# Multi-Factor Authentication

Top

With update ***11.24.2.1*** Multi-Factor Authentication will be available for all databases.

You have the option to use our already available(default), standard 2-factor authentication. You will either be emailed or receive a text with your authentication code. Or you can use a widely available Authentication App.

- We have tested for use, Google Authenticator, Microsoft Authenticator or the authentication app from Duo Mobile.

To continue using our default, standard 2-factor authentication you will only need to verify that email addresses are valid/correct for your user list. Alternatively, your users have the option to utilize a text message to receive their code. If users would like to receive their code vis SMS, they will need to complete the full text message address in their user profiles.

To ensure accounts are set up for authentication jump to ATS 2-Factor.

Please also speak with your IT Staff to ensure the address, noreply@porthos.atsusers.com is on their allowed list.

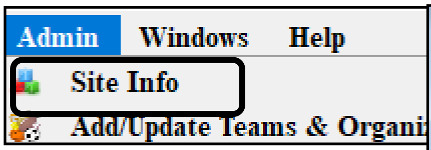
If you would like to switch to Authentication Apps this will affect all of your users. Make sure to have them install and set up a Authentication of their choosing.

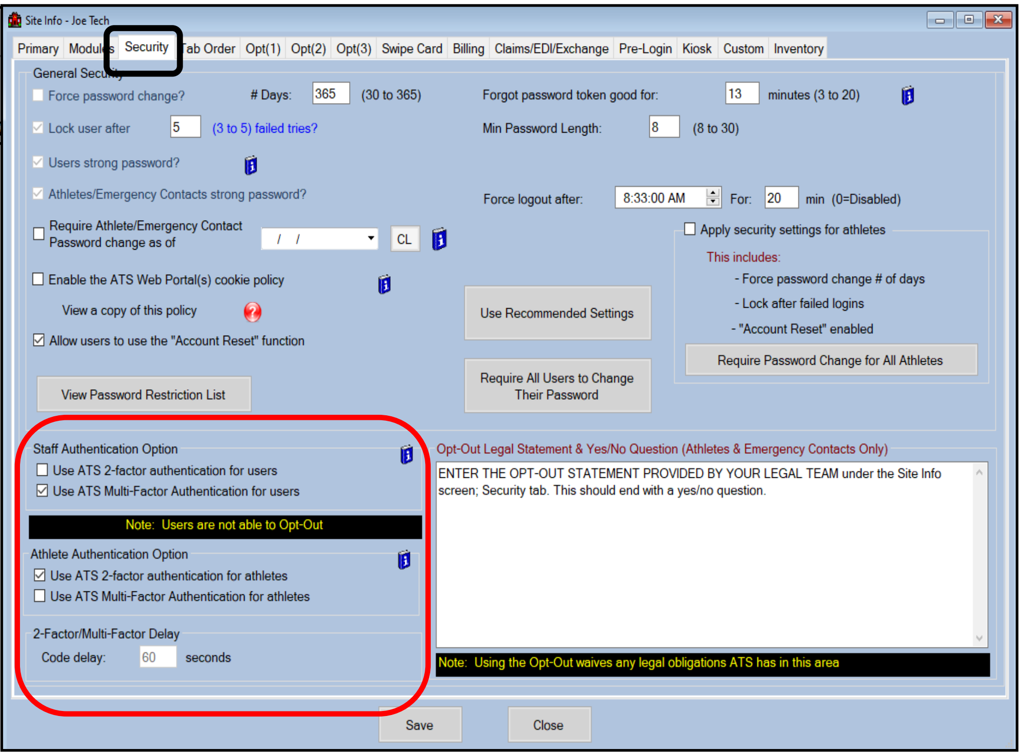
To set up your ATS database to use the authentication app, jump to ATS and Authentication Apps.

## ATS 2-Fatctor Authentication:

On Desktop go to Admin—> Site Info—> Security Tab, you will see the Staff Authentication, and Athlete Authentication. These options are an “either” selection, either you will use the 2-factor or you will select the authentication app.

**Delay Settings**: This is the amount of time you will have to enter your code to verify/authenticate your account. The Auth Code Delay is for both receiving an email/text or accessing your auth app. Depending on email servers, it can take 1-3 minutes to obtain your verification code.





General Security

☐ Force password change? # Days: 365 (30 to 365)

☑ Lock user after 5 (3 to 5) failed tries?

☑ Users strong password?

☑ Athletes/Emergency Contacts strong password?

☐ Require Athlete/Emergency Contact Password change as of / /

☐ Enable the ATS Web Portal(s) cookie policy

View a copy of this policy

☑ Allow users to use the "Account Reset" function

Forgot password token good for: 13 minutes (3 to 20)

Min Password Length: 8 (8 to 30)

Force logout after: 8:33:00 AM For: 20 min (0=Disabled)

☐ Apply security settings for athletes

This includes:
- Force password change # of days
- Lock after failed logins
- "Account Reset" enabled

