CRISP
Chesapeake Regional Information
System for our Patients

Two Factor Authentication User Guide

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CRISP Portal: Two-Factor Authentication User Guide

V1.0 – October 22, 2021

CRISP Portal Two-Factor Authentication

Background

As CRISP continues expanding our services, it is imperative that we ensure patient data is kept private and secure. A second factor for authentication (2FA) is now required for login to the CRISP Portal to improve security via the Authy App (or other approve authenticators as they are added to the system).

To log on:

1. Go to https://portal.crispdc.org and enter your username + password.
2. Enter your phone number to receive an activation text message (first time only).
3. Use the SMS text message link to download the Authy app.
4. Receive a push notification from the Authy app to approve log in.

Once activated, a push notification will appear on the user's cell phone via the Authy app to approve all future account login attempts. This user guide describes in detail the 2FA activation and login process, as well as how a user can login within cellular service or update outdated phone numbers.

User Guide

Two-Factor Authentication Set Up

Two-factor authentication feature is enabled for all new or existing CRISP Portal users. You as a user will be prompted to set up 2FA on your next CRISP Portal Login. You can access the CRISP Portal by logging into https://portal.crisp.org with your User ID and password.

Log in to CRISP Identity

Email

Next

Reset your password?

Warning: CRISP policy prohibits username and password sharing. Violation could result in account termination.

Questions or Concerns? Please contact the CRISP Customer Care Team at support@crisphealth.org or 877-952-7477.

© hMetrix

Log in to CRISP Identity

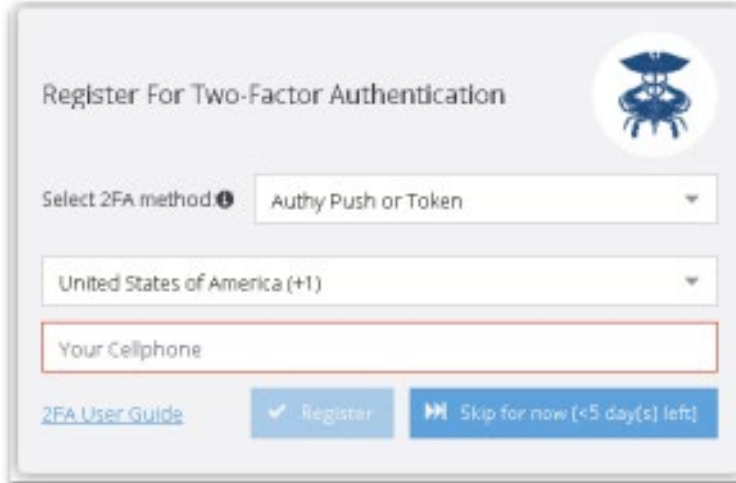Password

Login

Reset your password?

Warning: CRISP policy prohibits username and password sharing. Violation could result in account termination.

Questions or Concerns? Please contact the CRISP Customer Care Team at support@crisphealth.org or 877-952-7477.

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![CRISP]

Authy and Other Authenticator Apps

Step 1. You will be presented with a prompt to register for Two-Factor Authentication as shown in the figure below. If you are not ready to activate 2FA, you may skip activation for the next 5 days. After 5 days the activation of 2FA is mandatory, and the skip button will disappear.
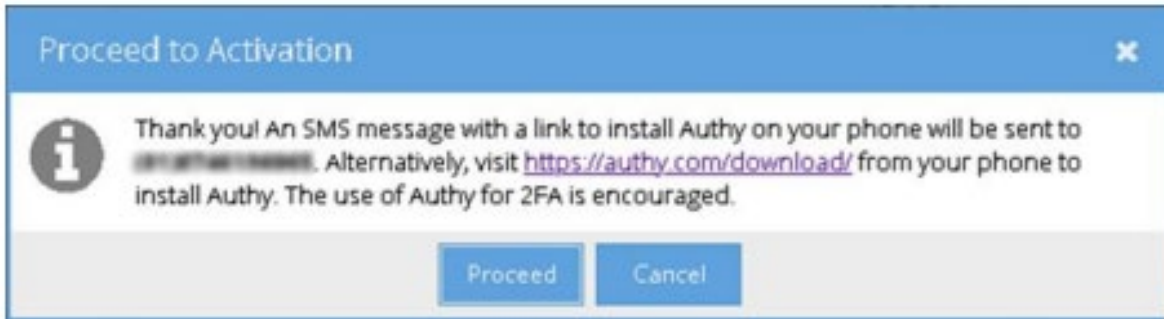

