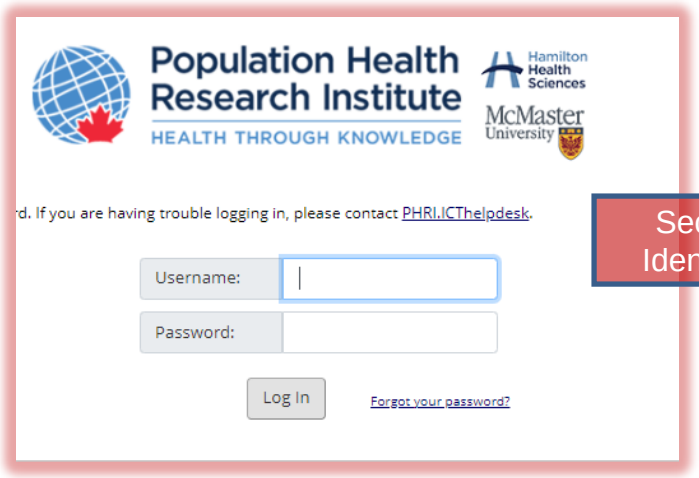
Who will be prompted for MFA?

- ALL- users with a PHRI- REDCap account through –https://redc.phri.ca.

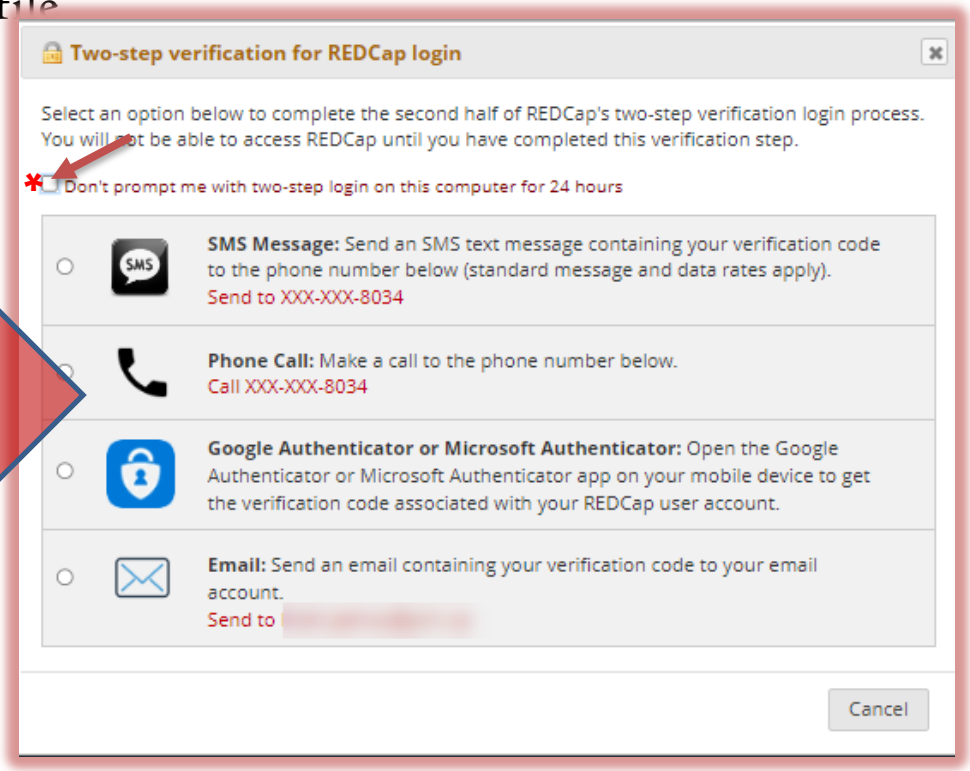
Note: Survey Respondents will not be prompted for MFA

Which authentication options can I use?

- For user ease, we have configured a number of options you can choose from that best suits your needs via your user profile



