



Multi-Factor Authentication for Mayo Clinic Laboratories Applications User's Guide

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Introduction

To help protect your information, Mayo Clinic Laboratories is offering Multi-Factor Authentication (MFA), a two-step login process for your account. MFA supplements the protection provided by your username and password by asking you to confirm your identity via text message or phone call every time you log in to a [MayoClinicLabs.com](https://www.mayocliniclabs.com) application, thereby providing an additional level of security.

Note: Opting in to MFA for all [MayoClinicLabs.com](https://www.mayocliniclabs.com) applications is optional at this time.

MFA setup overview

Your MFA settings apply to all [MayoClinicLabs.com](https://www.mayocliniclabs.com) applications to which you have access. Once you have completed registration and received application permissions, you can specify your MFA choice at your initial login or, later, in your user profile. You have three choices:

- Opt in
- Opt out
- Be reminded later

Each choice is global across all applications. For example, if you have access to MayoACCESS, MayoLINK, and applications accessed from the [MayoClinicLabs.com](https://www.mayocliniclabs.com) **Dashboard** such as Message Center or Notifications, clicking the [No thanks button](#) opts you out of MFA for all these applications.

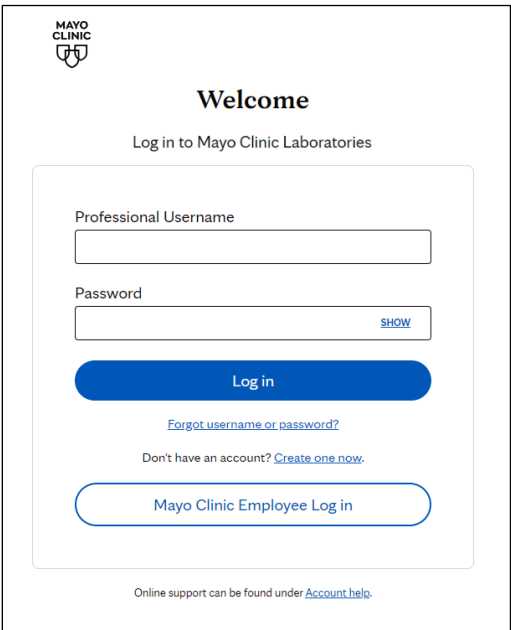
At login

To turn MFA on or off as you are logging in:

1. On [MayoClinicLabs.com](https://www.mayocliniclabs.com), at top right, in the banner, click the link for your application.



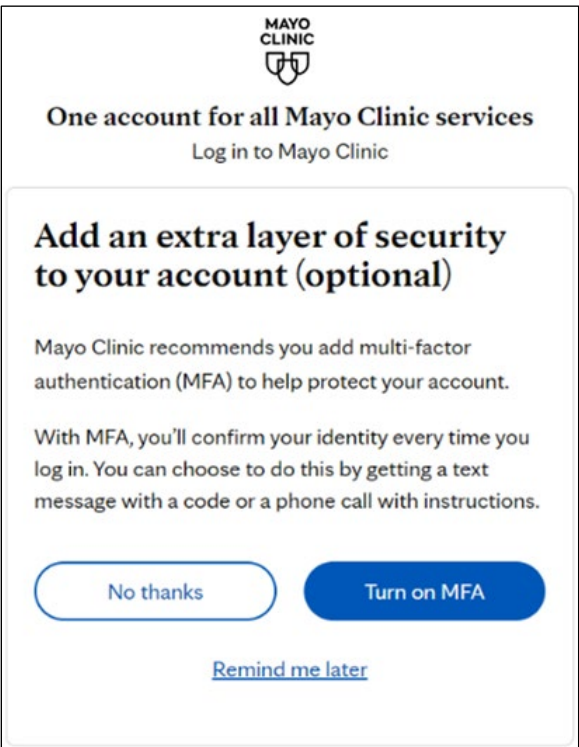
The login screen appears.



The image shows the Mayo Clinic 'Welcome' login screen. At the top left is the Mayo Clinic logo. The heading 'Welcome' is centered, followed by the subtext 'Log in to Mayo Clinic Laboratories'. Below this is a white box containing the login fields: 'Professional Username' with a text input field, 'Password' with a text input field and a 'SHOW' link to its right, a blue 'Log in' button, a link for 'Forgot username or password?', and a link for 'Don't have an account? Create one now.'. At the bottom of the white box is a button for 'Mayo Clinic Employee Log in'. Below the white box, at the bottom of the screen, is a link for 'Online support can be found under Account help.'.

2. Log in.

The initial MFA screen appears.



