

Purpose:

MiGateway requires the use of multi-factor authentication (MFA) for use of any of its services. This guide is to be used during initial setup for when a user of MiGateway desires a desktop version of MFA versus that of the mobile application. The guide is specific to Twilio's Authy desktop version.

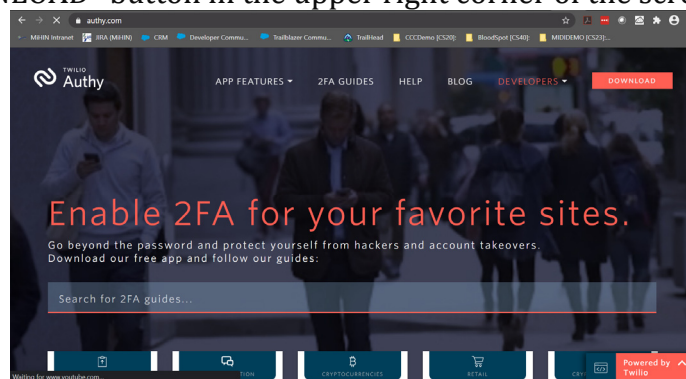
Prerequisites:

Prior to setting up your MiGateway account (eg. setting a new password via the auto-generated Welcome email & creating an MFA connection), you will need to download Authy's desktop MFA application.

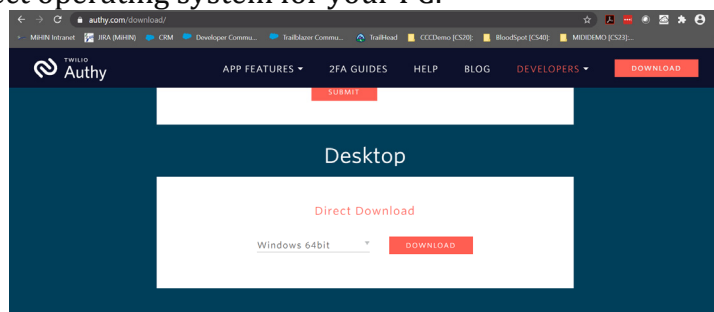
NOTE: UPHP end users have already had the Authy application installed onto their computers. An icon will appear on their desktop.

Instructions for doing so are below:

- Navigate to the following link: <https://authy.com/download/>
- Click the "DOWNLOAD" button in the upper right corner of the screen:

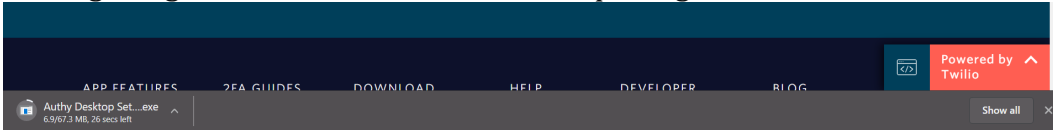


- Scroll down past the "Mobile" section to the section labeled "Desktop"
- Select the correct operating system for your PC:

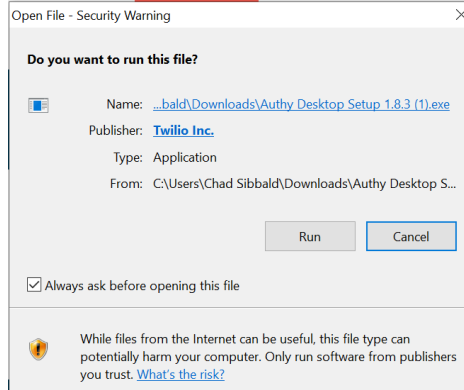


- Click the "DOWNLOAD" button to the right of your OS version after selected

- If using Google Chrome, select the installed package at the bottom of the browser:



- Click "Run" on the "Open File - Security Warning" dialogue box:

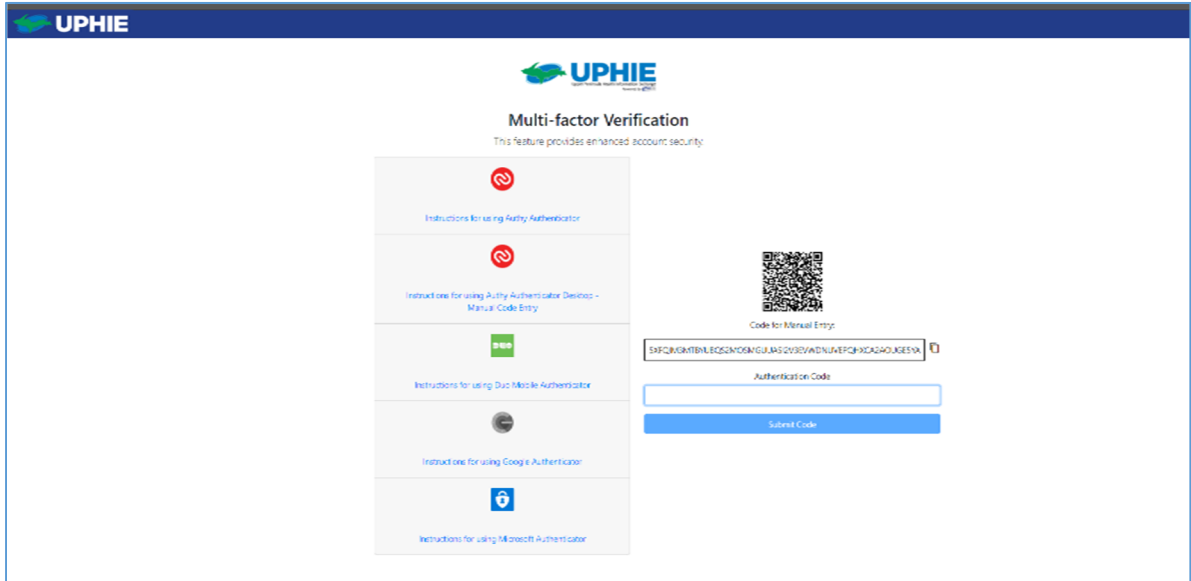


- A Twilio Authy dialogue box will appear upon completion of installation - follow the step-by-step instructions provided by Authy.
- Once setup is completed open the application, if it doesn't automatically open after installation
- You are now ready to move on to the "Initial MIGateway Setup" section

NOTE: If you are not able to download this to your PC due to security, you may need to reach out to your organization's IT team for them to install this on your PC for you.

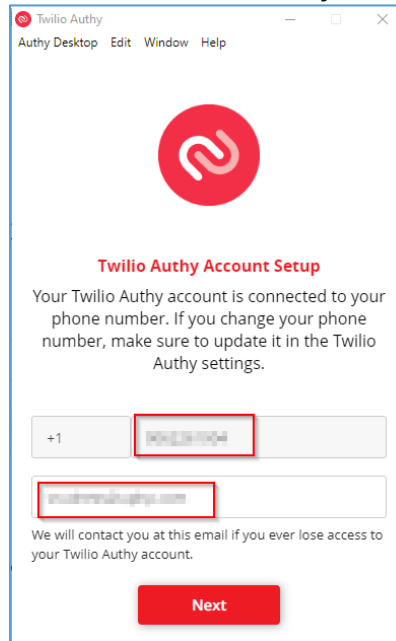
Initial MIGateway Setup:

- Open the Welcome email sent to you for MIGateway access to acquire:
 - The MIGateway URL
 - Your username
 - Your temporary password (expires 7 days after the email is received)
- Click the link or copy & paste into a supported web browser
- Insert your username from the Welcome email
- Insert the temporary password, also located in the Welcome email
- You will be prompted to change your password and you will be required to follow the password requirements noted on the same screen
- Once your password is changed, you will need to log in again with your new password
- Minimize your browser window once you are at the Multi-factor Verification screen (will come back to this window later)

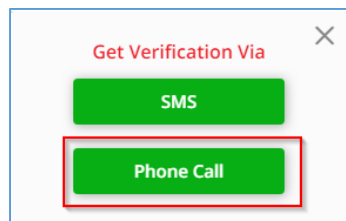


Initial Twilio Authy Account Setup:

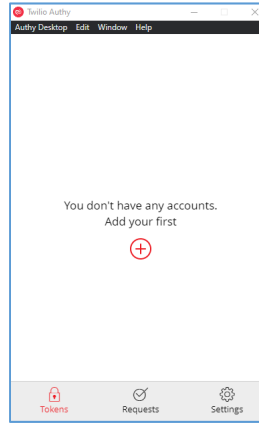
- Open the Authy desktop application
- Enter your office phone number, click Next. Enter your work email, click Next.



- Select to receive Verification via Phone Call



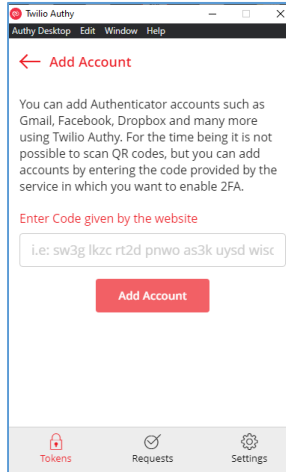
- A window will appear with a two digit code. Your office phone will ring, enter the two digit code on your phone keypad.
- Select the "+" sign to add a connection:



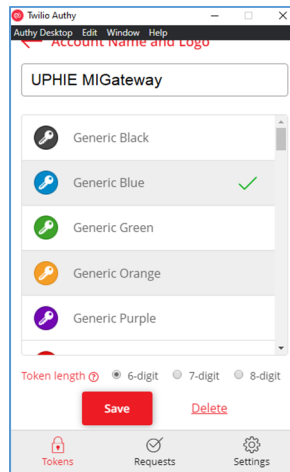
- Return to your browser window to the UPHIE Multi-factor Verification screen. To the right of the "Code for Manual Entry" field, there is a button. Click this button (pictured below) to copy the code to your clipboard:



- Paste the code from the UPHIE Multi-factor Verification screen into the Authy dialogue box (ctrl+V):



- Enter a name (UPHIE MIGateway) and customize the connection by selecting any color below, then save:



- Six digits that expire every 30 seconds should appear for this connection
- Before a code expires within 30 seconds, insert the six digits into the MIGateway browser of the field labeled “Authentication Code”:





- This validates the connection, and you will be taken back to the login screen to login

Log into MIGateway

- Navigate to the site, enter your credentials using your email/password
- You will be navigated to the MFA verification page. Open your Authy desktop application and insert the current six digit that currently appear for this connection
- You should now be able to navigate MIGateway and its services.

For immediate assistance, please contact the UPHIE Help Desk at 906.225.7703 or <https://www.uphie.org/contact>.

More information on MIGateway can be found online at <https://www.uphie.org/resources>.