Step 2. Select 'Authy Push or Token' as the 2FA method from the dropdown list. The alternative of a security key (FIDO2) requires a hardware key. The security key option is discussed later in this guide.
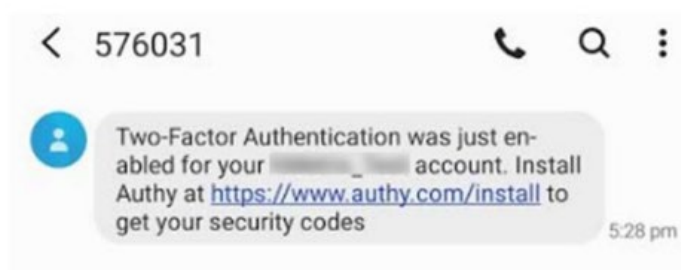
Step 3. You may enter your cellular phone number and register phone number with 2FA by clicking the Register button. When you click the Register button, the CRISP Portal will validate that the phone number entered is a cellular phone number. If it is not a cellular phone number, a message is displayed, and you will be prompted to enter your cellular phone number once again. You can click Ok button and reenter the phone number.
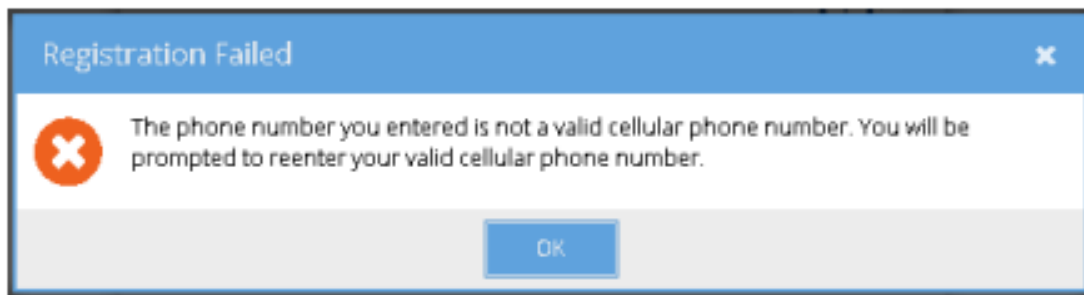
Step 4. After the phone number has been validated, the Proceed to Activation screen shown in the below figure will be displayed. On clicking Proceed, an Authy account will be created with the given phone number, and you will be taken to a screen to 'Activate 2FA'. If you click the 'Cancel' button a message will be displayed and will return you to the 2FA Activation screen.

Proceed to Activation ✖

> ℹ Thank you! An SMS message with a link to install Authy on your phone will be sent to ~~████████~~. Alternatively, visit https://authy.com/download/ from your phone to install Authy. The use of Authy for 2FA is encouraged.

Proceed   Cancel

Reenter Phone Number ✖

Please reenter your valid cellular phone number.

OK

Step 5. Authy will send an SMS text message like the one shown below. Authy will autodetect the device type and redirect you to the appropriate download link. Clicking the link will prompt you to download the Authy application onto your registered device.

< 576031   📞 🔍 ⋮

Two-Factor Authentication was just enabled for your ~~████__████~~ account. Install Authy at https://www.authy.com/install to get your security codes   5:28 pm

Twilio Authy 2-Factor Authentication

Authy   Tools   ★★★★☆ 31,131 👤
E Everyone

⚠ You don't have any devices.

🔖 Add to Wishlist   Install

Step 6. Use of Authy app is strongly preferred. You can also use an alternative authenticator app, such as Google Authenticator or Microsoft Authenticator. The alternative authenticator app can be used by scanning the QR code in below figure. Please follow the instructions from the alternative authenticator app to scan the QR code.


To activate 2FA, you need to enter a 6-digit token in the Activate 2FA screen. This 6-digit token is available on the newly added CRISP LogOnce tab in the Authy app or the alternative authenticator app. You need to enter the 6-digit token in the textbox and clicking the Activate button. If the token is valid, LogOnce will grant access to CRISP Portal. Otherwise, you need to reenter a valid token. If you refresh or close the browser tab before activation is complete, you need to start over again from the Registration screen.

