



Tip Guide: Google Authenticator Setup Guide V2



OVERVIEW

Google Authenticator is a widely-used authentication app that generates secure 6-digit codes for logging in. This guide will walk you through downloading, setting up, and testing the app with your company account.

What You'll Need

- A smartphone or tablet (iPhone/iPad or Android)
- Access to your device's app store
- Your Okta account (you should have this open from the main MFA guide)

COMMON QUESTIONS:

1. How often will I be prompted to MFA?

You won't need to verify every time! If you're using the same device, MFA will only be required once every 7 days.

2. What if I'm not receiving emails from Modio Health?

If you're not receiving expected emails from us (such as password resets, notifications, or account updates), please try the following steps:

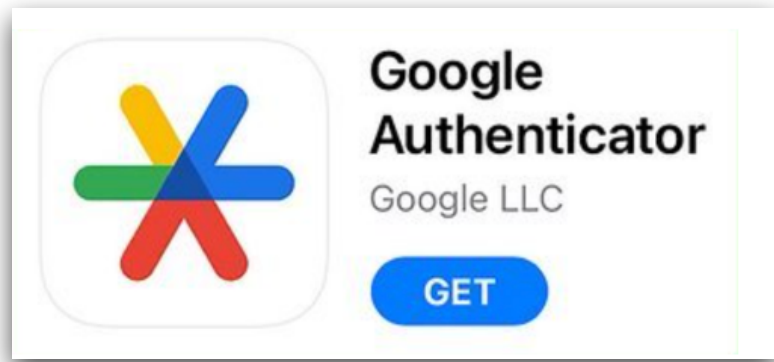
- A. First, check your spam/junk folder to see if the emails were filtered there.
- B. If the emails aren't in , contact your IT department to have Okta email servers and support@modiohealth.com added to your organization's trusted sender list.
- C. Note: Corporate email filters sometimes block emails coming from Modio Health because they're sent through Okta's servers but display "support@modiohealth.com" as the sender. Security systems may interpret this as a phishing attempt.

Step 1: Download the Google Authenticator Application

On your mobile device, open the Okta Verify app. If you don't have it installed, download it from your device's app store first.

Download the Google Authenticator:

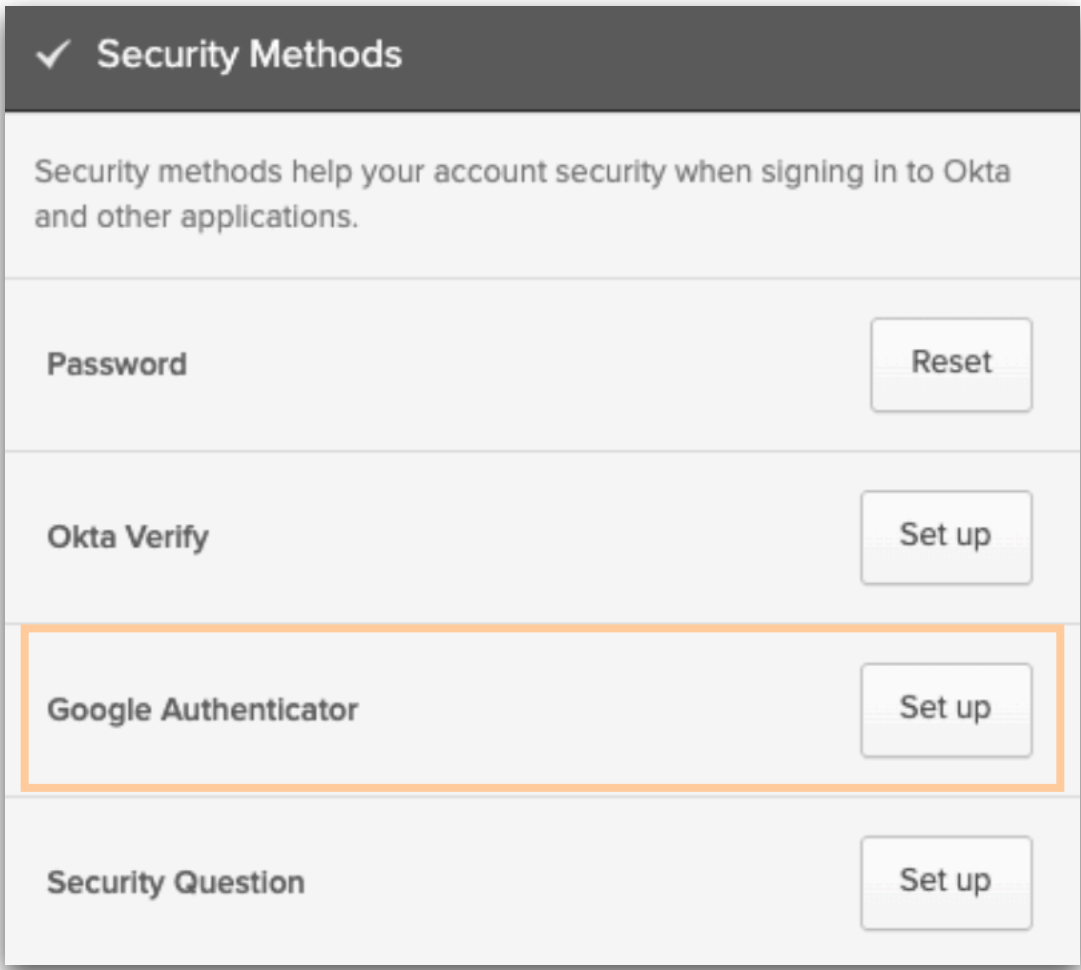
- **iOS:** Search "Google Authenticator" in the App Store
- **Android:** Search "Google Authenticator" in the Google Play Store



Step 2: Start Setup in Okta

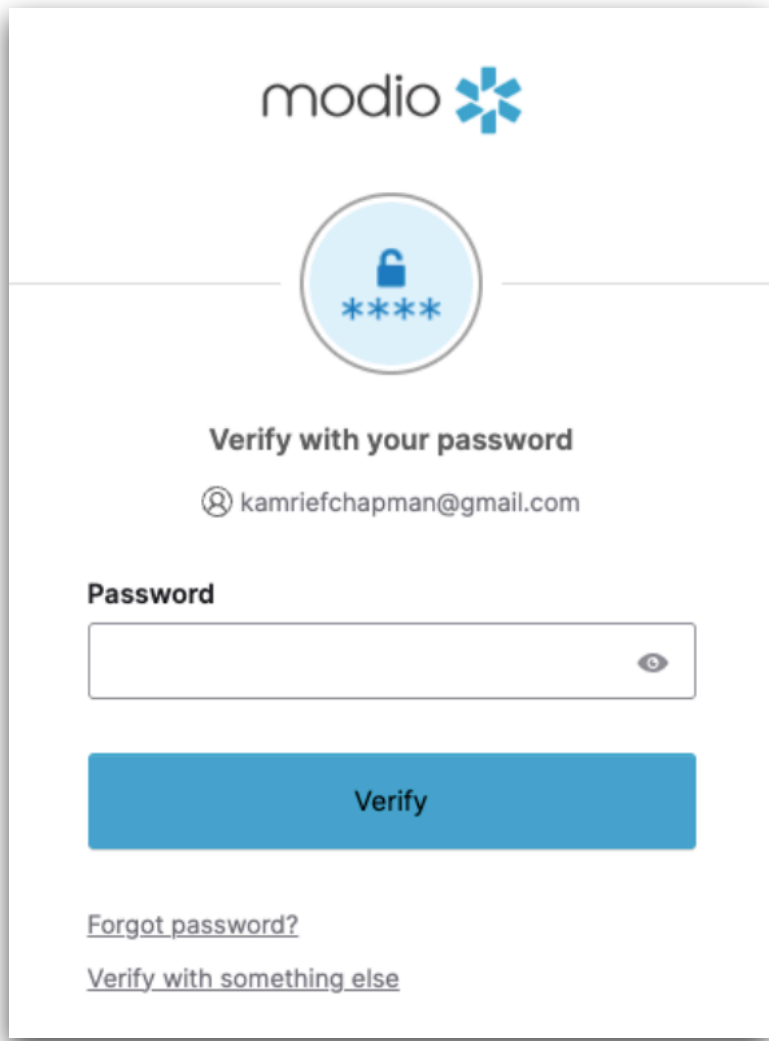
Make sure you're still logged into <https://auth.modiohealth.com/> on your computer from the main guide.

