How to set up Multi-Factor Authentication

A step-by-step guide for setting up and using multi-factor authentication (MFA) to keep your Amplitude Clinical Outcomes account secure.

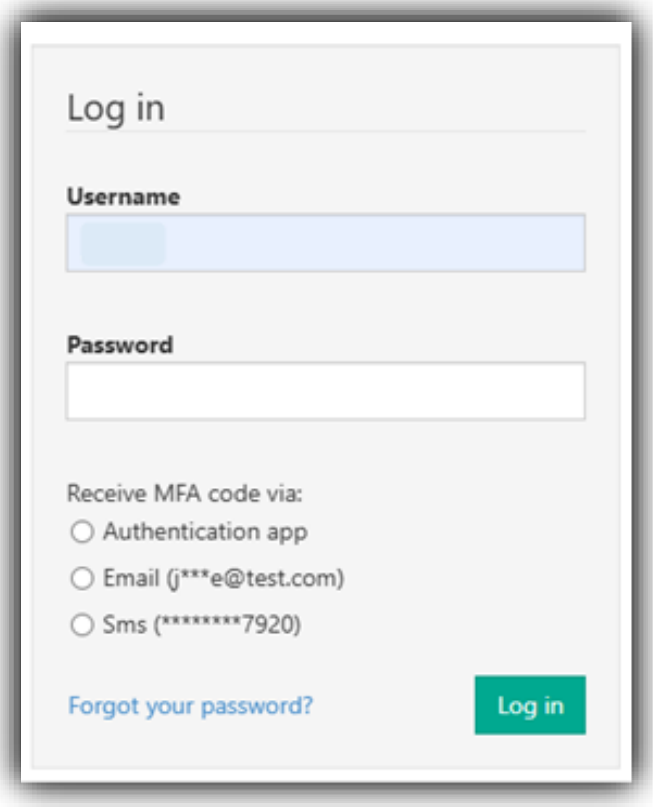
Amplitude Clinical Outcomes uses MFA to help protect your account and reduce the risk of unauthorised access. MFA asks you to confirm your identity using an authenticator app on a separate mobile device, or by entering a One-Time Passcode (OTP) sent to you via email or SMS from the clinician login page.

1. Log in using a One-Time Passcode (OTP)

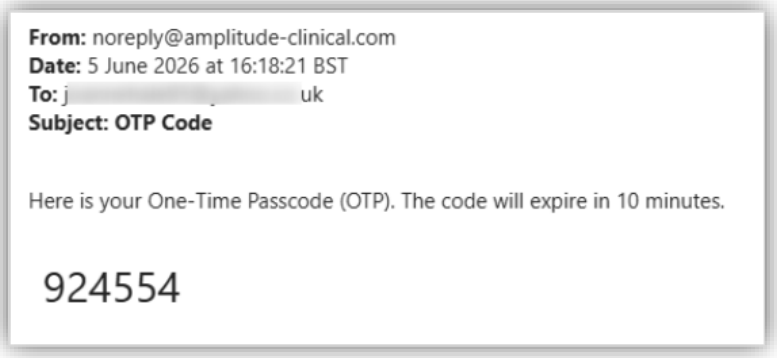
If you do not have access to a smart phone or you would prefer not to use it for work purposes, Amplitude offers users the ability to trigger a One-Time Passcode (OTP) via email or SMS which allows the user to multi-factor authenticate.

In order to receive an OTP, a valid email or SMS must be present within the user's account.

Please Note: the SMS OTP feature is only available for sites which have the SMS package enabled. Some international mobile providers may block OTP messages that do not meet their SMS formatting requirements.



When the code is requested, the user will receive an email/SMS with the One-Time Passcode. Depending on the system settings, the user will have a limited amount of time to use it. The default is 10 minutes.



After 30 seconds, the option to request another code becomes available on the login window.

Please Note: requesting a new code will invalidate any previous codes.

2. Set up MFA using an authenticator app

Step 1:

a. Choose a mobile device that you can access whenever you need to use Amplitude. You will use this device to store and open your authenticator app. Once you have chosen the device, open the app store and search for a multi-factor or two-factor authenticator app.