The image shows the Mayo Clinic MFA setup screen. At the top is the Mayo Clinic logo. Below it is the heading 'One account for all Mayo Clinic services' and the subtext 'Log in to Mayo Clinic'. The main heading is 'Add an extra layer of security to your account (optional)'. Below this, the text states: 'Mayo Clinic recommends you add multi-factor authentication (MFA) to help protect your account.' and 'With MFA, you'll confirm your identity every time you log in. You can choose to do this by getting a text message with a code or a phone call with instructions.' At the bottom are two buttons: 'No thanks' and 'Turn on MFA'. Below the buttons is a link for 'Remind me later'.

3. Choose one of the following options:

Opting in

To proceed with MFA, click the **Turn on MFA** button.

Turn on MFA

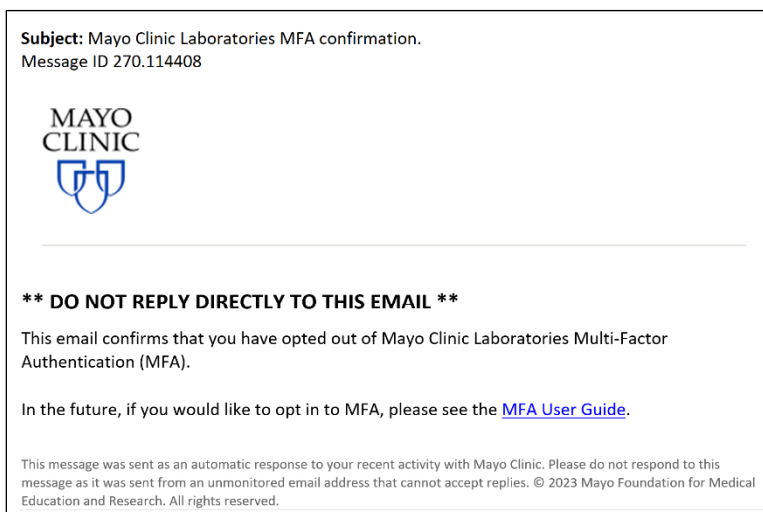
[Jump ahead to the next page.](#)

Opting out

To opt out of MFA, click the **No thanks** button.

No thanks

You are redirected to your desired application. In addition, you will receive an email notification confirming that you have opted out of MFA.



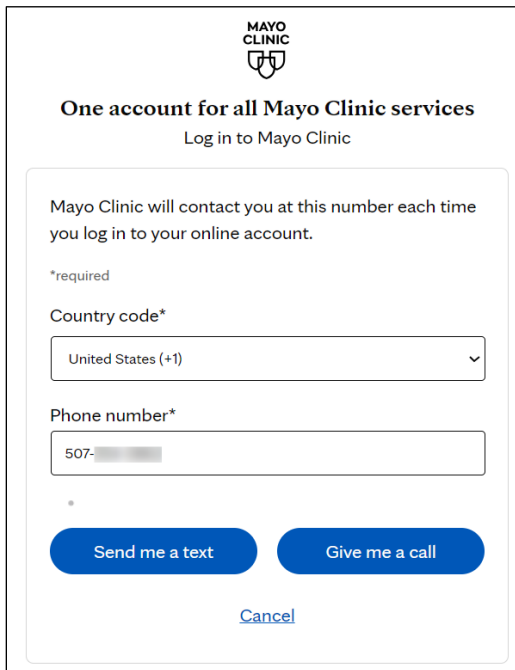
“Remind me later”

To postpone deciding whether to enable MFA, click the **Remind me later** link. [Remind me later](#)

You are redirected to your desired application. When you next log in again, the website will prompt you to opt in to MFA.

Note: You can click the **Remind me later** link five times. On the sixth time, you will simply be opted out of MFA, and the prompt will no longer appear.

If you clicked the **Turn on MFA** button , the next MFA screen appears.

The image shows a mobile application screen for Mayo Clinic. At the top is the Mayo Clinic logo. Below it, the text reads "One account for all Mayo Clinic services" and "Log in to Mayo Clinic". A message states: "Mayo Clinic will contact you at this number each time you log in to your online account." Below this, there is a section for phone verification. It starts with "*required". Then, there is a label "Country code*" followed by a dropdown menu currently showing "United States (+1)". Below that is a label "Phone number*" followed by a text input field containing "507-". At the bottom of this section are two blue buttons: "Send me a text" and "Give me a call". Below these buttons is a blue link labeled "Cancel".

4. In the **Phone number** text field, enter your phone number. If you have a non-US phone number, select the appropriate option from the **Country code** drop-down menu.

Note: You may enter either a mobile or a non-mobile phone number to receive a call.

5. Choose one of the following:

- The **Give me a call** button. 

You will receive an automated phone call that instructs you to press the pound (#) key to finish logging in.