Secondary Identification



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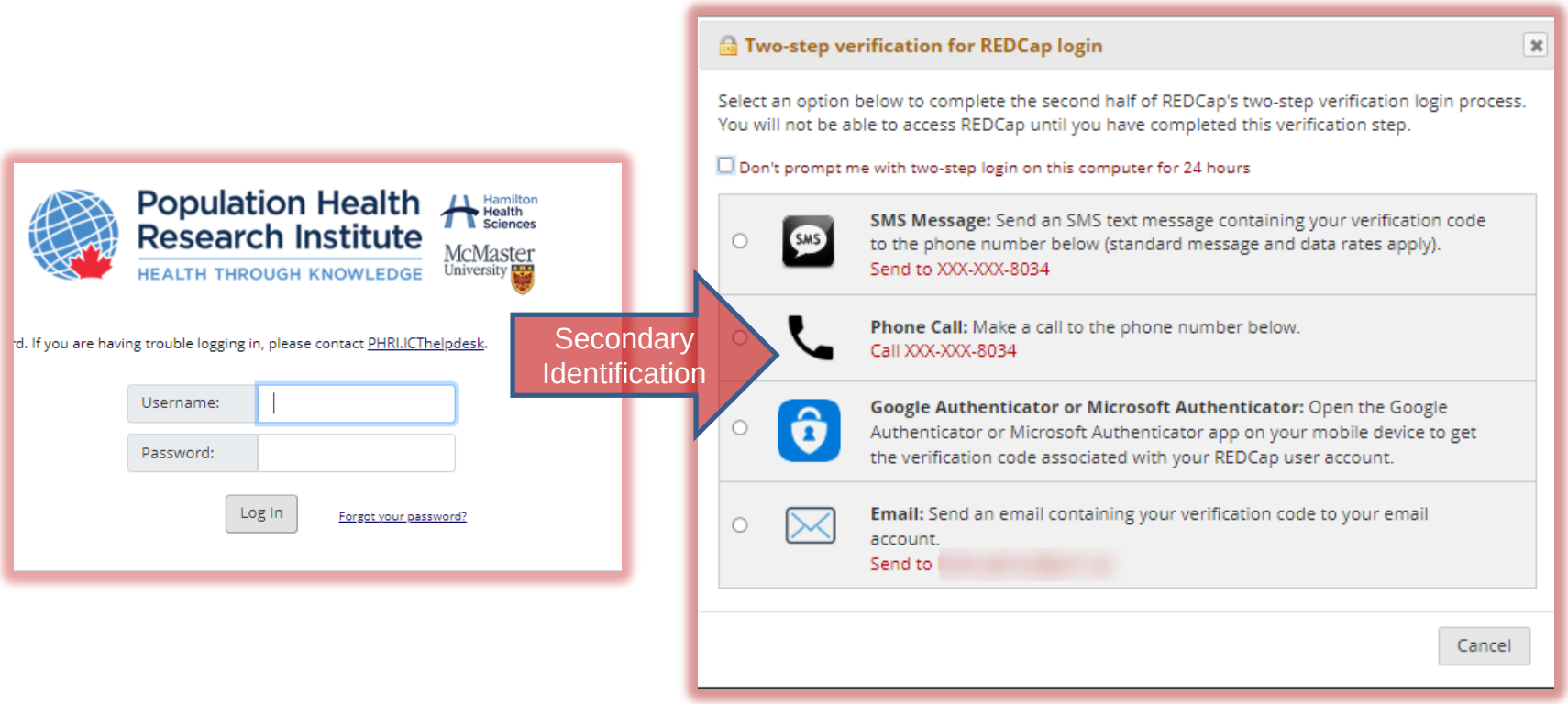
*Authentication interval: **REDCap will trust MFA for 24 hours –if -you check "Don't prompt me with two..."**

What happens after PHRI has enabled MFA?

- Email is the default verification method. It will be used for initial setup and for all users who have not configured an alternative.
- Ensure your **Profile** lists your correct email under **Primary email:**
- After initial login, users will be prompted with **secondary verification** to confirm their identity by sending a verification code to the registered primary email account.



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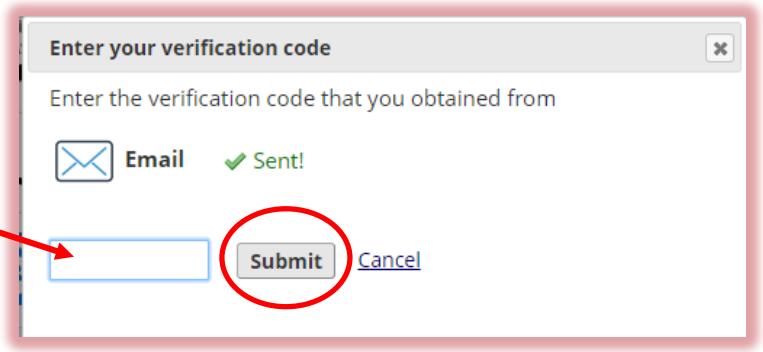
*** Verification options and order in which options are displayed may vary***

What happens after PHRI has enabled MFA? Cont'd

- **Email:** User is emailed an authentication code, that they must enter-into REDCap in order to proceed.



