

# Setting Up Multi-Factor Authentication for Employers

# What is multi-factor authentication?

Multi-factor authentication (MFA) is a security process where two or more verification methods must be provided to gain access to a system, application, or network.

Logging into your employer account requires:

- your **username and password** and
- a **verification code**

You can:

- use your **email** to obtain a verification code or
- use an **authenticator app** to obtain a verification code

This guide provides an overview of the one-time setup for multi-factor authentication.



# Employer Account

# Let's get started!



For Employers

Select Employer Login



## Your trusted health plan partner

As New England's health plan of choice, we deliver flexible health plans designed with integrated care models, far reaching provider networks, effective preventive health strategies and robust self-service tools to guide members toward better health. Explore our resources to learn more.

OPEN ENROLLMENT RESOURCES

# Employer account login

1. Type your **Username**.
2. Type your usual **Password**.
3. Select **Log in**.

## Employer account login

Username

Password


[Log in](#)

[Forgot username?](#) · [Forgot password?](#)

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**Employer account tutorial**  
Learn how to [view and update enrollment and use online billing](#)

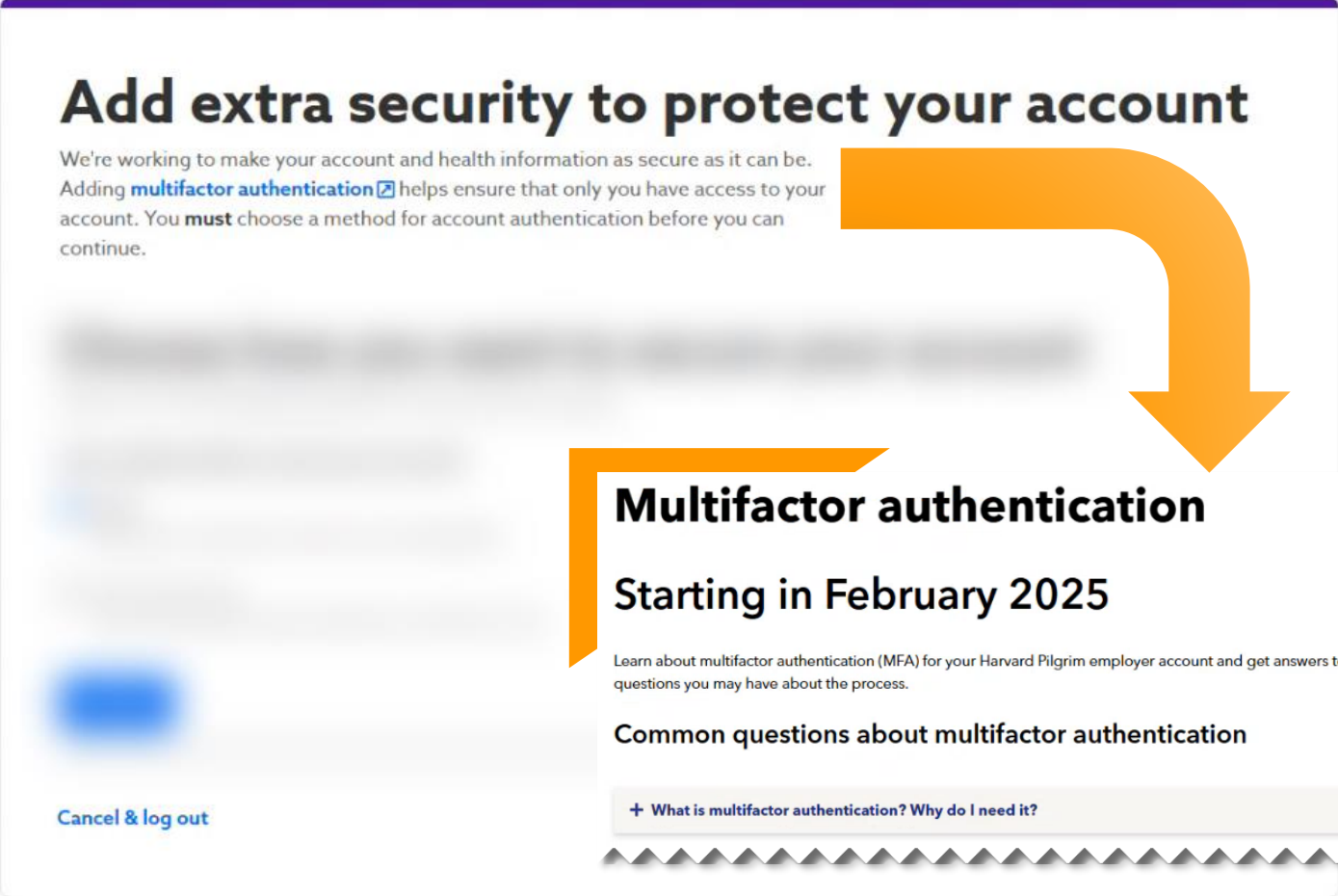
**Point32Health Vision and Dental Employer Admin Portal Account Login**  
<https://point32health.org/dental-vision-employers>



