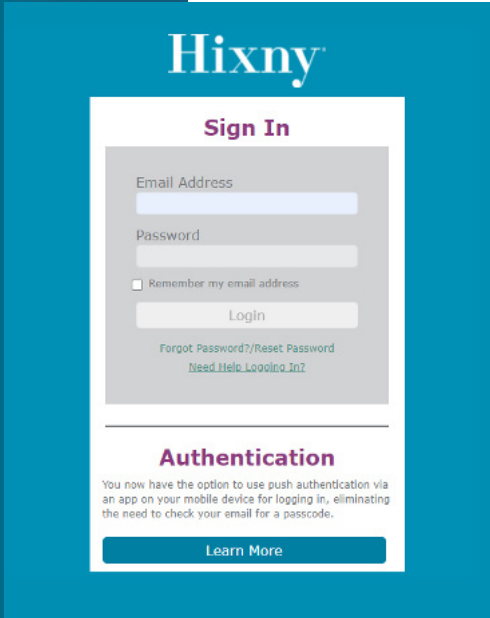# HIXNY'S PROVIDER PORTAL

Step-By-Step Instructions for Logging In, Resetting Your Password and Using Push Notification for Two-Factor Authentication

November 2021

Hixny®
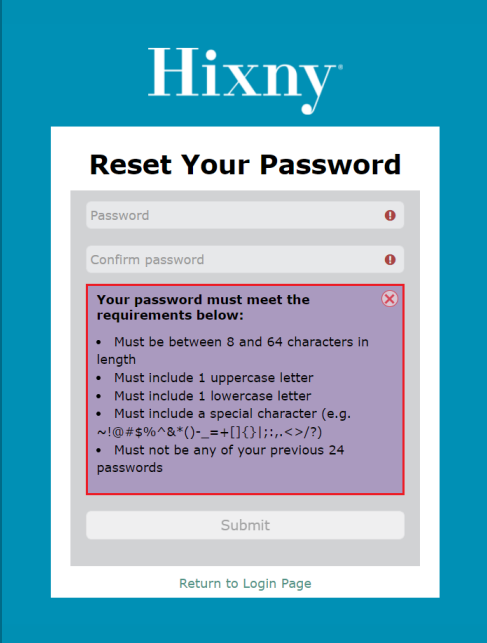
Setting/Resetting Your Password

1 **Click the "Forgot Password?/ Reset Password" link**

2 **Enter your email address. Click "Submit."**

An email will be sent to you that contains a link to reset your password.

If you do not see an email in your inbox, be sure to check your spam/deleted/ junk folders.

3 **Create a new password.
New password requirements:**

- Must not be any of your previous 24 passwords
- Must be between 8 and 64 characters in length
- Must include 1 uppercase letter
- Must include 1 lowercase letter
- Must include a special character (e.g. *, #, !, %)

Re-enter password to confirm and click "Submit".
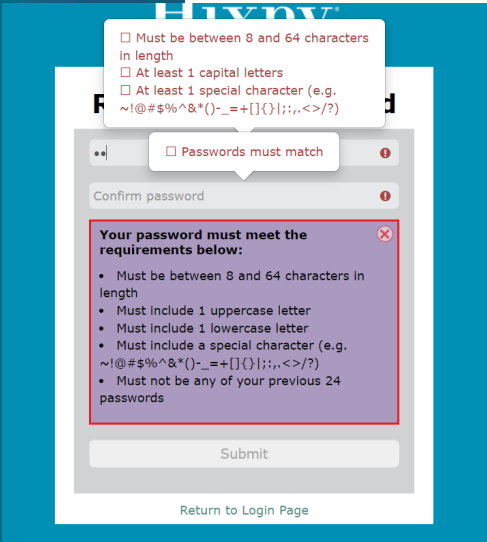
4 **If the password does not meet the minimum requirements, you will be prompted to try again.**
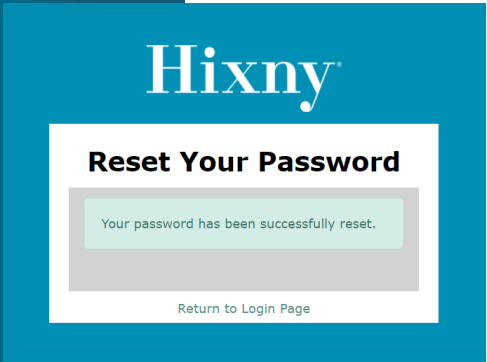
5 **If successful, you will see a notification that the password has been changed.**

Click "Return to Login".

