Healthineers-ID MFA for customer-facing applications

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What is Multi-Factor Authentication?

Multi-Factor Authentication (MFA) is required **to get access** to applications containing **confidential data**.

First factor for User Authentication
Something you KNOW

The first factor is always your **personal password**.

*We recommend you setting up MFA with the Microsoft Authentication app.
On the following slides it is explained how you can do this.

Second factor for User Authentication
Something you HAVE

For the second factor authentication, there are **several options** available explained here: Authenticate yourself

- via an authenticator app on your mobile device*
- vie phone SMS message
- via HW token

Preparations

General information

Multi-factor authentication (MFA) provides an additional level of user authentication security. Some applications can be accessed with a single-factor authentication, typically username/email and password, some applications require any kind of 2nd-factor in addition to the single-factor authentication method. When using the term "multi-factor authentication" or MFA, this typically means that an application requires multiple authentication steps to grant the user access.

In terms of Healthineers-ID for customer-facing applications an user must 1st enter email address with the corresponding password and 2nd enter the one-time password from the MFA authenticator app of choice.

Preparations

Healthineers-ID MFA requires an authenticator app of your choice. Basically, any authenticator app like Microsoft Authenticator app, Google Authenticator, Auth0 Guardian or Okta Verify are supported, but this tutorial used Microsoft Authenticator for the screenshots.
Make sure you have Microsoft Authenticator or any alternative authenticator app installed on your mobile device.
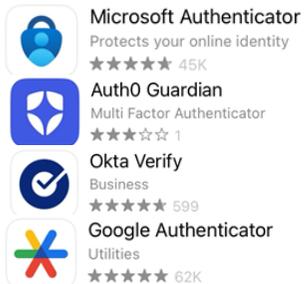
Microsoft Authenticator or an alternative authenticator apps can be downloaded from the Public App Stores. Please navigate to your preferred App Store and install the app.

Step-by-step instruction

This guide show screens from the common use cases, but still may vary slightly to the actual screens, depending on the client location (trusted network or internet) and the current MFA profile configuration of the Healthineers-ID account.

MFA is initiated automatically, if the accessing application requires additional protection. In this documentation we assume that MFA is required and the MFA process was initiated automatically.
To immediately start the MFA process, you can also use the Healthineers-ID Login Demo app (described separately).
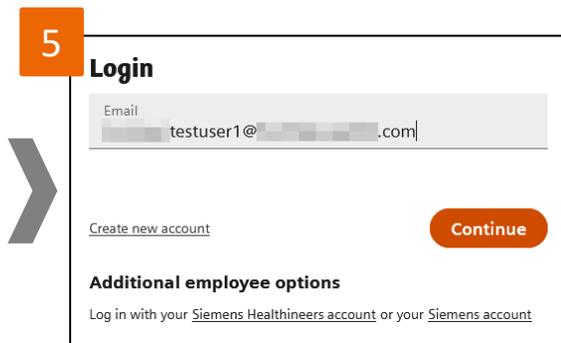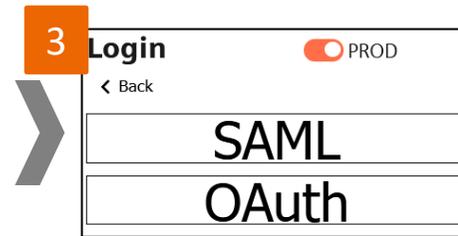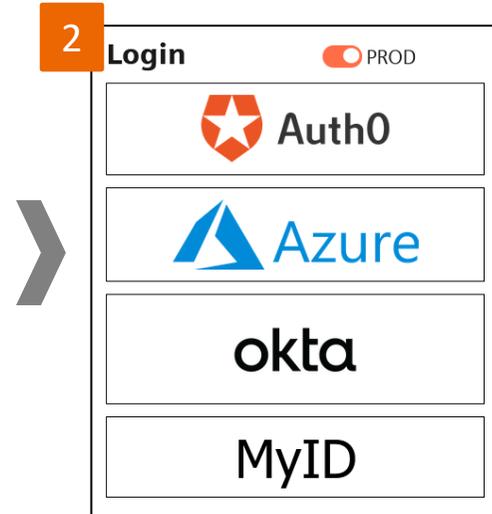
Healthineers-ID Login Demo
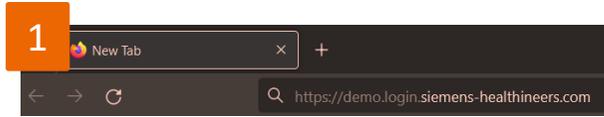
1. Either directly open the link
   https://demo.login.siemens-healthineers.com/changeconfig-auth0-mfa-prod.jsp