# Get more information from the FAQ

The multi-factor authentication setup screen is displayed.

Select the link for **multi-factor authentication** for more information and answers to common questions.



**Add extra security to protect your account**

We're working to make your account and health information as secure as it can be. Adding **multifactor authentication** helps ensure that only you have access to your account. You **must** choose a method for account authentication before you can continue.

**Multifactor authentication**

**Starting in February 2025**

Learn about multifactor authentication (MFA) for your Harvard Pilgrim employer account and get answers to questions you may have about the process.

**Common questions about multifactor authentication**

+ What is multifactor authentication? Why do I need it?

Cancel & log out

The screenshot shows a multi-factor authentication setup screen. At the top, it says "Add extra security to protect your account" and explains that MFA is required. A large orange arrow points from the "multifactor authentication" link in the main text to a callout box. The callout box contains the heading "Multifactor authentication" and "Starting in February 2025", followed by a link to learn more and a list of common questions, with the first question "What is multifactor authentication? Why do I need it?" expanded. At the bottom left of the screen is a "Cancel & log out" link.

# Choose a validation method

Decide where to obtain verification codes when you log in.

The following sections provide overviews of the choices:

- Email
- Authenticator app

**Add extra security to protect your account**

We're working to make your account and health information as secure as it can be. Adding **multifactor authentication** helps ensure that only you have access to your account. You **must** choose a method for account authentication before you can continue.

**Choose how you want to secure your account**

Select one of the following options for extra account security.

How would you like to secure your account?

Email  
We'll send a verification code to your email address.

Authenticator app  
Use an authenticator app to generate a verification code.

[Continue](#)

---

[Cancel & log out](#)

You can switch methods later!



# Using Email Verification



One-time setup



# Choose email verification

1. Select **Email**.
2. Select **Continue**.

## Add extra security to protect your account

We're working to make your account and health information as secure as it can be. Adding **multifactor authentication** helps ensure that only you have access to your account. You **must** choose a method for account authentication before you can continue.

### Choose how you want to secure your account

Select one of the following options for extra account security.

How would you like to secure your account?