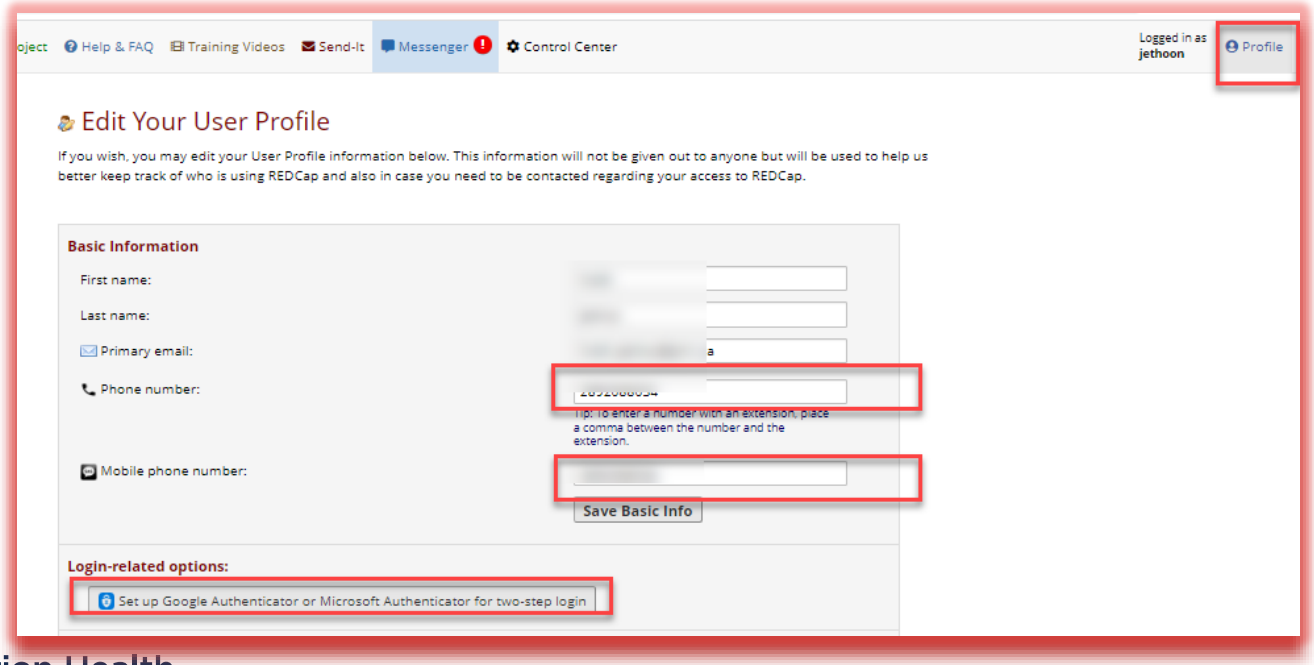
- If correct code is entered, identity will be confirmed.

Note: Codes expire after 2 minutes, at which time, logins will be deemed unsuccessful. In this case, exit out of the error message window as well as the **Enter your verification code** window and click the email icon option again. REDCap will re-send the email with a new verification code.

- After successfully authenticating, users will be prompted to configure their profile preferences for MFA/2FA.
    - Users that have already configured their MFA/2FA profile preferences, will be prompted to complete their authentication using one of their preferred methods.

How do configure additional verification options?

1. After a successful login, on the landing page, select “Profile” (top-right).
2. In the “Edit Your User Profile” page, update
    1. Phone number for voice verification
    2. Mobile phone number for text verification
    3. Set up Google Authenticator or Microsoft Authenticator for two-step login. **This option will be available only after MFA has been enforced by PHRI**