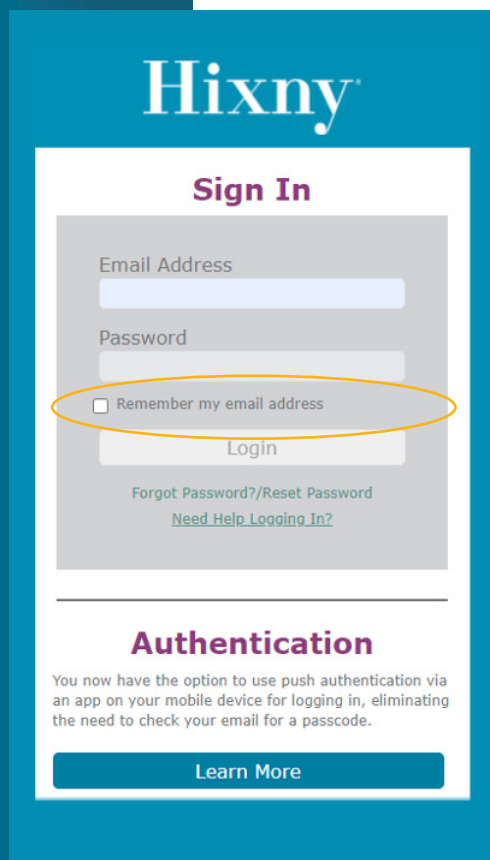Login with your email address and new password

Forgot Password

To prevent locking yourself out, click the "Forgot Password?/Reset Password" button at any time.

You have 10 attempts to correctly enter your email address and password before being locked out. For each incorrect password, there will be a notice that appears at the top of your screen.

After 10 incorrect attempts, your account will be locked. There are two ways to unlock your account:

- Wait 10 minutes and your account will unlock itself.

- Contact Hixny Support
    - By phone Monday–Friday between 9 a.m. and 5 p.m.: (518) 640-0021, select option 2

Logging in with Email
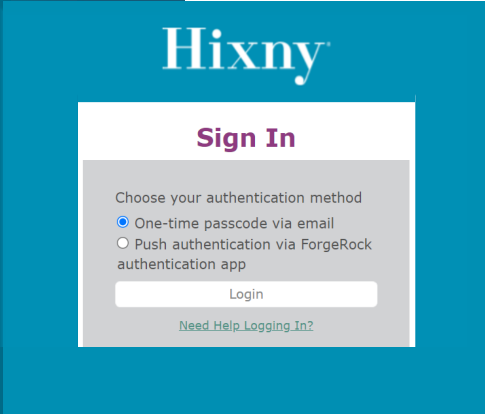
Hixny

Sign In

Choose your authentication method
- One-time passcode via email
- Push authentication via ForgeRock authentication app

Login

Need Help Logging In?

1 **If this is your first time logging in on the device, you will be prompted to authenticate the device.**
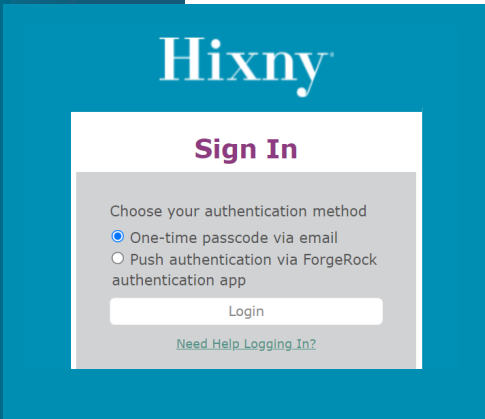
After entering your email address and password, you can choose to receive a one-time passcode via email or a push notification on your mobile device to authenticate.

