

cardinalhealth.com/at-Home-HME

Multi Factor Authentication



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What is MFA?

Multi-factor authentication (MFA) is defined as a security mechanism that requires an individual to provide two or more credentials to authenticate their identity. In IT, these credentials take the form of passwords, hardware tokens, numerical codes, biometrics, time, and location.

Using any combination of the examples above is technically MFA, although most implementations leverage two factors, which is why MFA is also known as two-factor authentication (2FA). By leveraging multiple credentials instead of one, the authentication process will remain secure even if one of the authentication factors is compromised. In short Multifactor Authentication (MFA) provides additional layer of security used to verify an end user's identity when they sign into an application.

What are the available Authentication Factors for the Cardinal Health at-Home website?

Cardinal Health at-Home provides the below additional factors when enrolling to MFA:

- SMS (Text)
- Voice Call
- Email

SMS Authentication

End users sign in and authenticate by entering a security token that is sent to their mobile device via SMS.

Voice Call Authentication

To sign in, you must enter a security token that is generated, then sent to you via phone call from a mobile device or land line phone.

Email Authentication

Having just verified email as part of the account activation process, simply click the Send me the code button, then check email for the code and enter it the same way as above.

Enrollment and Verification

1. LOGIN

User will have to login to the website with their username, password, and account number.

Log in to Cardinal Health at-Home

Email or Username

Password

Account Number

[Forgot password?](#)

Don't have a log-in?
If you are an existing Cardinal Health at-Home customer but do not have a username or password, please contact the Web Help Desk at 1-800-860-8027 x4350.

Not a customer yet?
If you are not currently a Cardinal Health at-Home customer, and wish to establish an account, click the button below.

2. ENROLLMENT

User will be prompted to enroll to MFA factors. Please note: user will have to enroll at least one MFA factor to continue.

Set up multifactor authentication

Cardinal Health at-Home requires multifactor authentication. Set up at least one additional layer of security. Each enabled layer will be available at login for account verification.

 **Text message (SMS) Authentication**
You will receive a text message (SMS) with the One Time Password (OTP)

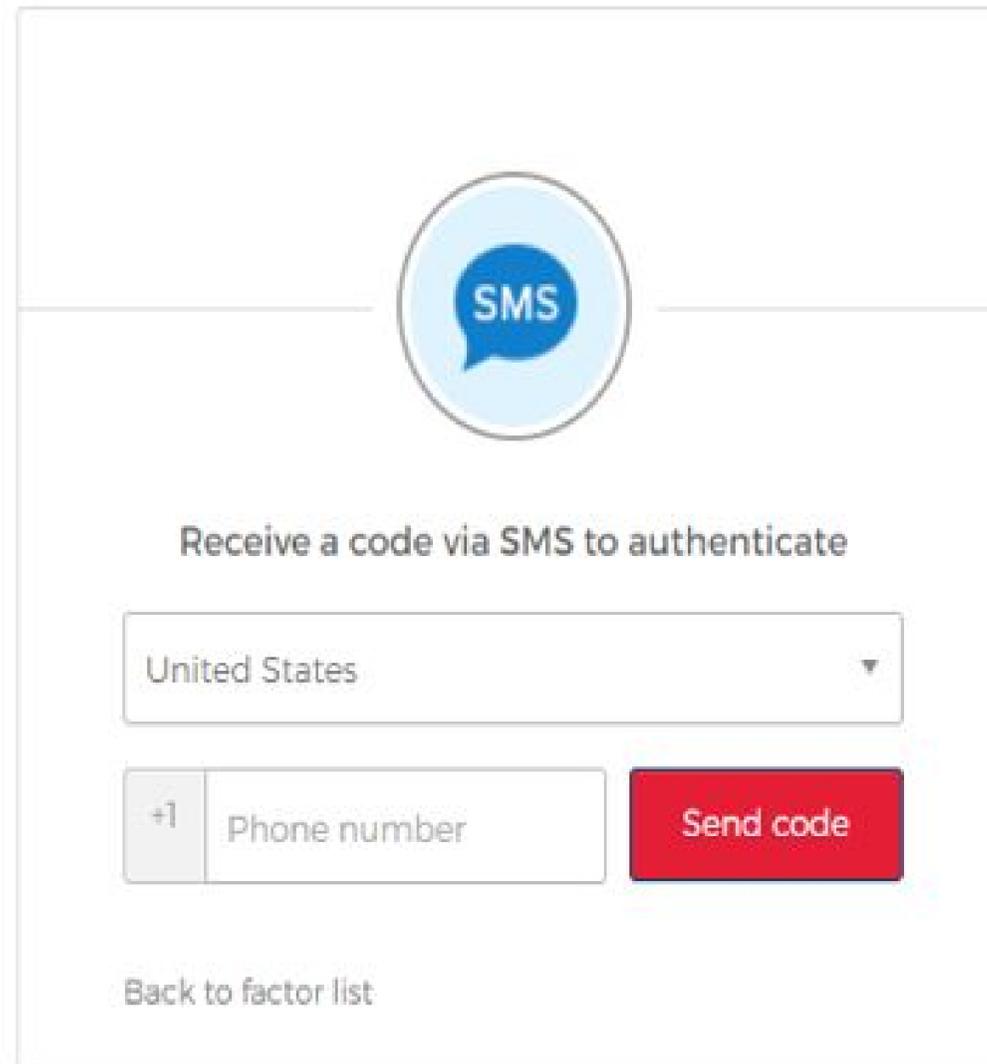
 **Voice Call Authentication**
You will receive an automated phone call with the One Time Password (OTP)