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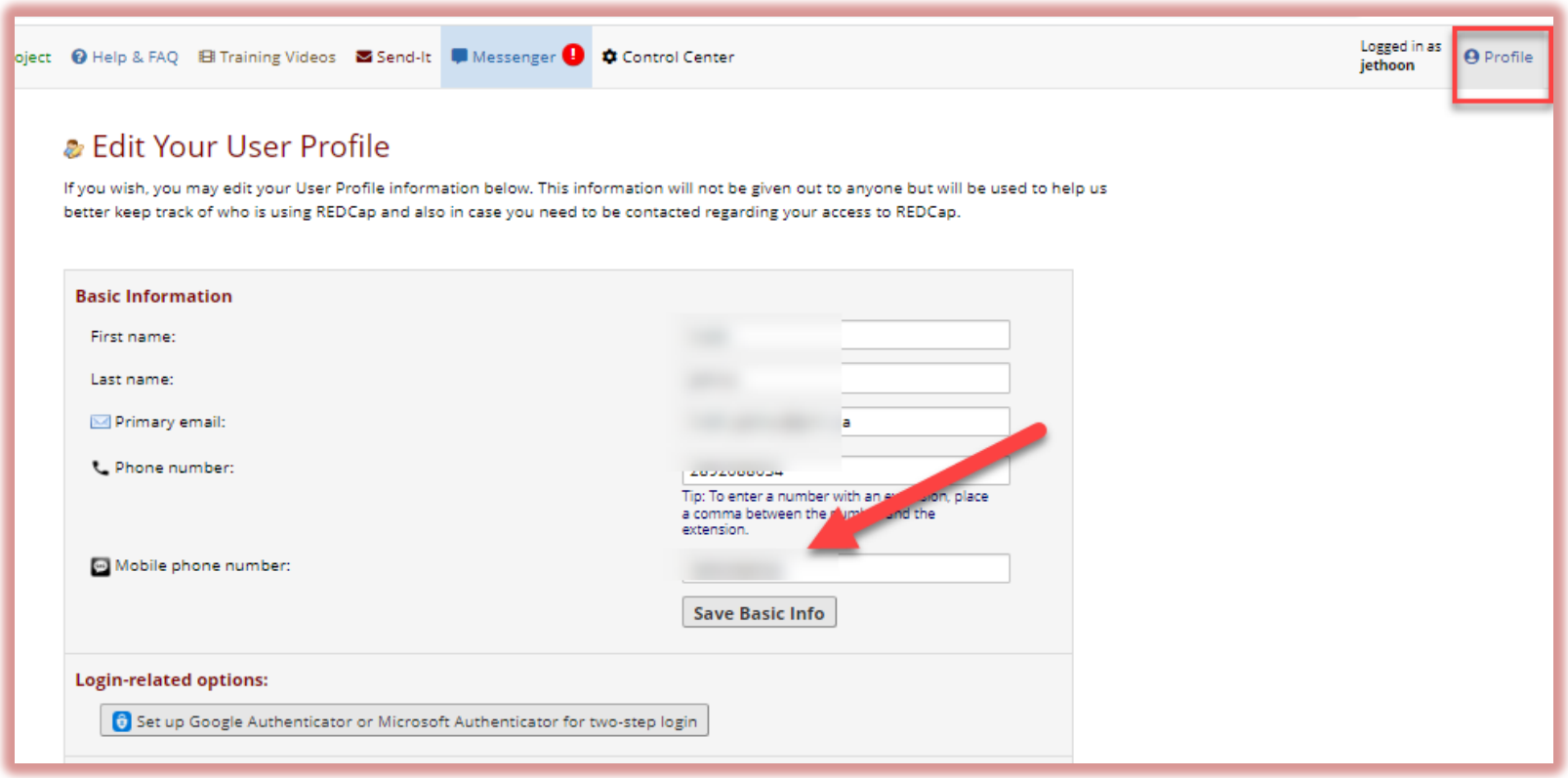
Setting up SMS for MFA

1. After a successful login, on the landing page, select "Profile" (top-right).
2. In the **Edit Your User Profile** page and under "**Basic Information**", specify "**Mobile phone number:**"



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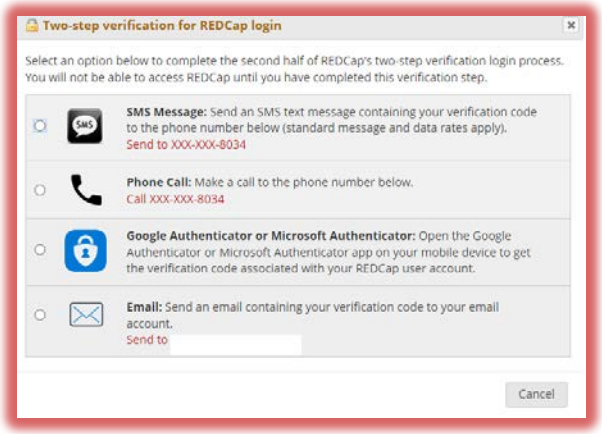
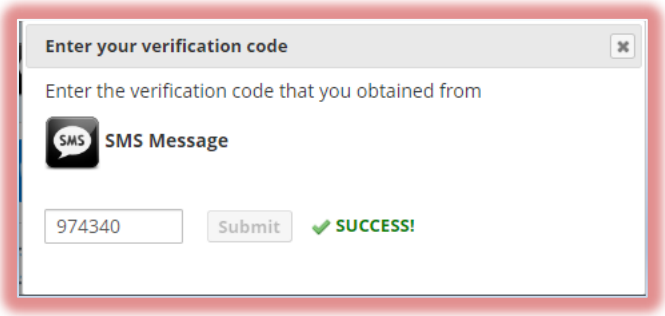
Using SMS Message for REDCap MFA