   Continue with step 5 or

1. Enter the URL of the Healthineers Login Demo app
   https://demo.login.siemens-healthineers.com in your browser
2. Click the "Auth0" button
3. Click the "OAuth" button
4. Click the "MFA" button
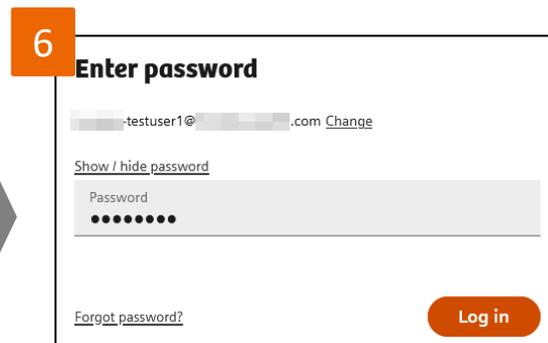
5. Enter your Healthineers-ID username, which is the email address of your account.
6. Enter the password of your Healthineers-ID account.

Healthineers-ID MFA enrollment

1. If MFA is not enrolled for your account yet, you will see this QR code in your browser to start the MFA enrollment.
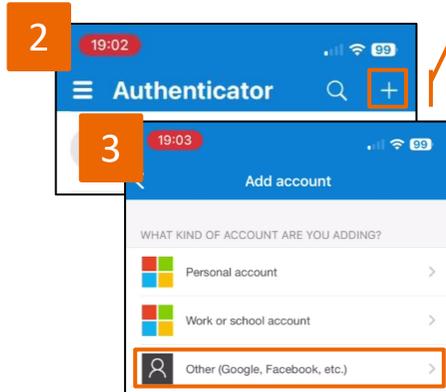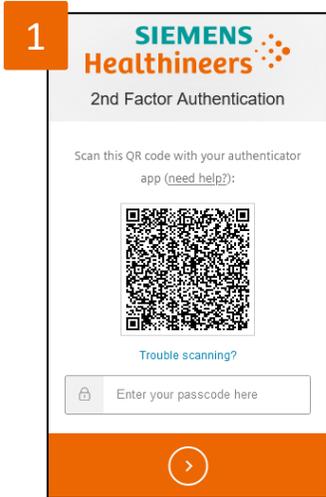

2. Open the Microsoft Authenticator app on your mobile device and click the + to start the enrollment on your mobile device.

3. Select "**Other (Google, Facebook, etc.)**" to continue.

4. With your authenticator app on your mobile device **scan the code** from the browser.
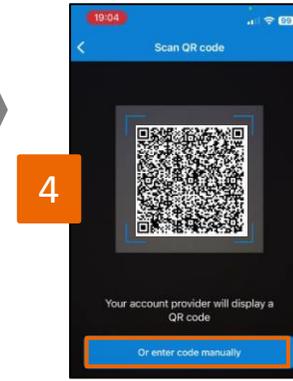
Press "Or enter code manually" if you are unable to scan the code from the browser yet.

5. Your new MFA profile is now shown in the authenticator app of your mobile device, but **still needs a final step to complete**.

6. Enter the current code from the authenticator app in the field "**Enter your passcode here**" of the browser.
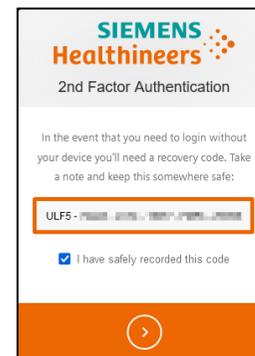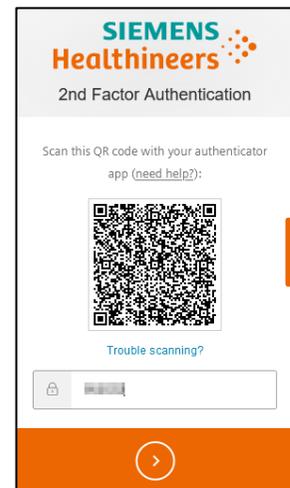
Store this code safely. This code allows you to sign-in in case your authenticator app is not working or currently not available.

