

My AmeriBen Two Factor Authentication Guide



Two-factor authentication provides an additional layer of security to the authentication process by making it harder for attackers to gain access to a member's personal health information. Two factor authentication allows members to use two methods to verify their identity when logging into the MyAmeriBen portal. Verification methods include email or the use of an authenticator app.

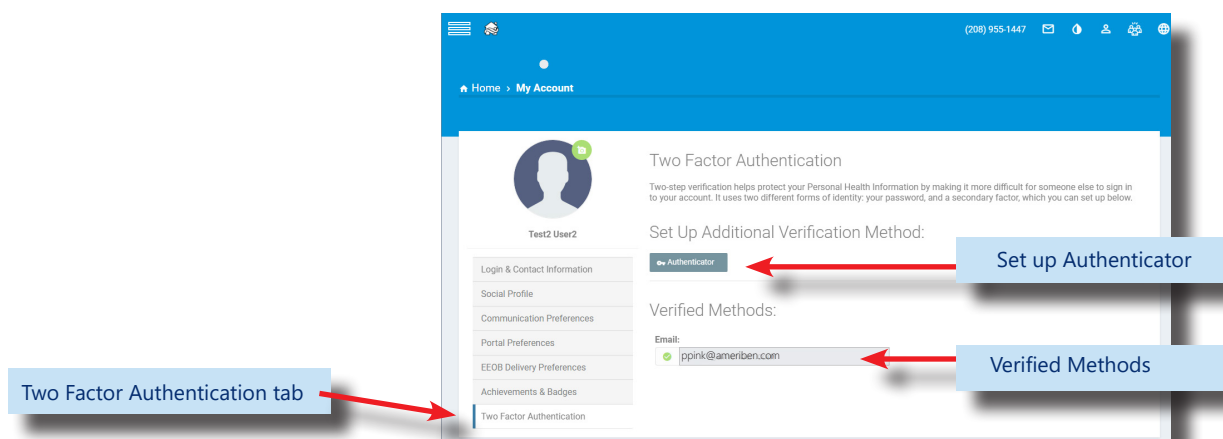
Member Two Factor Authentication is Required

The Member will be prompted to set up a two-factor authentication method when they first log in.

1. Upon login, members will be required to enter an email address or use an authenticator app to receive a verification code. The member will enter either their email address or the authenticator code and select **Continue**
 - a. If using an authenticator app, open your authenticator app and scan the QR code or manually enter the code presented in the wellness portal prompt to set up the verification process. Once the authenticator app is set up, enter the verification code generated in your authenticator app into the MyAmeriBen portal verification prompt.
 - b. If using email address member will receive a one-time verification code via email and will type that code in the prompt. The member has the option to select **Remember this computer for 30 days**. When this is selected, the member will only be required to enter a verification code every 30 days.
2. Select **Verify**
3. If the number entered is correct the member will be logged into the portal. If the number is incorrect the member will be asked to enter the verification code again.

My Account > Two Factor Authentication

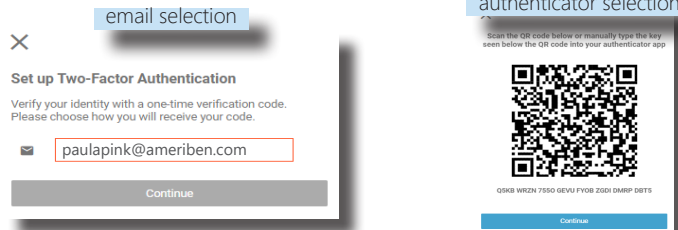
Once a member has set up their initial verification method upon login the member can go to the Two Factor Authentication tab in My Account where they will set up their two factor authentication methods.