Staff Authentication Option

☐ Use ATS 2-factor authentication for users

☑ Use ATS Multi-Factor Authentication for users

Note: Users are not able to Opt-Out

Athlete Authentication Option

☑ Use ATS 2-factor authentication for athletes

☐ Use ATS Multi-Factor Authentication for athletes

2-Factor/Multi-Factor Delay

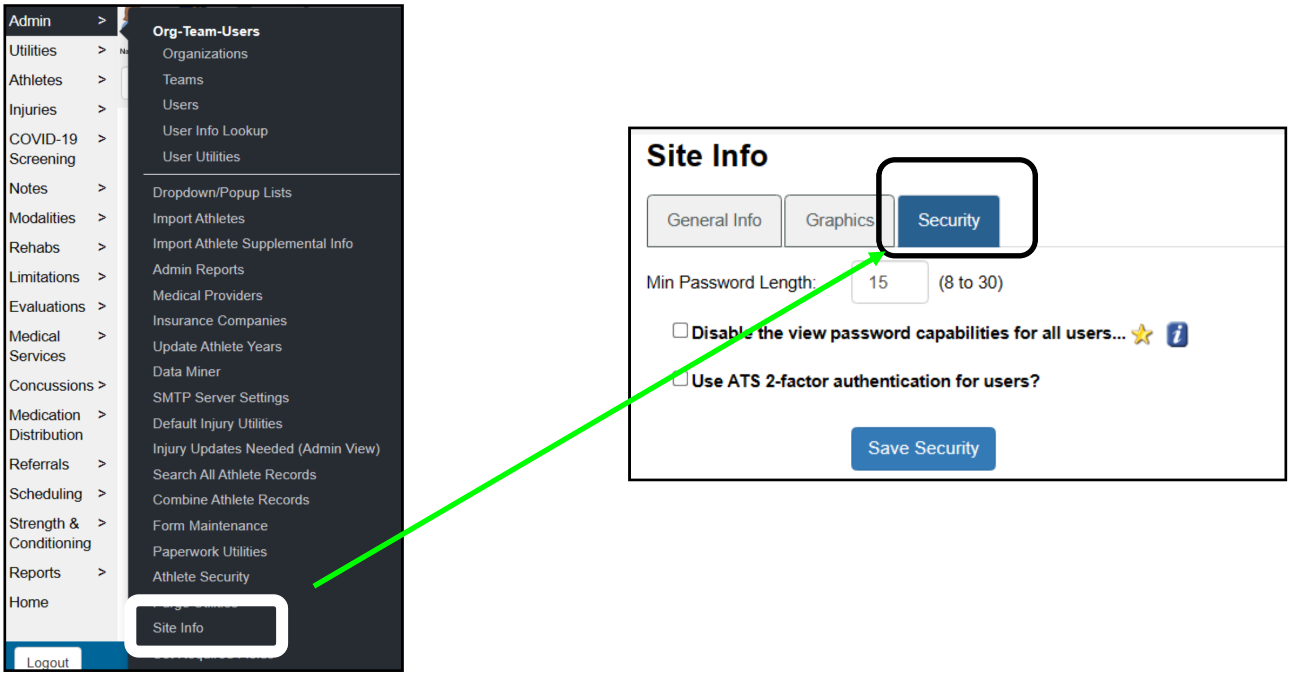
Code delay: 60 seconds

Opt-Out Legal Statement & Yes/No Question (Athletes & Emergency Contacts Only)

ENTER THE OPT-OUT STATEMENT PROVIDED BY YOUR LEGAL TEAM under the Site Info screen; Security tab. This should end with a yes/no question.

Note: Using the Opt-Out waives any legal obligations ATS has in this area

To access Site Info on the portal go to your Admin tab, and Select Site Info. Then select the Security Tab.



Min Password Length: 15 (8 to 30)

☐ Disable the view password capabilities for all users...

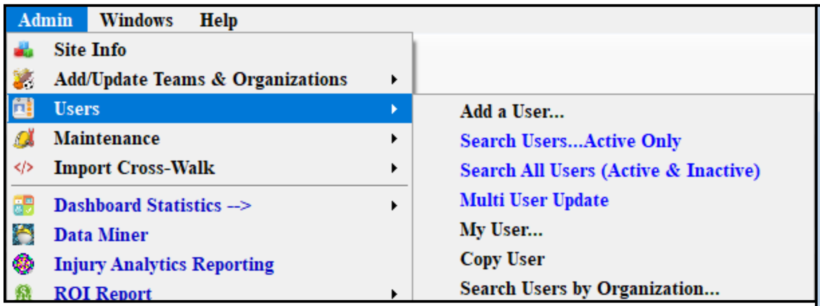
☐ Use ATS 2-factor authentication for users?

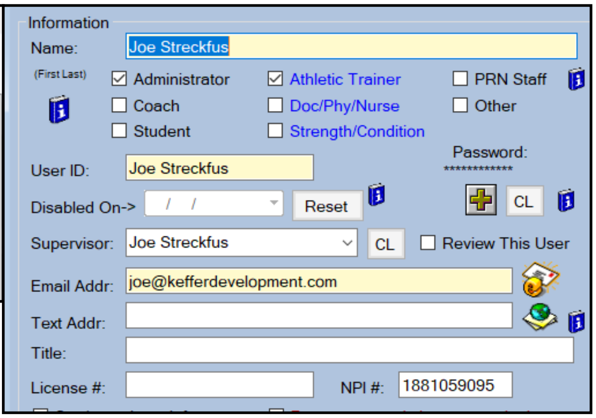
Top

## User Profiles for 2-factor:

Please have your users verify the email address that is in their user account, is valid. This is the address that the 2-factor code will be emailed. Admin—> Users—> MY user, or on the portal Utilities—> My user.

- If they would like to utilize the Text Message option, they will need to complete add their 10 digit cell number in the Text Addr: line complete with the extension that goes with their company.
  - Example:1234567890@vtext.com. Please use the 🌐 icon for a common list of carriers


Admin
Windows
Help
Site Info
Add/Update Teams & Organizations
Users
Maintenance
Import Cross-Walk
Dashboard Statistics -->
Data Miner
Injury Analytics Reporting
ROI Report
Add a User...
Search Users...Active Only
Search All Users (Active & Inactive)
Multi User Update
My User...
Copy User
Search Users by Organization...


Information

Name: (First Last) Joe Streckfus

☑ Administrator ☑ Athletic Trainer □ PRN Staff
□ Coach □ Doc/Phy/Nurse □ Other
□ Student □ Strength/Condition