1. In your Security Methods section, find **"Google Authenticator"**
2. Click **"Set up"** next to Okta Verify



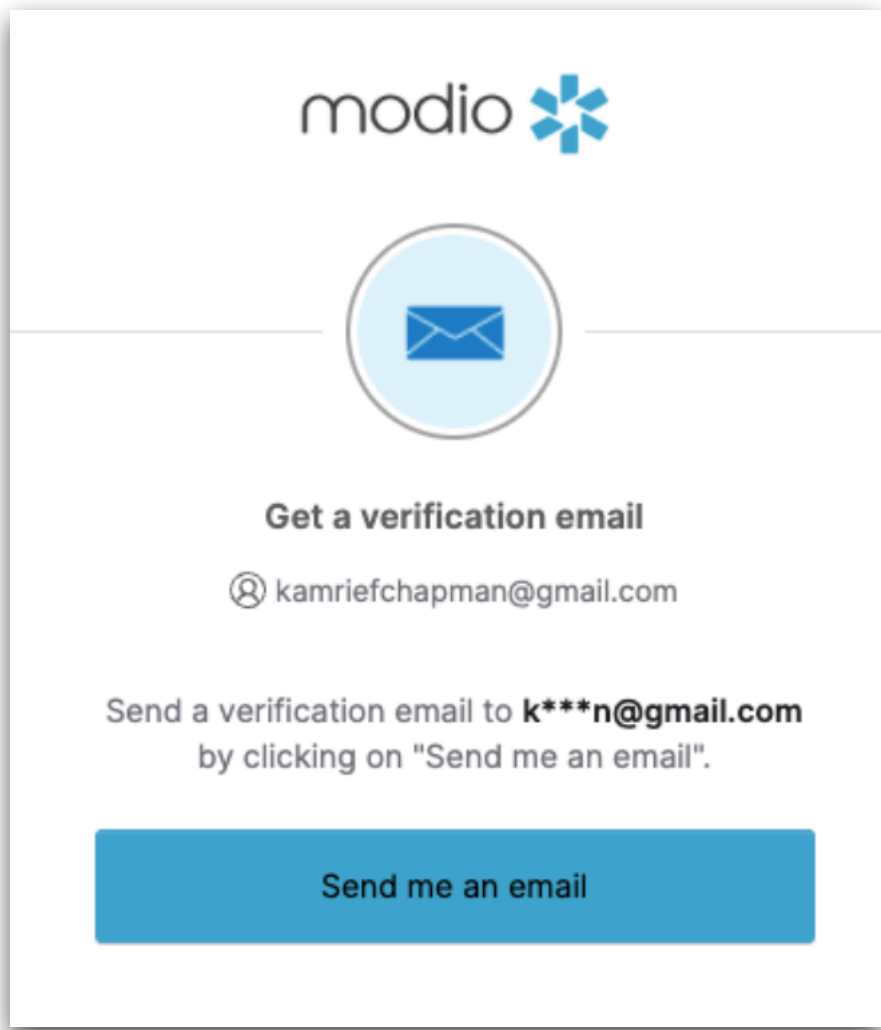
Step 2: Start Setup in Okta

3. Enter your password and click “**Verify**”

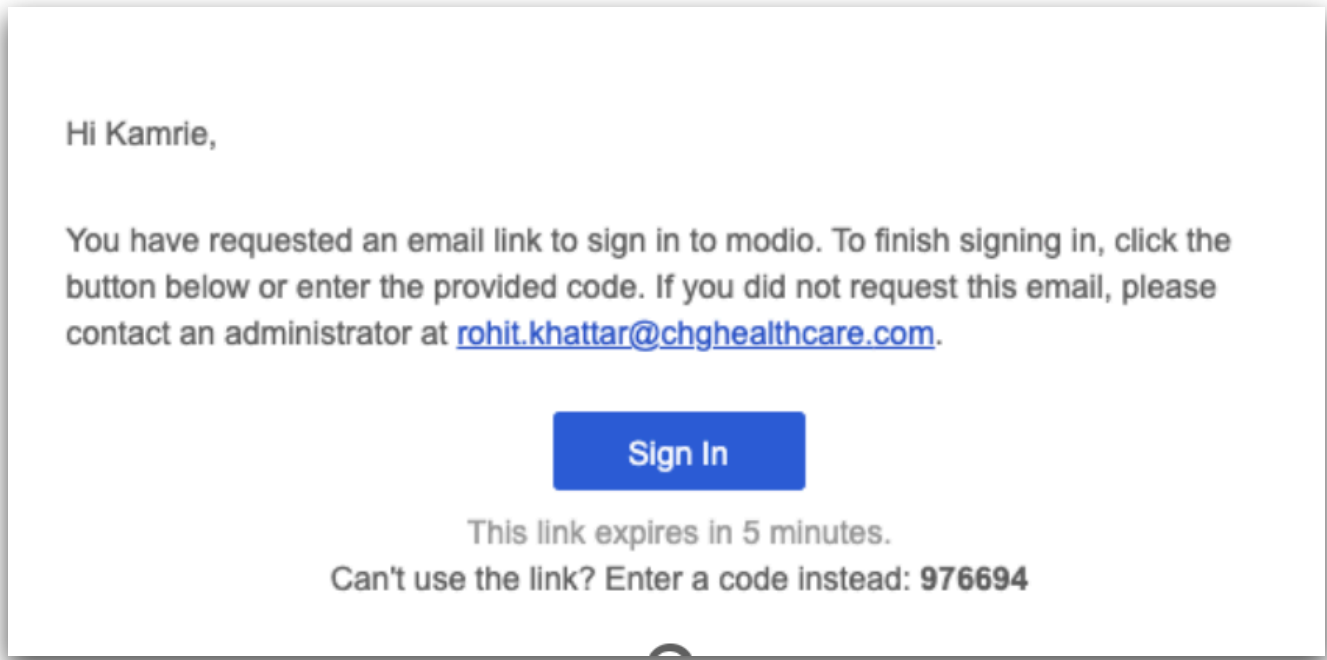


The screenshot shows the modio login interface. At the top is the modio logo. Below it is a circular icon with a lock and four asterisks. The text "Verify with your password" is displayed, followed by the email address "kamriefchapman@gmail.com". There is a password input field with a toggle for visibility. Below the field is a blue "Verify" button. At the bottom, there are links for "Forgot password?" and "Verify with something else".

4. Click "**Send me an email**", check your email, and either click "**Sign In**" in the email OR enter the 6-digit code.



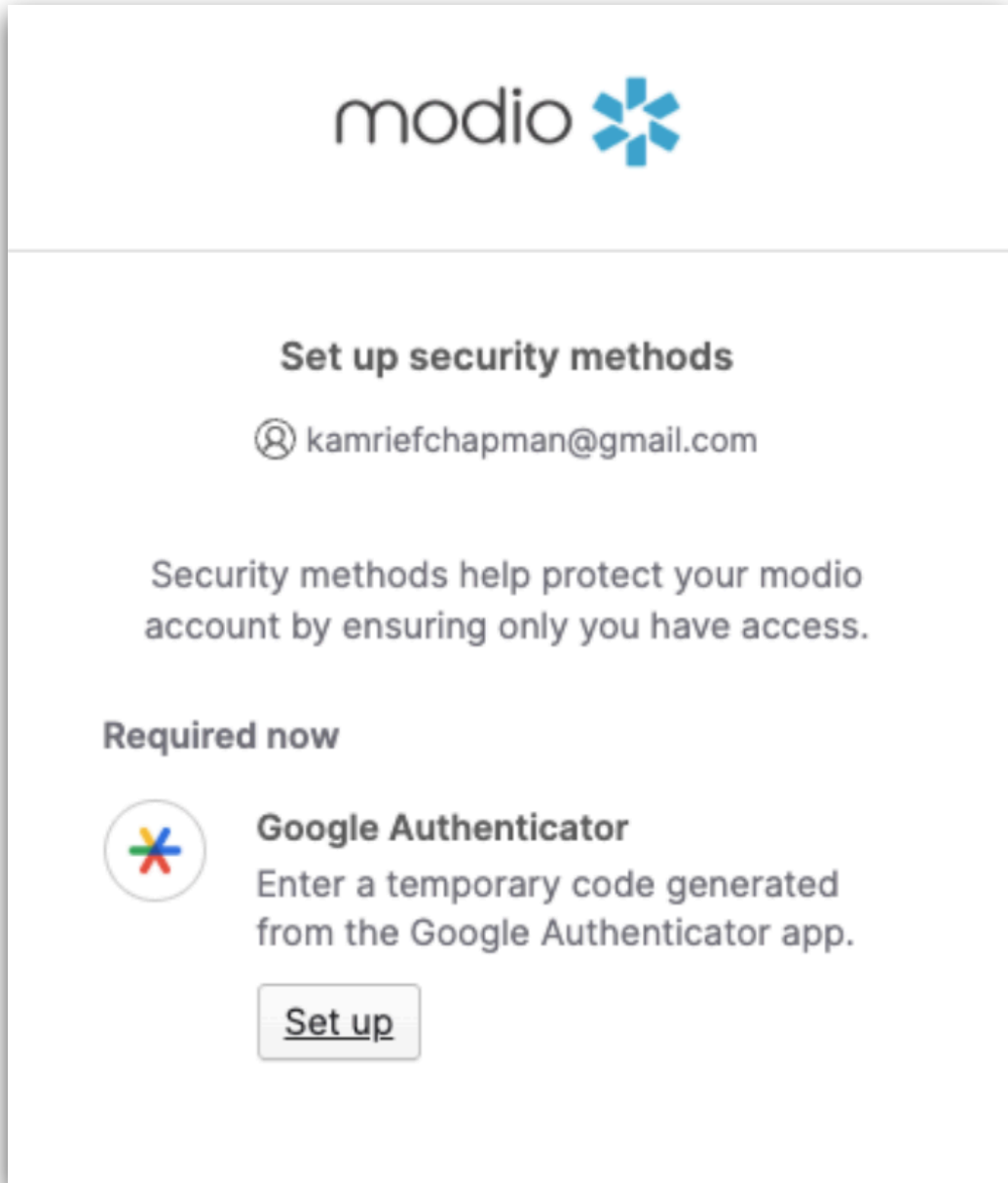
The screenshot shows the modio login interface. At the top is the modio logo. Below it is a circular icon with an envelope. The text "Get a verification email" is displayed, followed by the email address "kamriefchapman@gmail.com". Below this, it says "Send a verification email to k****n@gmail.com by clicking on 'Send me an email'". There is a blue "Send me an email" button.