 **Email Authentication**
Enter a verification code sent to your email.

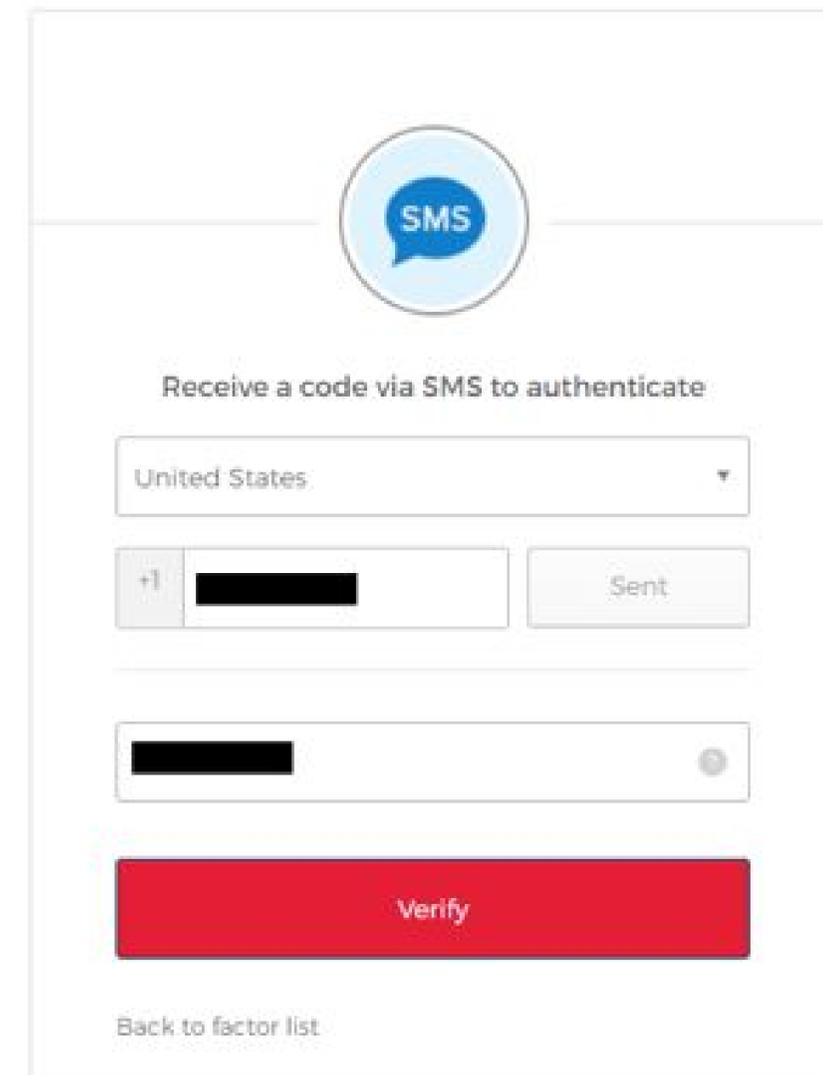
Text message (SMS) Authentication

Text message (SMS) Authentication

1. Select country. Enter your cell phone number into the field and click "send code".
2. A text will be sent to your phone. Enter the verification code and verify your number.
3. SMS authentication is complete.



The screenshot shows the initial SMS authentication setup screen. At the top center is a blue circular icon with a white speech bubble containing the letters 'SMS'. Below this icon, the text 'Receive a code via SMS to authenticate' is displayed. Underneath is a dropdown menu with 'United States' selected. Below the dropdown is a text input field for the phone number, with a small grey box containing '+1' on the left and a red button labeled 'Send code' on the right. At the bottom left, there is a link that says 'Back to factor list'.

