

A photograph of a person's feet wearing blue flip-flops walking on a wooden staircase. The person is wearing blue jeans. A white and grey ball is on the step below. The staircase has a light-colored wall and a dark green carpet runner. A green banner is overlaid on the bottom right of the image.

**THERE ARE TIMES WHEN YOU
NEED A HELPING HAND.
LIKE A WHOLE TEAM OF THEM.**

Multi-Factor Authentication in Agent Portal

Multi-Factor Authentication

YHI-certified agents and brokers have access to Personally Identifiable Information (PII) such as consumers' Social Security Numbers and birthdates. In an effort to safeguard consumer PII, and per Federal requirements, Your Health Idaho now requires two forms of identification to access the agent portal.

Multi-Factor Authentication

- Multi-Factor Authentication (MFA) or Two-Factor Authentication (2FA) was added to all privileged users within the Your Health Idaho portal, as a means to further safeguard Idahoans Personally Identifiable Information (PII).
- In addition to MFA/2FA, Your Health Idaho's Federal Privacy and Security control framework; Minimally Acceptable Risk Standards for Exchanges (MARS-E) also requires:
 - Limitation of concurrent logon sessions to (1)
 - Idle time limited to 15-minutes before re-authentication is required
 - Sharing of credentials is prohibited



MFA Best Practices

- If you have multiple offices or assist Idahoans outside of your office, it is highly recommended you leverage the mobile option.
- If you select landline, you will need to have access to that phone for authentication into YHI.

While we understand the controls outlined above do introduce operational inconveniences, the federal controls Your Health Idaho must adhere to help us safeguard the privacy of Idahoans.

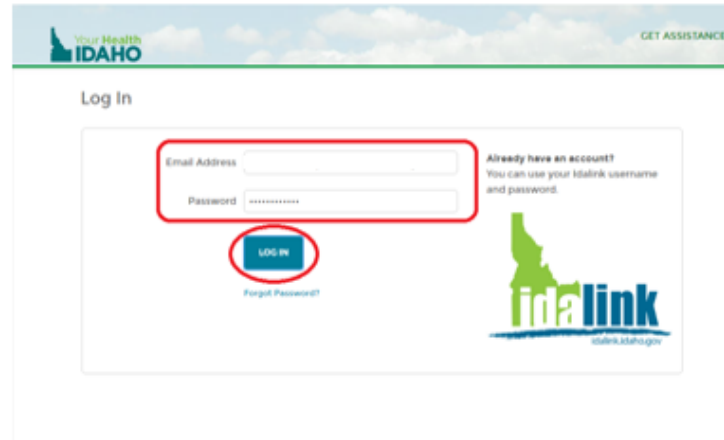
Instructions

If you want to use a landline, follow these instructions:

1. Open HIX and click **Log In**.

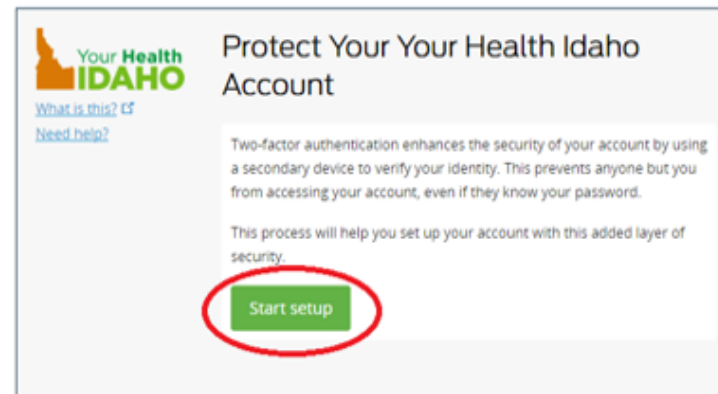
<https://idahohix.yourhealthidaho.org/hix/>

2. Enter **Email Address** and **Password**, and then click **Log In**.



HIX uses your email address and your desk phone number for authentication.

3. When **Protect Your Your Health Idaho Account** appears, click **Start setup**.



If **Authentication Error** appears, click **Try Again** and attempt to log in again.

Instructions

4. Depending on your preference you can choose Landline or Mobile phone.
5. If you choose Landline:
 - a. Select **Landline** and **Continue**.



What type of device are you adding?

Mobile phone RECOMMENDED

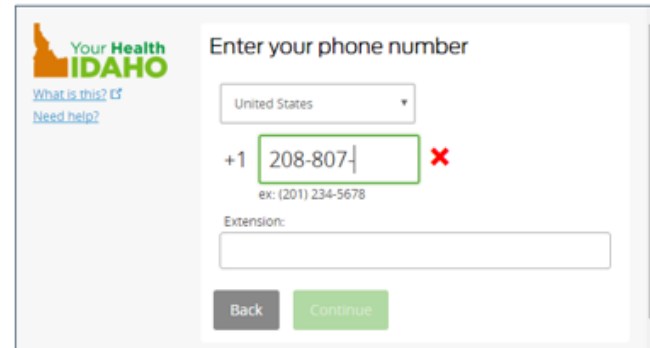
Tablet (iPad, Nexus 7, etc.)

