

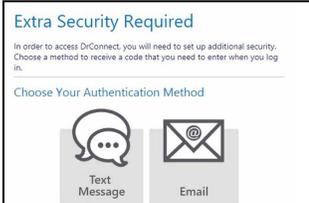
Two-factor authentication adds an extra layer of security at login, preventing phishing and other unauthorized access to Cleveland Clinic DrConnect accounts.

This means that at login, in addition to entering your username and password, you will also be required to enter a randomly-generated one-time passcode that is sent to either your email or mobile device.

### Step 1

The first time you log in, you will be prompted to choose a method of receiving the passcodes. Choose between Text Message or Email.

**If you choose to receive your code via text message**, you will receive a confirmation message from Cleveland Clinic that you've opted-in to receive real-time messages.



Extra Security Required

In order to access DrConnect, you will need to set up additional security. Choose a method to receive a code that you need to enter when you log in.

Choose Your Authentication Method

Text Message  Email

### Step 2

Enter your email or phone number based on your selected method.



Set Up Email Authentication

Enter the email address where you will receive authentication codes.

Email Address

### Step 3

You will be prompted to enter a one-time security code to confirm authentication, which will be sent using the method you selected.



Security Code

### Step 4

After setting up two-factor authentication, you will be given a reset code that you can use to update your settings. For example, if you get a new phone number, you can use this code from the login screen to set up two-factor authentication with your new phone.

**Please document the code and keep it private. It is not case sensitive.**



Keep Your Code Safe

Your account is now set up with additional security. If you lose access to your additional authentication method, you will need to perform this setup again to access DrConnect. You can either use the reset code below or contact your system administrator.

Your Reset Code

#####

I wrote down the reset code.

Write down this reset code and keep it safe and private. You will need to enter it if you can no longer receive two-factor authentication codes.

Finish

### Step 5

The next time you log in to DrConnect, you will be prompted to enter an authentication code, which will be sent using the method you selected.

If you'd like, you can check "Remember me" which will silence the passcode prompts for 30 days on that browser or mobile device. After 30 days, you will be required to enter the one-time passcode again.



Enter Your Authentication Code

Use the code sent to your email address no...@.

Remember me

LOG IN

Have questions or need assistance? Contact DrConnect Customer Support at 877.224.7367 (877.CCHS.EMR) or [drconnect@ccf.org](mailto:drconnect@ccf.org).