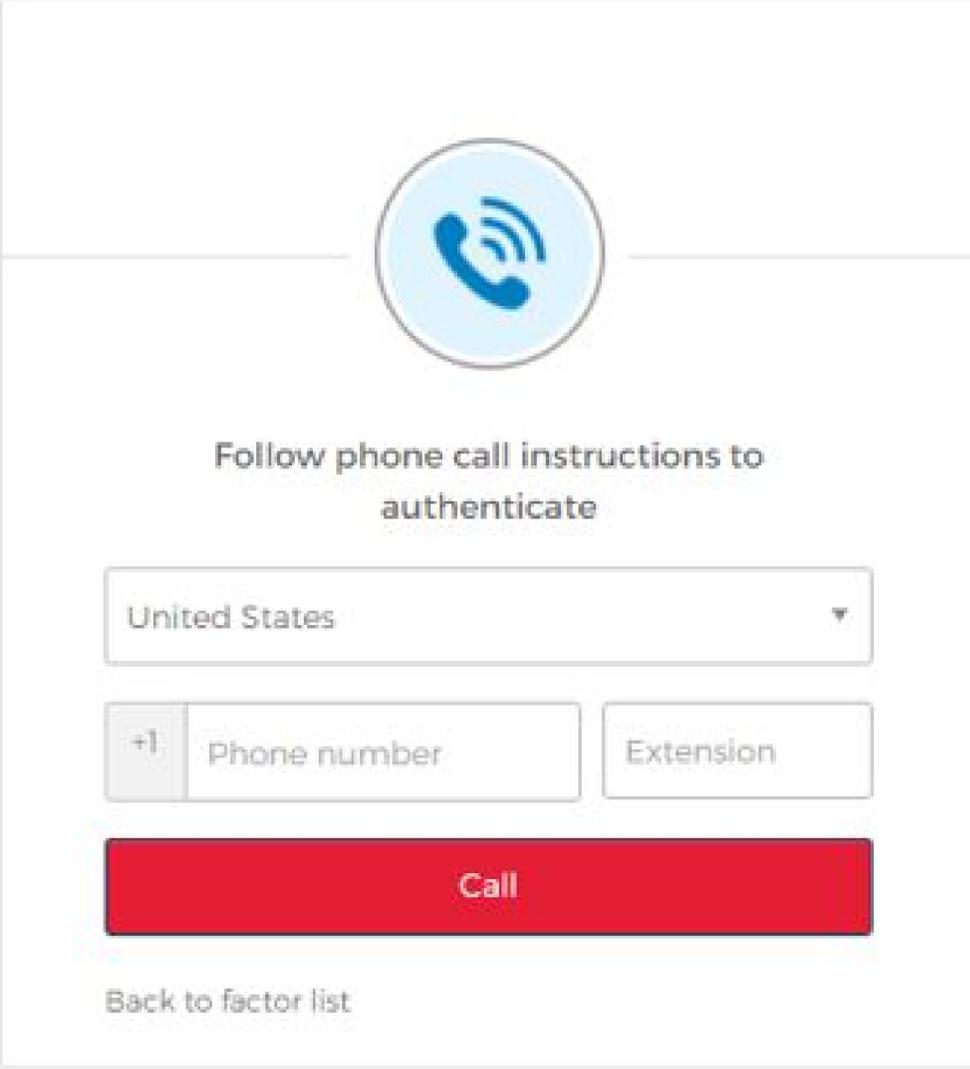


The screenshot shows the verification step of the SMS authentication process. At the top center is a blue circular icon with a white speech bubble containing the letters 'SMS'. Below this icon, the text 'Receive a code via SMS to authenticate' is displayed. Underneath is a dropdown menu with 'United States' selected. Below the dropdown is a text input field for the phone number, with a small grey box containing '+1' on the left and a grey button labeled 'Sent' on the right. Below the phone number field is another