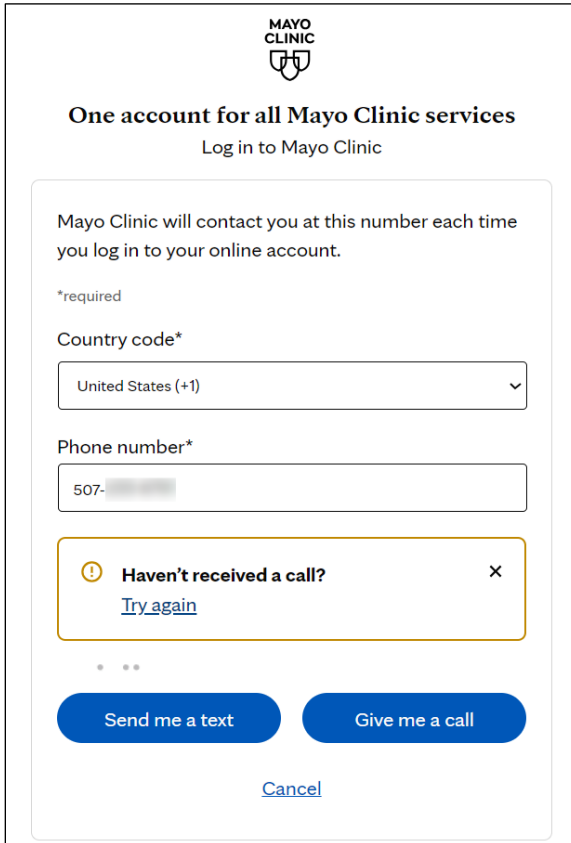
Note: If you are in the US, the call will come from 855-330-8653. If you are outside the US, it will come from [the designated phone number for your country](#). It is suggested that you add the phone number to your contacts or otherwise make sure it is not blocked.

Press the pound (#) key.

You are redirected to your desired application.

Notes:

- If you do not answer the phone call within 10 seconds, or if you have provided an incorrect number, MFA prompts you to try again. Click the **Try again** link to return to the login screen.



The image shows a mobile app interface for Mayo Clinic login. At the top is the Mayo Clinic logo. Below it, the text reads "One account for all Mayo Clinic services" and "Log in to Mayo Clinic". A message states: "Mayo Clinic will contact you at this number each time you log in to your online account." Below this, a note says "*required". There are two input fields: "Country code*" with a dropdown menu showing "United States (+1)" and "Phone number*" with a text input showing "507-". Below the phone number field is a yellow-bordered box with a warning icon and the text "Haven't received a call?" followed by a close button (X) and a link "Try again". At the bottom, there are two blue buttons: "Send me a text" and "Give me a call", and a blue link "Cancel".

MAYO CLINIC

One account for all Mayo Clinic services
Log in to Mayo Clinic

Mayo Clinic will contact you at this number each time you log in to your online account.

*required

Country code*

United States (+1)

Phone number*

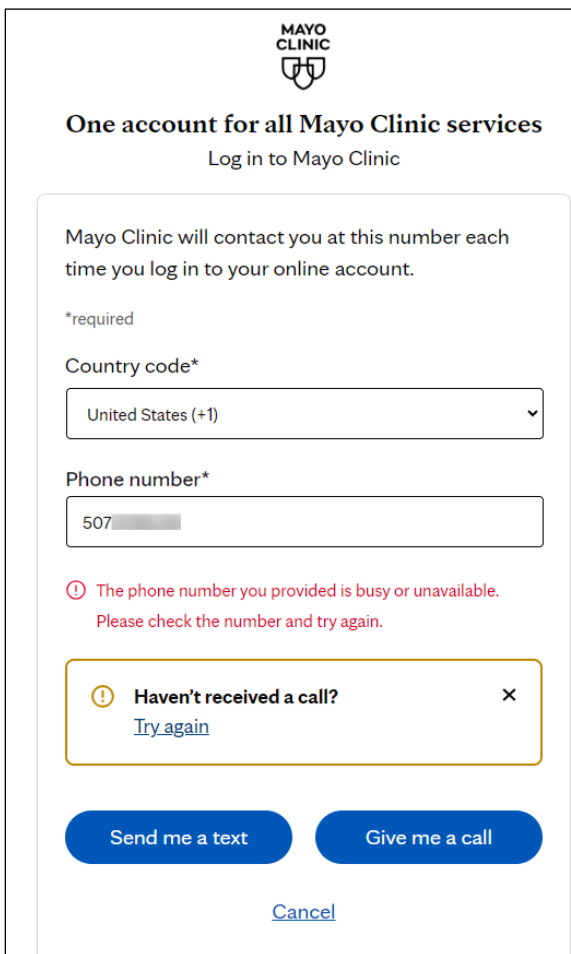
507-

Haven't received a call? [Try again](#)

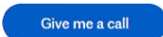
[Send me a text](#) [Give me a call](#)

[Cancel](#)

- If you do not respond to the **Try again** prompt within 2 minutes, an error message appears, indicating that the phone number you provided is busy or unavailable and requesting that you check it.