5

Healthineers-ID MFA enrollment - Step-by-step instructions Method: Scan code with mobile device (preferred method)

If MFA is not enrolled for your account yet, you will see this QR code in your browser to start the MFA enrollment.

This tutorial describes step-by-step how to **scan the QR code with an authenticator app** of your choice to bind your MFA profile in the authenticator app on your mobile device with your Healthineers-ID account for subsequent use as secure MFA login.
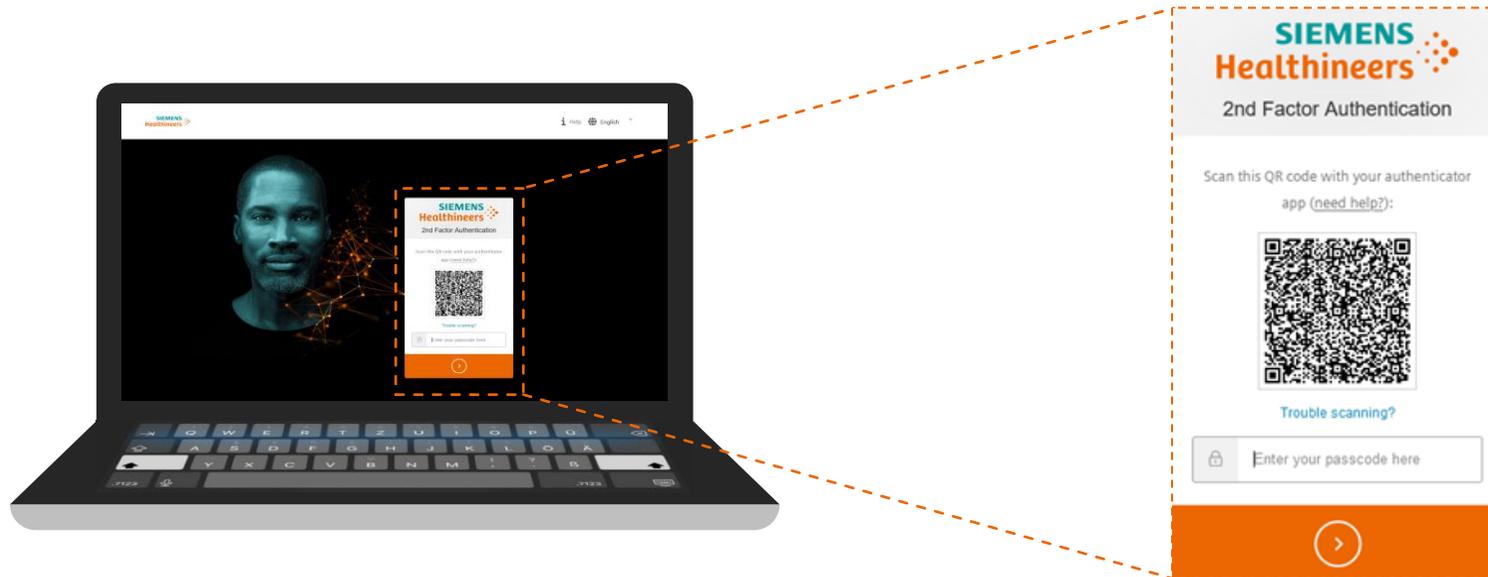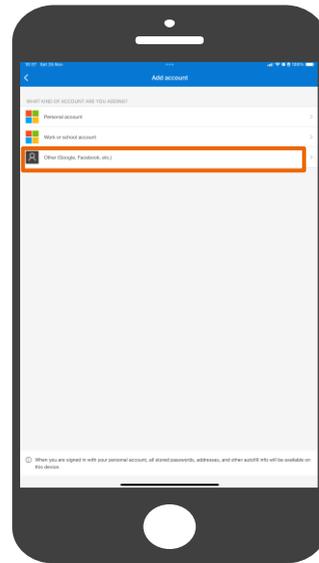
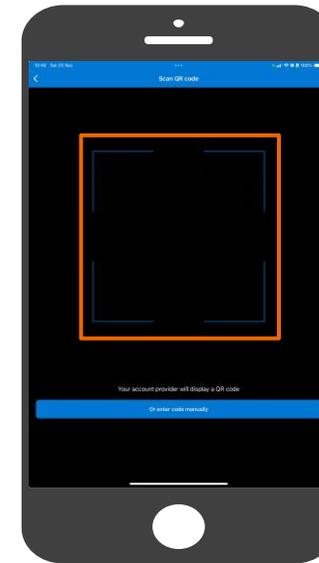Open the authenticator app of your choice.
The screenshots are based on Microsoft Authenticator app, but any other authenticator app will provide similar functionality.
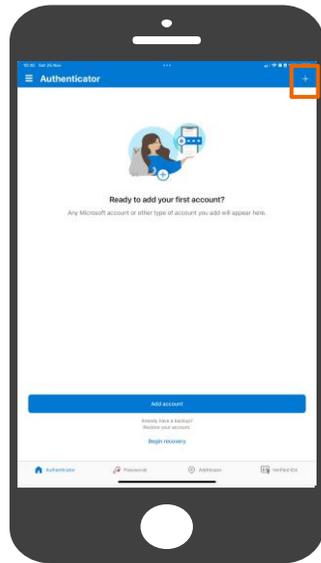
Click the **+** to start the enrollment on your mobile device. Select "**Other (Google, Facebook, etc.)**" to continue.