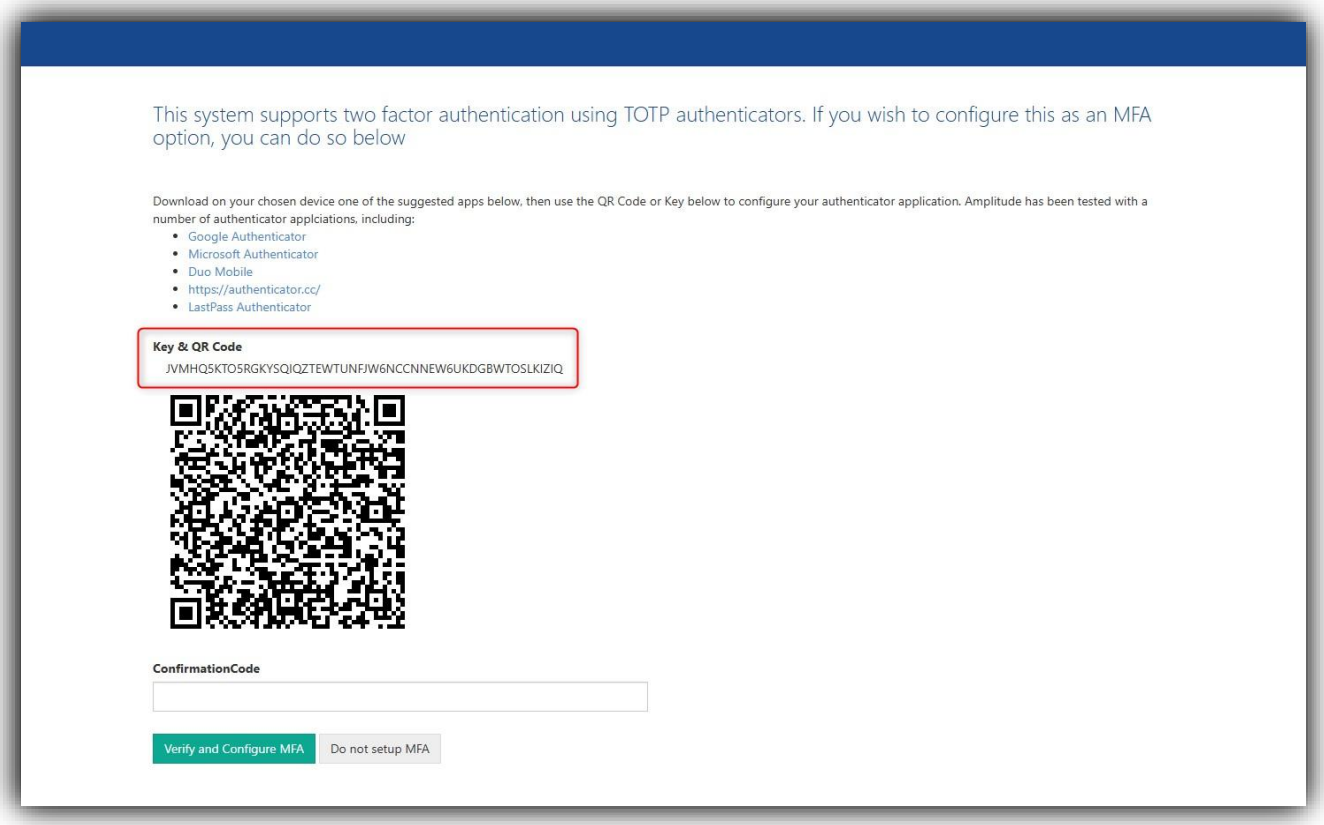
- Google Authenticator
- Microsoft Authenticator
- Duo Mobile
- Twilio Authy
- LastPass Authenticator

b. Download the authenticator app you would like to use. The most commonly used ones are Google Authenticator or Microsoft Authenticator, but you can use any of those listed above.

c. Once the app has been downloaded, you are ready to configure your MFA login process.

d. When logging into an Amplitude system for the very first time, you will need to request a One Time Pin (OTP) code by email or SMS as outlined in section one above. Once you login with the code received by email or SMS, you will be prompted to set up MFA using an authentication app, explained below.