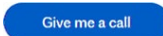


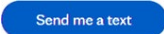
The screenshot shows the Mayo Clinic login interface. At the top is the Mayo Clinic logo. Below it, the text reads "One account for all Mayo Clinic services" and "Log in to Mayo Clinic". A message states: "Mayo Clinic will contact you at this number each time you log in to your online account." Below this, there are two required fields: "Country code*" with a dropdown menu showing "United States (+1)" and "Phone number*" with a text input field showing "507". A red error message with a warning icon says: "The phone number you provided is busy or unavailable. Please check the number and try again." Below the error message is a yellow-bordered box containing a warning icon, the text "Haven't received a call?", a close button (X), and a blue link "Try again". At the bottom, there are two blue buttons: "Send me a text" and "Give me a call", and a blue link "Cancel".

Correct the phone number and then click the **Give me a call** button  again.

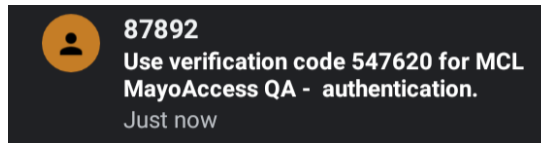
If you answer the phone call but you do not respond in a timely manner or at all to the instructions, you will hear the following recorded message: "I'm sorry, we can't sign you in at this time. Please try again later." You will see the same screen shown above.

Click one of the following:

- The **Give me a call** button  again, which places a new call to your phone number.
- The **Try again** link. This should be used only if you have not received a call.
 - If you are trying to access MayoLINK or your [MayoClinicLabs.com](https://www.mayocliniclabs.com) **Dashboard**, you are redirected to the login screen.

- If you are trying to access MayoACCESS, you are redirected to a page with a link that, when clicked, redirects you to the login screen.
- The **Cancel** link, which works identically to the **Try again** link.
- The **Send me a text** button. 

MFA sends a text to your mobile phone that contains a verification code.



Note: If you are in the US, the text will come from one of the following SMS short codes:

- 97671
- 51789
- 69829
- 99399

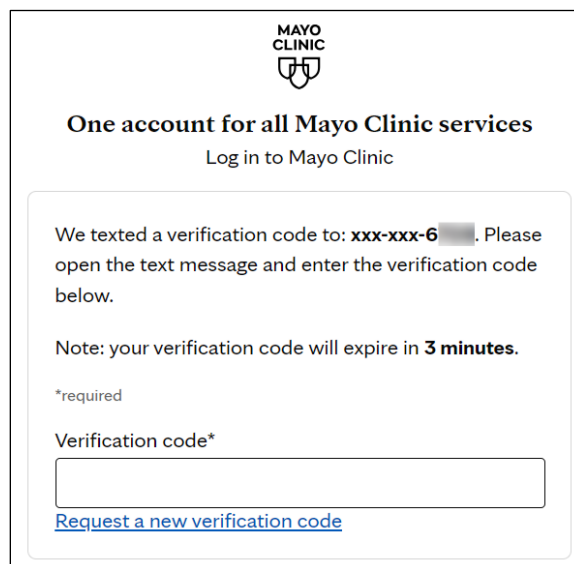
If you are in Canada, it will come from either of the following short codes:

- 759731
- 673801

If you are outside the U.S. and Canada, the text will come from [the designated phone number for your country](#), not from a short code.

It is suggested that you add the appropriate phone number or SMS short code to your contacts or otherwise make sure it is not blocked.

Once the text has been sent, the **Enter verification code** screen appears.



In the **Verification code** text field, enter the provided verification code.

Notes:

- If you enter an incorrect code, MFA will prompt you to either try to enter the correct code again or request another text message with a new code.

Verification code*

❗ The verification code you have entered does not match our records.
Please try again, or request a new code.

[Request a new verification code](#)