User ID: Joe Streckfus

Password: ************

Disabled On-> / / Reset

Supervisor: Joe Streckfus CL □ Review This User

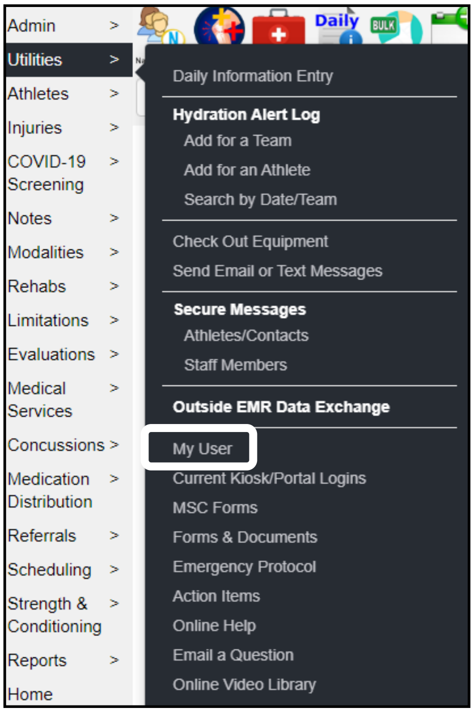
Email Addr: joe@kefferdevelopment.com

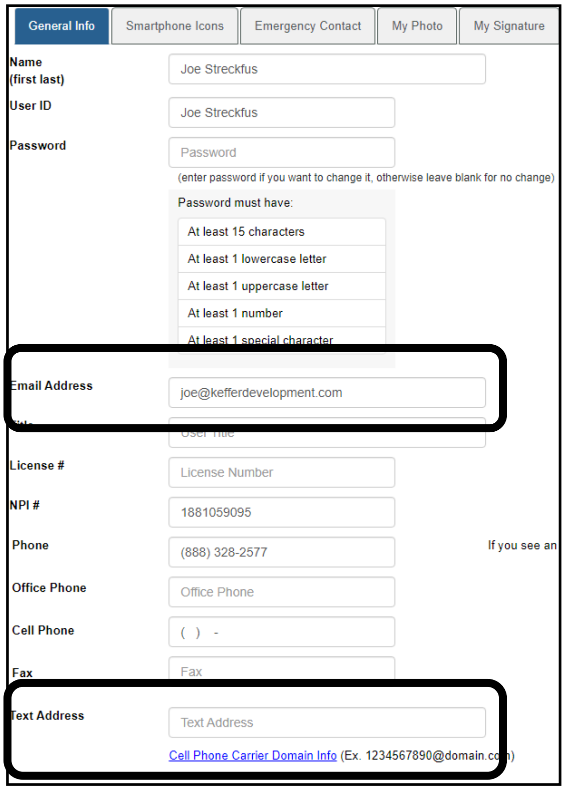
Text Addr:

Title:

License #:

NPI #: 1881059095




General Info | Smartphone Icons | Emergency Contact | My Photo | My Signature

Name (first last): Joe Streckfus

User ID: Joe Streckfus

Password: Password

(enter password if you want to change it, otherwise leave blank for no change)

Password must have:

- At least 15 characters
- At least 1 lowercase letter
- At least 1 uppercase letter
- At least 1 number
- At least 1 special character

Email Address: joe@kefferdevelopment.com

Title: User Title

License #: License Number

NPI #: 1881059095

Phone: (888) 328-2577 If you see an

Office Phone: Office Phone

Cell Phone: ( ) -

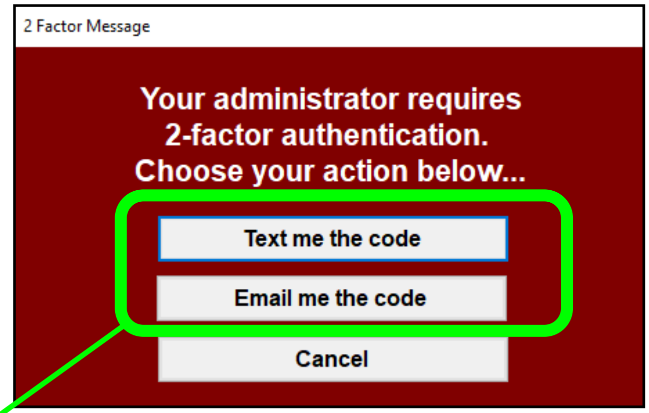
Fax: Fax

Text Address: Text Address

Cell Phone Carrier Domain Info (Ex. 1234567890@domain.com)

## 2-Factor Process ATS Desktop:

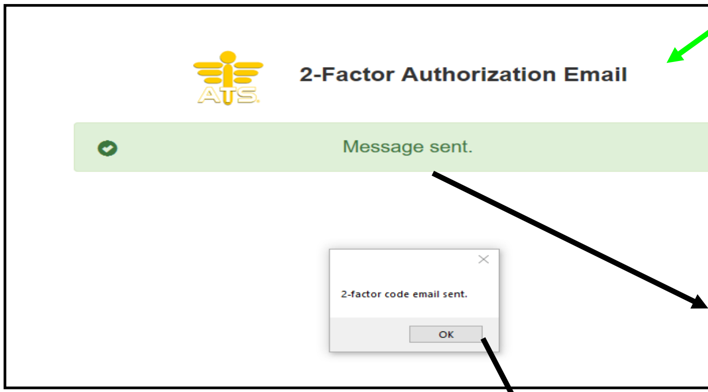
After providing their login credentials, users will see this prompt. If they have both email and a text address filled out, they will have both options. Otherwise email will be the only choice. Choose the method of delivery.



2 Factor Message

Your administrator requires 2-factor authentication. Choose your action below...

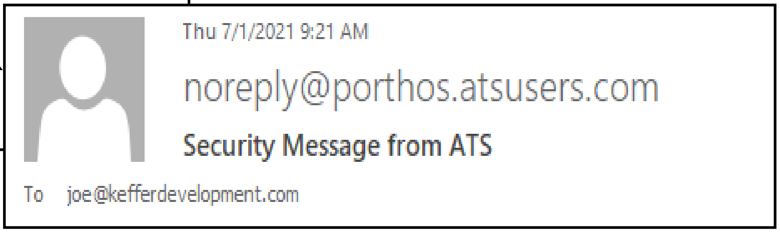
A new window opens notifying you a code was sent.



2-Factor Authorization Email

Message sent.

2-factor code email sent.



Thu 7/1/2021 9:21 AM

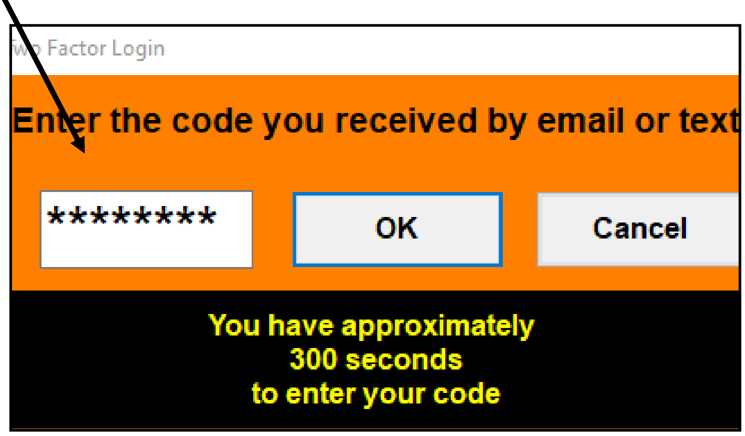
noreply@porthos.atsusers.com

Security Message from ATS

To joe@kefferdevelopment.com

Clicking OK on the message above will then open the authorization box. Here you will enter the code you were sent into the box.

If you successfully enter the code that was delivered to you, you will continue to ATS.