e. Once the OTP has been entered correctly, you will be presented with an MFA screen that looks like this:

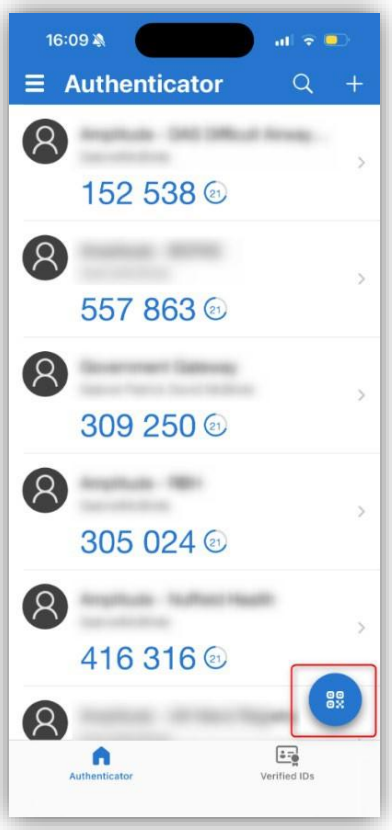


Step 2:

To acquire the MFA code, you will now need to scan the QR code presented to you.

a. Open your downloaded authenticator app on your mobile device. Pictured here is the Microsoft Authenticator app.

b. Select the Scan QR code icon in the bottom right-hand corner of the app. This will open a scanning screen using your camera.



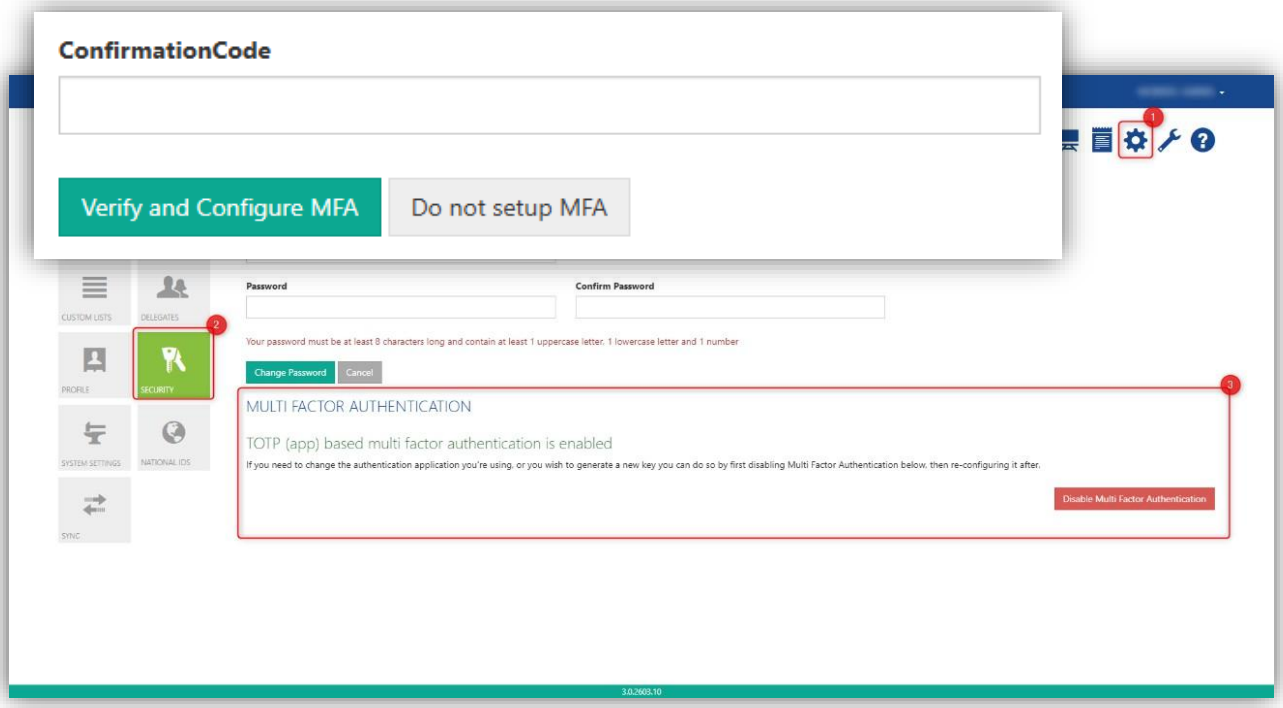
c. Point the camera at the QR code on your Amplitude login screen on the computer (Do not scan the codes in this guide). If your camera does not work for any reason, simply type in the Key above the QR code on the Amplitude login screen.