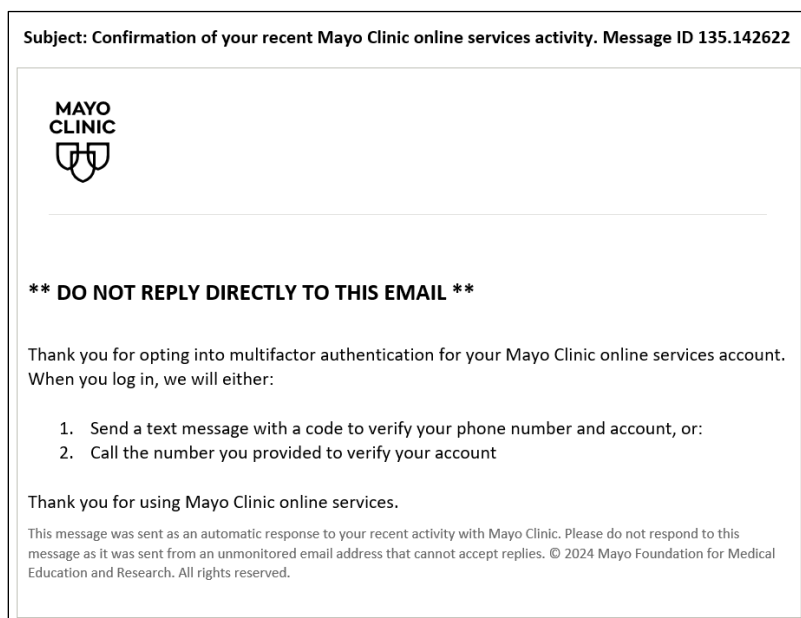
- To receive a new code by text, click the **Request a new verification code** link.
[Request a new verification code](#)

The error message disappears, and MFA texts you a new code.

- After three incorrect attempts to enter a code, you are automatically redirected to the login screen.

Once you have entered the correct verification code, you are redirected to your desired application.

When the opt-in process is complete, you will receive an email confirming that you have opted in to MFA.



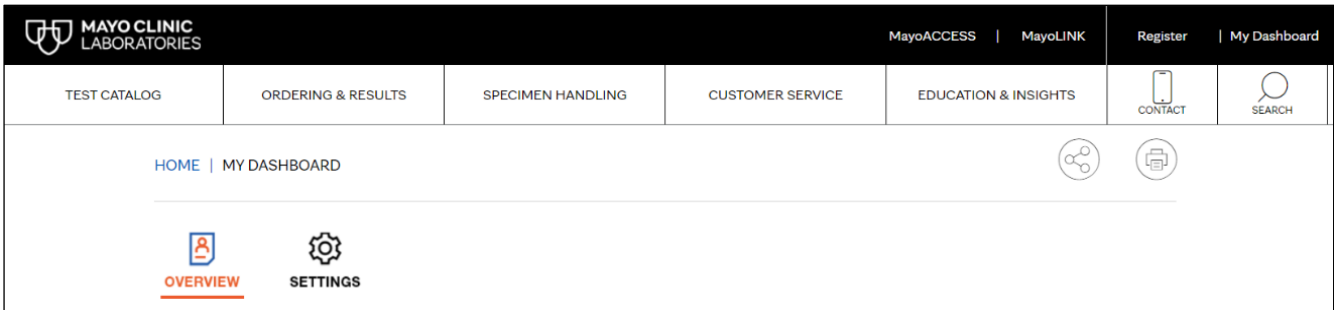
In your MayoClinicLabs.com user profile

To turn MFA on or off from the **SETTINGS** page on [MayoClinicLabs.com](https://www.mayocliniclabs.com):

1. At top right, in the banner, click the **My Dashboard** link.



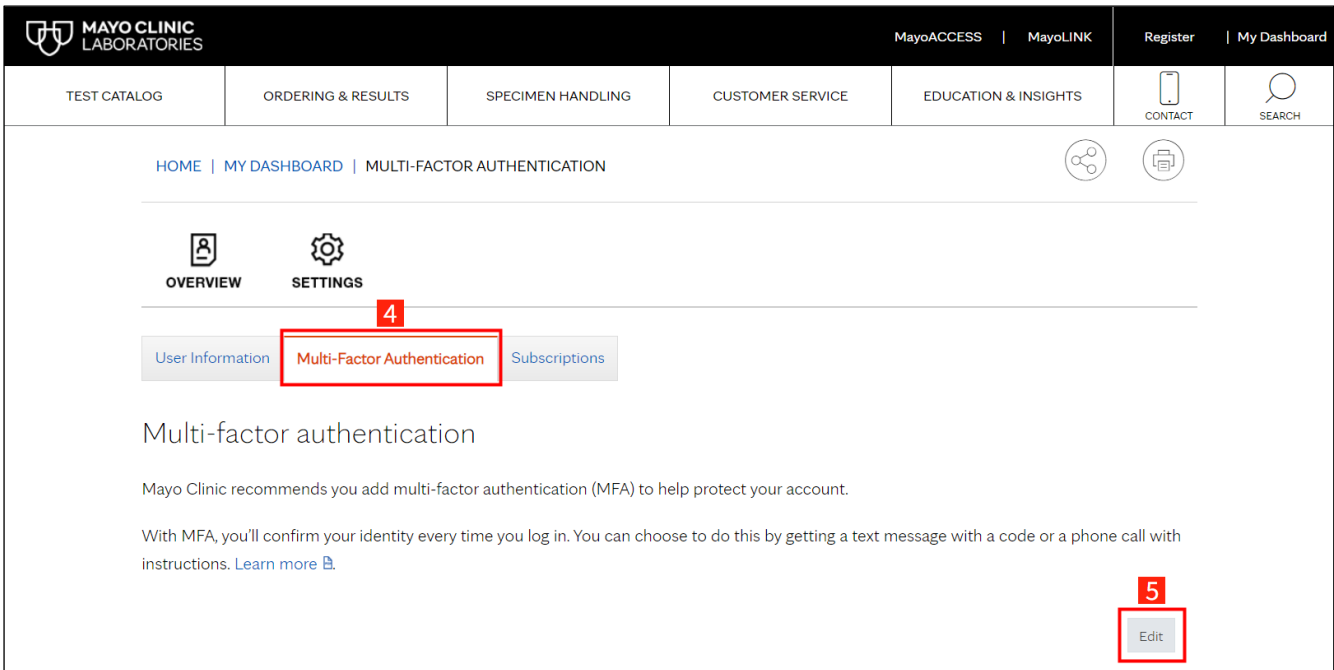
2. If you have not already logged in, do so, following the instructions in [step 2](#) under [At login](#).
Your **Dashboard** appears.