Security Key (FIDO2)

This method of two-factor authentication is the most secure. It requires a hardware or software key that conforms to the FIFO2 standard. Examples are YubiKey, Google Titan, and Feitian ePass FIDO2 security keys. The instructions below assume that you are in possession of such a key and have configured a pin on the key. Please note that a security key cannot be copied or duplicated. Backups of the key are not possible. The key is unique and cannot be substituted with another key.

Step 1. You will be presented with the prompt to register Two-Factor Authentication as shown in the figure on the right. If you are not ready to activate 2FA, you may skip activation for the next 5 days. After 5 days the activation of 2FA is mandatory, and the skip button will disappear.

![CRISP logo]
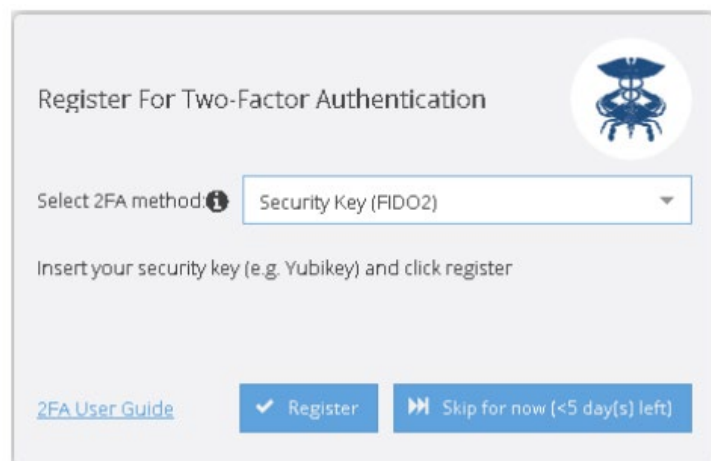
Step 2. Select 2FA method as 'Security Key (FIDO2)' from the dropdown list.

Step 3. Insert the security key into the USB port and click the register button to register the key with the CRISP Portal.

Step 4. You will be presented with a security screen like the one below. You need to enter the pin and click OK to continue. Please note that the screen depends on the operating system you are using.
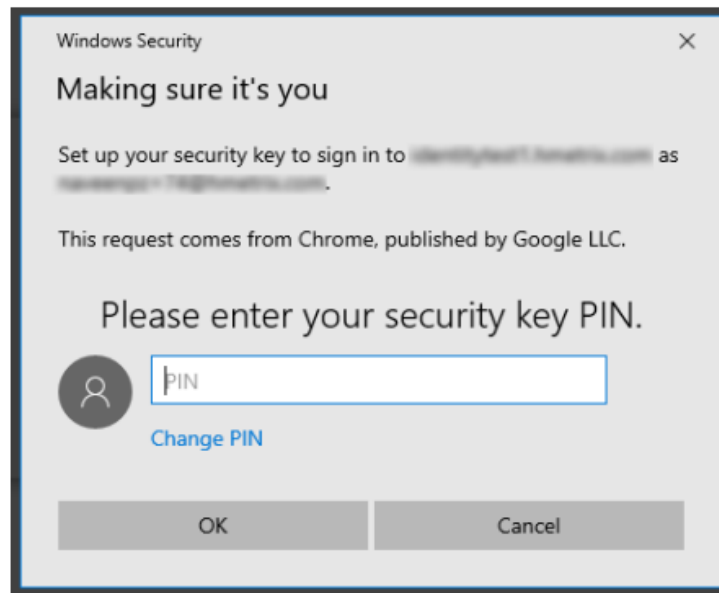
Step 5. You will be prompted to touch the security key's button or biometric scanner. Once you do so, the key will be registered against your LogOnce account and you will be redirected to the CRISP Portal.
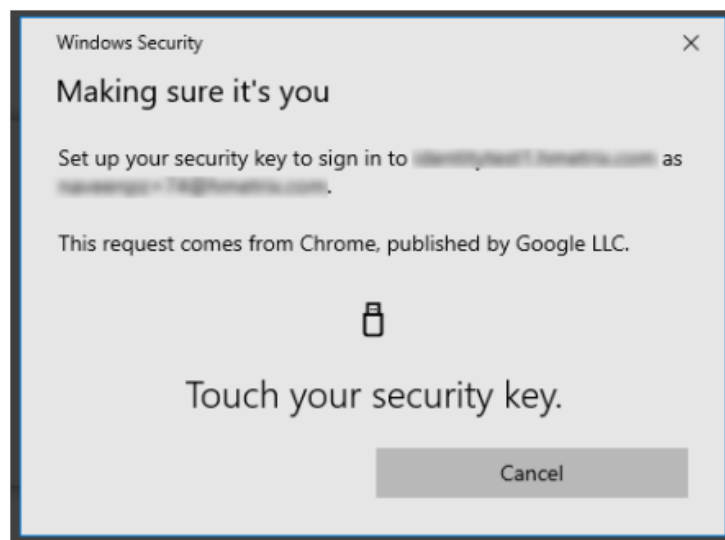
If you refresh or close the browser tab before registration is complete, you need to start over again.