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We Do Not Recognize The Device You Are Using. A One-Time Passcode (OTP) Has Been Sent To Your Email Address. Enter That Code And Click Submit OTP

Enter OTP

Submit OTP

Request OTP

HelpDesk

Need Help Logging In?

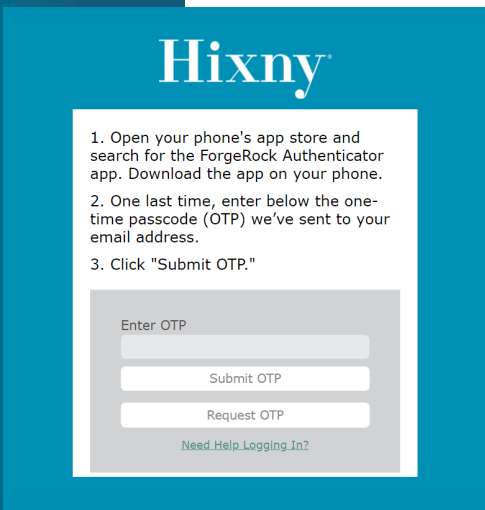**2** **If you choose email, retrieve the one-time password that was sent to your email.**

3 **Type the one-time password in the box and hit "Submit one-time password." If your one-time password expires, or you didn't receive one, click "Request one-time password."**

Logging In with Mobile Device Using Push Authentication *(First Time)*

Hixny

Sign In

Choose your authentication method

- ● One-time passcode via email
- ○ Push authentication via ForgeRock authentication app

Login

Need Help Logging In?

1 **If this is your first time logging in on the device, you will be prompted to authenticate the device.**

After entering your email address and password, you can choose to receive a one-time passcode via email or a push notification on your mobile device to authenticate.

Hixny

1. Open your phone's app store and search for the ForgeRock Authenticator app. Download the app on your phone.

2. One last time, enter below the one-time passcode (OTP) we've sent to your email address.

3. Click "Submit OTP."

Enter OTP

Submit OTP

Request OTP

Need Help Logging In?

2 **If you choose "Push authentication via Forgerock authenticator app," after clicking "Login" you will see a series of steps to take to setup push notifications.**

3 **Download the *ForgeRock Authenticator* app on your phone through your mobile device's app store and allow the app to access your camera and send notifications.**

Hixny

1. Open your phone's app store and search for the ForgeRock Authenticator app. Download the app on your phone.

2. One last time, enter below the one-time passcode (OTP) we've sent to your email address.

3. Click "Submit OTP."

Enter OTP

Submit OTP

Request OTP

Need Help Logging In?

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4 | **While the app downloads, check your email one last time to retrieve the one-time passcode needed to verify your identity.**

5 | **Enter the one-time password and click "Submit one-time password."**

**6** | **A QR code will now display.**

7 | **Open the *Forgerock Authenticator* app you just downloaded to your mobile device and scan the QR code.**

Your device is now registered.

Sign In

To complete registering your device for push authentication, scan the QR code below using your ForgeRock authenticator app. After scanning the QR code, you will be automatically logged into the portal. The next time you visit, you will receive a push notification from the app asking you to approve your login.
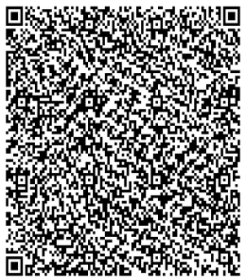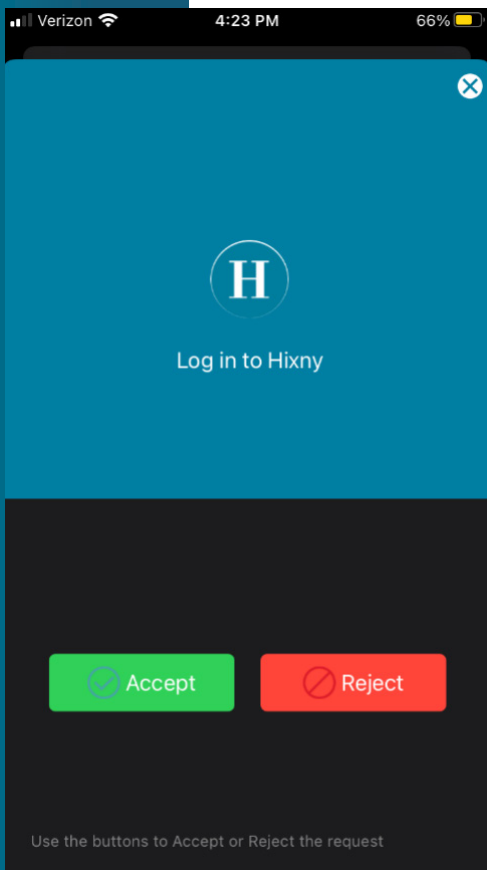
Return to Login with Email