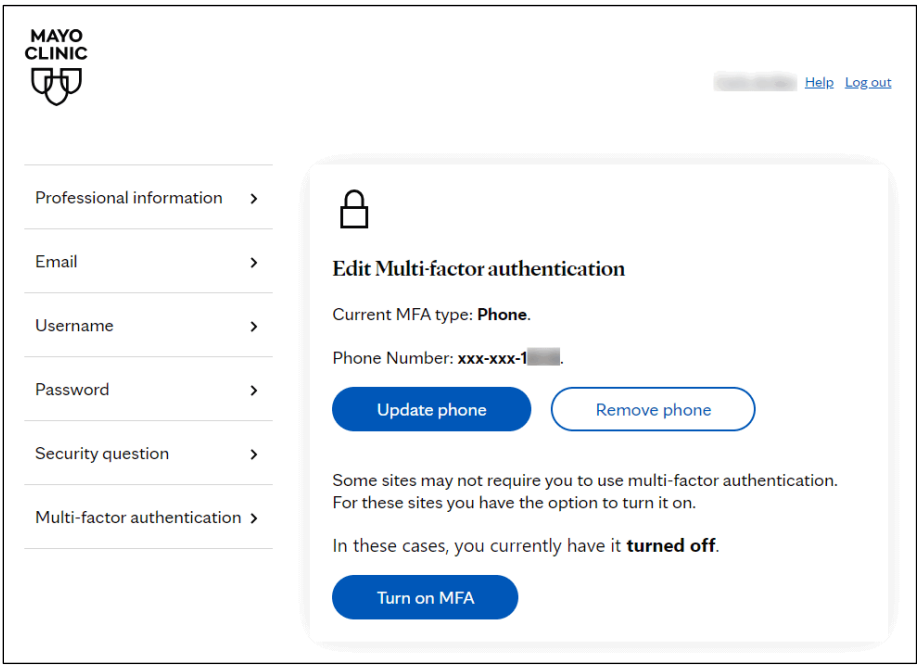
3. Click the **SETTINGS** icon.



- Your **SETTINGS** page appears, displaying the **User Information** tab by default.
4. Click the **Multi-Factor Authentication** tab.
5. At bottom right, click the **Edit** button.



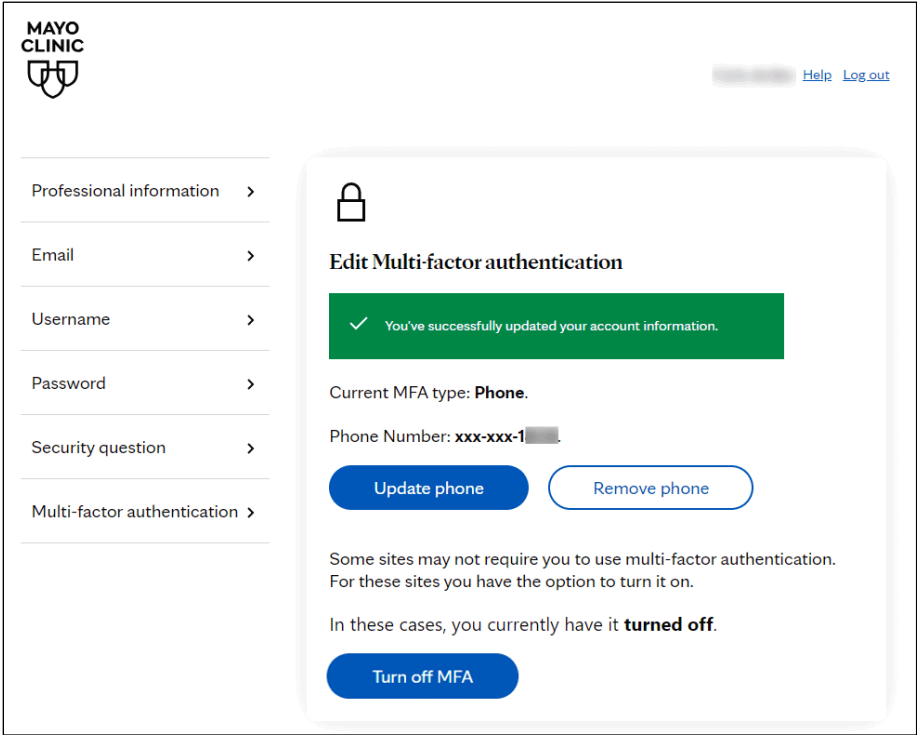
Your user profile opens in a new browser tab, displaying the **Multi-factor authentication** tab.