Two-Factor Authentication Login

Once 2FA has been activated, when you access the CRISP Portal by logging into https://portal.crispdc.org with your User ID and password, you will have the option of verifying 2FA via a push notification that appears on your cell phone via the Authy app, entering the 6-digit token from your chosen Authenticator app, or using a hardware security key. For all future account login attempts you need to follow the steps described below.

Login via Authy

Push Authentication

Step 1. If you have registered with the Authy app, you may retrieve pending Push transactions by opening the Authy app. You should verify the information presented on the Authy Authenticator screen before clicking Approve. Should you not recognize the Push request, you should click Deny. If you click Approve, the CRISP Portal will grant access to the Landing Page. If you click Deny in the Authenticator app, then the CRISP Portal will deny the log in and you will be redirected to the login page.
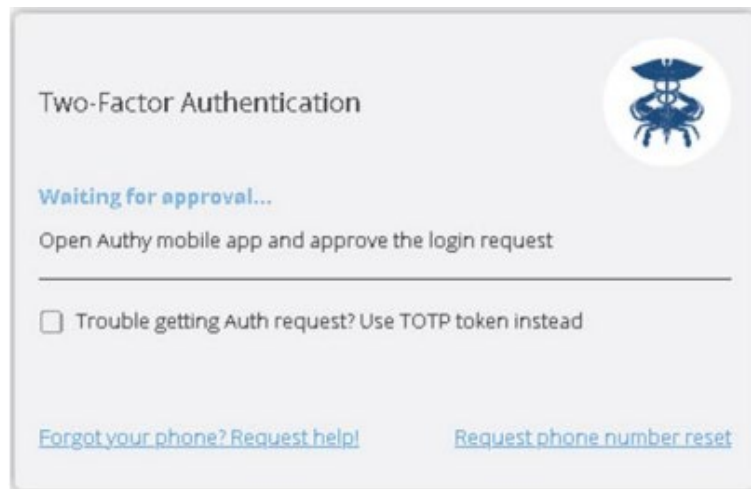
TOTP Authentication

Authy's Push notification system requires cellular connectivity. Time-based One-Time Password (TOTP) allows you to authenticate in CRISP Portal without cellular connectivity on your phone. You can generate a TOTP in the Authy application and enter the TOTP token into the CRISP Portal instead of the Push approval. The steps below describe the process of user login with TOTP 2FA number.

Step 1. After login to CRISP Portal, on the 2FA screen if you have not received the push notification from Authy due to some reason, you can use the TOTP token Authy app to verify your identity.

Step 2. You can click to check the option box next to 'Trouble receiving an Auth request? Use TOTP Token Instead."

Step 3. Then you can generate the TOTP token by opening the Authy application on your phone and selecting the CRISP Portal tab. The screen will display a token that changes every 30 seconds as shown below.
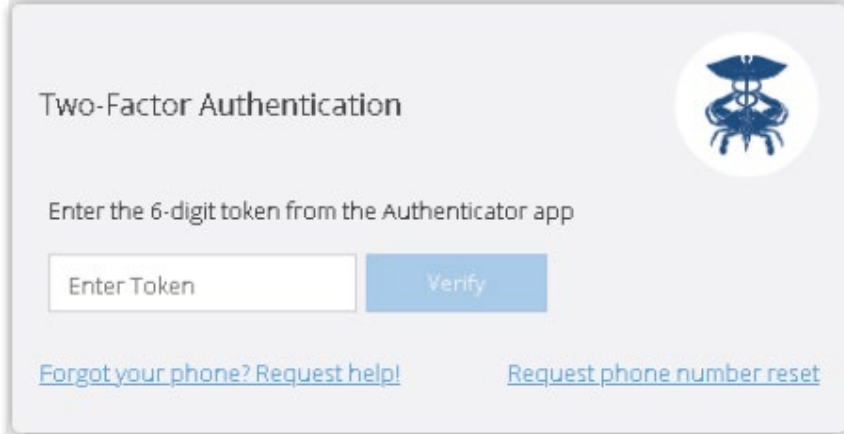
Step 4. Enter the TOTP Token and click Verify to enter the CRISP Portal.