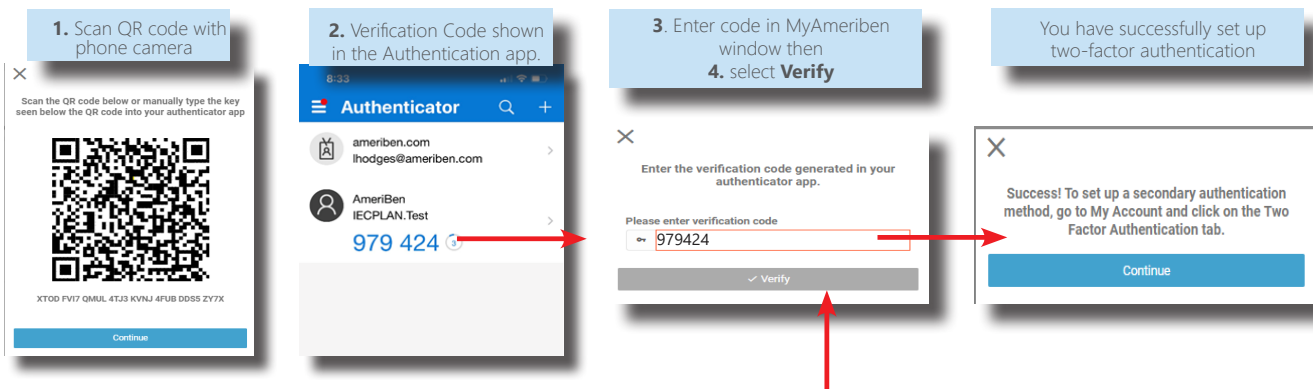
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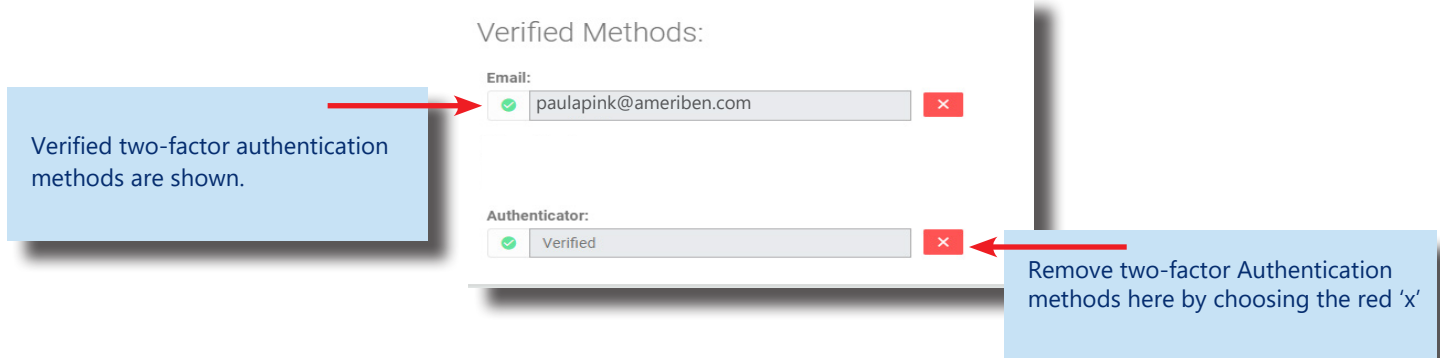
- Select the verification method to set up via Email or Authenticator app. The below windows will pop up with your selection.



- Enter either your email or scan the authenticator app QR code
 - If using an authenticator app, open your authenticator app and **scan the QR code** (1) or manually enter the code presented in the authenticator app to **set up the verification process** (2). Once the authenticator app is set up, **enter the verification code generated in your authenticator app** (3) in the MyAmeriBen.com verification prompt and select **Verify** (4).



- Once verified, the method will be displayed in the Verified Methods section of the Two Factor Authentication Page.
- The member can delete and re-set up any verification method.



Note: the Member must always have one method set up in MyAccount. If only one method is set up, the member will not be able to delete that method. They must set up a second method and then go back and delete the one they wish to remove.

Authenticator Information

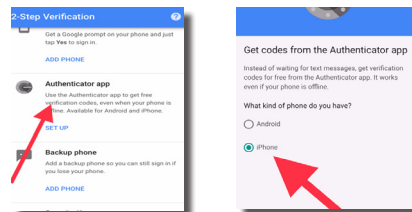
Google and Microsoft Authenticators



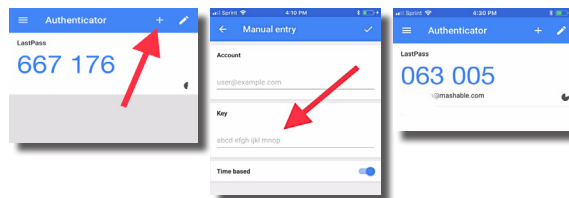
You must use an authenticator app to be able to set up two-factor authentication on your phone. Most authenticators will work. Two to consider are Google Authenticator and Microsoft Authenticator.

Google Authenticator

- Download Google Authenticator from either the Apple App Store or the Android Google Play store. It's free
- Next, set up two-step verification on your google account. Log into your google account. Under **Security and Sign-In**, select **Two-Step Verification**, and then scroll down to select the **Authenticator app** option.



- Select your phone; Android or iPhone
- Open the actual Google Authenticator app your phone and tap the plus button:
- At the bottom of your screen, two options will show up, **Scan Barcode** and **Manual entry**.



Make sure the **Time Based** option is toggled to ON, to ensure the code you're entering is aligned with the Authenticator's most recent passcode generation.

Now, each time you log into the account you've connected with Google Authenticator, the account will ask you to enter a six-digit verification code. Simply open the Google Authenticator app, and the app will generate the new, randomized code for you to enter.

Microsoft Authenticator

- Download Microsoft Authenticator from either the Apple App Store or the Android Google Play store. It's free
- Next, set up two-step verification on your Microsoft account by **logging in**. You will be asked to **verify your account** with a code sent to you via text or email.
- The Verified IDs window will pop up where you can then **Scan QR Code** on the MyAmeriBen screen.
- This will generate a code on your phone. **Enter this code** on the MyAmeriBen Two Factor setup screen.
- A matching code will authenticate your identity.