Once the Mobile is set up, you can now use it to log into PHRI REDCap

1. Login with your username and password and select “SMS Message" option when prompted.





2. The verification code will be available via SMS. "To complete the REDCap login process, enter the verification code ######, or just REPLY WITH ANY TEXT to this message"
3. Enter the verification code that you obtained from SMS either
    1. Reply with any text which will automatically approve authentication in REDCap or
    2. Type this code in the “Enter the verification code that you obtained from SMS” text box and click “Submit”.
4. You will be allowed to access the application,

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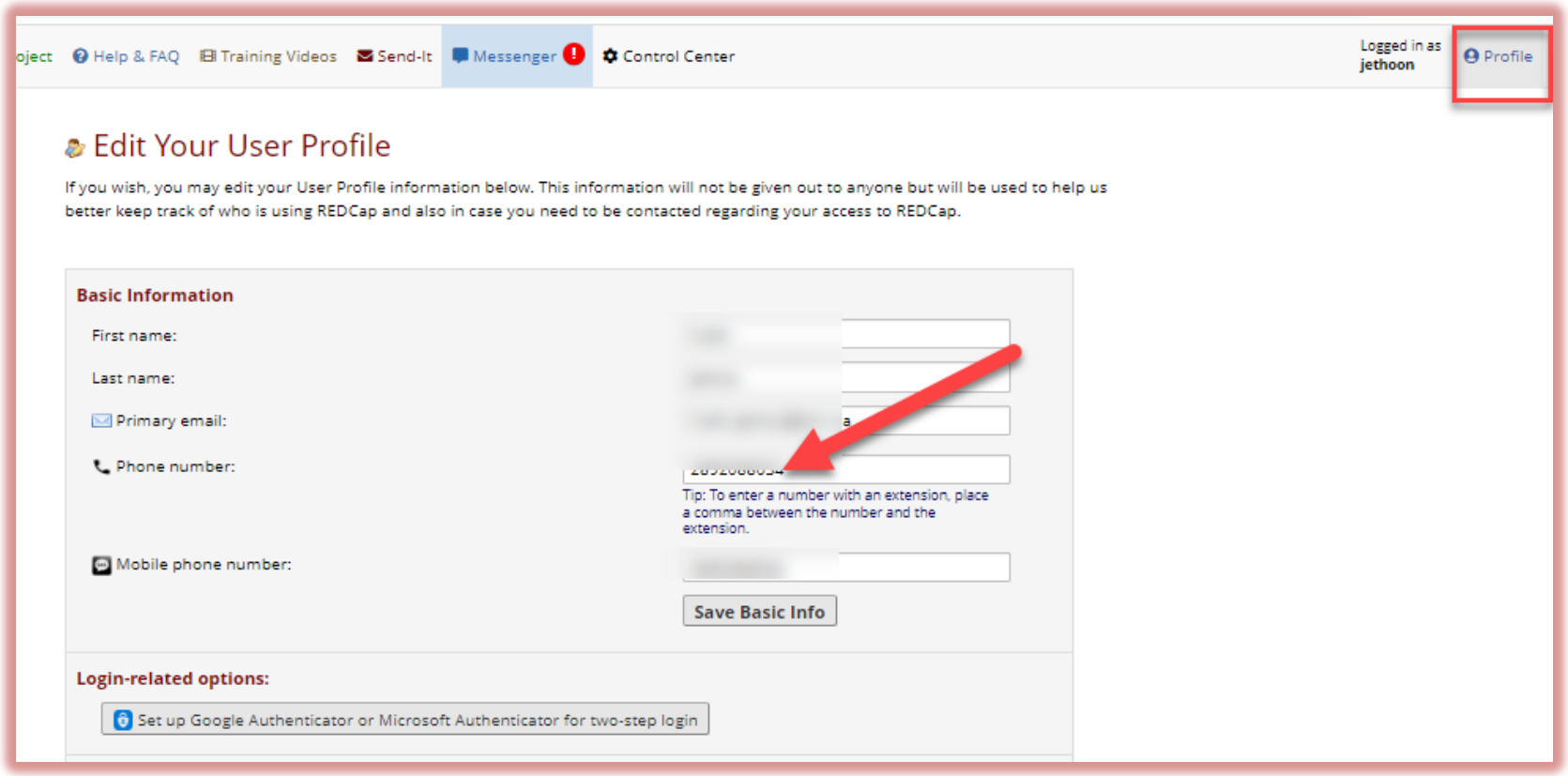
Setting up Phone call for MFA