◯ Use the ForgeRock Authenticator app to complete the next step

After taking action, it may take up to 20 seconds to be logged in.

Need Help Logging In?

# Subsequent Login Using Push Authentication on Your Mobile Device

Once you've registered your device, you will no longer be prompted to enter a one-time password to log into Hixny's provider portal.

After entering your email address and password, you will receive a push notification on your phone.

Hit "Accept" to be logged into the portal.

Switching Back to Email One-time Password from Push Authentication
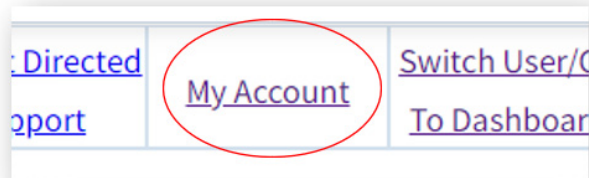
1 **Delete your authenticated device from your profile.**

- Log into the portal using the normal push authentication process.
- At the top of the page, click on My Account.
- Click the + button next to Dashboard.
- In the Authentication Devices section, click on the three dots then "Delete" to remove your device from your profile.
- The next time you log in, the system will give you the option to be emailed a one-time password for authentication.
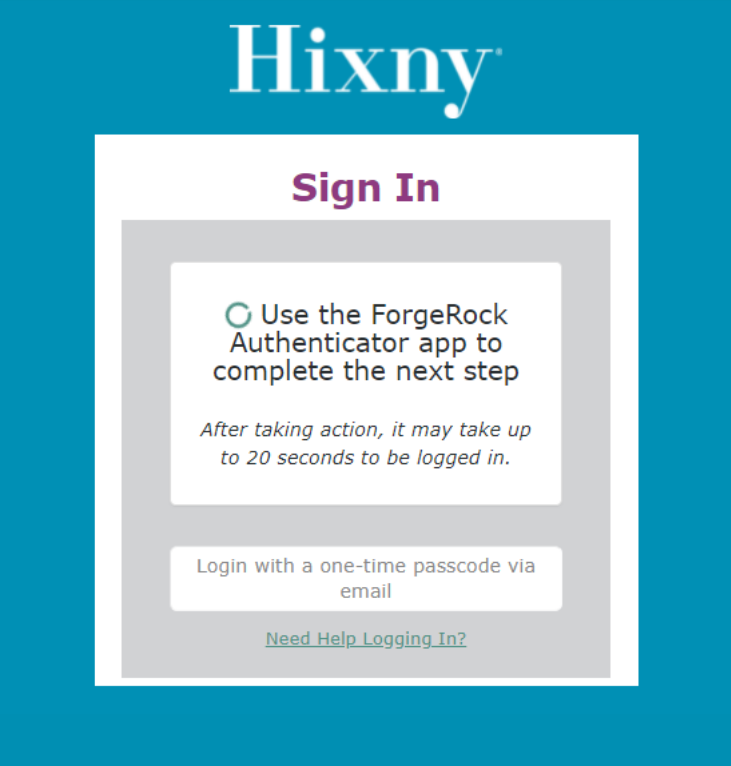
2 One-time login with email

If you do not want to delete your authenticated device and are only looking to use email authentication temporarily, click the "Login with a one-time passcode via email" button on the Waiting for User Action screen.

You will still receive a push notification on your device, but instead of accepting that, follow the prompts on your computer to receive an one-time password by email for authentication.