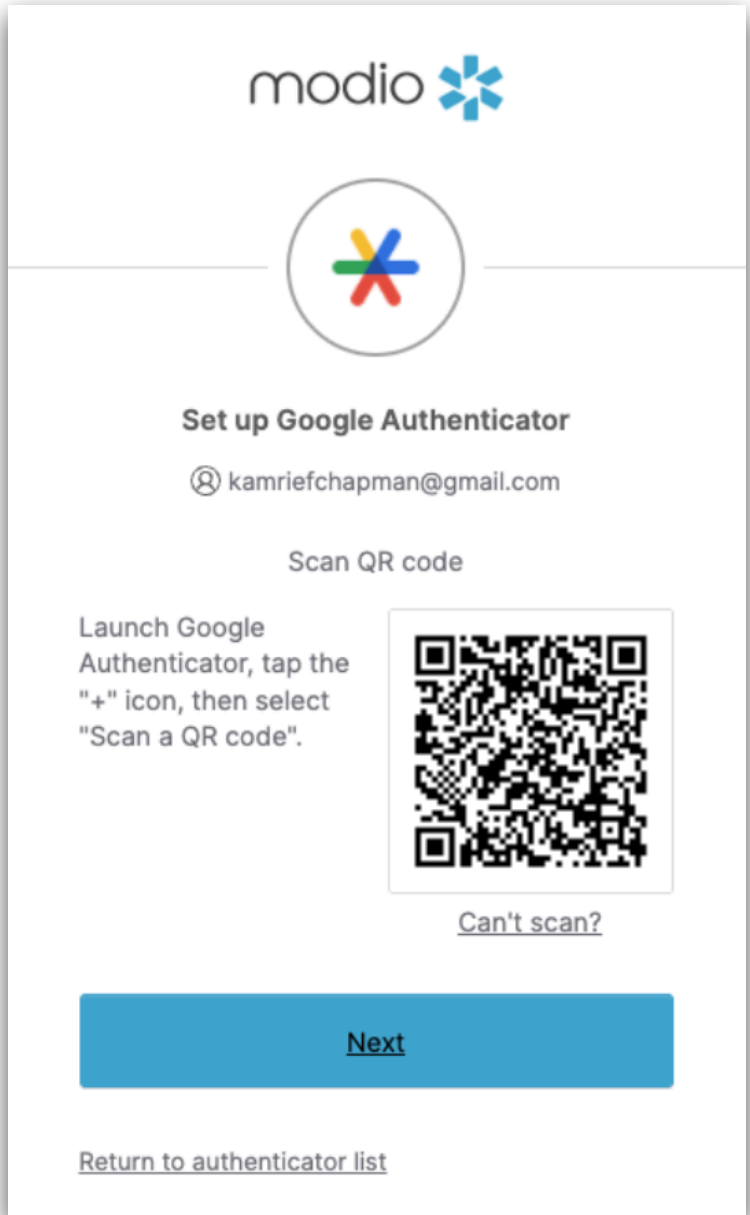
The screenshot shows an email verification page. It starts with "Hi Kamrie,". The main text says: "You have requested an email link to sign in to modio. To finish signing in, click the button below or enter the provided code. If you did not request this email, please contact an administrator at rohit.khattar@chghealthcare.com." Below this is a blue "Sign In" button. At the bottom, it says "This link expires in 5 minutes." and "Can't use the link? Enter a code instead: 976694".

Step 2: Start Setup in Okta

5. Click “**Set Up**” to set up Google Authenticator



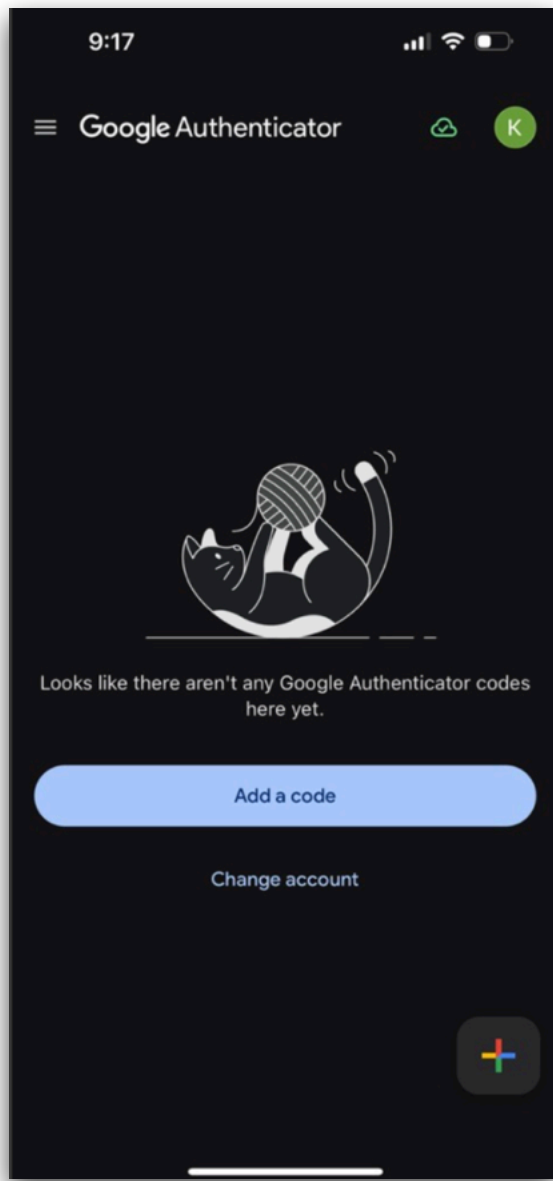
6. A set up window will appear with a QR Code



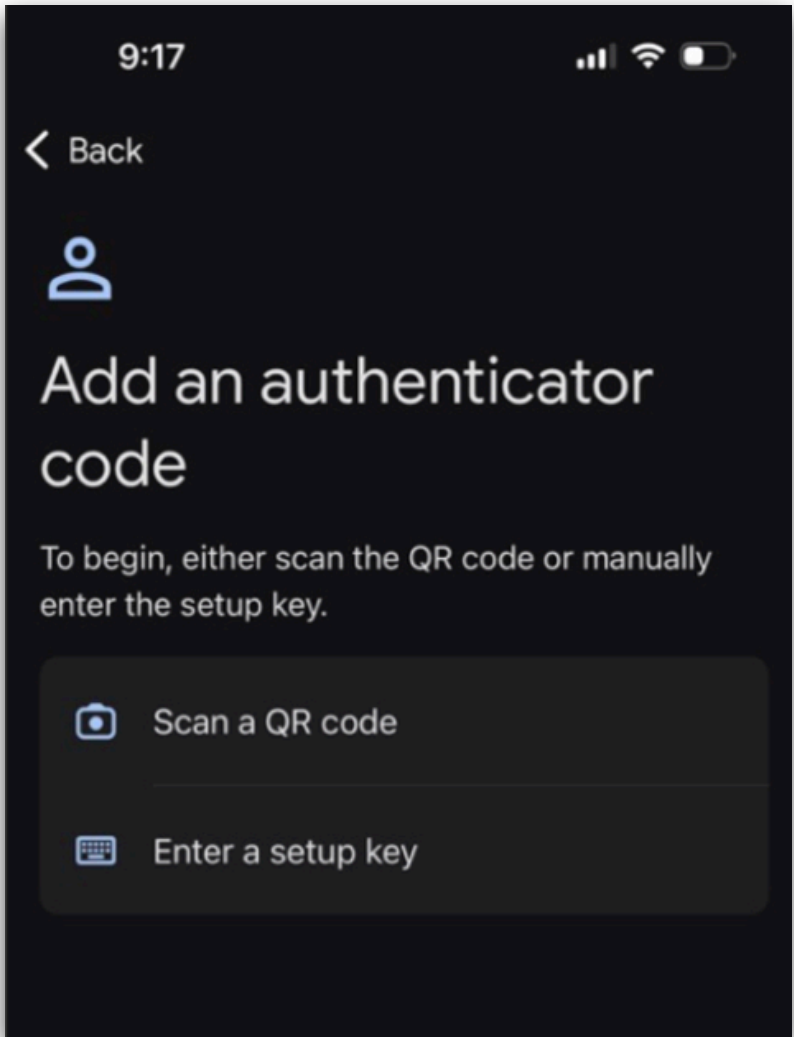
Step 3: Open the Google Authenticator App

