

# Two-Step Authentication Frequently Asked Questions



## What is two-step authentication?

Two-step authentication (also called two-factor or multi-factor authentication/MFA) helps protect your personal information by making sure only you can access your account. \*Each time you log in directly with a password on the MyCreateHealth website or app, you'll be asked to confirm your identity using email, text, or a phone call, along with your password.

## What is the purpose of two-step authentication?

Two-step authentication adds extra security by requiring two ways to confirm your identity before accessing private information. This ensures that only you can get into your MyCreateHealth account.

## Do I need to set up two-step authentication to use my MyCreateHealth account?

\*Yes, if you're a new member, you'll need to set up two-step authentication to complete your account registration. If you already have an account, you'll need to set it up to keep using your account.

## Can I skip two-step authentication?

\*You can skip or cancel setup, but you won't be able to use MyCreateHealth until you finish setting it up.

## Do I need to download anything for two-step authentication?

No, you don't need to download anything. Just make sure your device is up to date to complete the setup.

\*If you access MyCreateHealth from a third-party portal through single sign-on, two-step authentication will not apply.

## How can I change how I verify my identity after setting up two-step authentication?

Go to the Account Settings section of your MyCreateHealth account. Under "Enable Two-Step Authentication" in the Communication Preferences tab, you can update your preferred method for signing in.

## What are the benefits of two-step authentication?

**Better security:** It adds another layer of protection, making it harder for others to access your account.

**Convenient options:** You can choose how you want to confirm your identity (text, phone call, or email).

**Peace of mind:** You can use all features knowing your information is well-protected from potential threats.

## How do I set up two-step authentication?

When you register or log in, you'll be asked to choose how you want to verify your identity.

### Here are your options:

- **Email:** You'll get a one-time, six-digit code sent to your email. This code expires in 10 minutes.
- **Text:** A one-time, six-digit code will be sent to your phone as a text message. It also expires in 10 minutes.
- **Phone call:** You'll receive an automated call to your phone. You may need to turn off settings that block unknown calls to receive the call. Follow the instructions to verify your identity.

Then follow the step-by-step instructions.

**Need help setting up? Call the Member Services phone number on your ID card.**