text input field for the verification code, with a small grey box containing a plus sign on the right. Below the code field is a large red button labeled 'Verify'. At the bottom left, there is a link that says 'Back to factor list'.

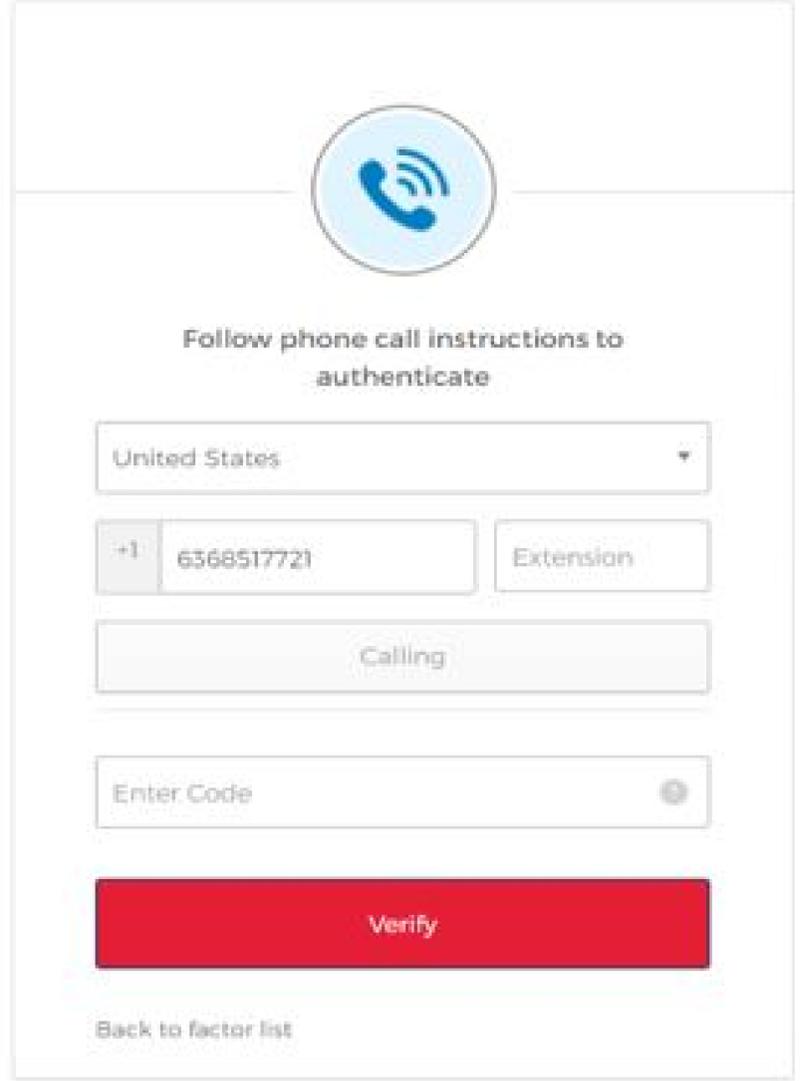
Voice Call Authentication

Voice Call Authentication

1. Select country. Enter your cell phone number into the field and click "call".
2. A call will be sent to your phone. Answer and enter the verification code to verify your number.
3. Voice call authentication is complete.