On your mobile device, open the Google Authenticator app.
Option A: Scan QR Code (Recommended)

1. If this is your first time using the app:
- Tap "**Add code**"
 - Tap "**Scan a QR code**" or "**Enter a setup key**"



2. If you already have accounts in the app:
- Tap the "+" button at the bottom
 - Tap "**Scan a QR code**" or "**Enter a setup key**"

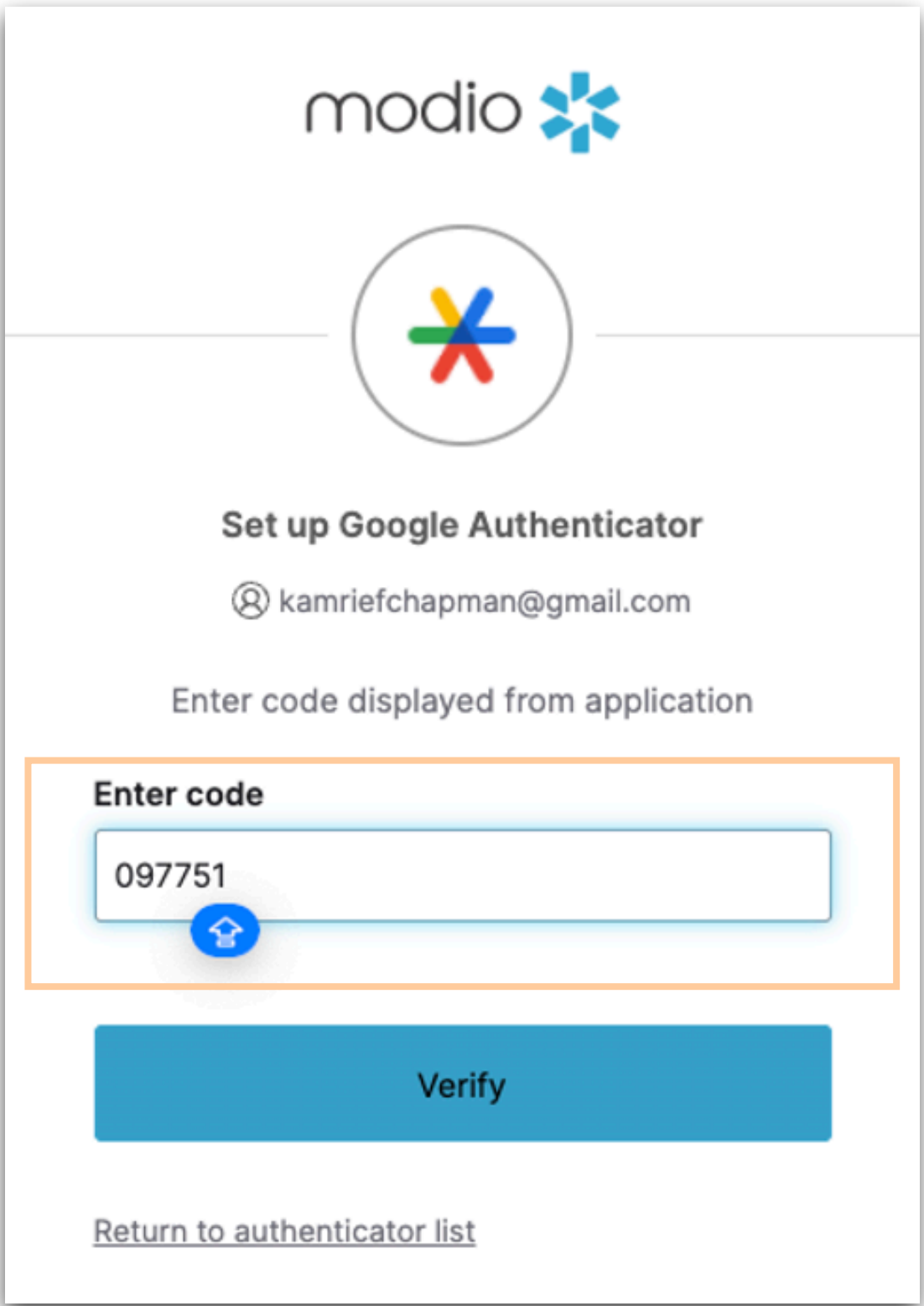
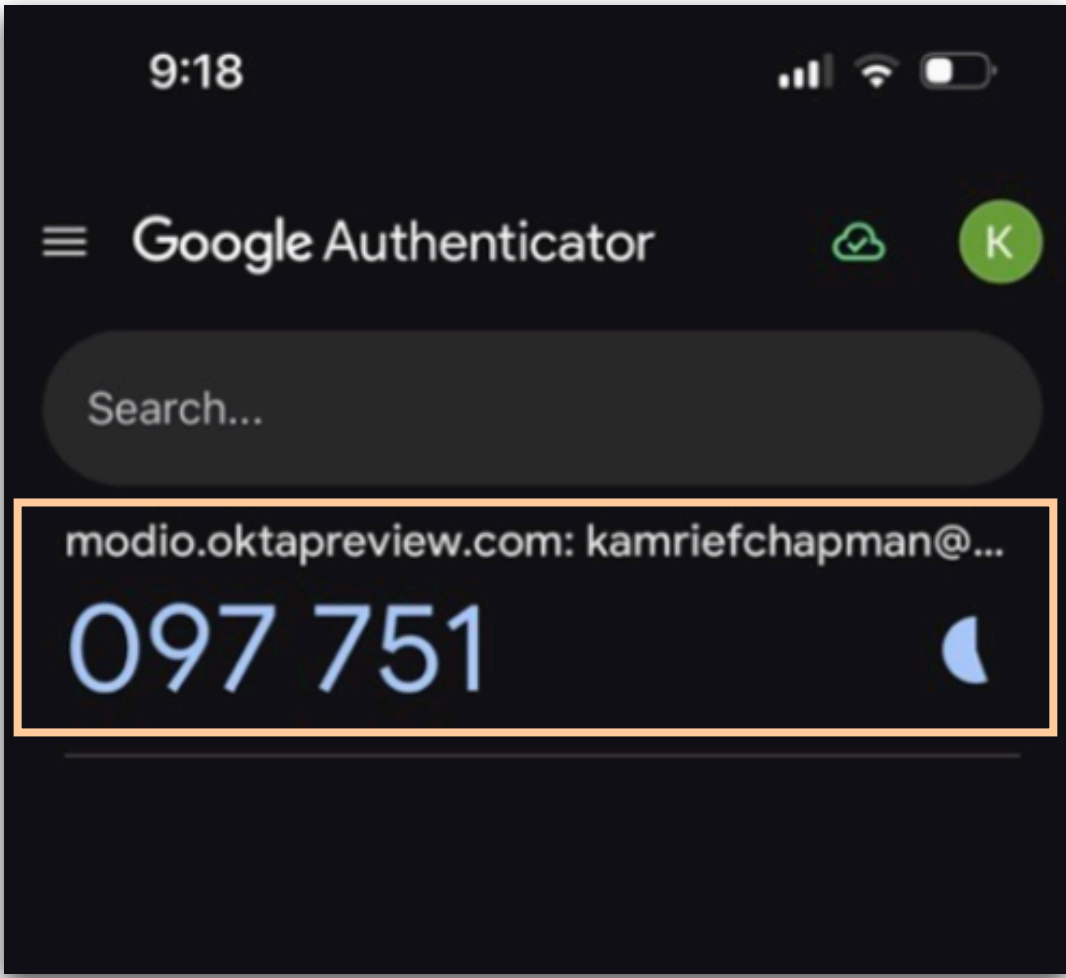


Step 3: Open the Google Authenticator App

On your mobile device, open the Google Authenticator app.