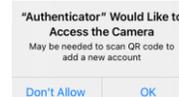Select the 3rd option "**Other (Google, Facebook, etc.)**" to continue.

The authenticator app now is ready to scan the QR code from the browser screen.

Depending on the individual setup there might be other existing MFA profiles listed in this screen.

You may see a dialog like this:

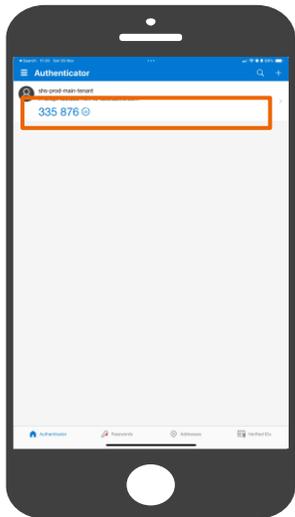We need camera access with this process, so you must approve by allowing in this dialog.

Press "Or enter code manually" if you are unable to scan the code from the browser yet.

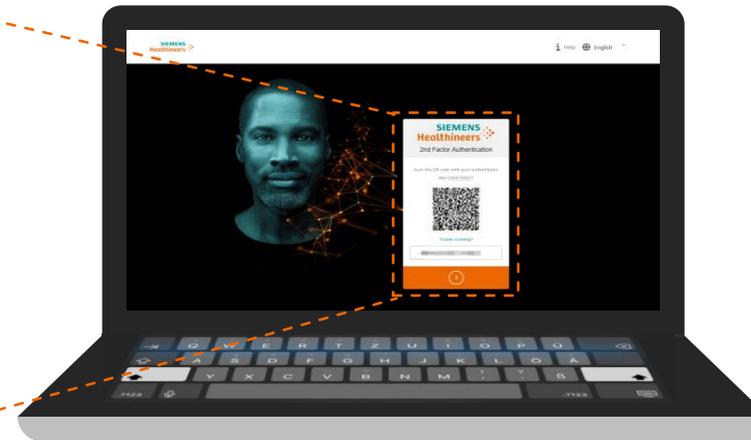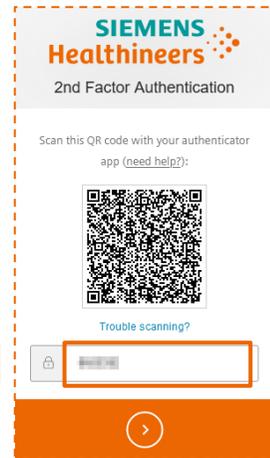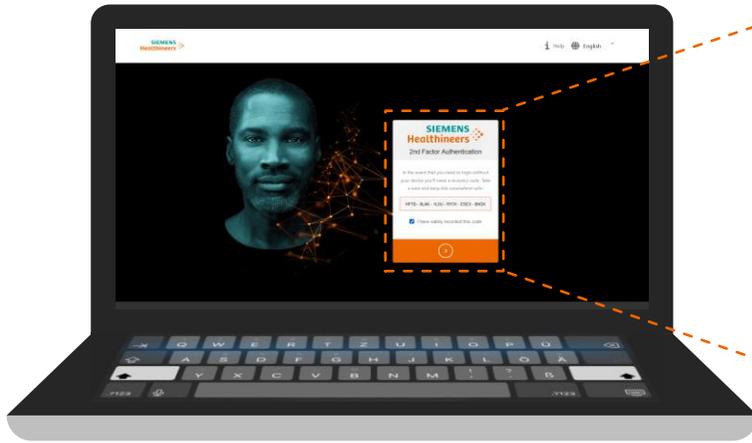With the authenticator app on your mobile device scan the QR code from the browser.