**Email**  
We'll send a verification code to your email address.

**Authenticator app**  
Use an authenticator app to generate a verification code.

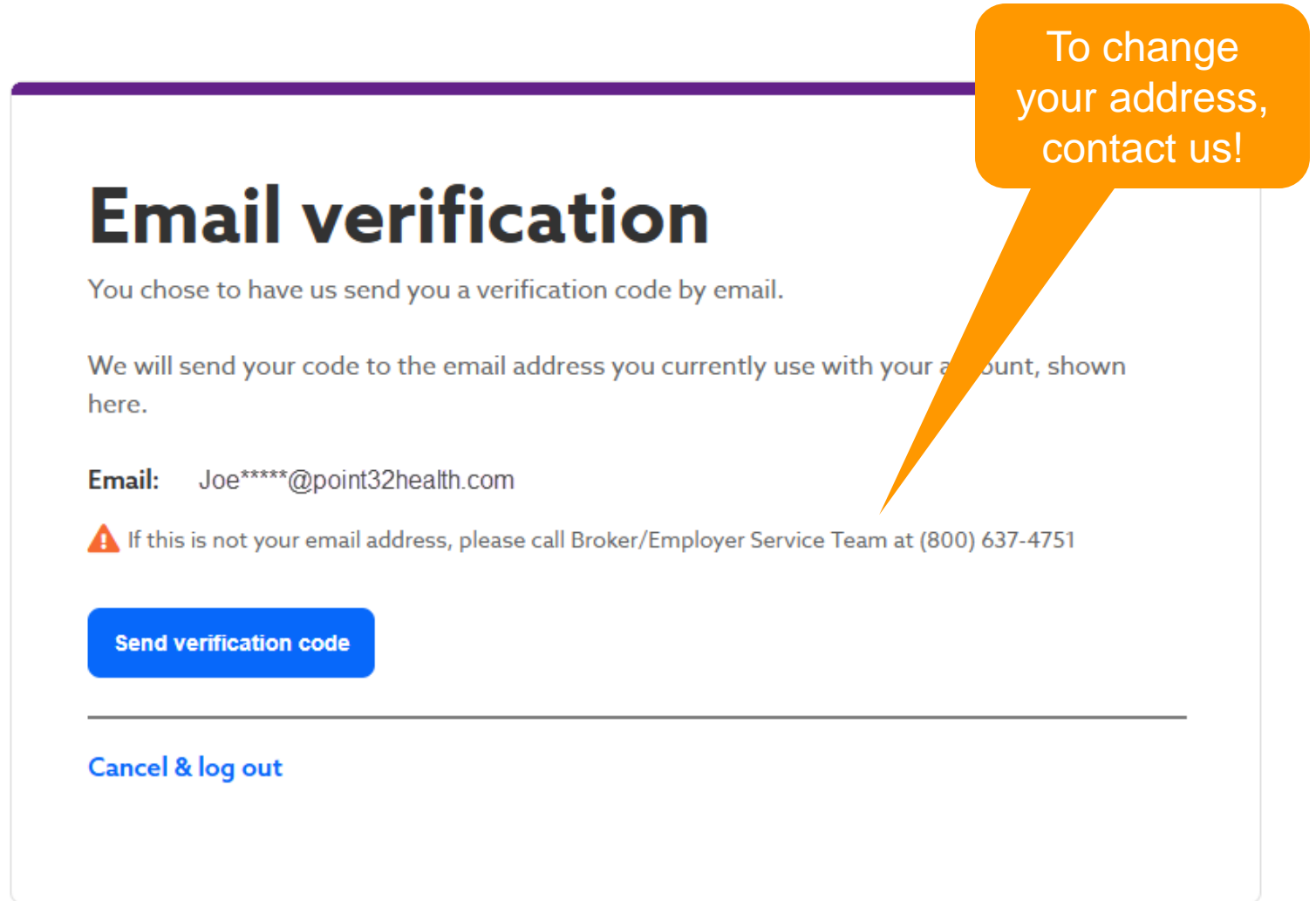
**Continue**

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[Cancel & log out](#)

# Send an email verification code

1. Confirm your email address.
2. Select **Send verification code**.




**Email verification**

You chose to have us send you a verification code by email.

We will send your code to the email address you currently use with your account, shown here.