Option A: Scan QR Code (Recommended)

- 3. Point your phone's camera at the QR code on your computer screen
- 4. The app will automatically scan and add your account
- 5. You should see a 6-digit code in the app, enter on your computers the Set Up page and click **"Verify"**

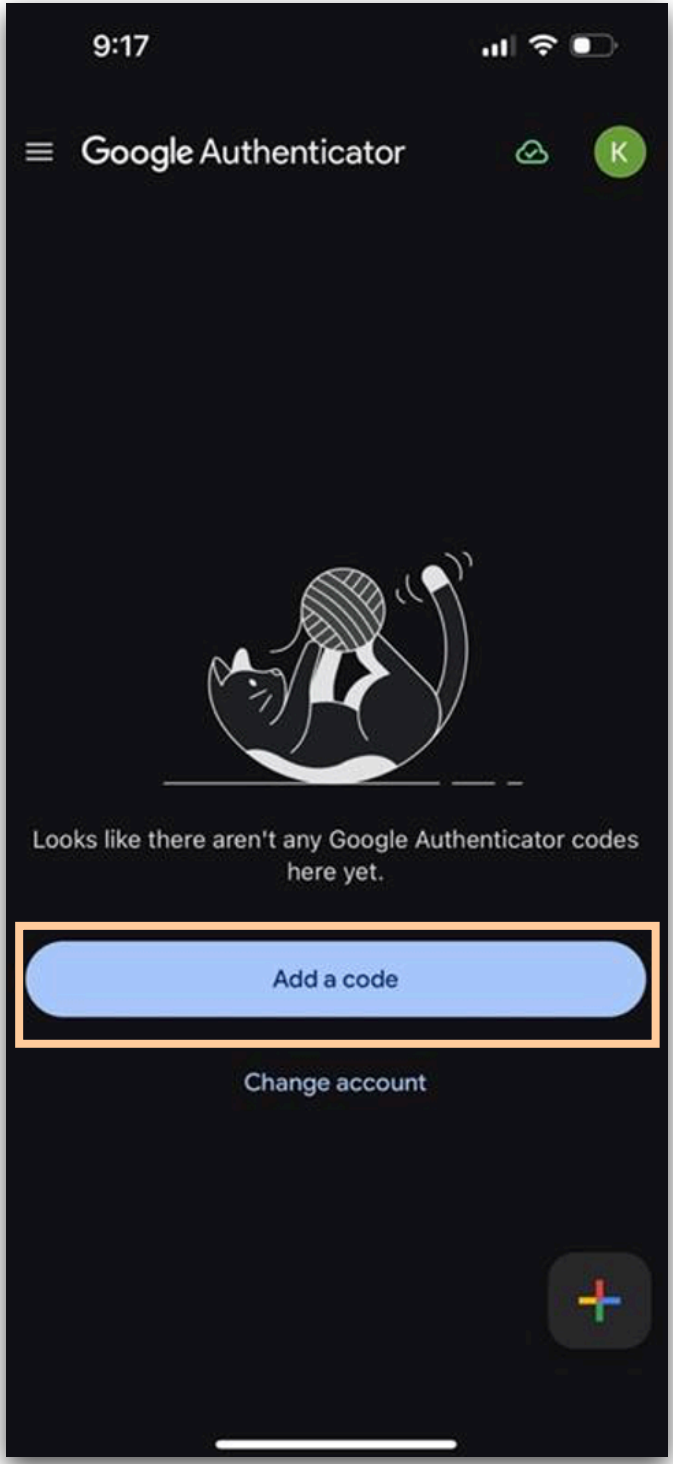
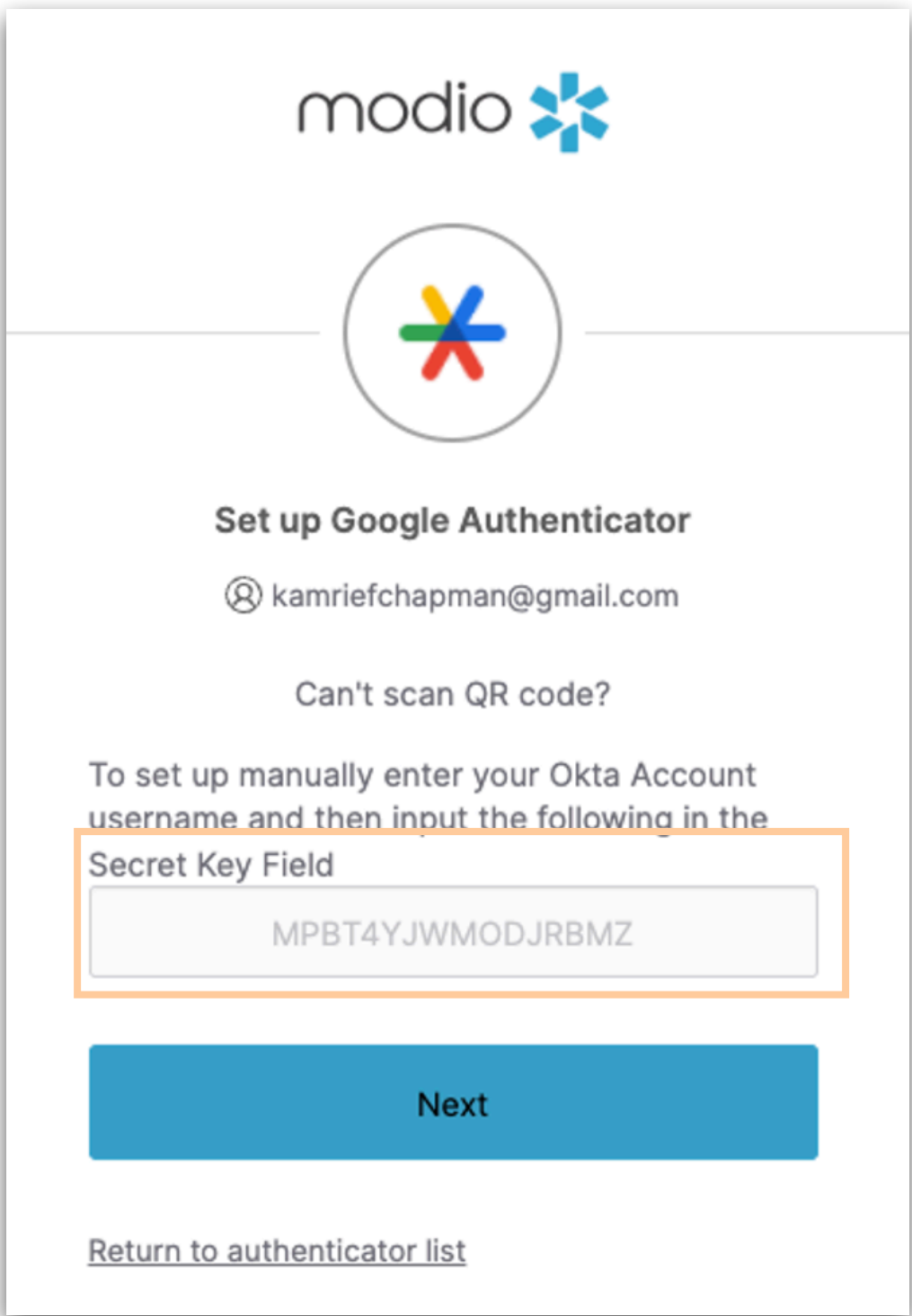
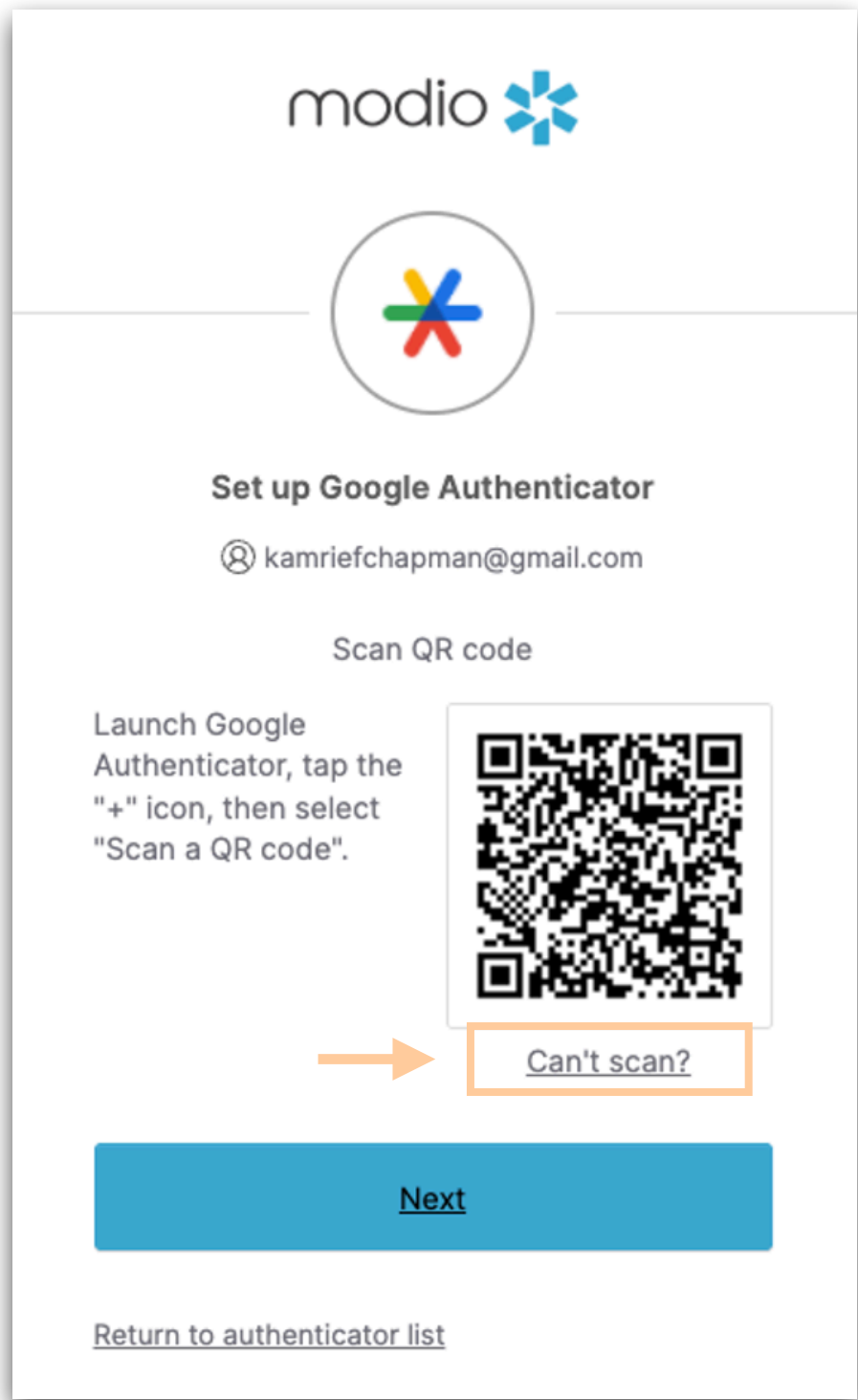