The screenshot shows a mobile application interface for voice call authentication. At the top center is a blue circular icon with a white telephone handset. Below the icon, the text "Follow phone call instructions to authenticate" is centered. Underneath, there is a dropdown menu with "United States" selected. Below the dropdown are two input fields: one for the phone number with a "+1" country code selector and the text "Phone number", and another for the "Extension". A large red button labeled "Call" is positioned below these fields. At the bottom left, there is a link that says "Back to factor list".

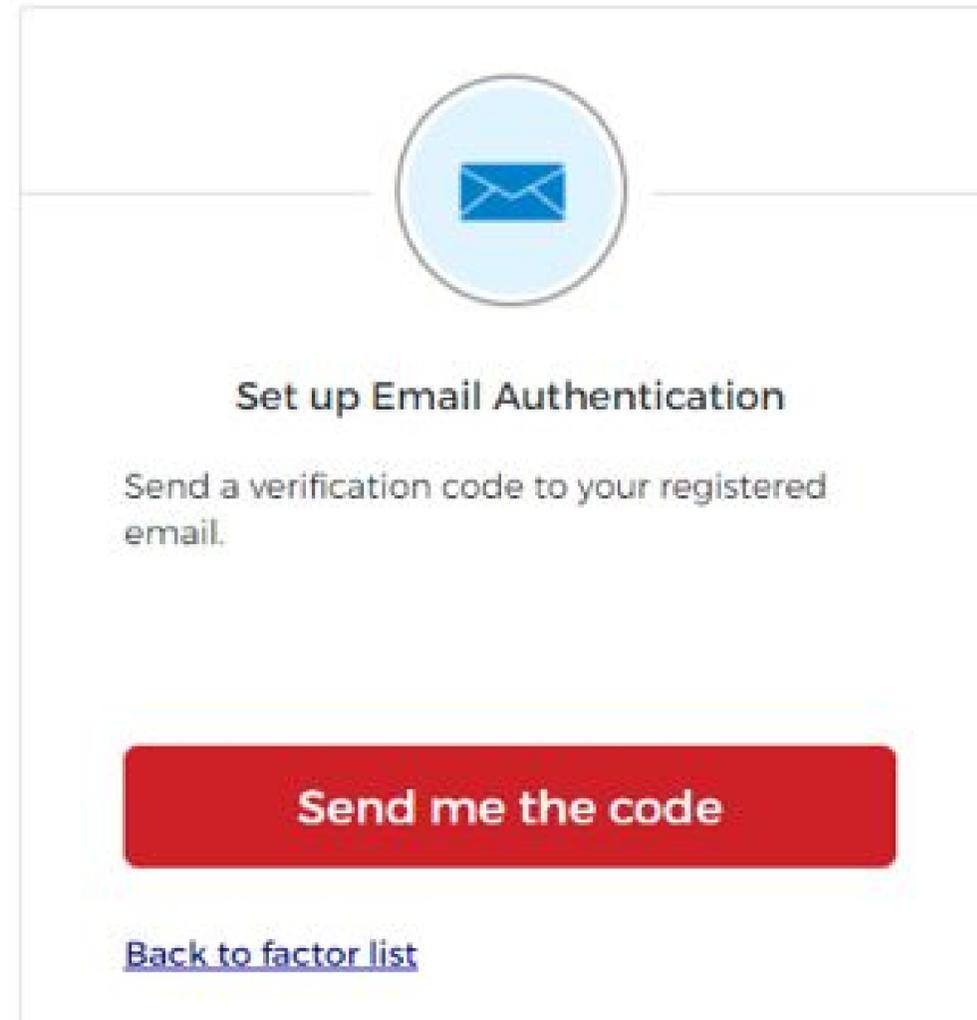


The screenshot shows the next step in the voice call authentication process. At the top center is the same blue circular telephone icon. Below it, the text "Follow phone call instructions to authenticate" is centered. Underneath, there is a dropdown menu with "United States" selected. Below the dropdown are two input fields: one for the phone number with a "+1" country code selector and the number "6368517721", and another for the "Extension". A grey button labeled "Calling" is positioned below these fields. Below the "Calling" button is an input field labeled "Enter Code" with a circular refresh icon on the right. A large red button labeled "Verify" is positioned below the "Enter Code" field. At the bottom left, there is a link that says "Back to factor list".