Opting in

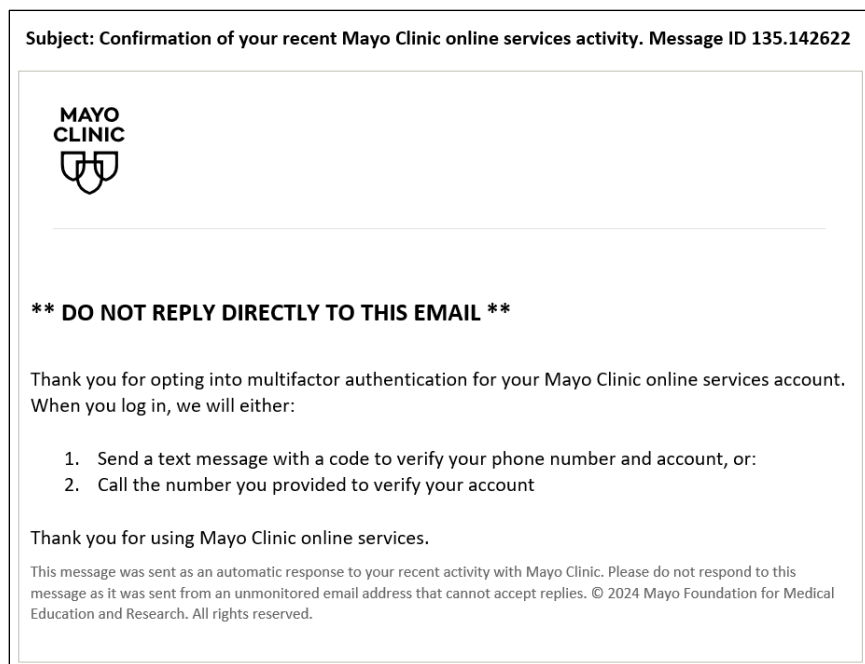
In the right pane, at bottom left, click the **Turn on MFA** button.

A message briefly appears, indicating that the change was successful.




Once MFA is turned on, the **Turn on MFA** button on the **Multi-factor authentication** tab changes to the **Turn off MFA** button. 


In addition, you will receive an email confirming that you have opted in to MFA.

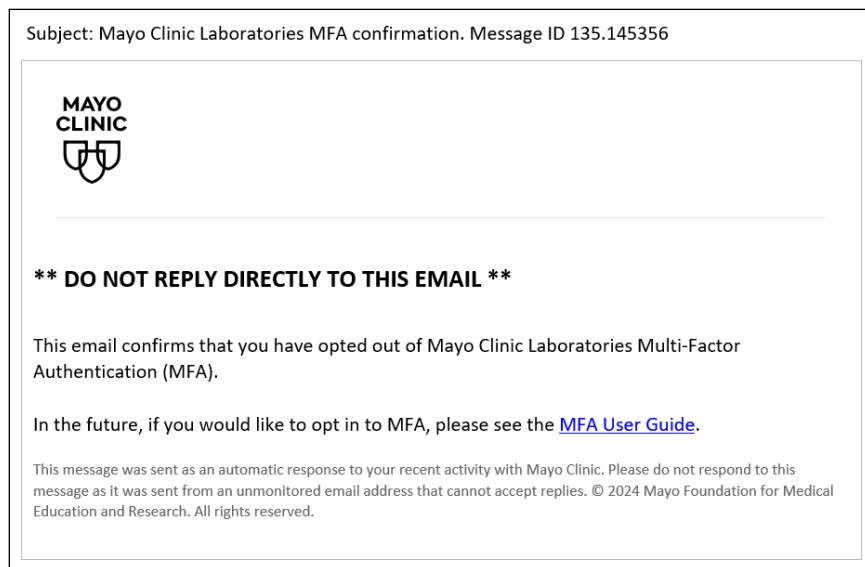


When you have opted in to MFA, the website prompts you on each login to [confirm your identity](#).