![CRISP logo]

Login via other Authenticator Apps

If you activated 2FA using an alternative authenticator app such as Google or Microsoft Authenticator, you need to follow the steps described below. A Time-based One-Time Password (TOTP) allows you to authenticate in CRISP Portal without cellular connectivity on your phone in the same way it works for the Authy app.

Step 1. After login to CRISP Portal, you will be redirected to a screen like the one below.
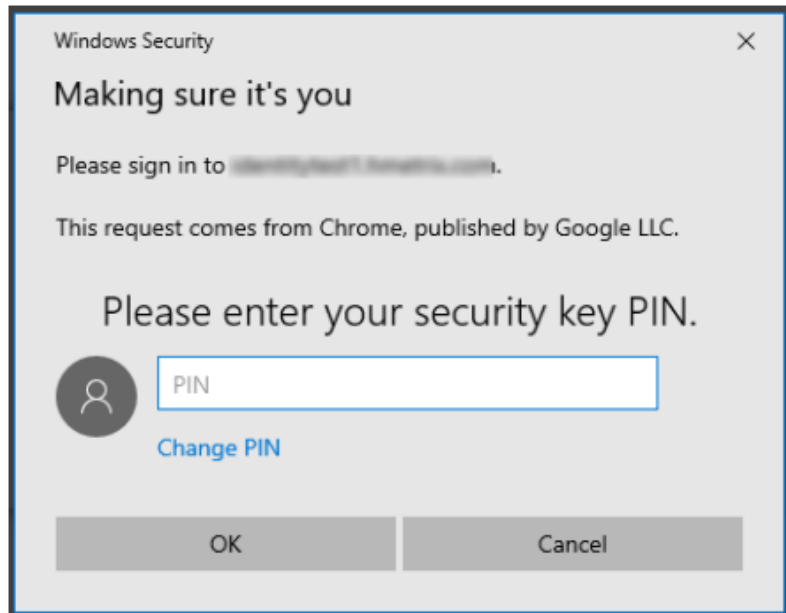
Step 2. Generate the 6-digit TOTP token using the registered Authenticator application on your phone.

Step 3. Enter the token and click Verify complete 2FA.

Login via Security Key

If you activated 2FA using a security key, you need to follow the steps described below. You need to use the same key that you registered with the CRISP Portal. No other key will work.

Step 1. After entering your username and password in the CRISP Portal, you will be redirected to a security screen like the one below. Please insert the key in your computers USB port. You need to enter the pin and click OK to continue.

Step 2. You will be prompted to touch the security key's button or biometric scanner. Once your do so and the key is validated, you will be redirected to the CRISP Portal.
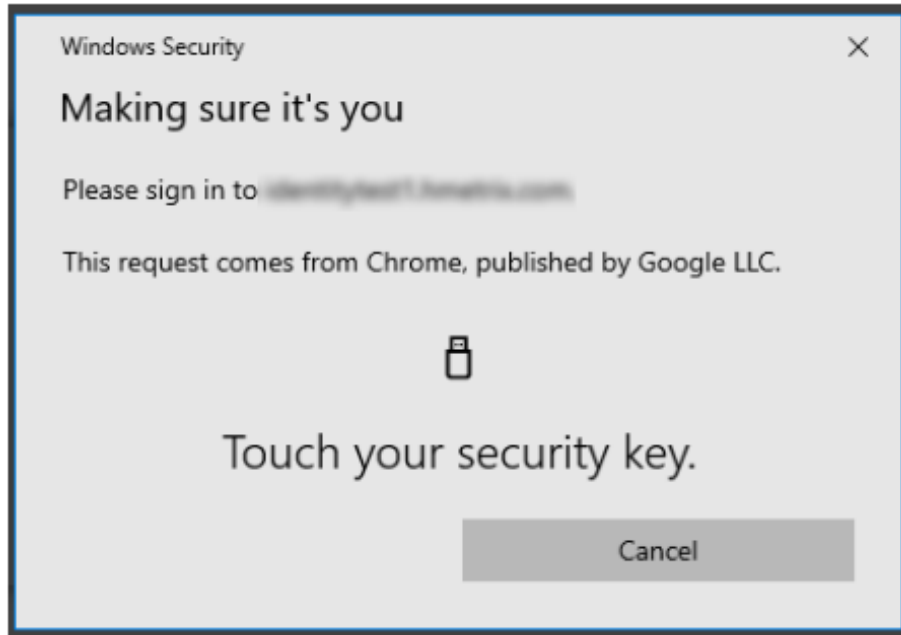
Step 3. If you have temporarily forgotten your security key or lost it and you would like to replace it, click Cancel to request a suspension of 2FA or a reset key request.