1. After a successful login, on the landing page, select “My Profile” (top-right).
2. In the “Edit Your User Profile” page and under “**Basic Information**”, specify “**Phone number:**”



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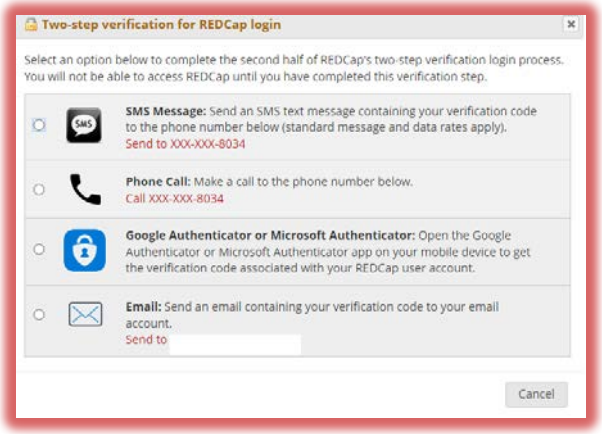
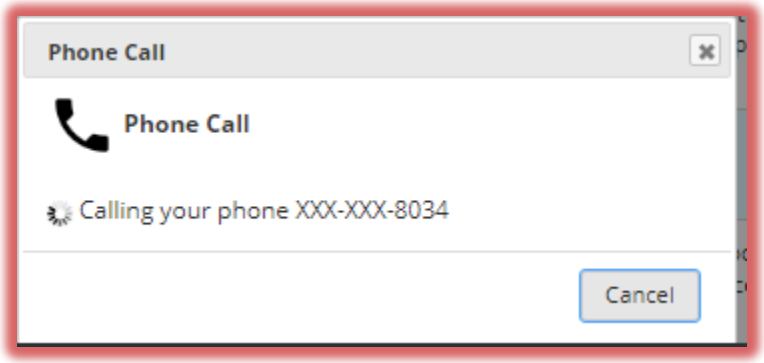
Using Phone call for REDCap MFA

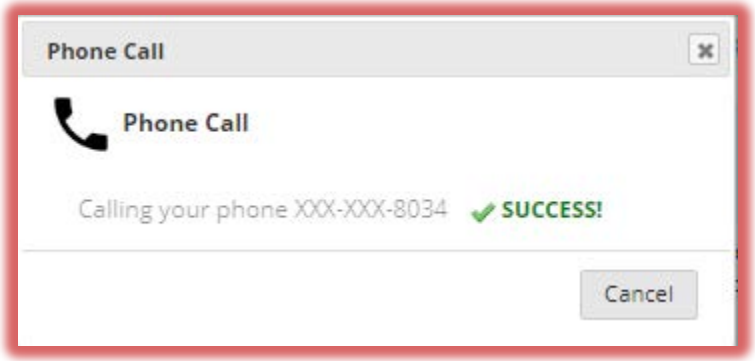
Once the phone number is set up, you can now use it to log into PHRI REDCap

1. Login with your username and password and select "**Phone call**" option when prompted.





2. You will receive an automated call on your register number with message "If you were expecting this call, press any key on your phone's keypad otherwise please hang up"
3. Press any key to verify your identify
4. Call will disconnect after playing message "Thanks you, Goodbye" and you will be allowed to access the application,



