

2-Step Authentication Guide



Setting Up 2-Step Authentication

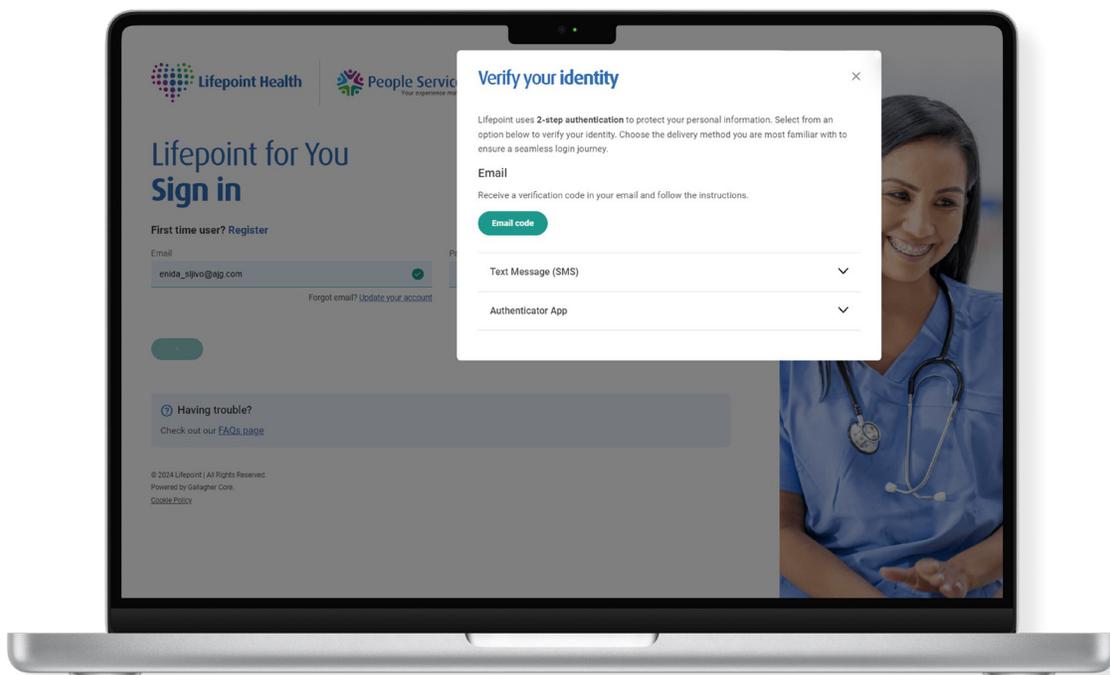


The 2-Step Authentication (2SA) is the last step of registering for a Lifepoint for You account. Before you can enable 2-Step Authentication, you need to register and activate your account. Follow the steps below to get started:

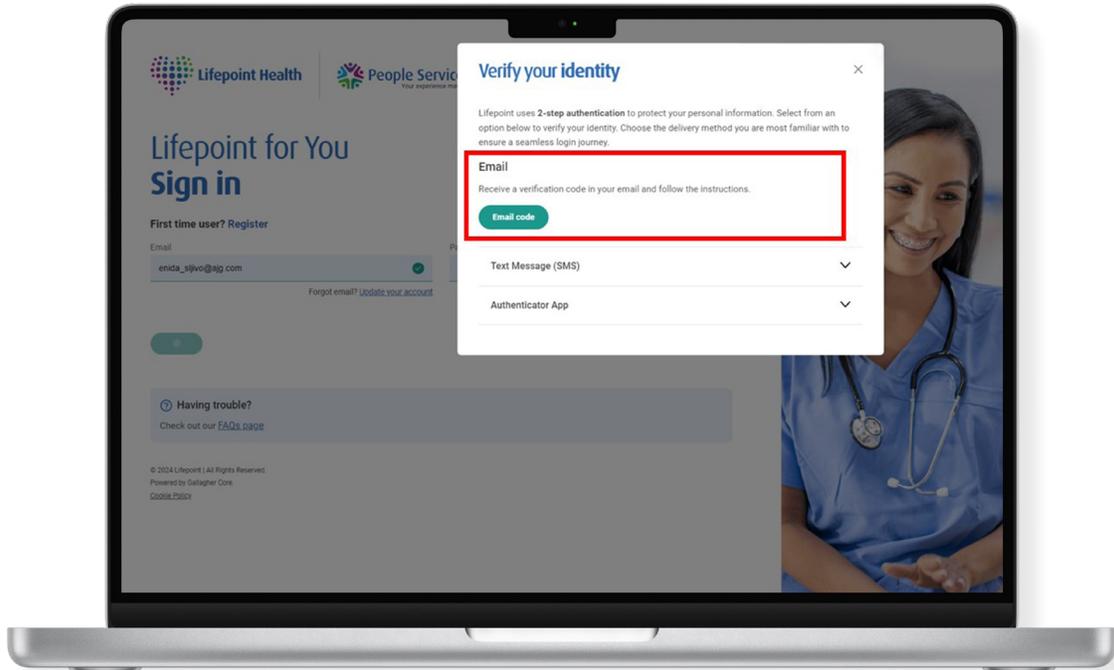
1. On the Lifepoint for You (lifepointforyou.net) website login screen, click **Register** and enter in the required personal information.
2. Once you complete the registration form, you will receive an email to **activate your account**.
3. Follow the on-screen instructions to activate your account and sign in using the email and password you chose upon registering.

4. If you've entered the correct credentials, you will next see the 'Verify your identity' screen – to set up your 2-Step Authentication.

You have a choice of 3 methods to choose from to use to set your 2-Step Authentication up – Email, SMS and Authenticator App. Please choose what you feel most comfortable with.

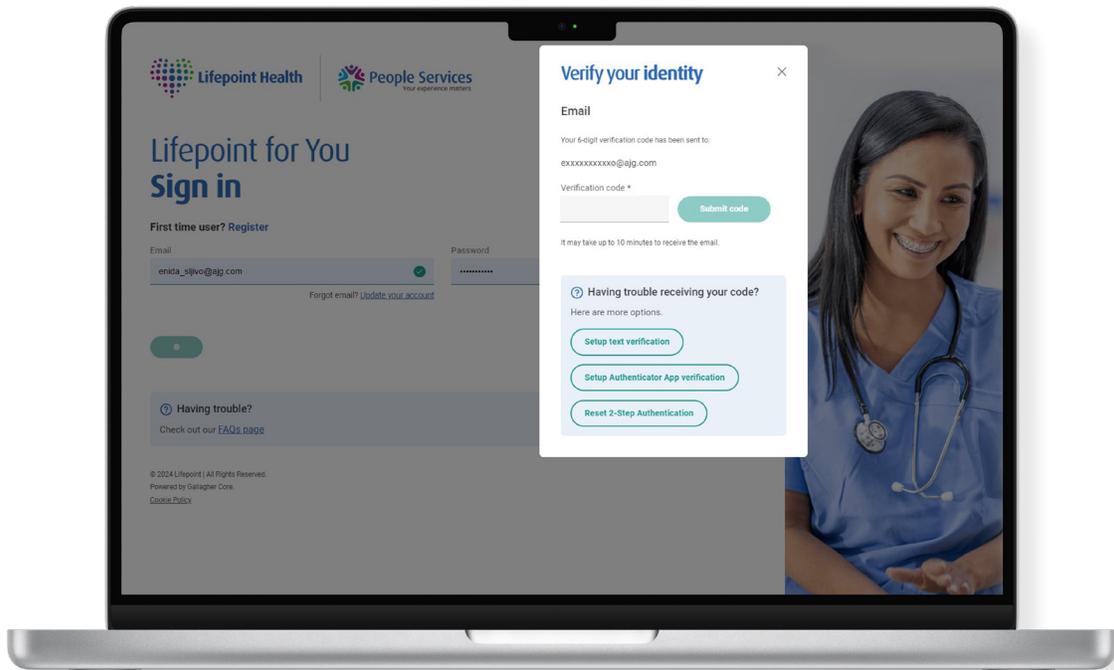


4a. Email: To receive your code via email, click on the **Email code** button on the screen.