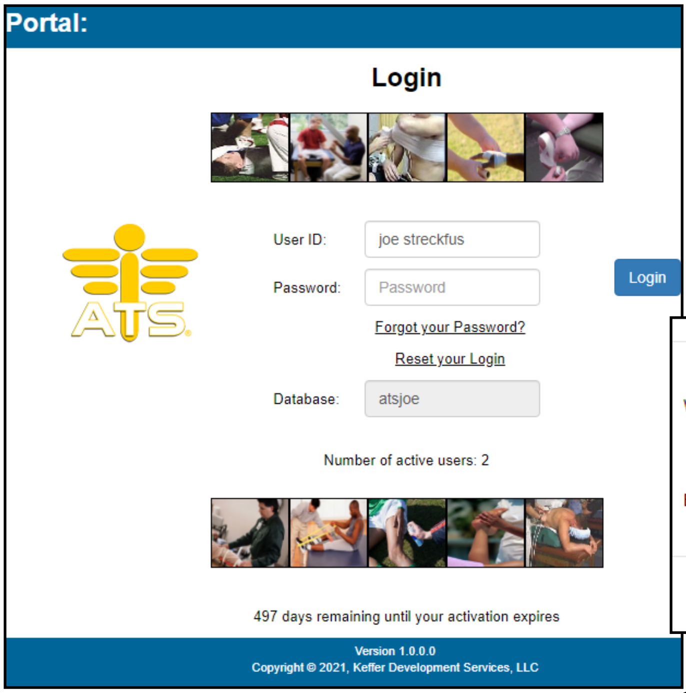
wo Factor Login

Enter the code you received by email or text

********

You have approximately 300 seconds to enter your code

## 2-Factor Process ATS Staff Portal:


Portal:

Login

User ID: joe streckfus

Password: Password

Forgot your Password?

Reset your Login

Database: atsjoe

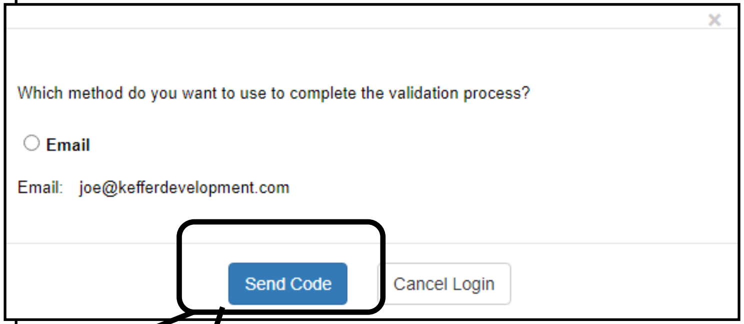
Number of active users: 2

497 days remaining until your activation expires

Version 1.0.0.0

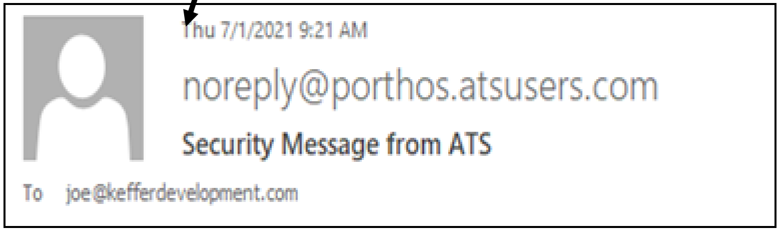
Copyright © 2021, Keffer Development Services, LLC

On the Staff Portal, the user will provide their login in credentials. Since they are on the portal, they will see a different delivery method screen. Again, if a text account is entered, both options will be available. They will select how they want the code delivered.


Which method do you want to use to complete the validation process?

○ Email

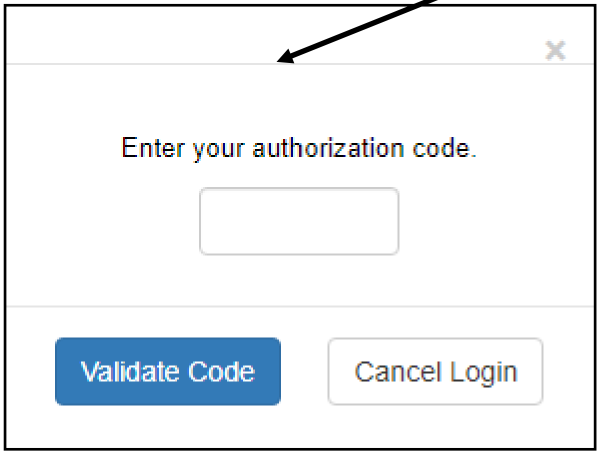
Email: joe@kefferdevelopment.com


Thu 7/1/2021 9:21 AM

noreply@porthos.atsusers.com

Security Message from ATS

To joe@kefferdevelopment.com


Enter your authorization code.

Enter the verification code you received in the box and you will continue into the site.

Top

## MFA using an Authentication App:

*ATS is not recommending one Authenticator app over the other. The process was implemented so that is should work with any available app. We do not have in-depth knowledge of the processes of these and will do our best to help if/as needed.*

During the testing and implementation of the MFA using an authentication app, we utilized Google Authenticator, Microsoft Authentication apps, both have 100+ million downloads as well as Duo Mobile 10+ million, and know they all work. The process should work with any others our there, since there is a variety of apps, we tested these three, on Android and Apple devices. We are not endorsing those, they are what we as staff had downloaded for personal use.

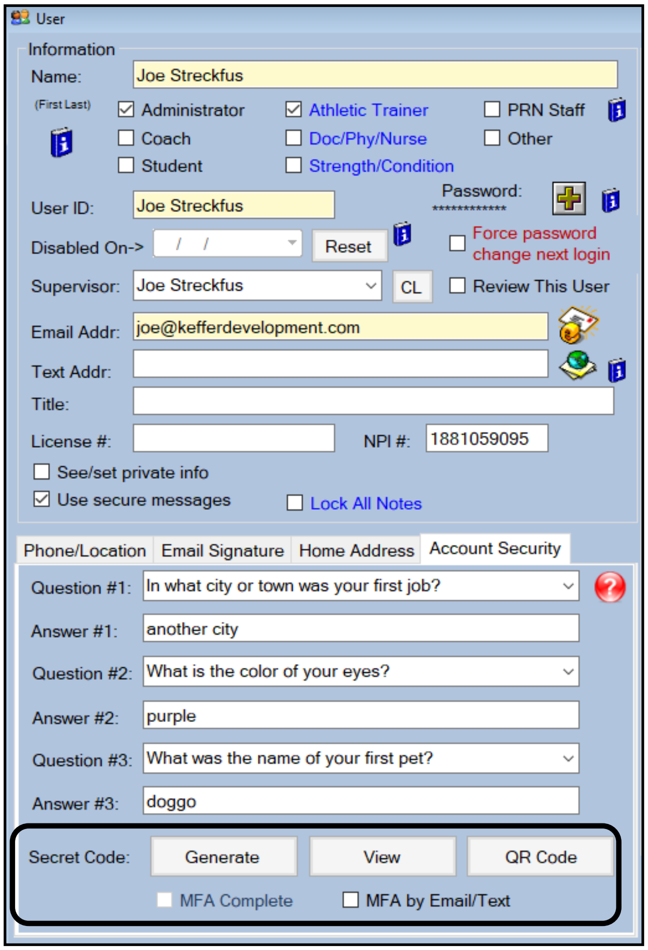
To start using MFA with an Authenticator App, be sure to enable it in Site Info. Please refer to page 2.