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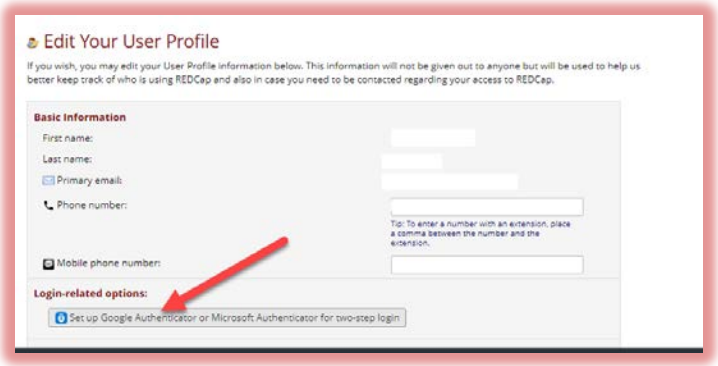
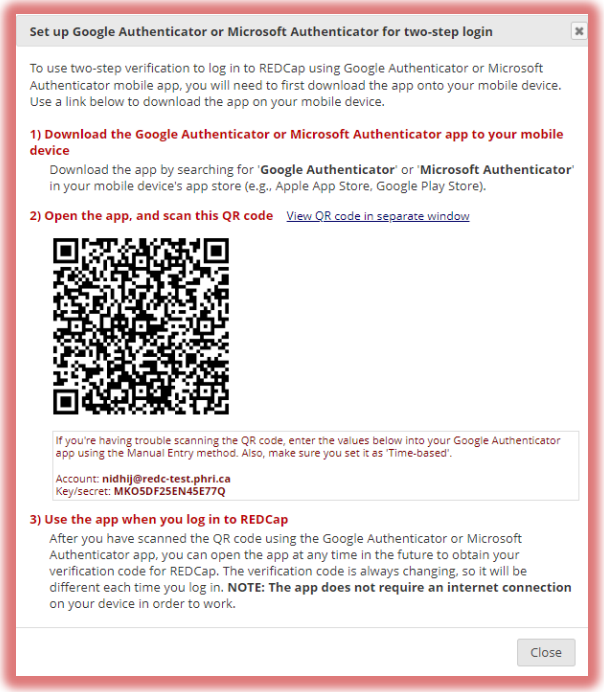
Setting up Google or Microsoft Authenticator App

1. After a successful login, on the landing page, select “Profile” (top-right).
2. In the “Edit Your User Profile” page and under “Login-related options”, click “**Set up Google Authenticator or Microsoft Authenticator for two-step login**”



3. Follow the app steps to set up the Authenticator (available in both iOS and Android). If you already have an Authenticator app, go straight to step 4.
4. “Open the app, and scan this QR code” and follow steps to scan the code and add PHRI’s REDCap instance to your options.



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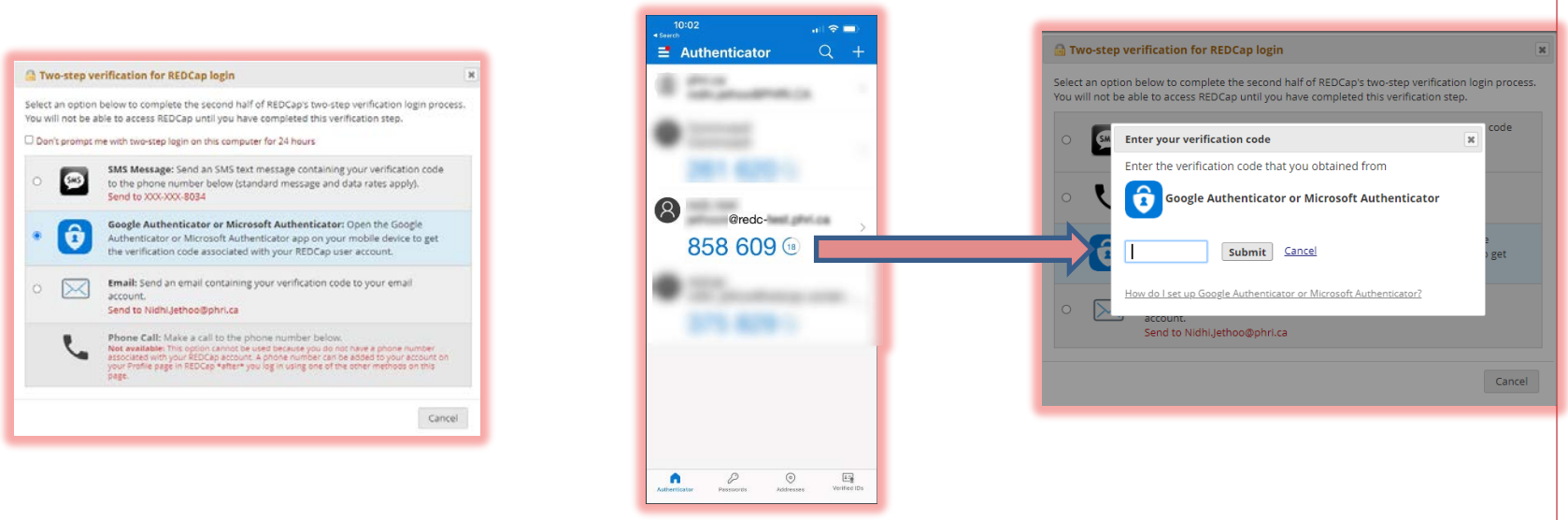
Using the Authenticator App for REDCap MFA

Once the Authenticator is set up, you can now use it to log into PHRI REDCap:

1. Login with your username and password and select "**Google Authenticator or Microsoft Authenticator**" option when prompted



2. The verification code will be available on your Authenticator app. . Open the app and type this code in the "Enter the verification code that you obtained from Microsoft or Google Authenticator" text box and click "Submit".