Landline

Continue

- b. Enter your desk phone number.

A red X appears until you enter a valid, complete number.



Enter your phone number

United States

+1 208-807- ✗

ex: (201) 234-5678

Extension:

Back Continue

When the phone number is complete, a green checkmark appears.

NOTE: Only enter an extension in the extension box if the number you provided is a main line number that requires your extension to be entered to reach your desk phone.

Instructions

- c. Select **(208) ###-####** This is the correct number, and then click **Continue**.

Your Health IDAHO
[What is this?](#) [Need help?](#)

Enter your phone number

United States

+1 208-000-0000 ✓
ex: (201) 234-5678

Extension:

(208) 000-0000 This is the correct number.

Back Continue

- d. In **My Settings & Devices**, select **Automatically call this device**, and then click **Save**. Click **Continue to Login**.

Your Health IDAHO
[What is this?](#) [Need help?](#)

My Settings & Devices

Landline 208-000-0000... JUST ADDED

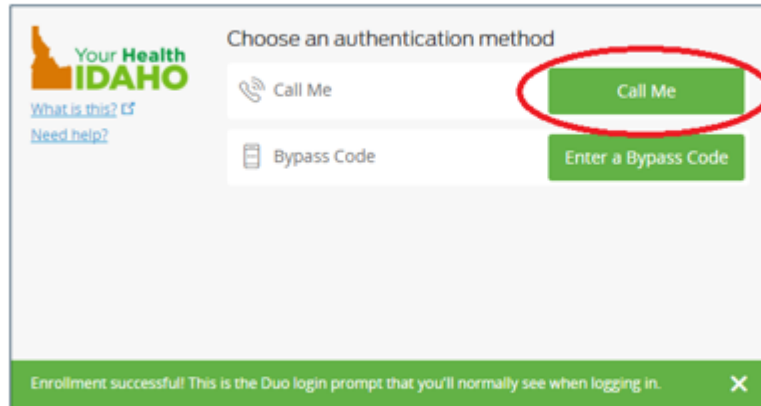
Default Device: Landline 208-000-0000

When I log in: Automatically call this device

Save Continue to Login

Instructions

- e. Click **Call Me** to authenticate.

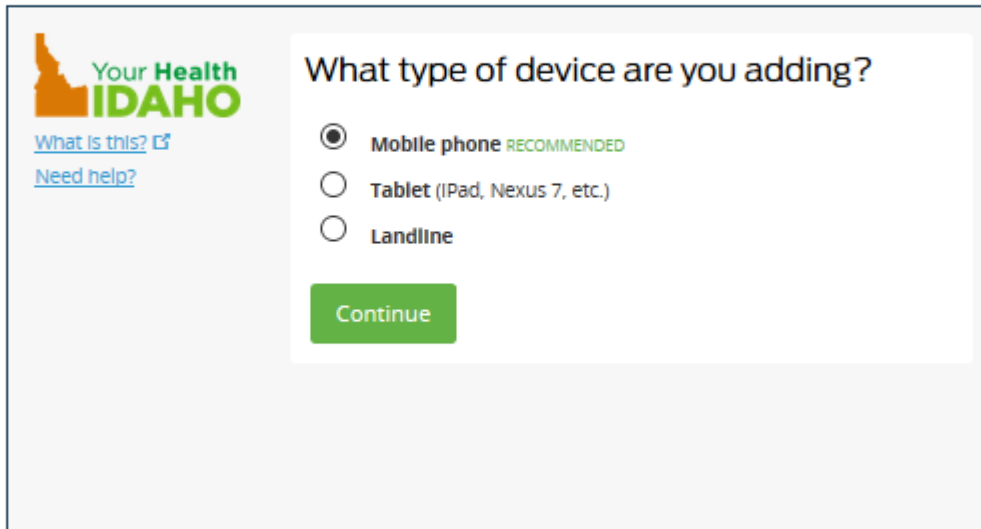



- f. Pick up the phone when it rings. You are not required to listen to the message.
- g. Press any key on the phone to log in and open HIX.


Instructions

If you want to use a mobile phone, follow these instructions:

6. If you choose Mobile phone:
 - a. Select **Mobile phone** and **Continue**.



 **Your Health IDAHO**

[What is this?](#) 

[Need help?](#)

What type of device are you adding?

Mobile phone RECOMMENDED

Tablet (iPad, Nexus 7, etc.)