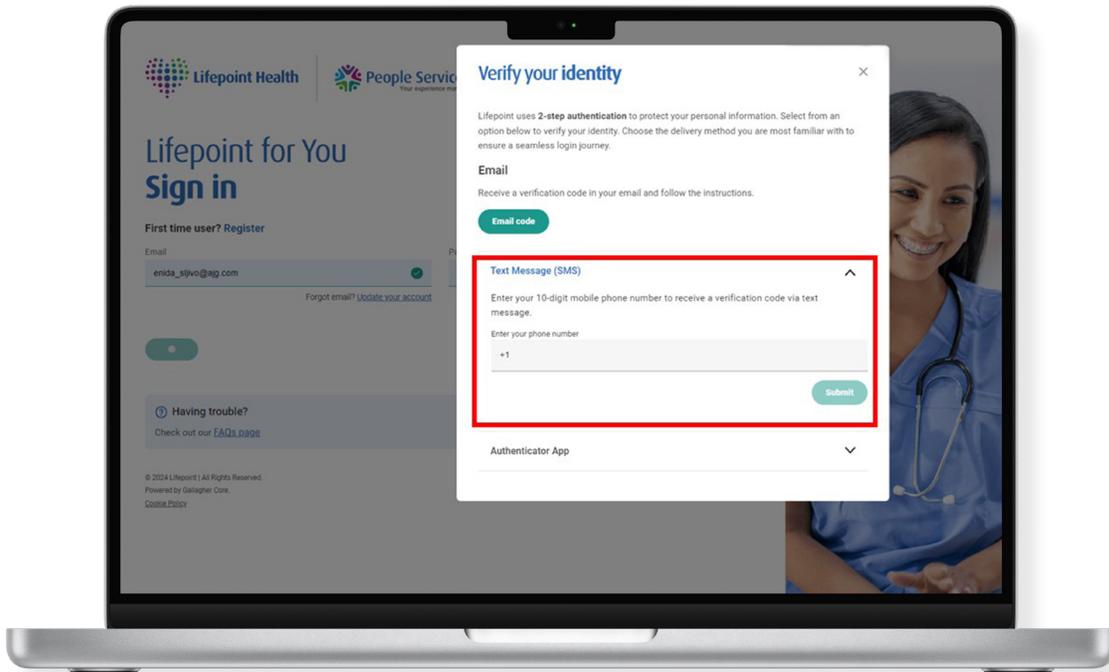


You will receive your 6-digit verification code to the email address that you used to register your account. Enter the code in the field and click **Submit code**.

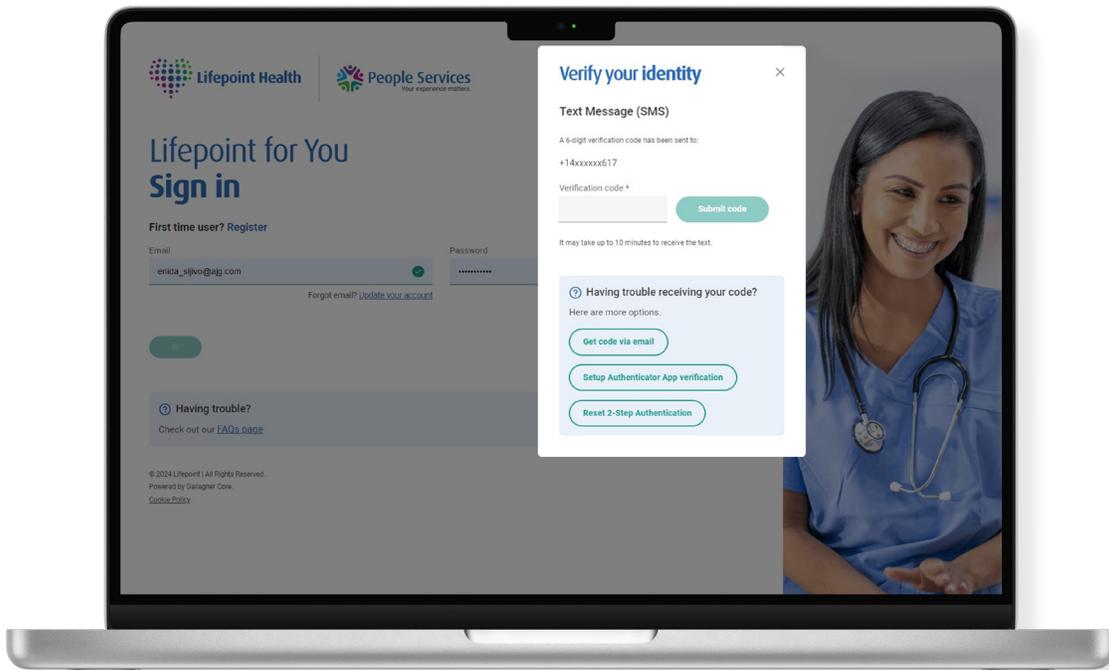
Note: If you select Email as your authentication method, after you successfully sign-in, you will be prompted to set up a recovery method. Please choose either SMS or Authentication App as your second option. This allows you to toggle between the options and easily have another option in case you no longer have access to your email address.



