

Multi-Factor Authentication (MFA)

Instructional Guide

What is MFA?



MFA stands for Multi-Factor Authentication. It's a layered approach to securing your data where a system requires you to present two or more credentials to verify your identity in order to login.
In short, it's meant to keep your data safe and secure!

Let's Get Started!

1

Get your device ready

cellphone, smartphone, tablet, computer (MacOS, Windows 7 or 10)

Log in to your account

Use your SchoolDoc or CampDoc username & password

2

3

Choose your method: SMS or Authenticator App*

**preferred & more secure*

Enter your 6-digit MFA code into prompt

Hooray! You've successfully set up your MFA device!

4



Multi-Factor Authentication (MFA)

Add Device

1

SchoolDoc is the leading electronic health record system for organizations, designed by doctors, nurses, and directors.

EMAIL ADDRESS

PASSWORD

FORGOT PASSWORD ?

LOG IN

2

MFA is required by one or more of your organizations. Please register a device to proceed.

Add MFA Device

BACK TO LOGIN

3

Multi-Factor Authentication (MFA)

- If your Organization has MFA enabled, this is where you will add / change / remove devices that will generate authentication codes.

Add Device

- SMS device sends a MFA code to your cellular device to verify. Auth App displays a MFA code via an authenticator app to secure your account.

SMS DEVICE

AUTH APP

SMS / Text Message

Authenticator App

4

Add MFA Via SMS

Enter the phone number you want to authorize to receive MFA codes. Standard messaging rates apply.

PHONE NUMBER

REQUEST VERIFICATION CODE

DIDN'T RECEIVE A CODE YET PLEASE TRY AGAIN.


Please enter the received verification code below to authorize the above phone number to receive MFA codes

AUTHORIZE PHONE

4

Add MFA Device

Scan the QR code using an authentication application, such as Google Authenticator on your phone.



Can't scan the code?

Please enter the code created by the authenticator app.

CONTINUE

5

Multi-Factor Authentication (MFA)

- If your Organization has MFA enabled, this is where you will add / change / remove devices that will generate authentication codes.

Authorized Device

Text Message

Phone number ending in 8187

Change Delete

5

Multi-Factor Authentication (MFA)

- If your Organization has MFA enabled, this is where you will add / change / remove devices that will generate authentication codes.

Authorized Devices

Device Name	Device Type	Added on
Allenbob's iPhone	App	2022-8-12

Showing 1 - 1 of 1 < >

+ Add Device



Multi-Factor Authentication (MFA)

Login Flow

1

SchoolDoc is the leading electronic health record system for organizations, designed by doctors, nurses, and directors.

EMAIL ADDRESS

PASSWORD

FORGOT PASSWORD ?

LOG IN

Authenticator App

SMS / Text Message

2

Please enter the MFA code sent to your registered phone number to log in.


LOG IN

BACK TO LOGIN

2

Add MFA Device

Scan the QR code using an authentication application, such as Google Authenticator on your phone.




Can't scan the code?

Please enter the code created by the authenticator app.

CONTINUE


3

Login Successful



3

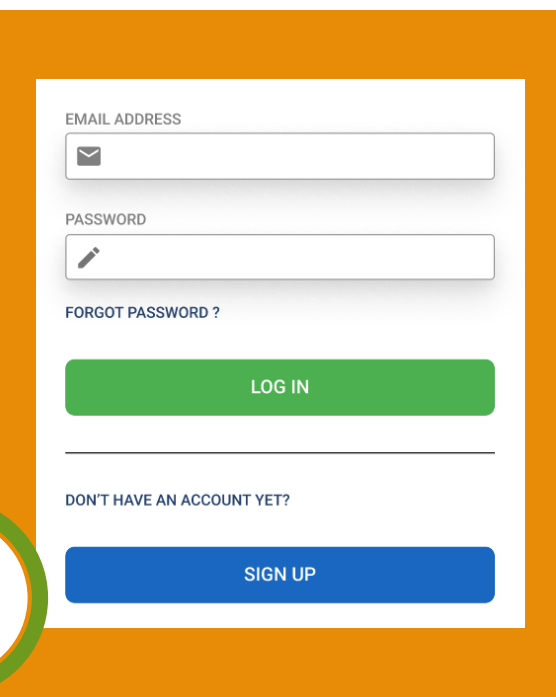
Login Successful



Multi-Factor Authentication (MFA)

Password Reset

1



EMAIL ADDRESS

PASSWORD

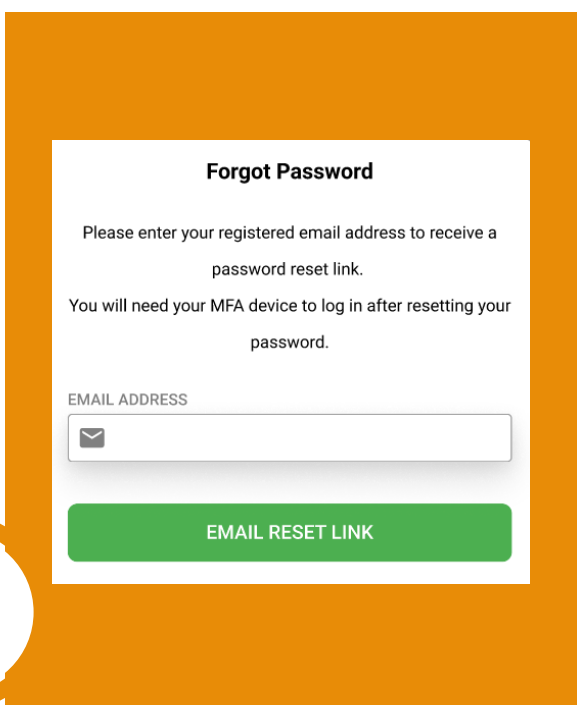
FORGOT PASSWORD ?

LOG IN

DON'T HAVE AN ACCOUNT YET?

SIGN UP

2



Forgot Password

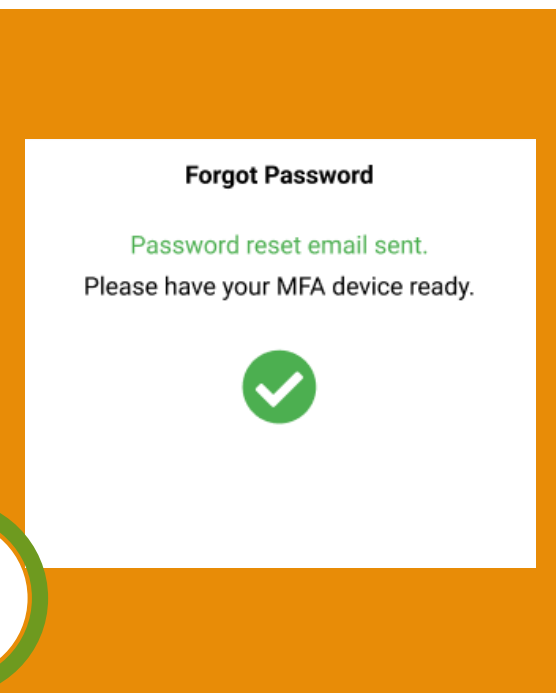
Please enter your registered email address to receive a password reset link.

You will need your MFA device to log in after resetting your password.

EMAIL ADDRESS

EMAIL RESET LINK

3



Forgot Password

Password reset email sent.

Please have your MFA device ready.

✓