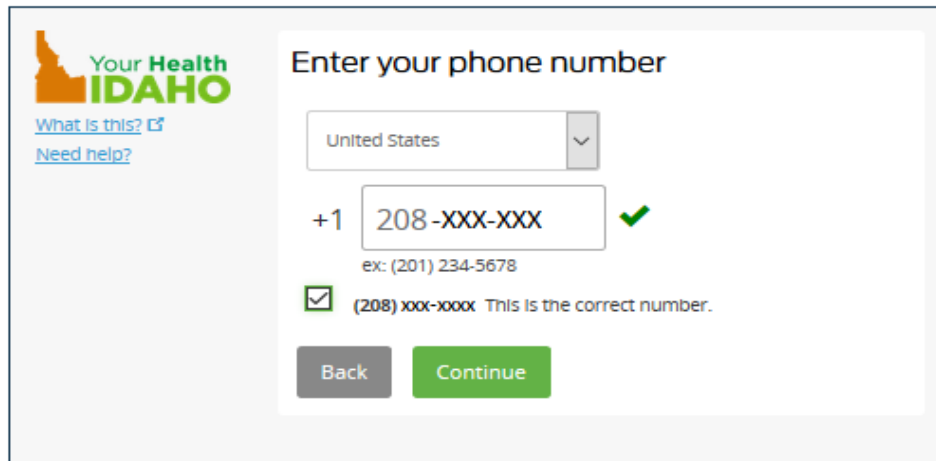
Landline

Continue

Instructions

- b. Enter your mobile phone number.

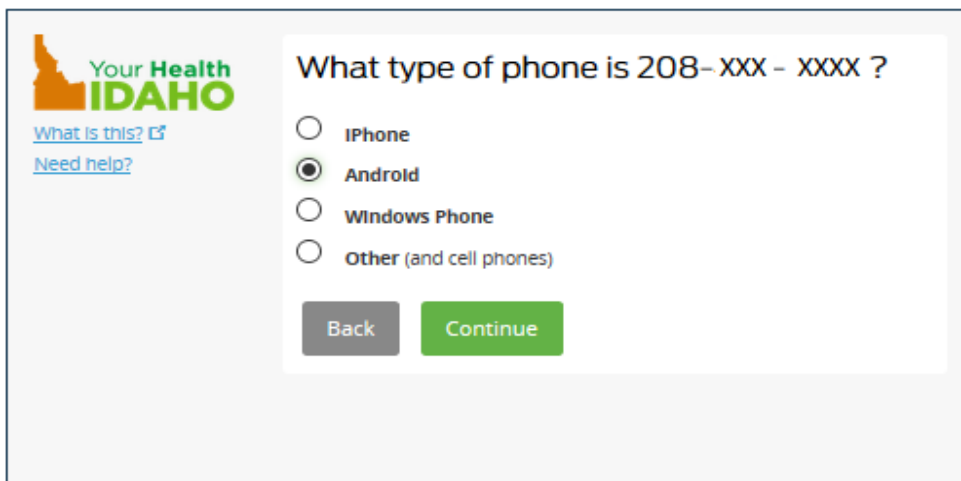
A red **X** appears until you enter a valid, complete number.



The screenshot shows the 'Enter your phone number' step. On the left is the 'Your Health IDAHO' logo with links for 'What is this?' and 'Need help?'. The main content area has a title 'Enter your phone number'. Below the title is a dropdown menu set to 'United States'. A text input field contains '+1 208-XXX-XXX' with a green checkmark to its right. Below the input field is an example: 'ex: (201) 234-5678'. A checkbox is checked, and the text '(208) xxx-xxxx This is the correct number.' is displayed. At the bottom are 'Back' and 'Continue' buttons.

- c. Select **(208) ###-#### This is the correct number**, and then click **Continue**.

- d. Choose what type of phone the device is and click continue.



The screenshot shows the 'What type of phone is 208-xxx-xxxx?' step. On the left is the 'Your Health IDAHO' logo with links for 'What is this?' and 'Need help?'. The main content area has a title 'What type of phone is 208-xxx-xxxx?'. Below the title are four radio button options: 'iPhone', 'Android', 'Windows Phone', and 'Other (and cell phones)'. The 'Android' option is selected. At the bottom are 'Back' and 'Continue' buttons.



Instructions

- e. You will be given instructions on how to install the DUO Mobile application for your particular device. Once you have the application installed on your device click I have DUO Mobile installed.

Your Health IDAHO
[What is this?](#)
[Need help?](#)

Install Duo Mobile for Android

1. Launch the Google Play Store app and search for "Duo Mobile".
2. Tap "Install" to Install the app.

Back I have Duo Mobile installed

- f. Follow the instructions on the screen to scan the QR code that is displayed on the screen with the DUO Mobile application you just installed on your device.