ATS does not support Single Sign On (SSO) or other similar features.

## Linking your account to your Authenticator App:

To link your account, go to Admin—> Users—> My User—> Account Security. On the bottom left, along with your Reset Account Questions, you will be able to generate your User Secret Code.

Your User **Secret Code**, is a code unique to you that ties your account in the database to your Authenticator App. Only the user/staff member will be able to see their Secrete and/or QR Code.



Name: Joe Streckfus
(First Last)

☑ Administrator ☑ Athletic Trainer □ PRN Staff
□ Coach □ Doc/Phy/Nurse □ Other
□ Student □ Strength/Condition

User ID: Joe Streckfus
Password: ************

Disabled On-> / /
□ Force password change next login

Supervisor: Joe Streckfus
□ Review This User

Email Addr: joe@kefferdevelopment.com
Text Addr:
Title:
License #:
NPI #: 1881059095

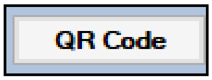
□ See/set private info
☑ Use secure messages
□ Lock All Notes

Question #1: In what city or town was your first job?
Answer #1: another city
Question #2: What is the color of your eyes?
Answer #2: purple
Question #3: What was the name of your first pet?
Answer #3: doggo

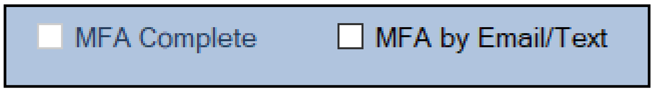
Secret Code:
□ MFA Complete □ MFA by Email/Text

**Generate:** will generate your account a string of random characters that will be your secrete code. This links your account to the authenticator.

**View:** Will show your generated code, if you cannot scan the QR code with your Auth app or are having difficulties , this allows for manual entry to tie accounts together. There will be 20 characters



**QR Code:** This will display your account information in a QR code, so you can scan it with your authentication app to tie your accounts together.



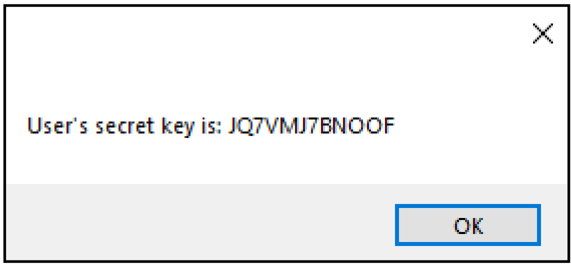
□ MFA Complete □ MFA by Email/Text

MFA Complete or MFA by Email/Text: If you set up your secrete code and QR, this will automictically check off indicating you have completed the setup. If you choose not to use an Auth App, you can check MFA by email/text to satisfy your requirements and not be asked to set it up.

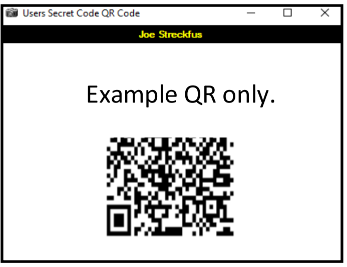
Top

## Linking your account to your Authenticator App Ctd.:

Choose how you want to link your account either with the Code itself, or the QR code. Enter the 20 digit secret key or scan the QR code with your authenticator app. It will register and display an ATS entry.



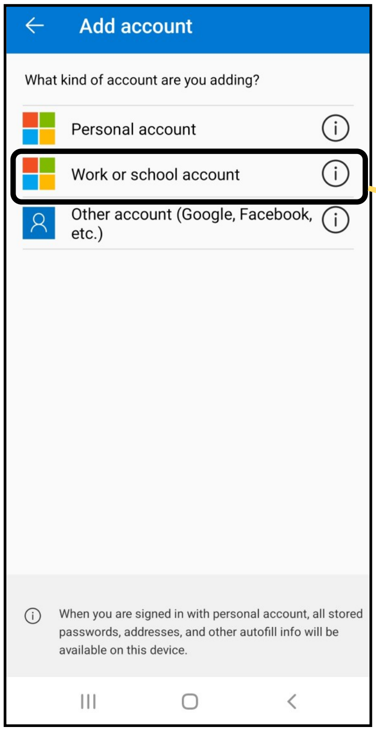
User's secret key is: JQ7VMJ7BNOOF



Example QR only.

## Example Setup:

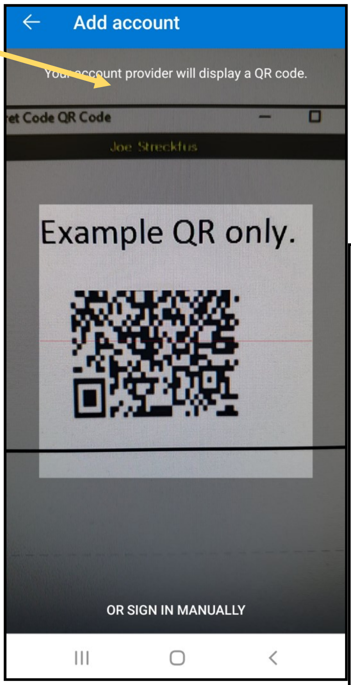
Before continuing on with the authentication app, make sure you do allow your app permission to access the camera on your device. If you do not, you will need to type in the Secret Code.



What kind of account are you adding?

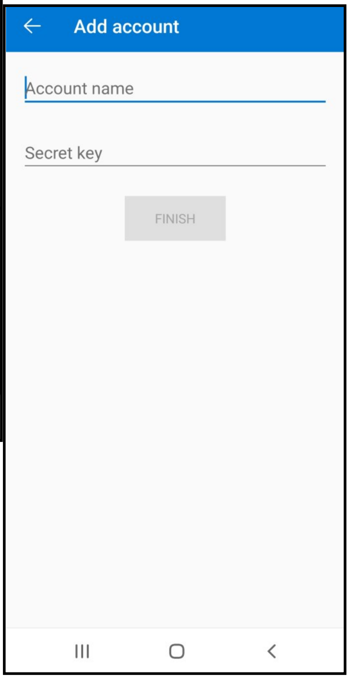
When you are signed in with personal account, all stored passwords, addresses, and other autofill info will be available on this device.

Select the account type you want to add. This example is from Microsoft Authenticator, other apps may have different options or none at all. Google Authenticator just adds on to one list.



Your account provider will display a QR code.