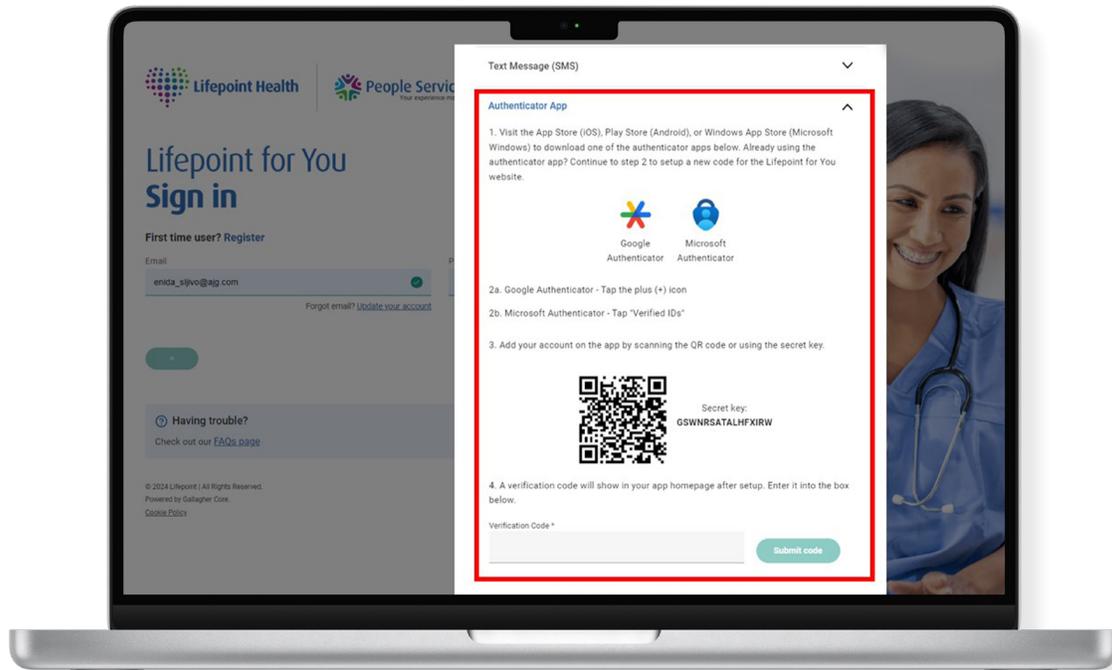
4b. Text Message (SMS): To receive your code via SMS, click on **Text Message (SMS)** and enter your phone number (make sure to include your full 10-digit phone number, including your area code) and click **Submit**.



Once you receive your SMS with the 6-digit verification code, enter it in the field and click **Submit code**.



