

# Accessing Your Take Command HRA Hub Portal Using Multi-Factor Authentication (MFA)

## What is Multi-Factor Authentication?

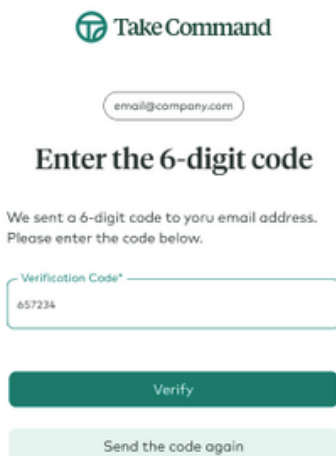
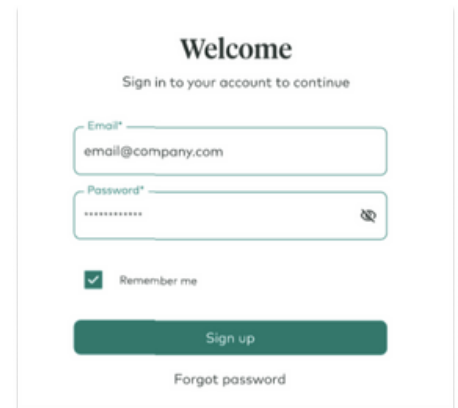
Multi-factor authentication (MFA) is a security process that requires users to provide multiple credentials in order to log into an application or platform. It adds a layer of security to your HRA account and is required for all clients using the HRA Hub Portal.

## How to log in with MFA

You have three options to login with MFA:

### Enter your email and password to log in to your portal

- After logging in to the HRA Hub portal with your email address you'll be prompted to set up your MFA account.
- **Keep this screen open and move to choose your verification method.**
  1. Email
  2. Text Message (SMS)
  3. Authenticator App



### 1. Receive Email

- Enter your email into the HRA Hub Portal verification page and select "Send Code". A 6-digit code will be sent to the email you've provided.
- Enter the code from the email into the "Verification Code" box and select "Verify".

### Enter your number

A 6-digit code will be sent (SMS) to the number you've provided. To verify it's you, enter the code on the next screen.

Location

Phone Number

By providing your phone number, you agree that Take Command Health will only send you text messages as part of the login process (1 per login). Message and data rates may apply. See our Terms & Conditions and Privacy Policy for mobile details.

## 2. Receive Text Message (SMS)


- Enter your phone number into the HRA Hub Portal verification page and select "Send Code". A 6-digit code will be sent (via SMS text) to the number you've provided.
- Enter the code from the SMS text into the "Verification Code" box and select "Verify".

## 3. Set up your authenticator app

- Download Google Authenticator or Microsoft Authenticator from the app store and set up your account in the app.
- **Link to your account**
  - Select the + sign in your authenticator app and scan the QR code with your camera or enter the key code manually.
  - Return to the MFA page and enter the one-time code generated by your authenticator app. Be mindful of the timer in your authenticator app.

### Let's Secure your account!

- Get your preferred Authentication App from:
  - [Google Authenticator App \(link\)](#)
  - [Microsoft Authenticator \(link\)](#)
- In the Authenticator App, select 'Set Up Account'
- Scan the QR code below or enter the key manually, then enter the verification code generated by your authentication app.



Key: 86123129398273321

Enter the code from your app here

## Repeat the MFA process

- After your initial setup, a new code will be required for login every 24 hours.
- If you log out, you will be required to enter a new code upon your next login.

## Helpful Tips

- **Email:** If the code you've entered is incorrect, wait for three minutes and press the "Send the code again" button to have a new Authentication code sent to your inbox via email. Make sure you are using the most recent code.
- **Google Authenticator:** If entering the key code manually, specify "Take Command" or "TCH" as the Account Name. Select the "Time-Based" option for the Type of Key.
- **Microsoft Authenticator:** Upon set up you will be required to choose a "Personal Account," "Work or School Account," or "Other." We recommend using the same email account to log into your HRA Hub portal and your authenticator app to avoid extra steps.