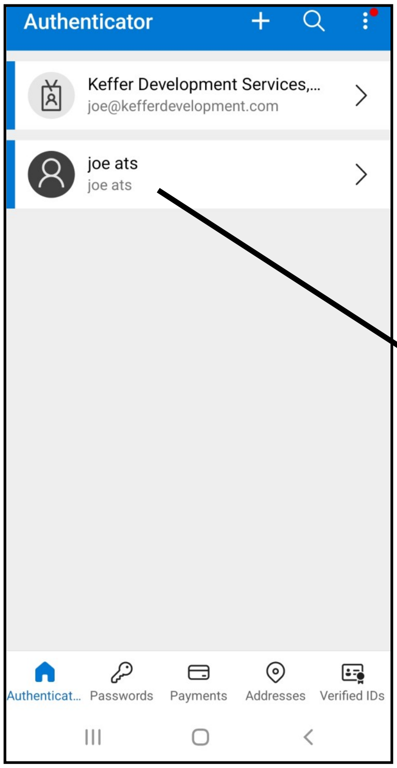
Scan the QR Code with your camera, if you're having trouble, you can input manually. It will ask for an account name and the "key"



# Multi-Factor Authentication

Top

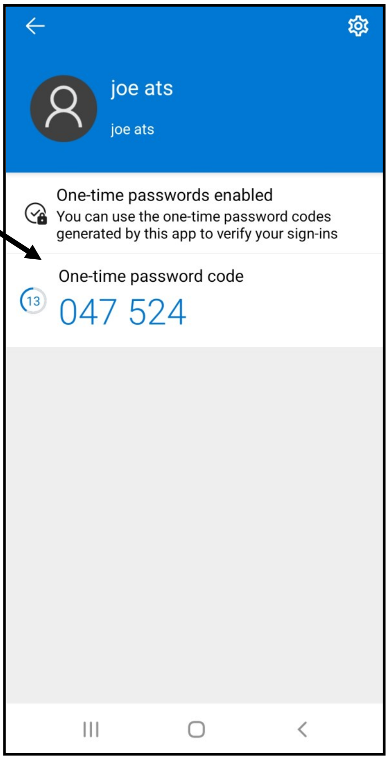
After you successfully scan or enter your Key, you will then have the account show up on the home screen of your authenticator. Select the account for ATS, after logging into ATS, you will be prompted for a code. Enter the code you see on the screen in the box.



Authenticator

Keffer Development Services,...
joe@kefferdevelopment.com

joe ats
joe ats



joe ats

joe ats

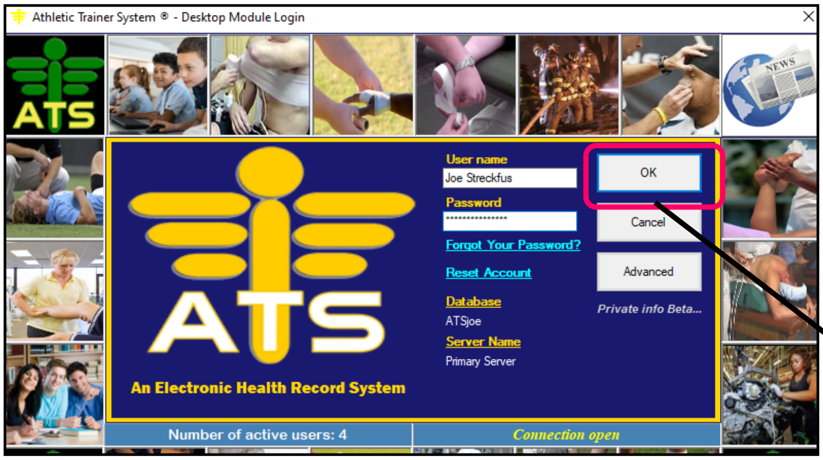
One-time passwords enabled
You can use the one-time password codes generated by this app to verify your sign-ins

One-time password code
047 524

## Using the Authenticator to login:

After you have provided the correct user name, and the correct password, which is Step 1 of the multi-Factor Authentication. You will be prompted for an authentication code from your Authentication app.

- The initial login before you can set it up, you will need to use the send me an email to get into ATS to link your account to your Auth app.


Athletic Trainer System ® - Desktop Module Login
ATS
An Electronic Health Record System
OK
Cancel
Advanced
Forgot Your Password?
Reset Account
Private info Beta...

User name: Joe Streckfus

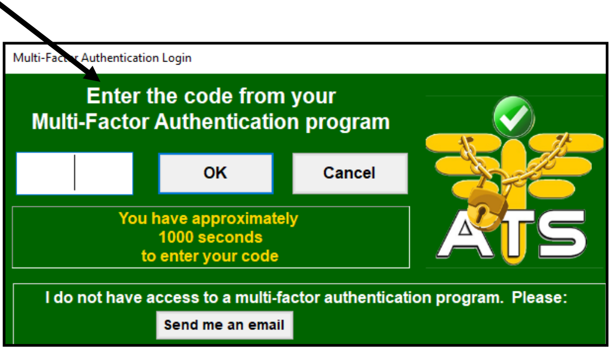
Password: ***************

Database: ATSjoe

Server Name: Primary Server

Number of active users: 4

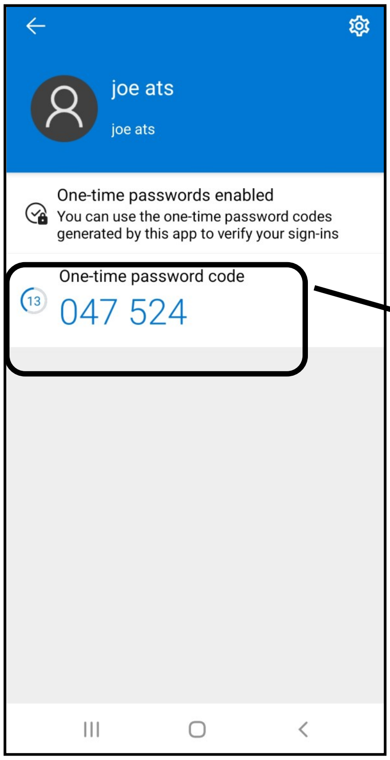
Connection open



Enter the code from your Multi-Factor Authentication program

You have approximately 1000 seconds to enter your code

I do not have access to a multi-factor authentication program. Please:



joe ats

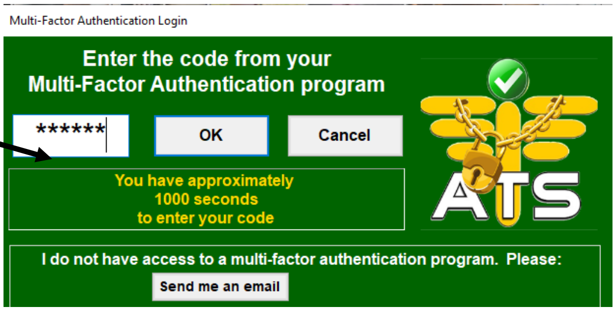
joe ats

One-time passwords enabled

You can use the one-time password codes generated by this app to verify your sign-ins

