

HMIS Two-Factor Authentication (2FA)

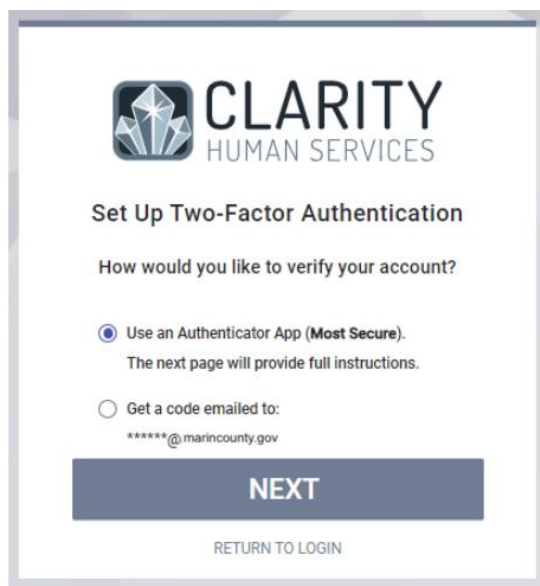
Purpose:

Two-Factor Authentication (2FA) is a form of multi-factor authentication that requires two separate pieces of information to confirm the identity of a user attempting to log in to the system. When 2FA is enabled, you must enter both a password and a 6-digit verification code to log in to Clarity Human Services. You can receive the verification code through your email account or through an Authenticator App.

There are several authenticator applications available for mobile devices. It is recommended installing Google Authenticator for Android/iOS and Microsoft Authenticator for Windows Phone.


Set-up:

When you log in for the first time with 2FA enabled, you will need to set up your 2FA after entering your username and password.



The screenshot shows a web interface for setting up two-factor authentication. At the top is the Clarity Human Services logo. Below it, the heading "Set Up Two-Factor Authentication" is followed by the question "How would you like to verify your account?". There are two radio button options: "Use an Authenticator App (Most Secure)." which is selected, and "Get a code emailed to:" followed by the email address "*****@marincounty.gov". A large blue "NEXT" button is at the bottom, with a smaller "RETURN TO LOGIN" link below it.

Use Authenticator App:


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Set Up Two-Factor Authentication

Download an Authenticator App

Android, iOS and Blackberry – **Google Authenticator**
Windows Phone – **Microsoft Authenticator**

Scan this code with the app



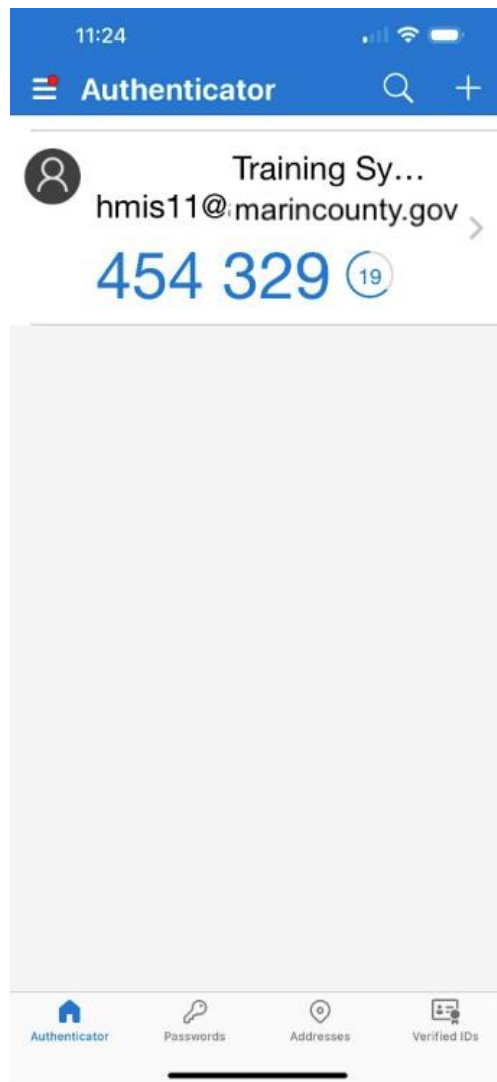
Enter the 6-digit code generated by the app

VERIFY CODE

RETURN TO CHOOSE METHOD

RETURN TO LOGIN

From the Microsoft Authenticator:

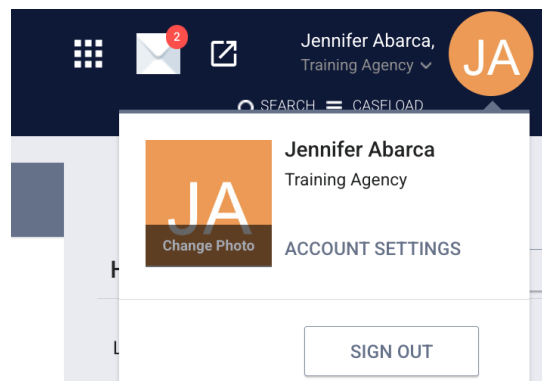


The 6-digit code generated for the user must be entered before it expires. The expiration time frame is 30 seconds on the App Authenticator.