**Email:** Joe\*\*\*\*\*@point32health.com

 If this is not your email address, please call Broker/Employer Service Team at (800) 637-4751

[Send verification code](#)

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[Cancel & log out](#)

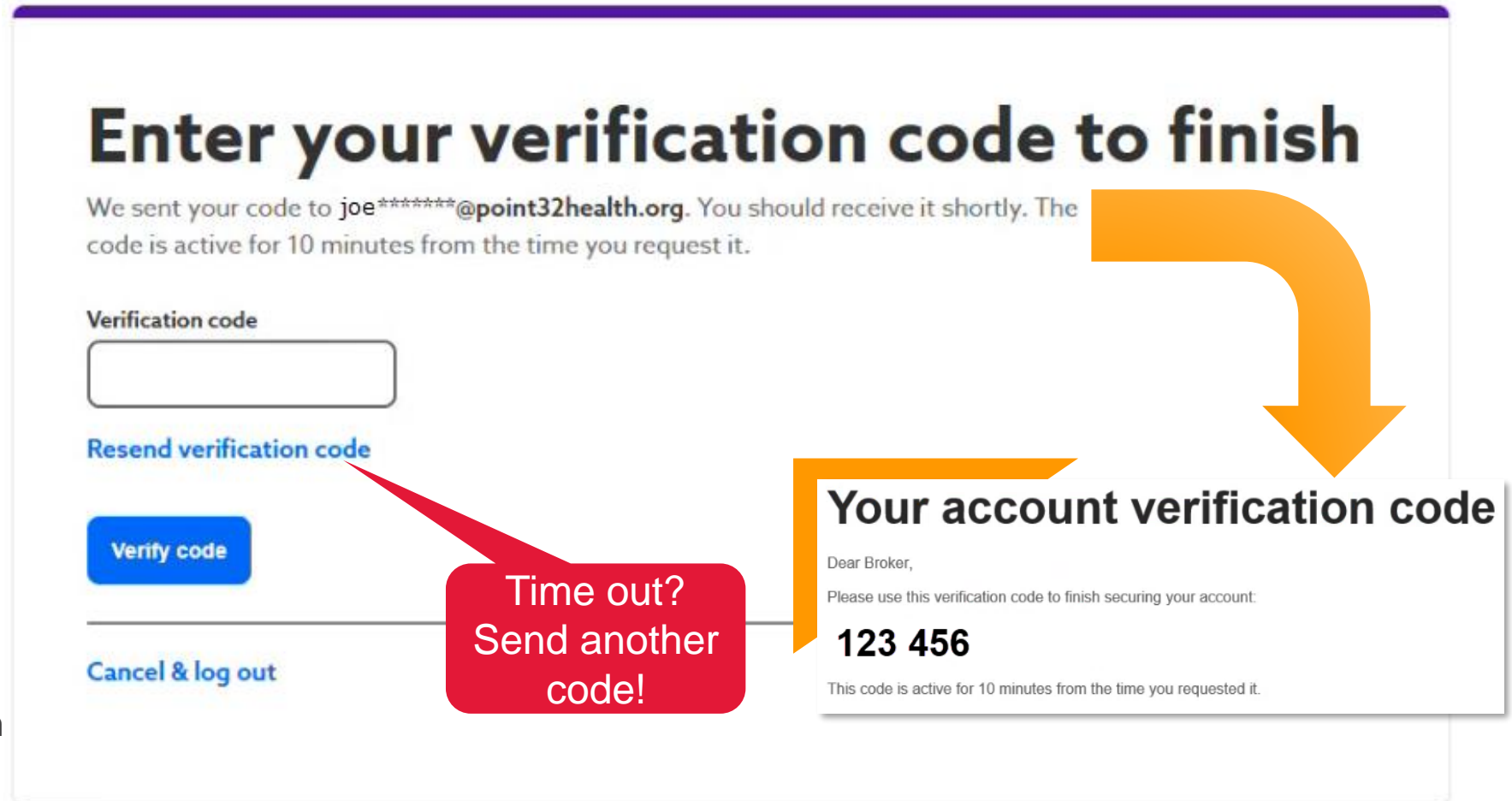
To change your address, contact us!

