Enrolling in the PingID Service to Enable Two-Factor Authentication through SMS, Email or a Desktop App (access.genesishcc.com)

In order to provide added security to the patient and customer information stored in our systems, Genesis is implementing multi-factor authentication (also known as two-step verification). When logging in to https://access.genesishcc.com, according to the instructions below, you will be prompted to login to the PingID Service. Enrolling in this service the first time will allow users to more easily verify his/her identity when logging on to the Genesis Network.

**Step 1:**
Navigate to https://access.genesishcc.com from any web browser and login with your Genesis username and password. This will launch the PingID enrollment screen.

**Step 2:**
Click on the **I want to use a different authentication method** hyperlink to continue.

**Step 3:**
Select the preferred authentication method and follow the on-screen prompts. They are:

**Receive passcodes via SMS:** This will send a text message to your mobile phone number, each time you login.

**Receive passcodes via email:** This will send an email with the code to the preferred email address you indicate, each time you login.

**Authenticate with YubiKey:** Does not apply

**Authenticate using the desktop application:** This will prompt you through downloading a Windows or Mac application that will allow you to authenticate each time you login.
Step 4:
Once you complete the process and receive the code, enter it in the designated area and click on Verify. *Note: In the example below, the passcode was sent to a mobile number and then entered in the field.

![Phone Number Verification](image)

Step 5:
If you entered the appropriate code, you will receive a confirmation that authentication is completed. The system will now allow you to complete the login process.

*Note: After completing this enrollment process, each time you attempt to login to https://access.genesishcc.com, you will receive a code through the requested method (SMS text, Email or via the Desktop application). Use the new code you receive each time to authenticate.