4c. Authenticator App: To get your code via authenticator app, click on **Authenticator App** and follow the on-screen instructions.



- You have the choice to use either the Google Authenticator or Microsoft Authenticator app.
- **Note:** If you are already using the authenticator app for a different website or service, you cannot use the same authentication code and a unique security key will need to be set up specific for your Lifepoint for You account.
- After downloading (or opening if already downloaded) the app of your choosing, follow the next steps to set your account up:

Google Authenticator

1. When you first open the app, you can choose to sign in with **your Google Account** (protects you from being locked out when you change devices) or you may instead tap **Use without an account**.
2. Tap the **+** icon shown in the bottom right of the app and select one of the following:
 - **To scan the QR code**, select **Scan a QR code** to engage your camera and point your phone at the QR code shown on the screen.
 - **To use the Secret Key**, select **Enter a setup key**, create an account name to help you remember what this is for and enter in the secret key shown on the screen.
3. Once set up is complete, you will be shown a unique code. Enter the code you see on your app in the 'Verification Code' field and click **Submit code**. Please note, the unique code refreshes every 60 seconds.



Tip: To organize your Google authentication codes, you can swipe left on the code to show the edit option where you can rename the code to help you easily locate it.

Microsoft Authenticator

1. When you first open the app, you'll be asked to 'Accept' the Microsoft privacy policy.
 - **To scan a QR code**, on the 'Secure Your Digital Life' screen, select **Scan a QR code** and point your phone at the QR code shown on the screen.



Tip: If this is the first time you're setting up Authenticator, you might receive a prompt asking whether to allow the app to access your camera. Allow the app to use the camera so that you can take a picture of the QR code.

- **To use the Secret Key**, tap **Enter code manually**, create an account name to help you remember what this is for and enter in the secret key shown on the screen.
2. Once set up is complete, you will be shown a unique code. Enter the code you see on your app in the 'Verification Code' field and click **Submit code**. Please note, the unique code refreshes every 30 seconds.



Tip: To organize your Microsoft authentication codes, click on the code, and update the Account name by selecting the settings icon in the top right corner.

Troubleshooting Common Issues

Unable to receive verification code via Email?

- Check your internet connection and ensure you have a stable connection
- Check your email spam or junk folder

Unable to receive verification code via SMS?

- Check your mobile network signal
- **Restart your device:** Sometimes, a simple restart of your mobile device can resolve temporary network or connectivity issues that may be causing the problem
- Make sure your message inbox is not full

Issue with Authentication App?

- Make sure that you have the latest version of the authentication app installed on your device and there is no update needed
- If you are experiencing issues with the authentication app, try removing and re-installing it on your device

Resetting your 2-Step Authentication

- To reset your 2SA, first enter your username and password and click **Sign in**
- On the 'Verify your identity' screen, select **Reset 2-Step Authentication** to receive the reset email
- Click on the **Reset 2-Step Authentication** button in your email
- To complete your account reset, click on the **Reset your account** button on the screen
- Please re-register using the link in the green success message and follow the instructions

Frequently Asked Questions

Why is 2-Step Authentication necessary?

Lifepoint uses **2-Step Authentication** to add an extra layer of security to protect your personal information.

Do I need it every time I log in?

Yes, 2-Step Authentication is required every time you log in to your Lifepoint for You account.

What happens if I lose my phone/ get a new phone and no longer have access to the Authenticator App?

If you no longer have access to your Authenticator app, reset your 2-Step Authentication on the 'Verify your identity' screen after logging in and follow the instructions to reset your account.

What if I changed my phone number?

If you have changed your phone number, reset your 2-Step Authentication on the 'Verify your identity' screen after logging in and follow the instructions to reset your account.

Can I use multiple methods for authentication?

Yes, you can set up an additional option by selecting the alternate method set up in the 'Verify your identity' screen.

I'm stuck and need assistance with 2-Step Authentication.

If you've tried to troubleshoot your issue using this guide but still need assistance, you can contact the Lifepoint Benefits Service Center at **844-348-0627** or lifepointbenefitsservicecenter@ajg.com