Almost completed!

Just one more step to complete the MFA enrollment.

Enter the current code from the authenticator app on your mobile device in the browser field "Enter your passcode here".

Store this code safely. This code allows you to sign-in in case your authenticator app is not working or currently not available.

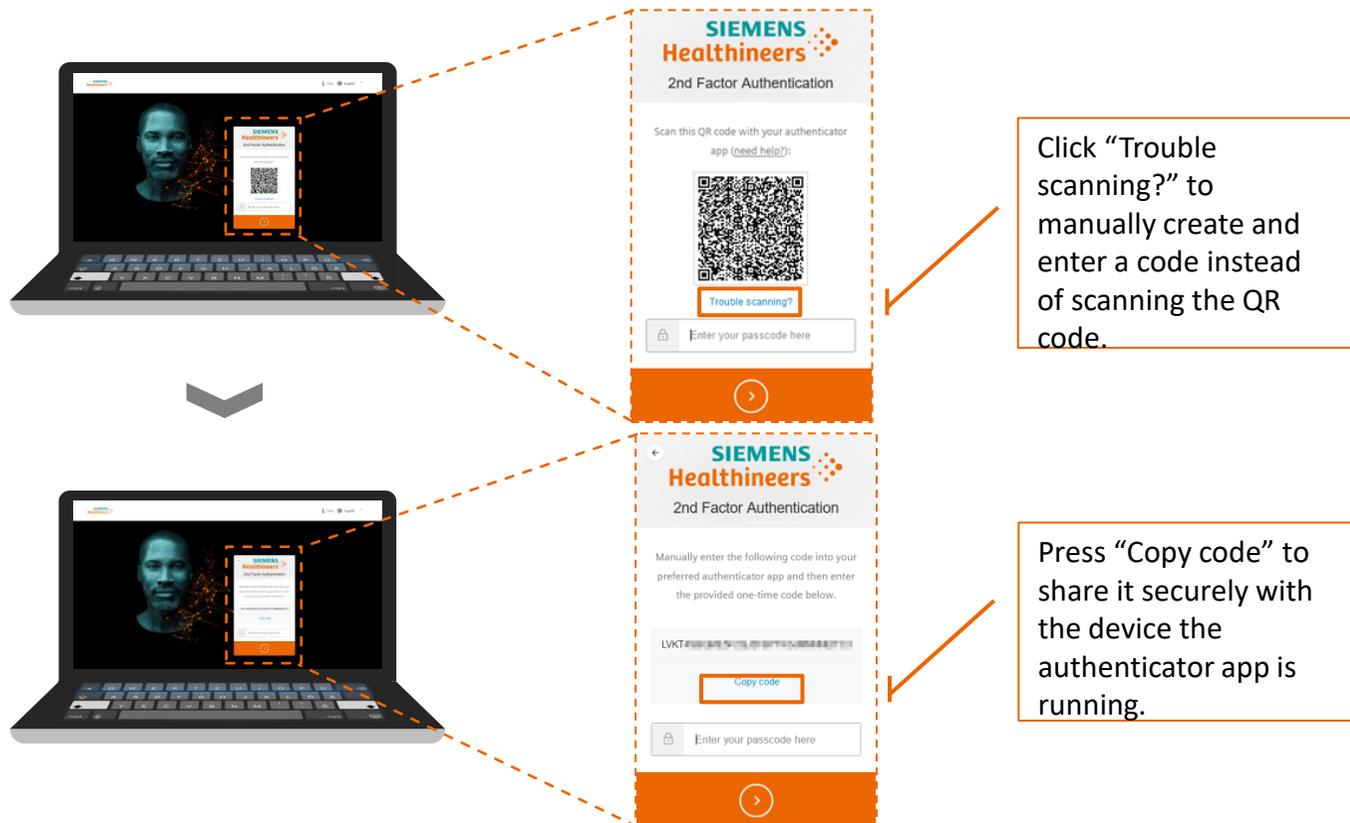Congratulations!
MFA is now enrolled for your account.