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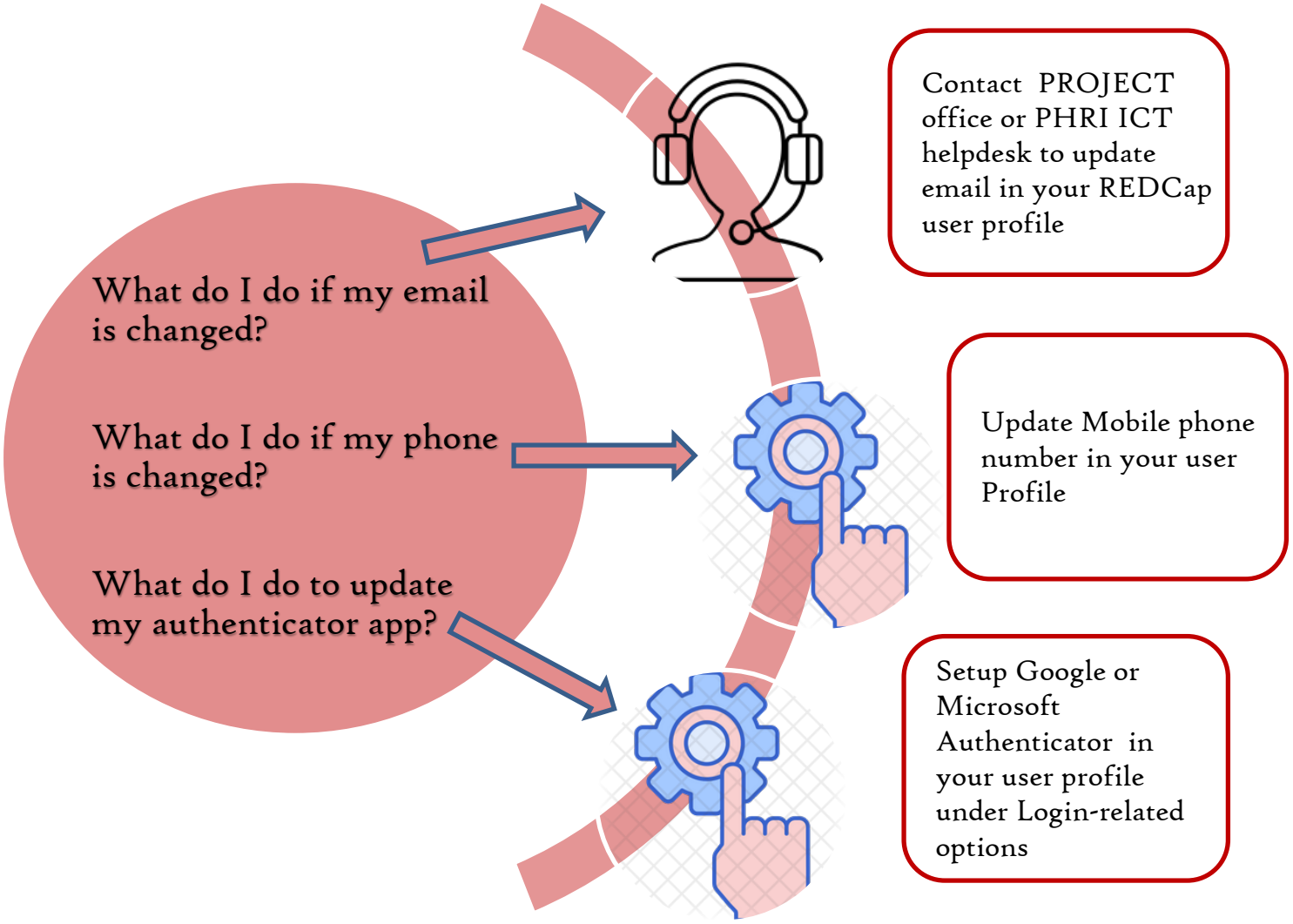
What do if my 2nd Factor is changed?



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