

PROVIDER PORTAL MULTI-FACTOR AUTHENTICATION (MFA)

Please follow the steps below to set up MFA for Provider Portal:

1. **Download an app on your mobile device called “Microsoft Authenticator.”**
The icon looks like this:



You will need to log into Authenticator using a Microsoft account. If you do not have a Microsoft account, you can use the option for “other.”

2. When you log in using your username and password for the first time – or after requesting a new MFA code – you will receive a QR code upon logging in.
3. If you have not done so already, open the Microsoft Authenticator app and hit the “Verified IDs” button at the bottom.
4. Select “Scan QR Code” and scan the code using the tool within the app (NOT using your phone’s camera). This requires pulling up the QR code on your computer screen and then scanning it with your cell phone in the app.
5. Once this step is complete, the app will show a six-digit code tied to your account.
6. Whenever you need to log in to Cedar Gate and it asks for your MFA code, simply type in this six-digit number.

NOTE: These six-digit codes expire quickly (within 30 seconds), so you need to enter them quickly.

If you follow these instructions and still have issues, feel free to reach out to Medical Helpline administrative team at mhl.t3@medhelpline.com or 877.463.3435 x. 7427 or x. 7426.