Step 3: Open the Google Authenticator App

On your mobile device, open the Google Authenticator app.

Option B: Enter Setup Key Manually (If QR code doesn't work)

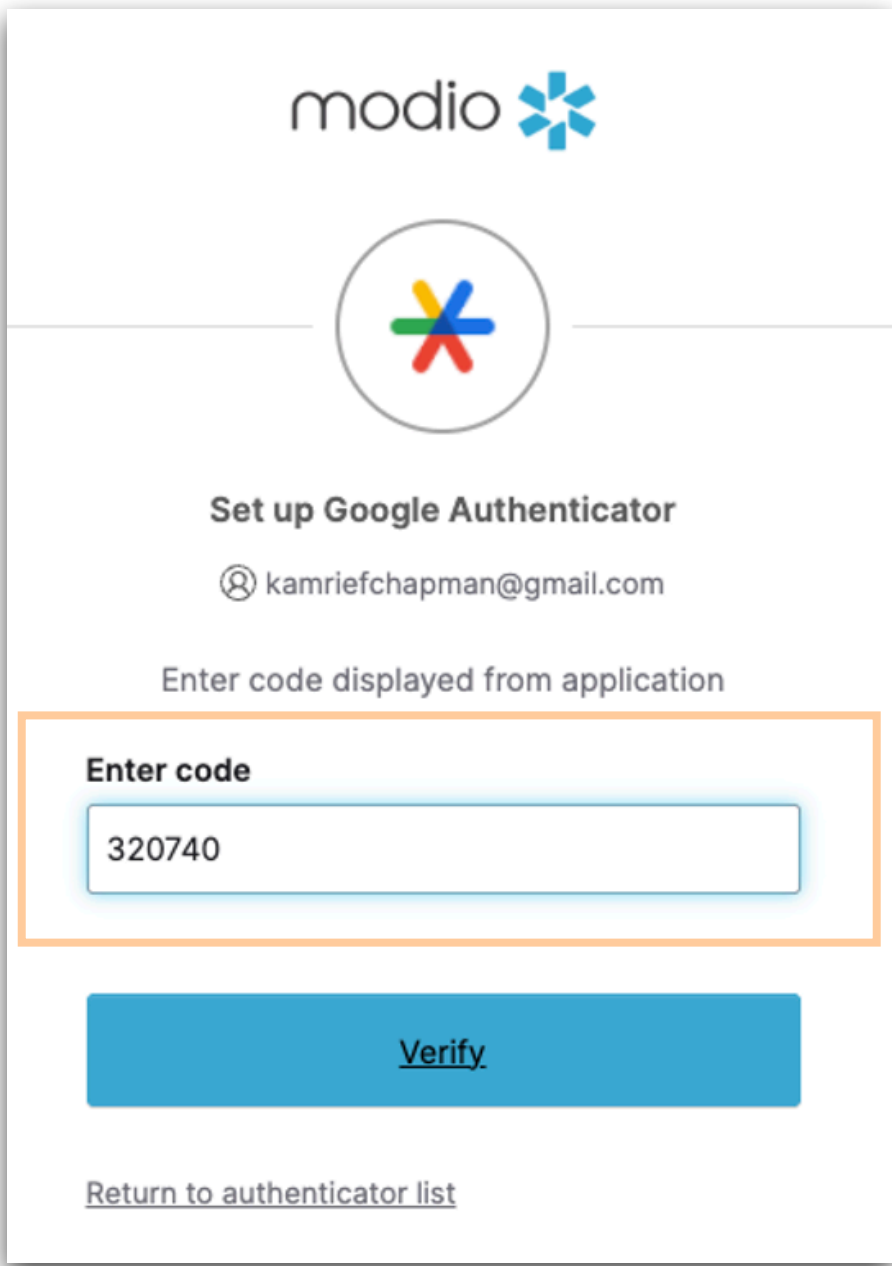
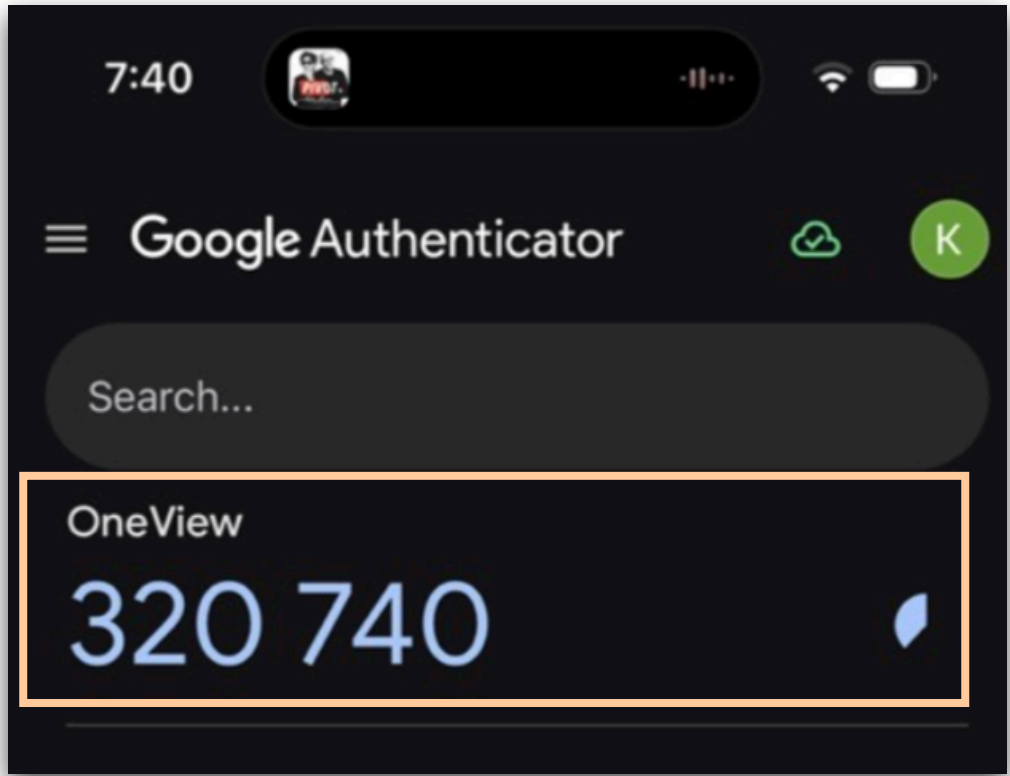
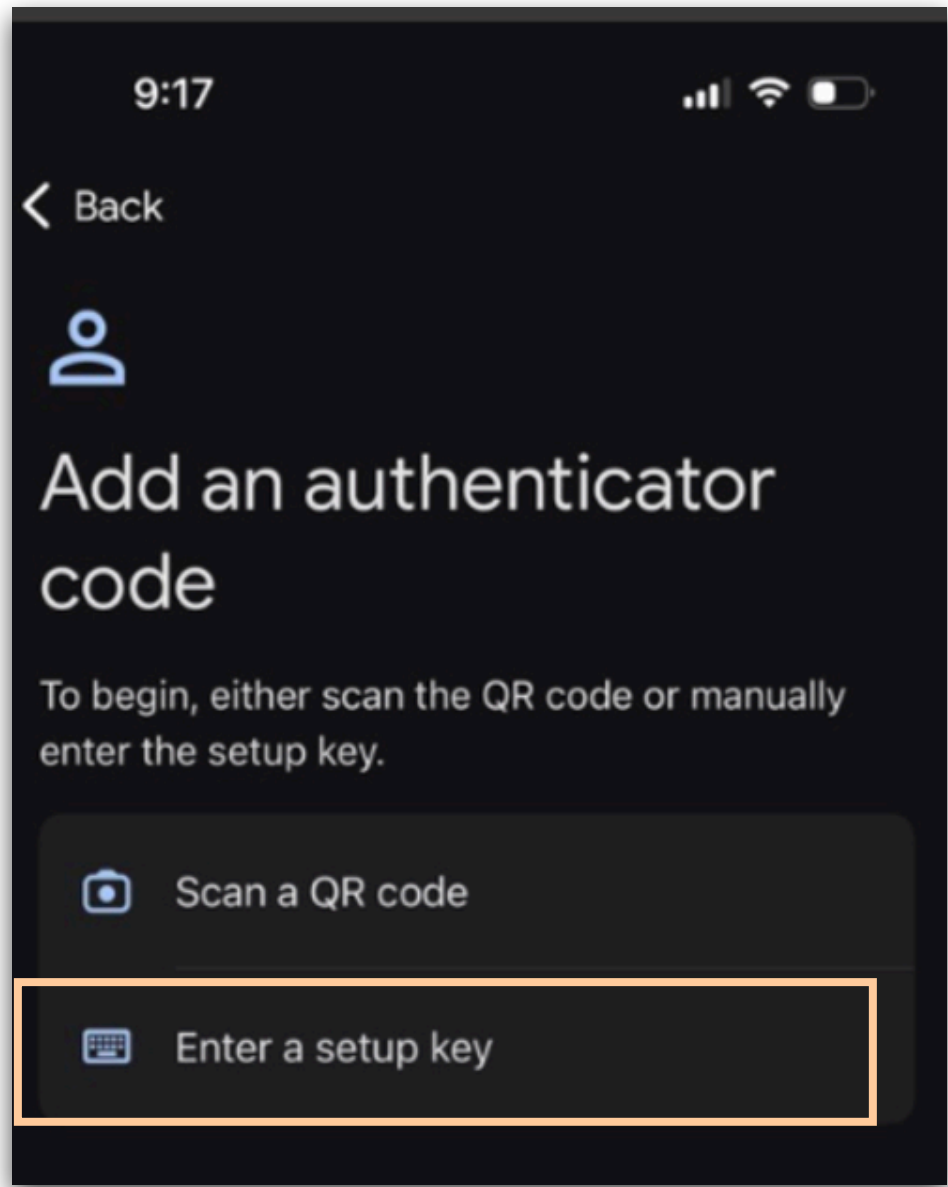
1. On your computer, click "**Can't scan it?**"
2. Click it to reveal the setup key
3. On your phone, in Google Authenticator
 - Tap the "**Add code**"
 - Tap "**Enter a setup key**"