One-time password code

047 524



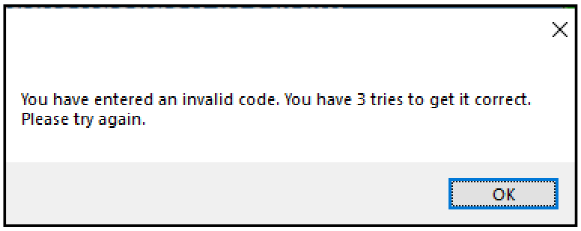
Enter the code from your Multi-Factor Authentication program

******

You have approximately 1000 seconds to enter your code

I do not have access to a multi-factor authentication program. Please:

If you enter incorrectly, you will see this message. Enter your code again.



You have entered an invalid code. You have 3 tries to get it correct. Please try again.

# Multi-Factor Authentication

Top

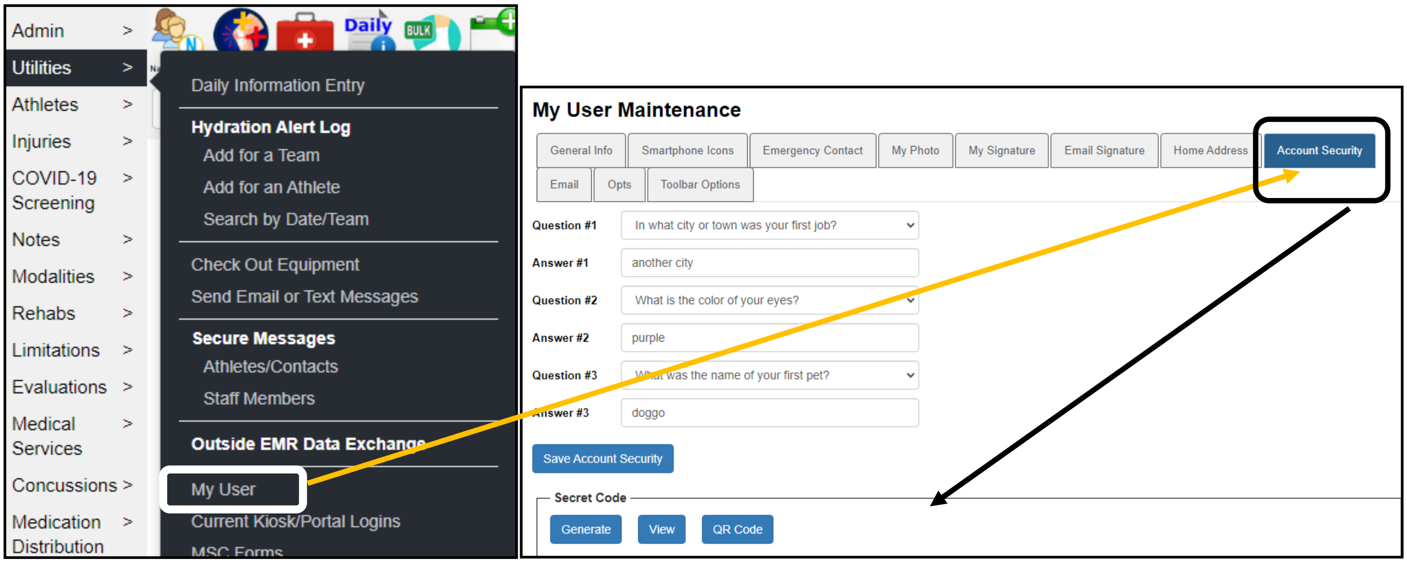
## Authenticator App Setup— Staff Portal:

To link your accounts on the staff portal, you will need to navigate to the Utilities Menu.  Then to the My User menu.

Only you will be able to see your Secret and/or the QR code.  Your admin will not be able to see it or give it to you.

Your first/initial login after this is enabled. If you have not set up an authenticator app, you will be able to select send me an email. That will provide you a code to access the system to set this up.

To access your user screen go to Utilities—> My User—> Account Security.



Question #1: In what city or town was your first job?

Answer #1: another city

Question #2: What is the color of your eyes?

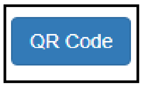
Answer #2: purple

Question #3: What was the name of your first pet?

Answer #3: doggo

**Generate:** will generate your account a string of random characters that will be your secrete code. This links your account to the authenticator.

**View:** Will show your generated code, if you cannot scan the QR code with your Auth app or are having difficulties , this allows for manual entry to tie accounts together. There will be 20 characters