Email Authentication

Email Authentication

1. Click "Send me the code" button to have the verification code emailed to your registered email.
2. Look for an email from Okta <noreply@okta.com> with the subject "Confirm your email address. Enter the verification code from the email and verify email address."
3. Email authentication is complete.



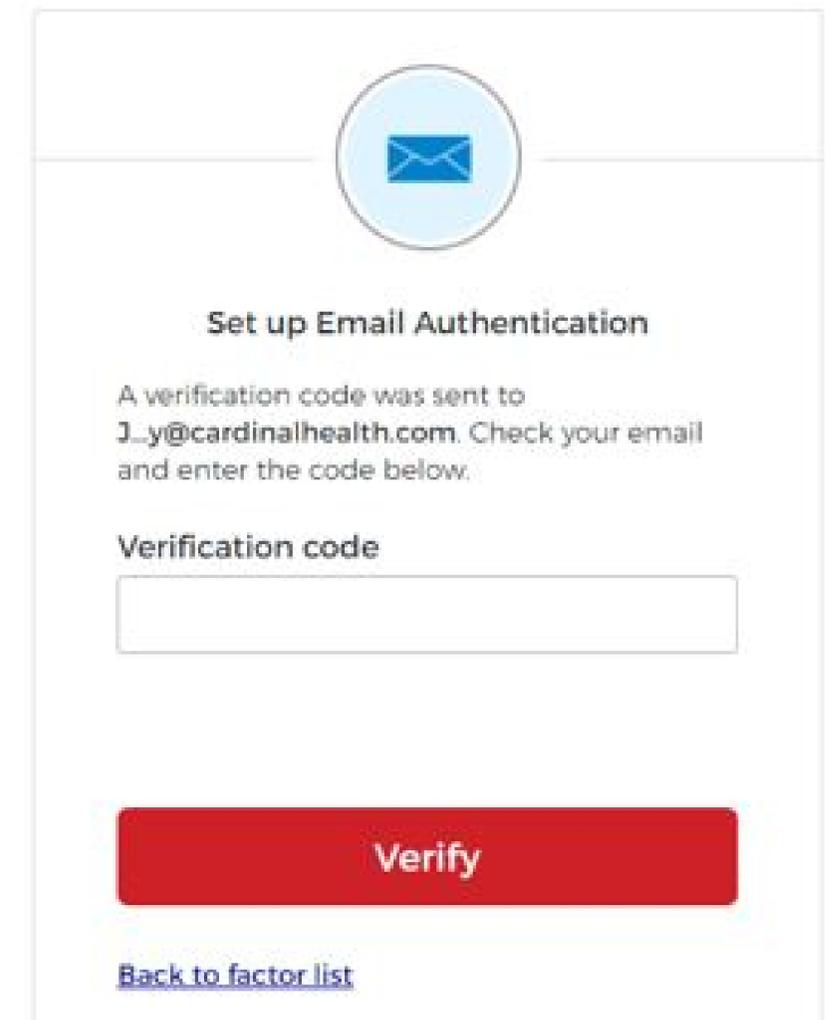


Set up Email Authentication

Send a verification code to your registered email.

[Back to factor list](#)

Send me the code





Set up Email Authentication

A verification code was sent to J...y@cardinalhealth.com. Check your email and enter the code below.

Verification code

[Back to factor list](#)