Healthineers-ID MFA enrollment - Step-by-step instructions
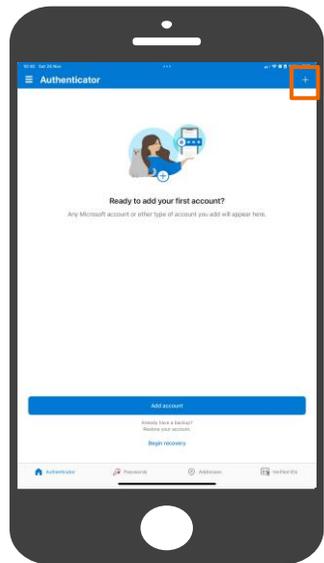# Method: Copy code to mobile device (alternative method)

If MFA is not enrolled for your account yet, you will see this QR code in your browser to start the MFA enrollment.

This tutorial describes step-by-step how to **copy a code from your browser to your authenticator app** of your choice to bind your MFA profile in the authenticator app on your mobile device with your Healthineers-ID account for subsequent use as secure MFA login.

Click "Trouble scanning?" to manually create and enter a code instead of scanning the QR code.

Press "Copy code" to share it securely with the device the authenticator app is running.
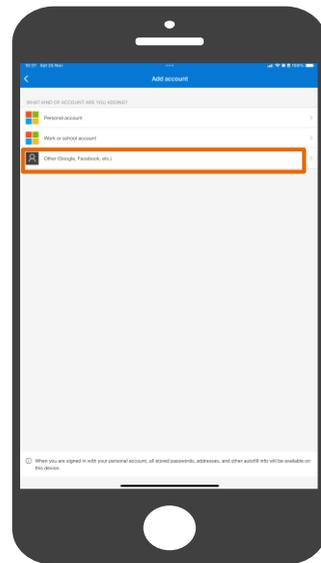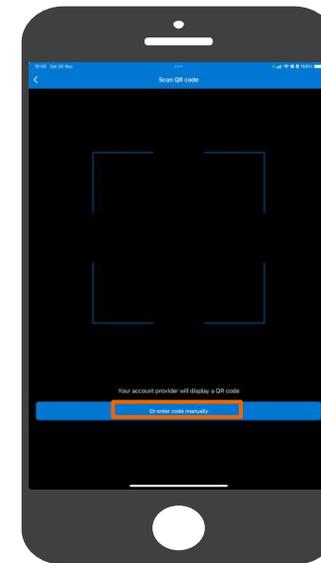
Open the authenticator app of your choice.
The screenshots are based on Microsoft Authenticator app, but any other authenticator app will provide similar functionality.

Click the **+** to start the enrollment on your mobile device.
Select "**Other (Google, Facebook, etc.)**" to continue.

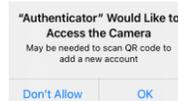Select the 3rd option "**Other (Google, Facebook, etc.)**" to continue.

Press "Or enter code manually" if you are unable to scan the code from the browser yet.

**i** Depending on the individual setup there might be other existing MFA profiles listed in this screen.

i You may see a dialog like this:

"Authenticator" Would Like to Access the Camera
May be needed to scan QR code to add a new account

Don't Allow   OK

We don't need camera access with this process, so you can either reject or allow in this dialog.