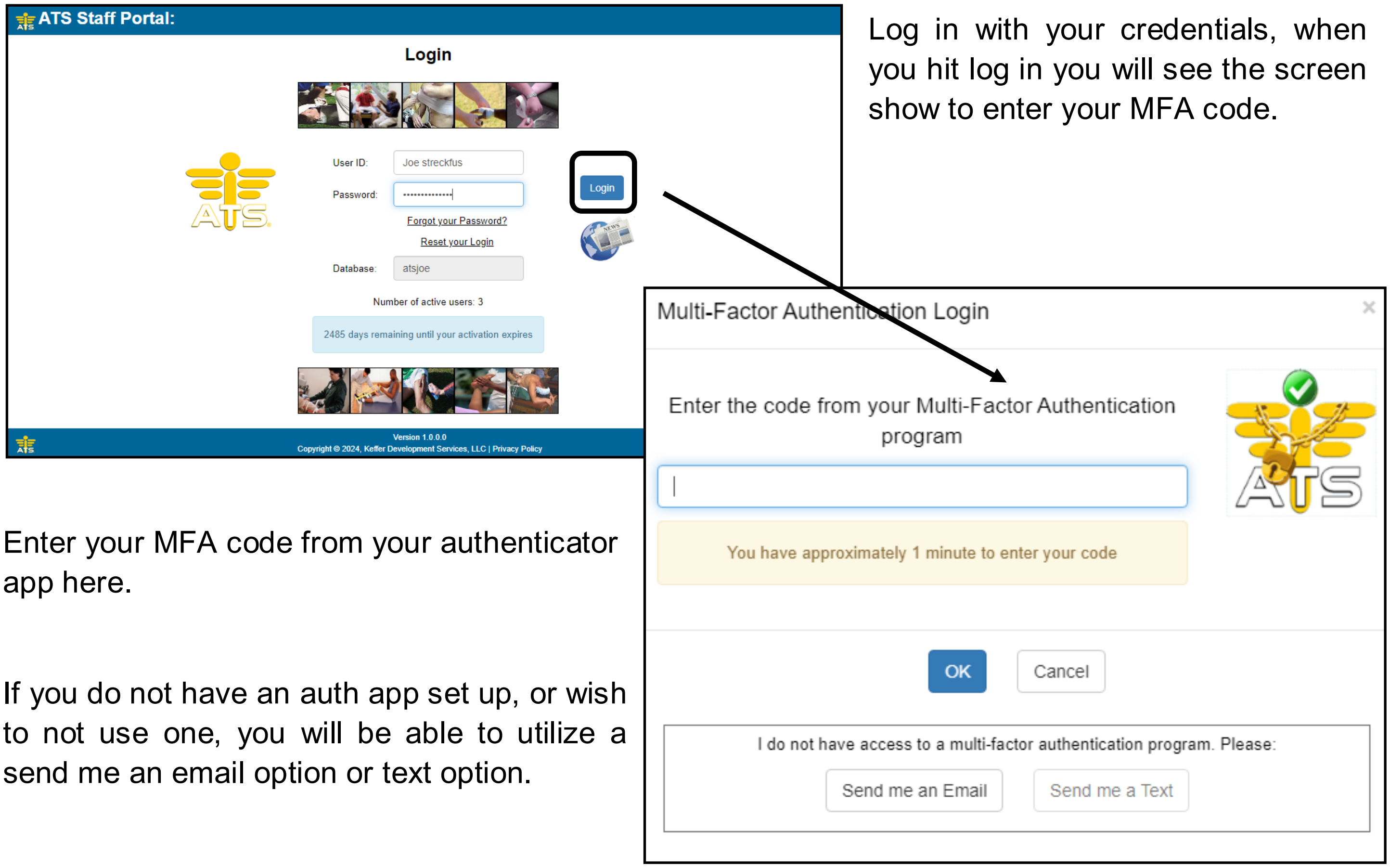
**QR Code:** This will display your account information in a QR code, so you can scan it with your authentication app to tie your accounts together.

# Multi-Factor Authentication

Top

## Logging in on the Staff Portal or Staff Phone with the Auth code:

Log in with your credentials, when you hit log in you will see the screen show to enter your MFA code.



ATS Staff Portal:

Login

User ID: Joe streckfus

Password: ••••••••••••••

Database: atsjoe

Number of active users: 3

2485 days remaining until your activation expires

Version 1.0.0.0

Copyright © 2024, Keffer Development Services, LLC | Privacy Policy

Multi-Factor Authentication Login

Enter the code from your Multi-Factor Authentication program

You have approximately 1 minute to enter your code

I do not have access to a multi-factor authentication program. Please:

Enter your MFA code from your authenticator app here.

If you do not have an auth app set up, or wish to not use one, you will be able to utilize a send me an email option or text option.

## MFA for Athletes and Emergency contacts:

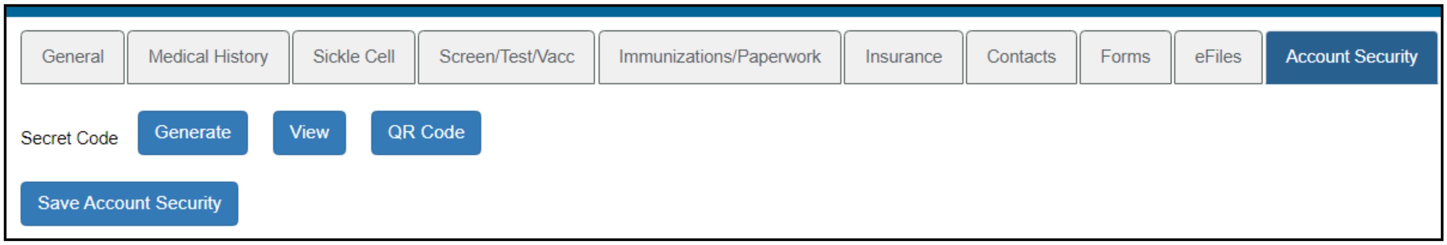
In line with the user/staff side, you will also not be able to see the athlete's secret codes.

Athletes and emergency contacts will also need to establish a second factor, either the MFA or using the standard 2-factor.

In their accounts, athletes will need to go to Account Security. And repeat the same process the staff did:

⇒ Generate a Secret Key

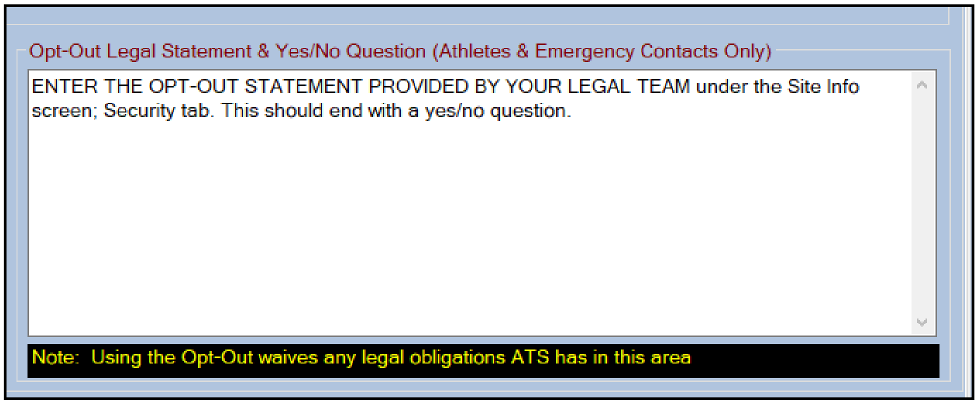
⇒ Either manually View and enter the key, or scan the QR code in their authenticator app.



## Athletes and emergency contacts opting out of MFA:

If you wish to allow athletes/emergency contacts to opt out of using MFA, they will have to do that through their accounts. For security reasons and because it is their account information, there is not a way to opt them out administratively.

To allow them the option of opting out, you will need to enter a statement in Admin—> Site Info—> Security.



Opt-Out Legal Statement & Yes/No Question (Athletes & Emergency Contacts Only)

ENTER THE OPT-OUT STATEMENT PROVIDED BY YOUR LEGAL TEAM under the Site Info screen; Security tab. This should end with a yes/no question.

Note: Using the Opt-Out waives any legal obligations ATS has in this area