Your Health IDAHO
[What is this?](#)
[Need help?](#)

Activate Duo Mobile for Android

1. Open Duo Mobile.
2. Tap the "+" button.
3. Scan this barcode.

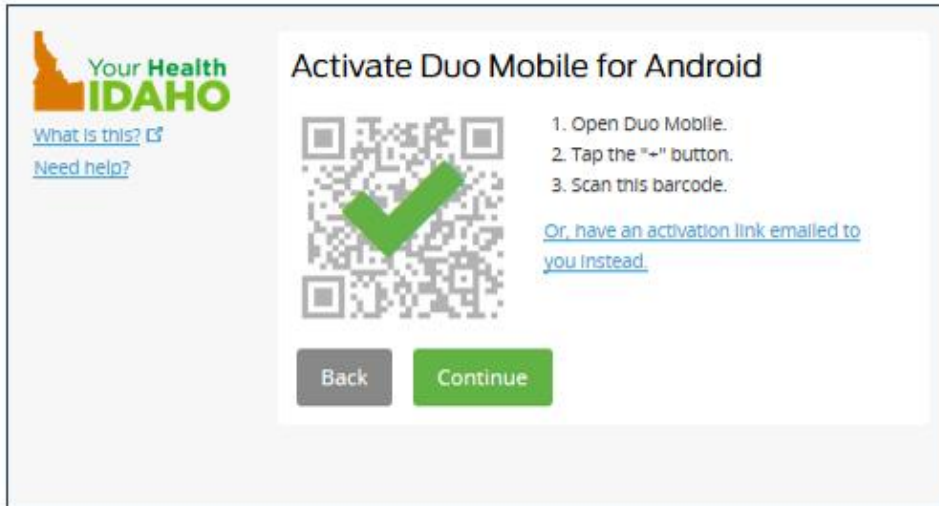
[Or, have an activation link emailed to you Instead.](#)

Back Continue

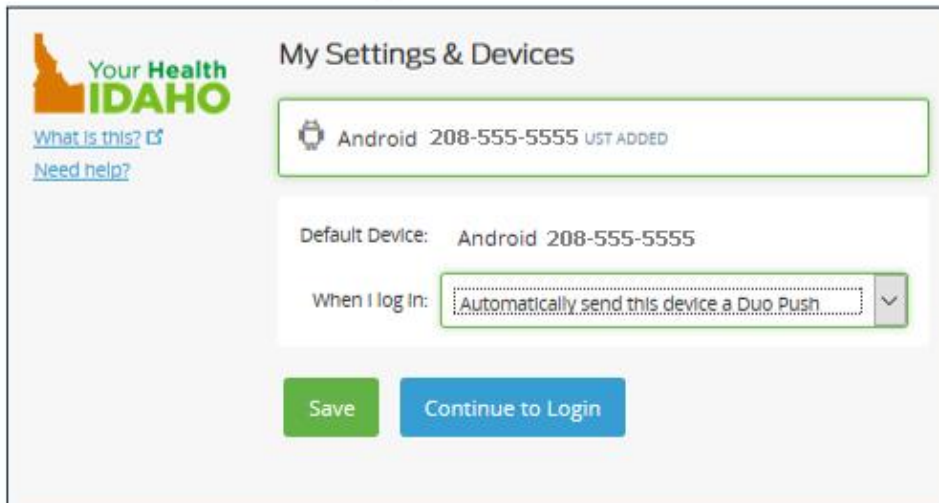


Instructions

- g. Once the DUO Mobile application has registered your device a green check will appear and you can click Continue.



- h. In **My Settings & Devices**, select **Automatically send this device a DUO Push**, and then click **Save**. Click **Continue to Login**.



Instructions


- i. You will see that a push request has been sent to your mobile device.

The screenshot shows the 'Your Health IDAHO' login interface. At the top left is the logo with the text 'Your Health IDAHO' and two links: 'What is this?' and 'Need help?'. The main heading is 'Choose an authentication method'. There are three options: 'Duo Push' (marked as 'Used automatically') with a 'Send Me a Push' button, 'Call Me' with a 'Call Me' button, and 'Passcode' with an 'Enter a Passcode' button. A blue banner at the bottom states 'Pushed a login request to your device...' with a 'Cancel' button on the right.

- j. On your mobile device open the push notification and follow on screen prompts to accept and confirm the DUO Push notification. If completed correctly, you will receive a success message and will be logged in to the HIX.

This screenshot is identical to the previous one, showing the 'Your Health IDAHO' authentication options. However, the bottom banner is green and displays the message 'Success! Logging you in...'.





NOTE: If you get locked out of your account while using the multi-factor authentication, you must wait 30 minutes before trying again. If you are still unable to log in after 30 minutes, please contact connectors@yourhealthidaho.org

QUESTIONS?

Contact Connectors@YourHealthIdaho.org