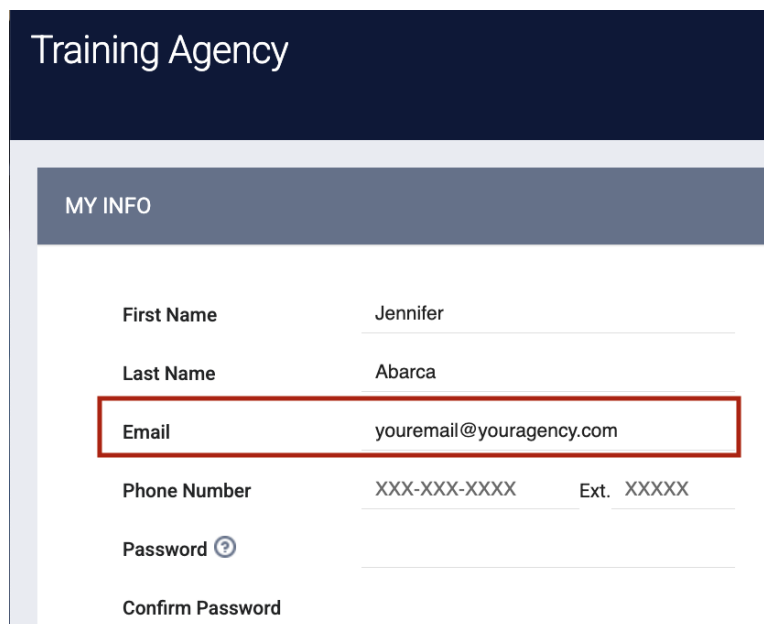
Users who enter an incorrect code more than 5 times in a minute will be locked out of their account.

Code Emailed

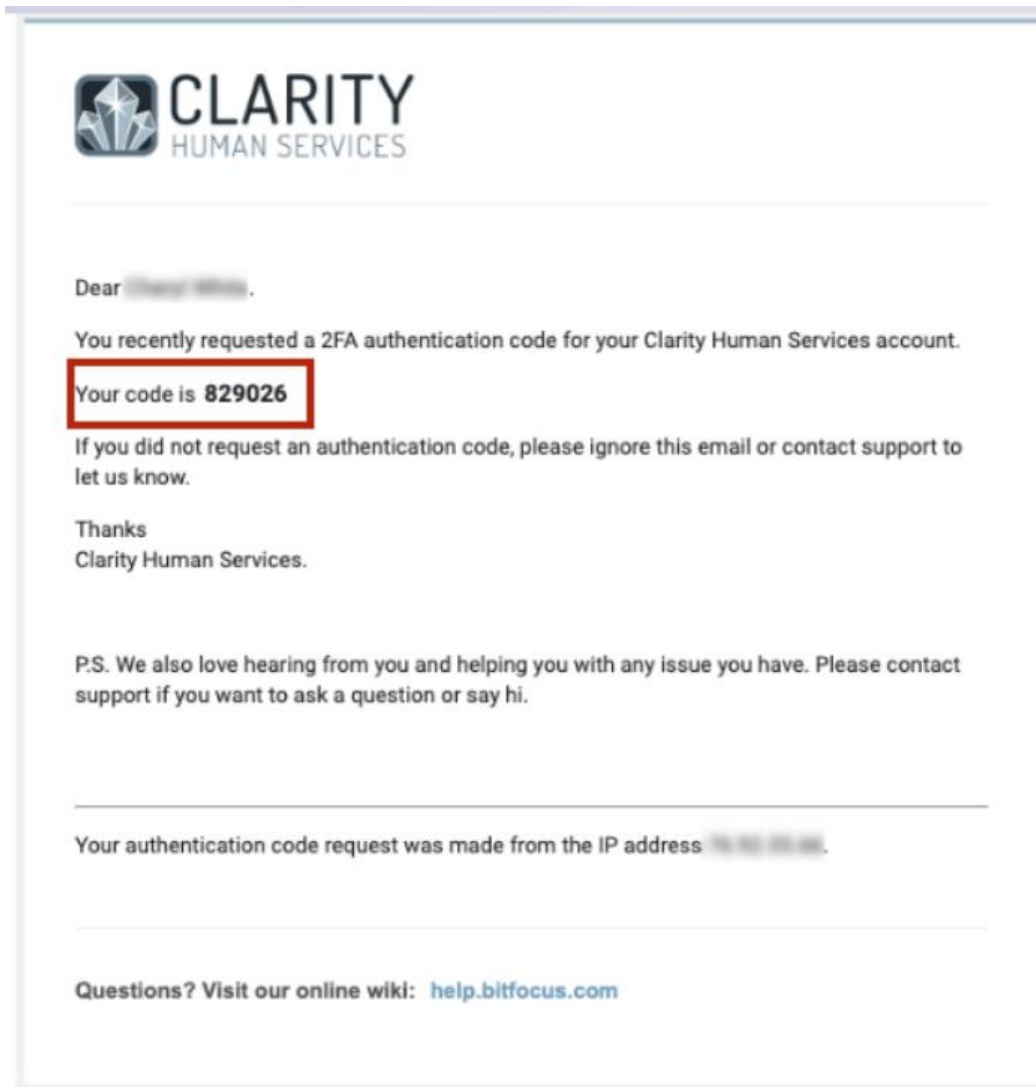
1. First verify your email associated with Clarity Account.
 - a. The system sends an email containing a 6-digit code to the email address associated with your account. To verify the email address in Clarity:



- b. Select Account Settings. Email will display under My Info.

A screenshot of the 'Training Agency' account settings page. The page has a dark blue header with the text 'Training Agency'. Below the header, there is a section titled 'MY INFO'. This section contains several form fields: 'First Name' with the value 'Jennifer', 'Last Name' with the value 'Abarca', 'Email' with the value 'youremail@youragency.com' (highlighted with a red border), 'Phone Number' with the value 'XXX-XXX-XXXX' and an 'Ext.' field with the value 'XXXXX', 'Password' with a help icon, and 'Confirm Password'. The 'Email' field is highlighted with a red border.

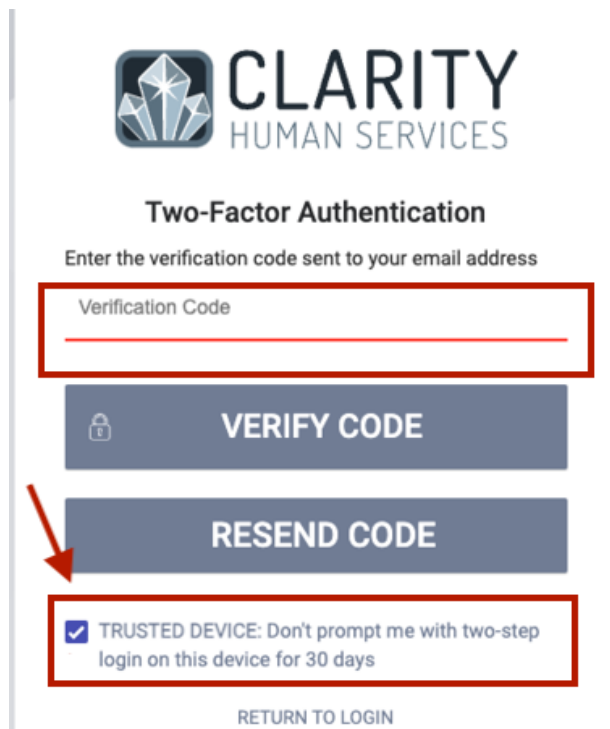
2. Once You Receive Email



- a. Enter the code* into the dialog box and click VERIFY CODE to complete the login process. You may also click RESEND CODE to have a new code sent to your email address.

**The 6-digit code generated for the user must be entered before it expires. The expiration time frame is between 10 and 20 minutes, depending on the timing of the request.*

Users who enter an incorrect code more than 5 times in a minute will be locked out of their account.



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Two-Factor Authentication

Enter the verification code sent to your email address

Verification Code

VERIFY CODE

RESEND CODE

☒ **TRUSTED DEVICE:** Don't prompt me with two-step login on this device for 30 days

[RETURN TO LOGIN](#)

If you are unable to receive the email code, please ask your IT department to whitelist the incoming email address (alert@notifications.clarityhumanservices.com) so that it will be marked as a safe sender. Once your IT department has whitelisted the incoming email address, log on and have the code re-sent to your email address.

Unable to access Authenticator/Not receiving emails: Contact marin@bitfocus.com