# Provide your verification code

1. Obtain the code from your email.
2. Type the code on the verification page.
3. Select **Verify code**.

The employer account home page is displayed.

In the future, if you login from a new location or computer, you will be asked for a new verification code sent to your email.



The screenshot shows a web interface for account verification. At the top, it says "Enter your verification code to finish". Below this, a message states: "We sent your code to joe\*\*\*\*\*@point32health.org. You should receive it shortly. The code is active for 10 minutes from the time you request it." There is a text input field labeled "Verification code" and a blue button labeled "Verify code". Below the button is a link "Resend verification code" and a link "Cancel & log out". A red callout box points to the "Resend verification code" link with the text "Time out? Send another code!". To the right, a white box with an orange border shows an email snippet titled "Your account verification code" addressed to "Dear Broker," with the code "123 456" and a 10-minute validity period. A large orange arrow points from the email box towards the verification page.

**Enter your verification code to finish**

We sent your code to joe\*\*\*\*\*@point32health.org. You should receive it shortly. The code is active for 10 minutes from the time you request it.

Verification code

[Resend verification code](#)

**Verify code**

[Cancel & log out](#)

**Your account verification code**

Dear Broker,

Please use this verification code to finish securing your account:

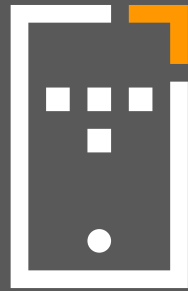
**123 456**

This code is active for 10 minutes from the time you requested it.

**Time out?  
Send another  
code!**



# Using an Authenticator App



One-time setup

# Choose authenticator app verification

1. Select **Authenticator app**.
2. Select **Continue**.

## Add extra security to protect your account

We're working to make your account and health information as secure as it can be. Adding **multifactor authentication** helps ensure that only you have access to your account. You **must** choose a method for account authentication before you can continue.

### Choose how you want to secure your account

Select one of the following options for extra account security.

**How would you like to secure your account?**

Email  
We'll send a verification code to your email address.

**Authenticator app**  
Use an authenticator app to generate a verification code.

**Continue**

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[Cancel & log out](#)


# Open your authenticator app

## On your mobile device:

Open an authenticator app such as Microsoft Authenticator.

### Scan the QR code to begin

Open the authenticator app on your phone. Add a new account and scan this QR code to continue. Select Continue once you've added your Point32Health account to your authenticator app.





If you're having trouble scanning this QR code, you can enter this information into your authenticator app:

**Account name:** Point32Health  
**Secret key:** mgygiwihyv3wiryd

### Don't have an authenticator app?

You can download an authenticator app from the app store on your mobile device. We recommend **Microsoft Authenticator**, but you can use any authenticator app you prefer.


Download Microsoft Authenticator today.