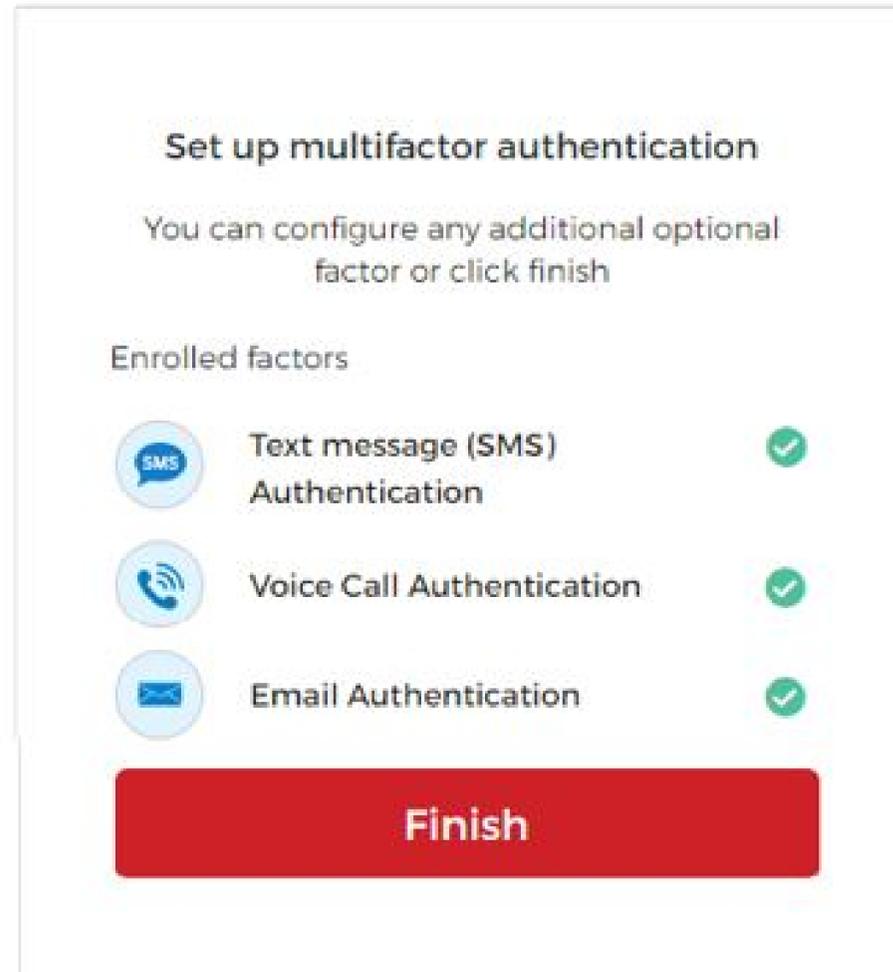
Verify

MFA Enrollment Complete

MFA Enrollment Complete

A green checkbox will appear to the right for all the successfully enrolled MFA factors.

Click Finish to complete the enrollment process and user will be successfully logged in to the website.



Updating your MFA Selections

Self-Service options are available online for updating your MFA selections.

Login and navigate to company profile > your profile tab.

Click the "Edit Extra Verification Factors" button. This will direct you to the update extra verification screen.

Company Profile

Company Profile | **Your Profile** | Shipping Address | Credit Cards | Logins

My Contact Information

Phone Number:

Fax Number:

Email: Myuser@test.com

Password

Passwords must be at least 8 characters with one (1) upper letter, one (1) lower letter
Passwords can not be a part of your username/email or any of your last 4 passwords

Old Password:

New Password:

Confirm New Password:

Update Extra Verification

Manage the extra verification factors that were created at registration.

Update Extra Verification Page

This page will allow you to update your established MFA factor values, and setup any additional MFA factors that haven't been previously setup.

Text (SMS) and Voice Call are the only MFA options available for self-service. Updating account email information is managed by the customer service department. Please contact them at 1-800-860-8027 Option 5.

To update any established MFA value, click the "remove" button. You will be prompted to enter your account password. Once validated, that MFA factor will be removed from your account.

Click the "set up" button to re-set up that MFA factor with the updated value. The process for setting up the MFA factor is the same as highlighted previously in this document.

Following these steps will allow you to self manage your MFA factors.

Update Extra Verification

Extra verification increases your account security when signing into Cardinal Health at Home. You can receive a voice or text message message if you are setting up Text Message (SMS) or Voice Call factors, click Remove then Set Up.

Text Message (SMS)

Remove

Voice Call – You will receive an automated phone call

Set up

Email

Updating account email information is managed by customer service department. Please

[Back to Company Profile page](#)

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