

Two-Factor Authentication (2FA) Info Sheet

Secure access to the HIE Portal



What is 2FA?

Two-Factor Authentication adds an extra layer of security to your account.

Along with your password, you will verify your identity using a second method, such as a code sent to your phone or an authentication app.

In some cases, organizations may use an approved security token instead.



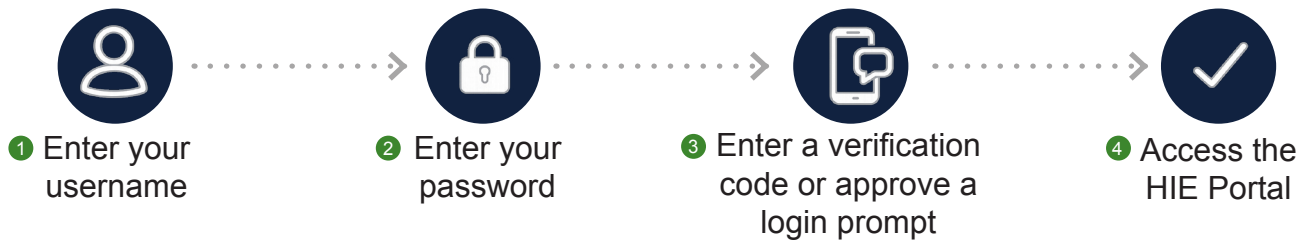
Why 2FA is Required

2FA helps protect sensitive health information and supports security requirements.

- ✓ Protects patient data
- ✓ Prevents unauthorized access
- ✓ Helps meet security standards

How 2FA Works

You may be prompted for 2FA more frequently depending on your organization's security settings.



Common Issues



Not receiving a code

- Check your phone signal or internet connection
- Confirm your contact information is up to date
- Try resending the code



Changed or lost your phone

- You may need to reconfigure your 2FA method
- Contact your HIE Admin for assistance



Locked out of your account

- Too many failed attempts may temporarily lock your account
- Reach out to your HIE Admin or support team to regain access

Important Reminders

- ✓ Do not share your login credentials or verification codes.
- ✓ Always complete 2FA yourself and never approve a login you did not initiate.
- ✓ Keep your device and authentication method secure.

Next Steps

Guides and Resources:

Visit our 2FA resource page to access materials such as:

- A step-by-step 2FA User Guide
- A walkthrough video



View Resource Page
healthEconnectAK.org/2FA

Getting Help:

- Contact your organization's HIE Administrator first.
- If needed, your Administrator can escalate to healthEconnect Alaska support.
- Not sure who to contact? Reach out to the healthEconnect team:
 - 907-770-2626
 - info@healthEconnectAK.org
 - www.healthEconnectAK.org