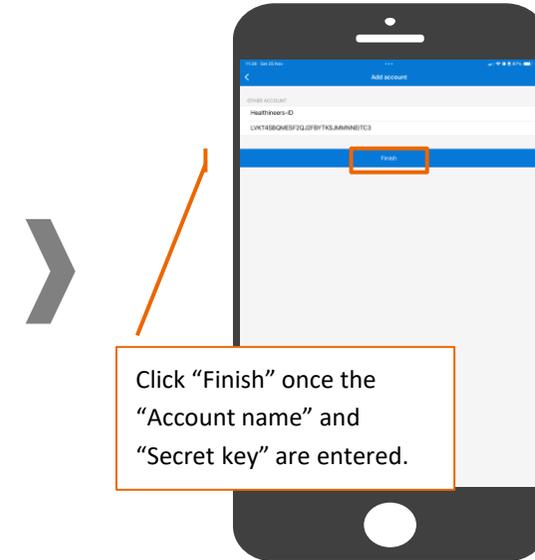**i** You can still decide to scan the code instead of entering it manually.
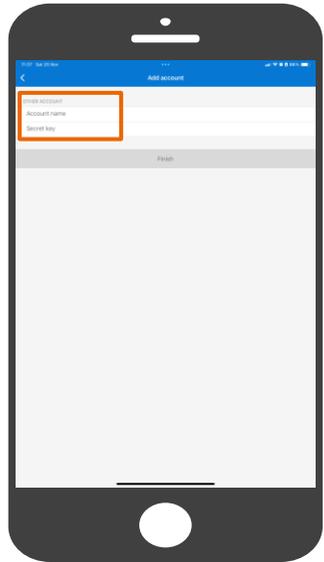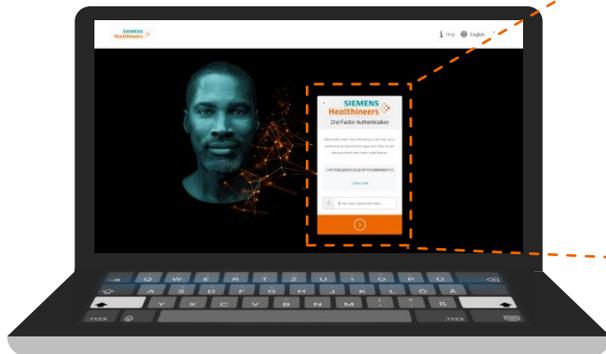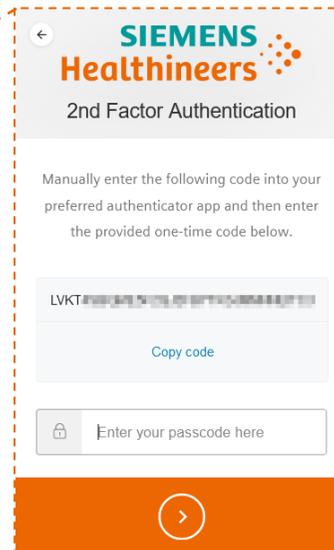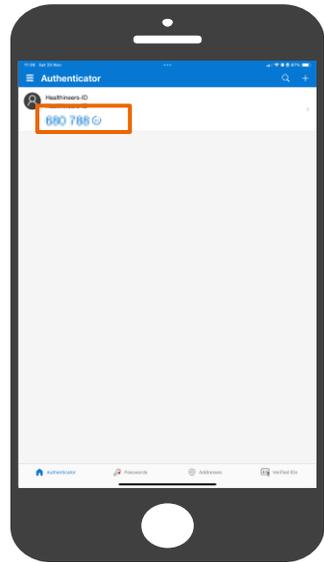
OTHER ACCOUNT

Account name

Secret key

For the "**Account name**" we recommend something speaking like "SHS" or even added the registered email address like "SHS – my@email.com"

In the field "**Secret key**" enter the code you have copied in the last step, that you have performed before starting the authenticator app steps on your mobile device.

This is the browser screen where you got the code from:

SIEMENS Healthineers

2nd Factor Authentication

Manually enter the following code into your preferred authenticator app and then enter the provided one-time code below.

LVKT...

Copy code

Enter your passcode here

Click "Finish" once the "Account name" and "Secret key" are entered.