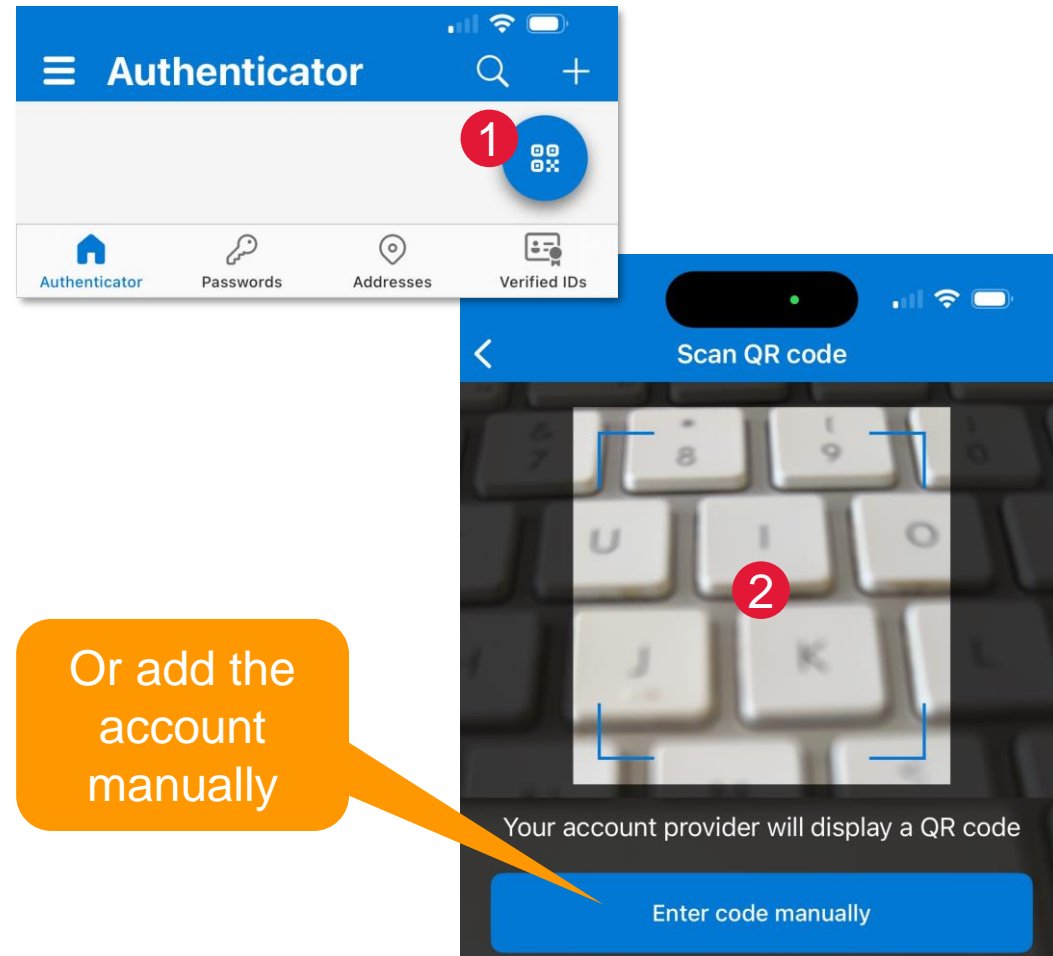
 

[Continue](#)

