

## Enrolling in the PingID Service to Enable Two-Factor Authentication through SMS, Email or a Desktop App ([access.genesisshcc.com](https://access.genesisshcc.com))

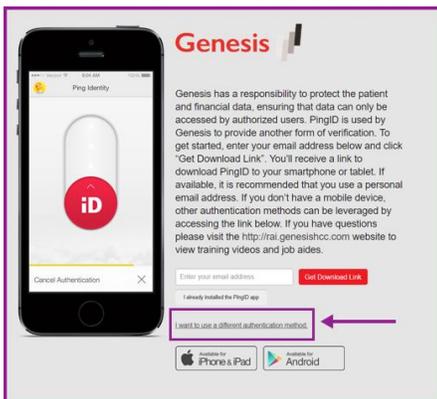
*In order to provide added security to the patient and customer information stored in our systems, Genesis is implementing multi-factor authentication (also known as two-step verification). When logging in to <https://access.genesisshcc.com>, according to the instructions below, you will be prompted 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.genesisshcc.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:

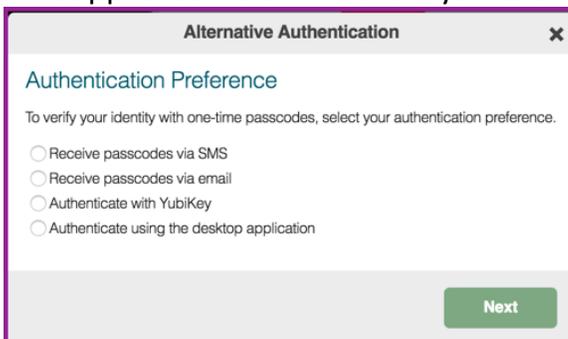
Select the preferred authentication method and follow the on-screen prompts. They are:

**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

Enter Your One-Time Passcode

To verify your phone number, enter the one-time passcode that was sent to you.

Passcode sent to +1 404-438-3618

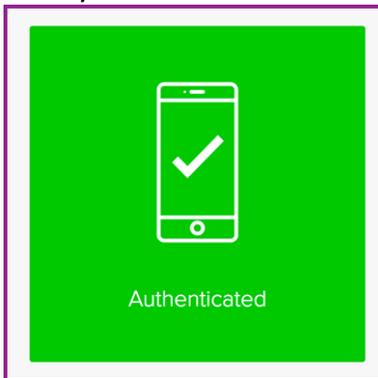
Edit | Resend passcode

458712

Verify

#### 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.*