Now enter the 6-digit code displayed in your authenticator app to the browse field "Enter your passcode here".
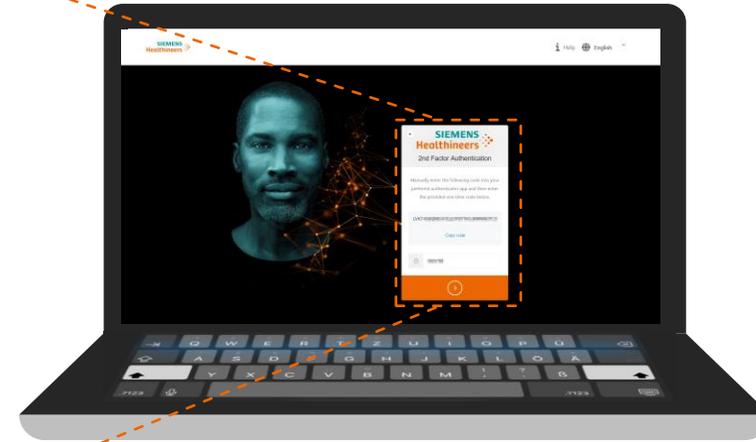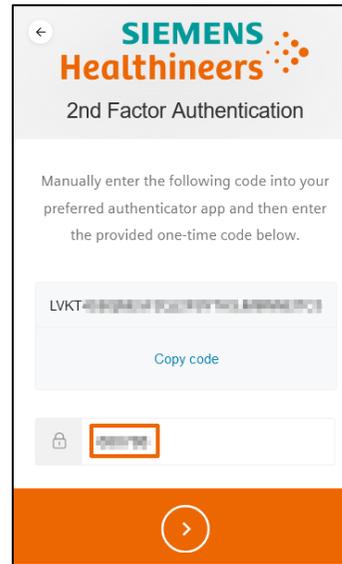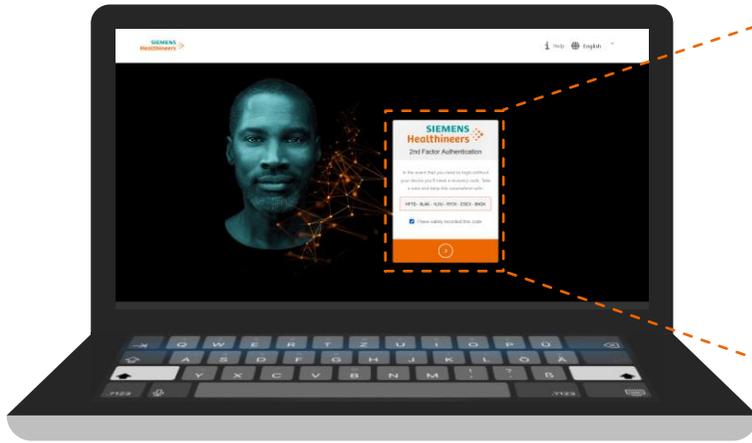
In this step your MFA profile in the authenticator app of your mobile device is bound to your Healthineers-ID account.

Almost completed!

Just one more step to complete the MFA enrollment.

2nd Factor Authentication

In the event that you need to login without your device you'll need a recovery code. Take a note and keep this somewhere safe:
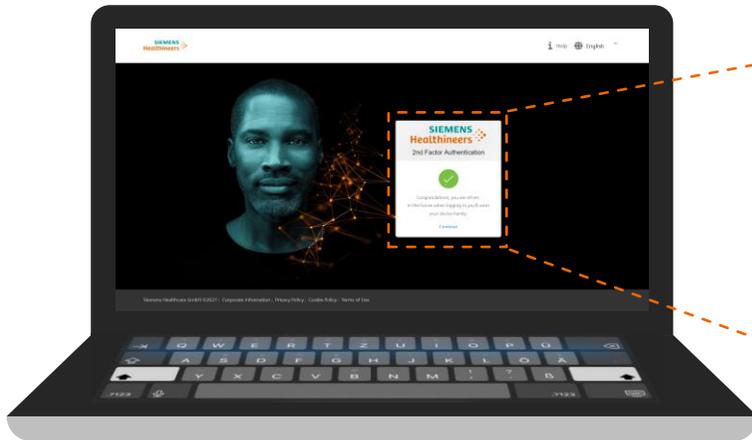
HYTB - ▓▓▓▓ - ▓▓▓▓ - ▓▓▓▓ - ▓▓▓▓

☑ I have safely recorded this code

ℹ Store this code safely. This code allows you to sign-in in case your authenticator app is not working or currently not available.

2nd Factor Authentication

✓

Congratulations, you are all set.
In the future when logging in you'll want your device handy.

Continue

Congratulations!
MFA is now enrolled for your account.