You must have an authenticator app installed

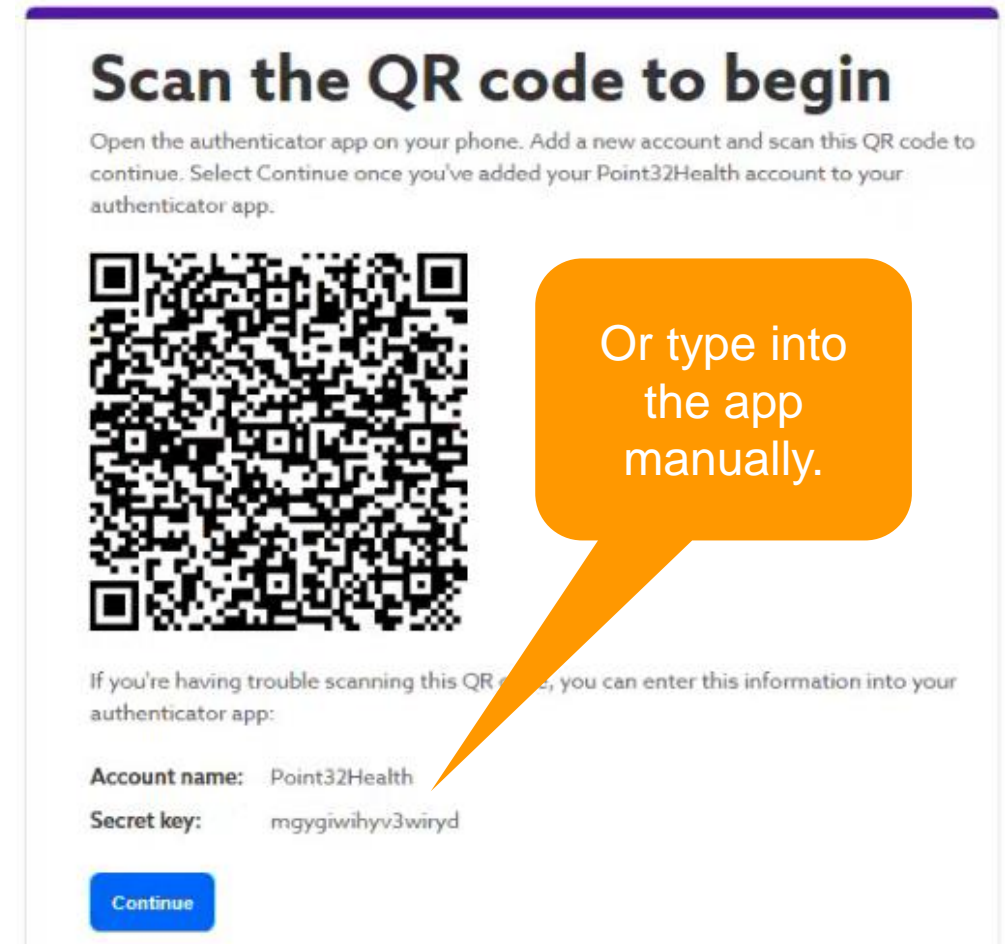
# Add an employer account to your app

1. Select  to add a new account.
2. The *Scan QR code* box is displayed.



# Add an employer account to your app

1. Using the app, scan the QR code.  
The account is added to the app.
2. Select **Continue** below the QR code.



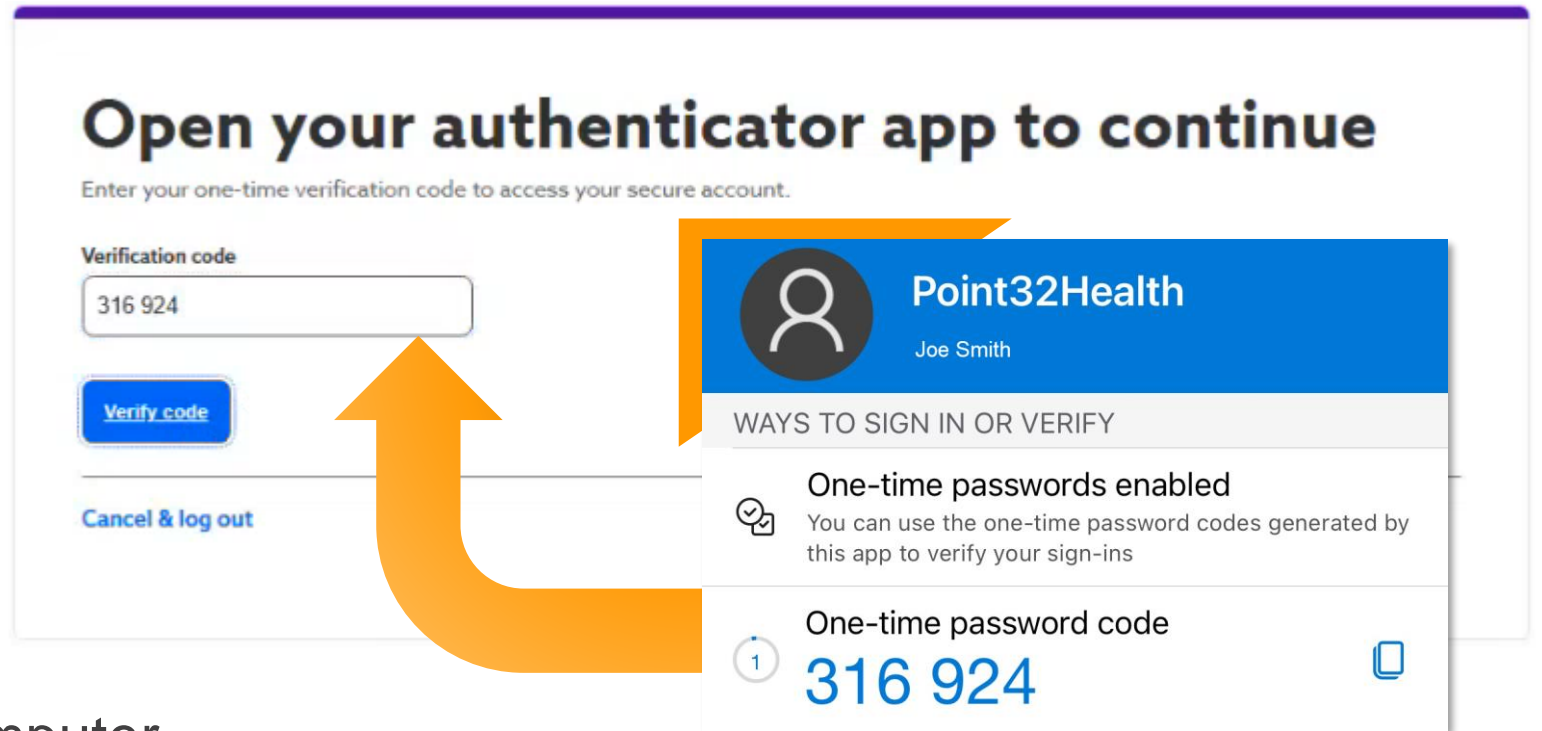


# Provide your verification code

1. Obtain the verification code from the app.
2. Type the verification code.
3. Select **Verify code**.

The employer account home page is displayed.

In the future, if you login from a new location or computer, you will be asked for a new verification code. Use the authenticator app to obtain a code.





# Changing Authentication Method



**Email or Authenticator App**

# Changing your authentication method

You can change authentication methods on the employer account.

1. Select **Update Personal Information** in the left menu.
2. Select **Change MFA preference**.

- ▶ Add/Re-enroll Subscribers
- ▶ Edit/Term Subscriber
- ▶ Search for Subscribers
- ▶ Changes Pending Approval
- ▶ Manage Rosters
- ▶ View Reports
- ▶ Update Site Logo
- ▶ Update Email Addresses
- ▶ Change Your Password
- ▶ View Benefits Information
- ▶ Access Express Enrollment
- ▶ **Update Personal Information**

## Update Personal Information

\* Indicates a required field

### Personal Information


Update your personal information. Your email address should be in the format JohnSmith@domain.com, and your phone number should be in the format #####-####.

**First Name**

**Last Name**

**E-mail Address \***

**Phone Number \***

**CHANGE MFA PREFERENCE**  **RESET** **UPDATE**

# Set your preference

Change where to obtain authentication codes when you log in.

1. Select **Email** or **Authenticator app**.
2. Select **Continue**.
3. Complete the setup.

## Add extra security to protect your account

We're working to make your account and health information as secure as it can be. Adding **multifactor authentication** helps ensure that only you have access to your account. You **must** choose a method for account authentication before you can continue.

### Choose how you want to secure your account

Select one of the following options for extra account security.

How would you like to secure your account?

- Email**  
We'll send a verification code to your email address.
- Authenticator app**  
Use an authenticator app to generate a verification code.

**Continue**

[Cancel & log out](#)

# Close the window

When the update is complete, you can close the window and return to your account.



**Your multifactor  
authentication preference  
has been updated**

You can close this window to return to your account.



**Thank you**

**For additional information, please contact  
the Broker/Employer Service Team for support on  
Monday, Tuesday, Thursday, and Friday from 8:30 a.m. to 5:00 p.m.  
and on Wednesday from 10:00 a.m. to 5:00 p.m. at (800) 637-4751.**