Step 3: Open the Google Authenticator App

Option B: Enter Setup Key Manually (If QR code doesn't work)

- 4. Fill in the account information:
 - **Account:** Enter your email address OR company name
 - **Key:** Paste the setup key from your computer
 - **Type of key:** Time-based (should be selected by default)
- 5. Tap “**Add**”
- 6. You should see a 6-digit code in the app, enter on your computers the Set Up page and click “**Verify**”



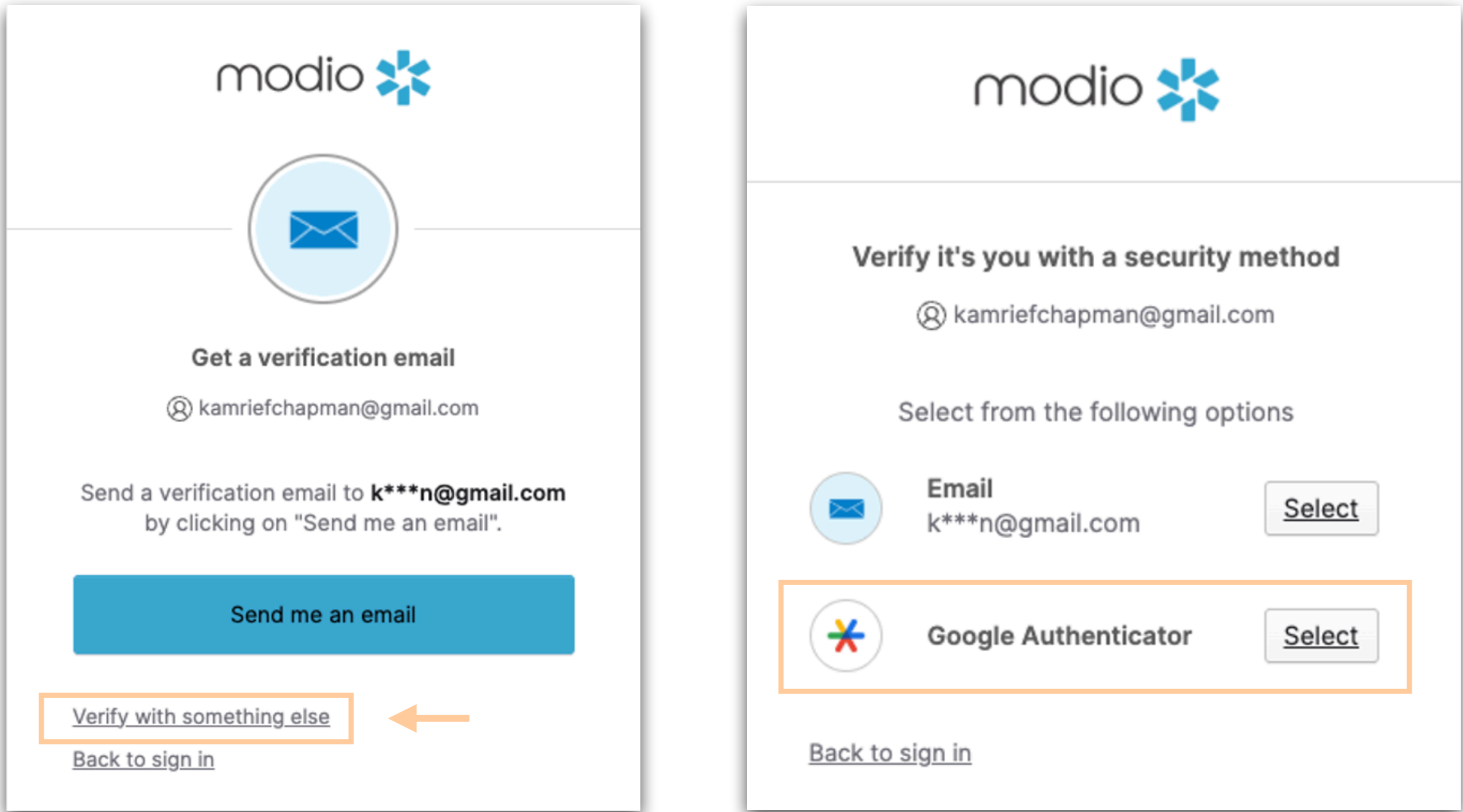
Step 4: Confirm Setup and Test

🎉 Success! Google Authenticator is now configured for your account.

Test Your New Authentication

1. Navigate to modiohealth.com and log in to your account (you may need to sign out first)
2. Enter your username and password
3. Upon your first login, email authentication will still show up as this is the default method
4. Click "**Verify with something else**" (as shown in the screenshot with the red arrow)
5. Select "**Google Authenticator**" from the available options

Important Note: You will only have to "verify with something else" once. Okta will remember this is your preferred MFA method and automatically use Google Authenticator upon your next login.