d. When prompted, add the account to your authenticator app and give it a memorable name. N.B. Some apps may not allow you to name the account and will do it automatically.

e. You will now be given a code. It will be valid for 30 seconds, after which it refreshes. Most authenticator apps operate using timeouts.

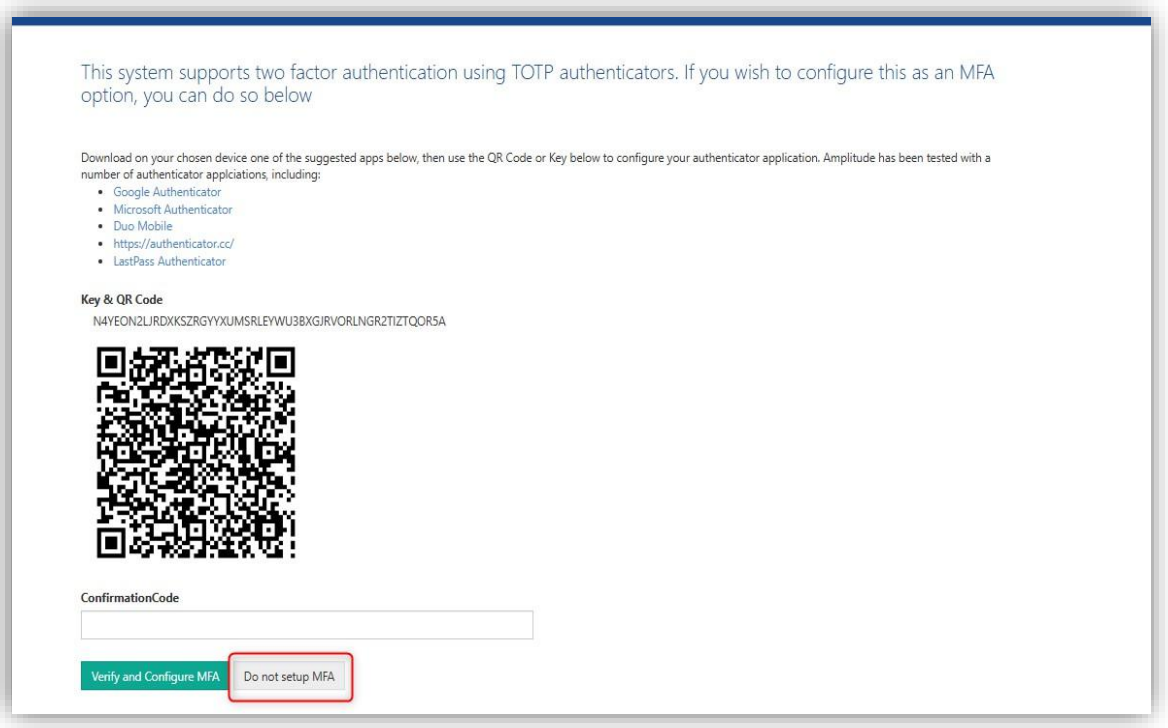
Step 3:

a. Enter the 6-digit code into the confirmation code text box within Amplitude.



Additional:

a. If you DO NOT wish to set up the MFA app at this point, after entering you OTP code correctly, you can select 'Do not setup MFA'. This will cancel the set up process.
b. You will still be able to continue using the system and will be able to login in future using the OTP via email or SMS but will not be presented with the authentication app as an option on the login screen.



c. In future, if you wish to configure the MFA app, you will need to log into Amplitude with an OTP received by email or SMS. Next go to the settings cog, then select 'Security' on the left-hand side menu. Below the Multi Factor Authentication section, select 'Configure Multi Factor Authentication'.

