



## 170.315(d)(13) Multi-factor authentication

Updox now supports multi-factor authentication (MFA) using TOTP for user login to the Updox platform. MFA is not required by default but is available to all accounts using our system. Our MFA TOTP implementation is standards based and works with most TOTP apps available today, including Microsoft Authenticator, Google Authenticator, Authy, and FreeOTP.

Based on the level of security standards that the client wishes to enforce, the system or practice administrator can enable/disable this feature for all users. The feature can be enabled for users of any role in the system. Currently, the system supports MFA through TOTP only. When an Administrator turns on the MFA requirement, it applies to ALL users of the practice the next time they log in. When MFA is enabled, the next time a user logs in, they will be required to setup their TOTP application:

- Step 1: The user will be prompted for the username & password as a first step.
- Step 2: They will then be prompted with a barcode to scan in their TOTP application.
- Step 3: They will then be prompted to enter the code from their TOTP application.
- Step 4: A matching code will finalize the setup and they will be logged in.

### For each subsequent login:

Once the username & password are authenticated, the system prompts for a verification code from the user's TOTP application. A matching code will allow the user to enter the application.

See Screen shots below.