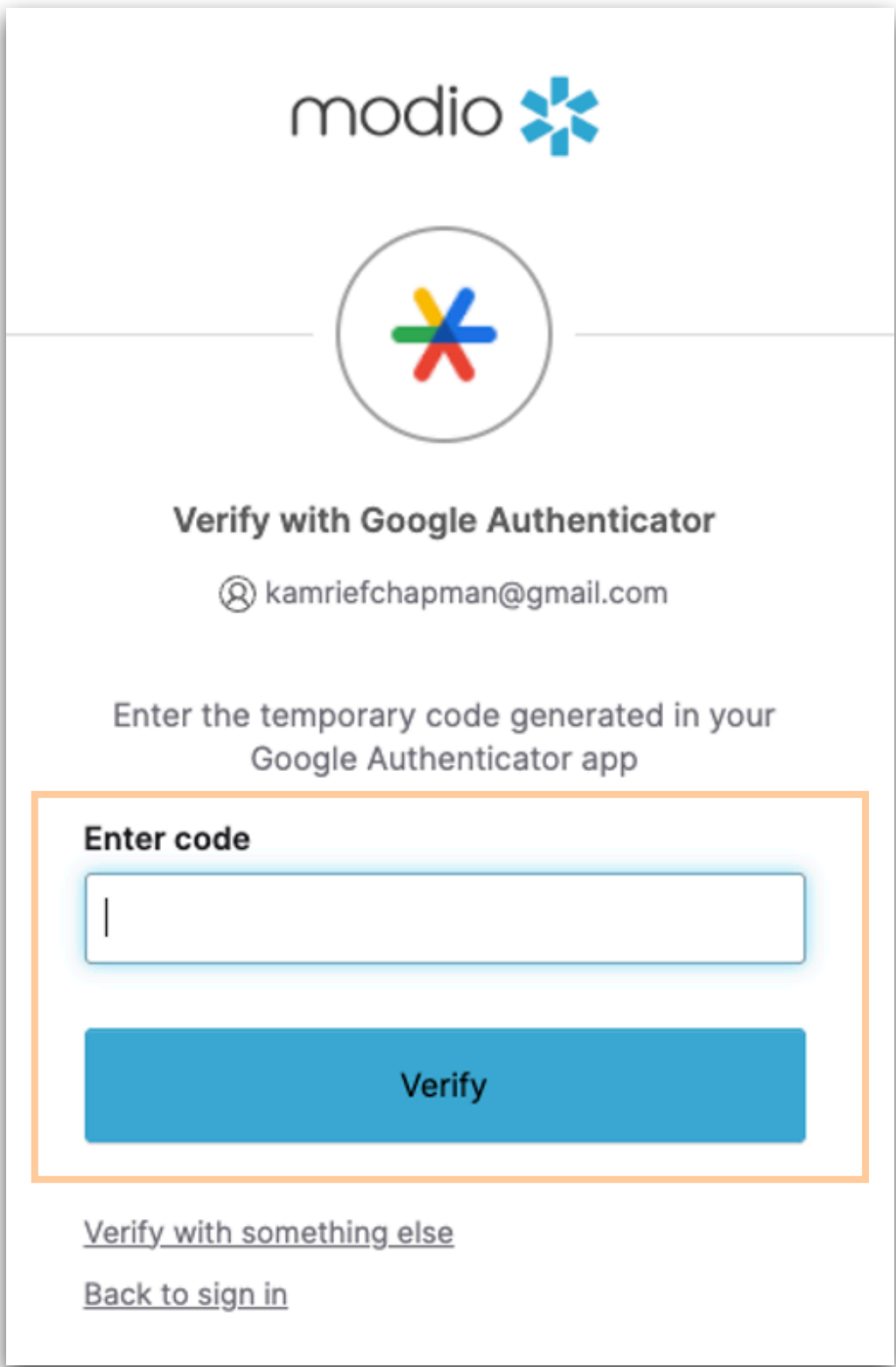
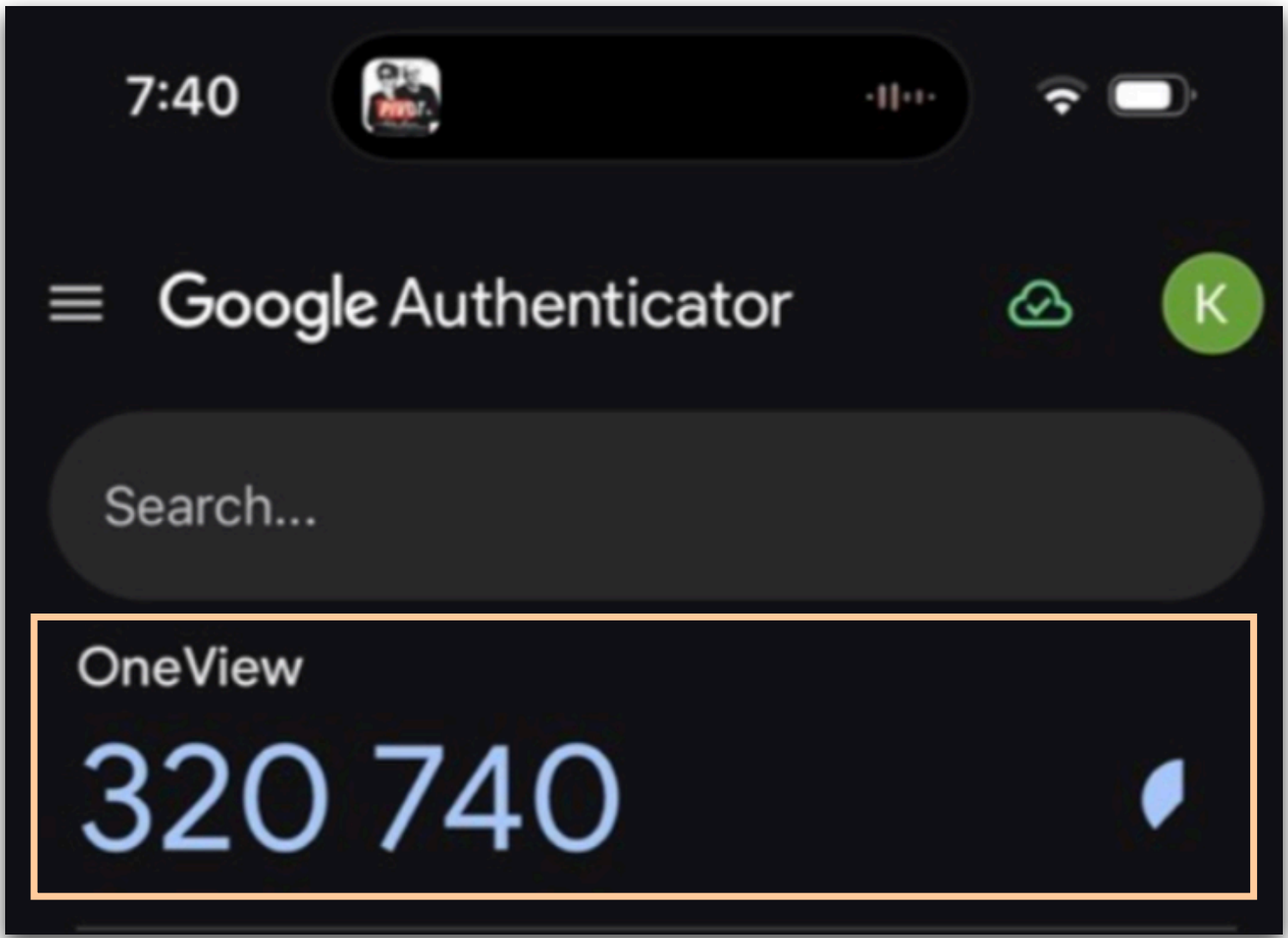


Step 4: Confirm Setup and Test

Test Your New Authentication

- 6. Open the Google Authenticator app on your phone to access the **6-digit code**
- 7. Enter this code on your computer and click "Verify"

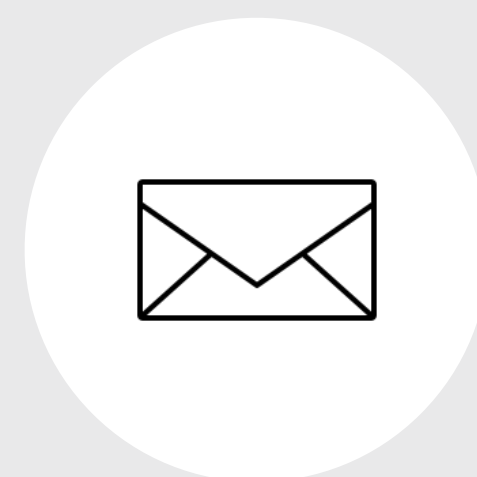
You'll know it's working when: You can log into OneView using codes from your Google Authenticator app, and future logins will default to Google Authenticator



For additional questions or further training, contact the Modio Team:



Online:
Live Chat Support



Email:
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