Step 4. You will be redirected to the screen below. At the bottom of the screen, you will see the two options for requesting help when you have forgotten your key and a reset key request. The Retry button will redirect you to Step 1 and clicking the Cancel button will redirect you to the login screen.
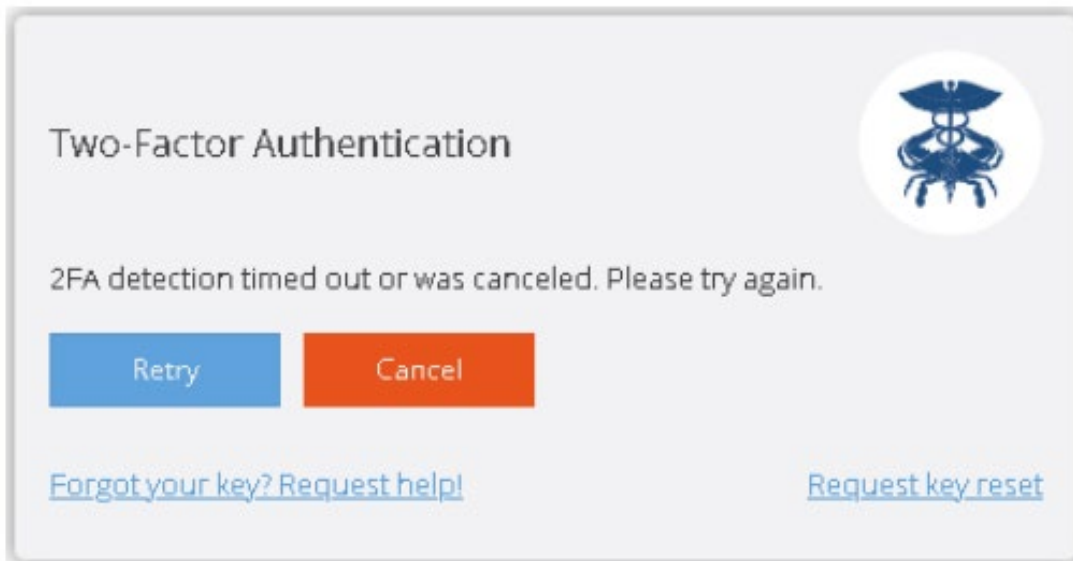
CRISP

Reset Phone Number or Security Key

If you need to reset your phone number or security key, you may click on the 'Request phone number reset' or 'Request key reset' link in the CRISP Portal 2FA screen. An email will be sent to support@crisphealth.org, requesting a Support team member to approve or deny the request. A support team member will verify your identity to approve the request is legitimate. If approved, you must repeat the activation process described in Two-Factor Authentication Set Up section above.

Two-Factor Authentication

Waiting for approval...
Open Authy mobile app and approve the login request

☐ Trouble getting Auth request? Use TOTP token instead

Forgot your phone? Request help!   Request phone number reset

Suspend 2FA

If you have forgotten or misplaced your phone or security key temporarily but require important reporting information from the CRISP Portal, you may click on the 'Forgot your phone? Request help!' or 'Forgot your key? Request help!' link in the CRISP Portal 2FA screen. An email will be sent to support@crisphealth.org,

Two-Factor Authentication

Waiting for approval...
Open Authy mobile app and approve the login request

☐ Trouble getting Auth request? Use TOTP token instead

Forgot your phone? Request help!   Request phone number reset

requesting a support team member to approve or deny the request. A support team member will verify your identity to ascertain that the request is legitimate. Once the request is approved, the user will be allowed to login to the CRISP Portal without 2FA for a temporary period. CRISP will monitor these requests closely and has strict protocols in place to prevent malicious behavior. Please note this feature is only available during normal office hours.