Opting out

If you have been using MFA and would like to opt out, then on the **Multi-factor authentication** tab, click the **Turn off MFA** button. 

The button then changes to the **Turn on MFA** button , and [a message appears](#) indicating that the change was successful. In addition, you will receive an email notification confirming that you have opted out of MFA.



Confirming your identity on login

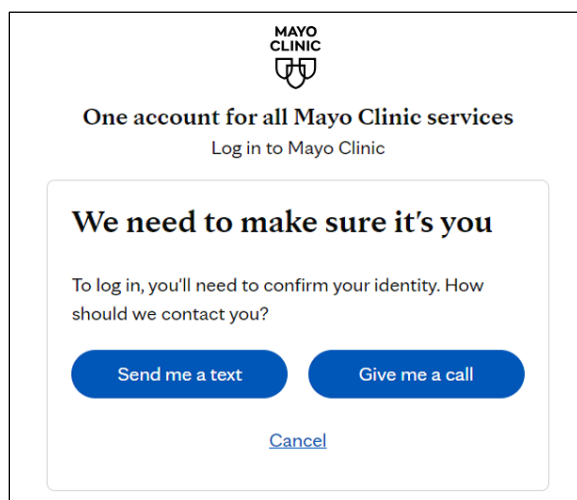
Once you have opted in to MFA, the website prompts you on each login to confirm your identity.

1. On [MayoClinicLabs.com](https://www.mayocliniclabs.com), at top right, in the banner, click the link for your application.



2. If you have not already logged in, do so, following the instructions in [step 2](#) under [At login](#).

The MFA screen appears.



3. Follow the instructions in [step 5](#) under [At login](#).

Requesting an MFA reset

In certain situations, you may need to contact Mayo Clinic Laboratories Customer Service and ask for your MFA to be reset:

- If you clicked the [No Thanks button](#) the first time you logged in, but you have changed your mind and now would like MFA turned on.
- If you clicked the [Remind me later link](#) more than five times and are now opted out, but you have changed your mind and now would like MFA turned on.

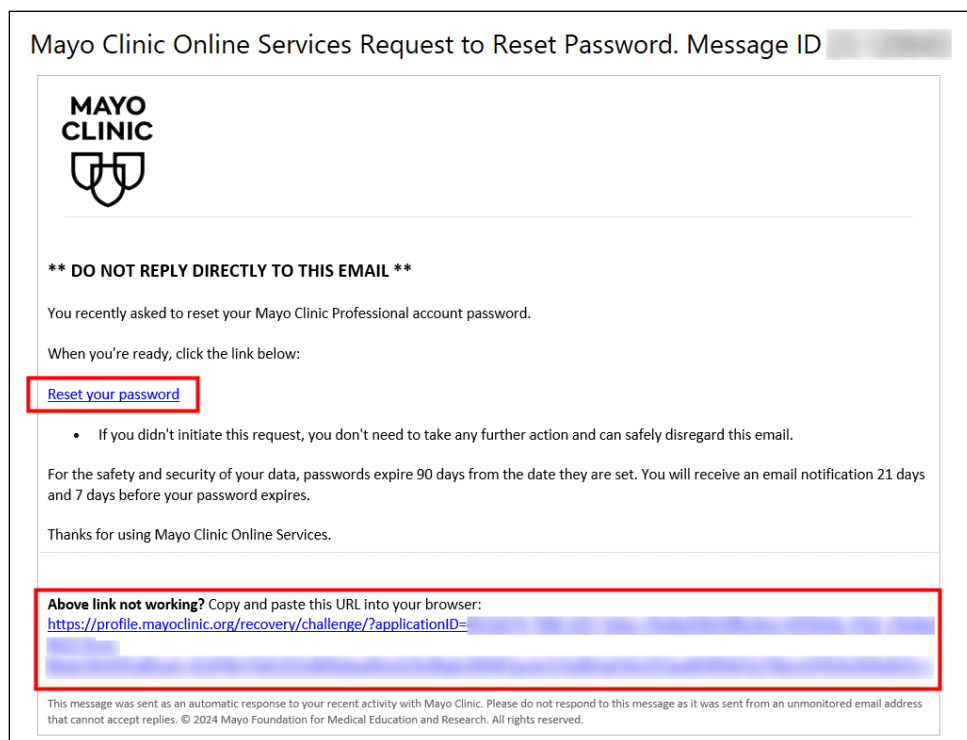
Note: In the above two situations, you can also turn MFA on in your [user profile](#).

- If you no longer have access to the phone number associated with your MFA settings.

To request and complete a MFA reset:

1. Contact [Customer Service](#) and request that your MFA be reset.

You will receive an email similar to the one below:



2. Click the link in the email. [Update multifactor authentication information](#)

You will be redirected to the [initial MFA screen](#), where you can restart the MFA process.

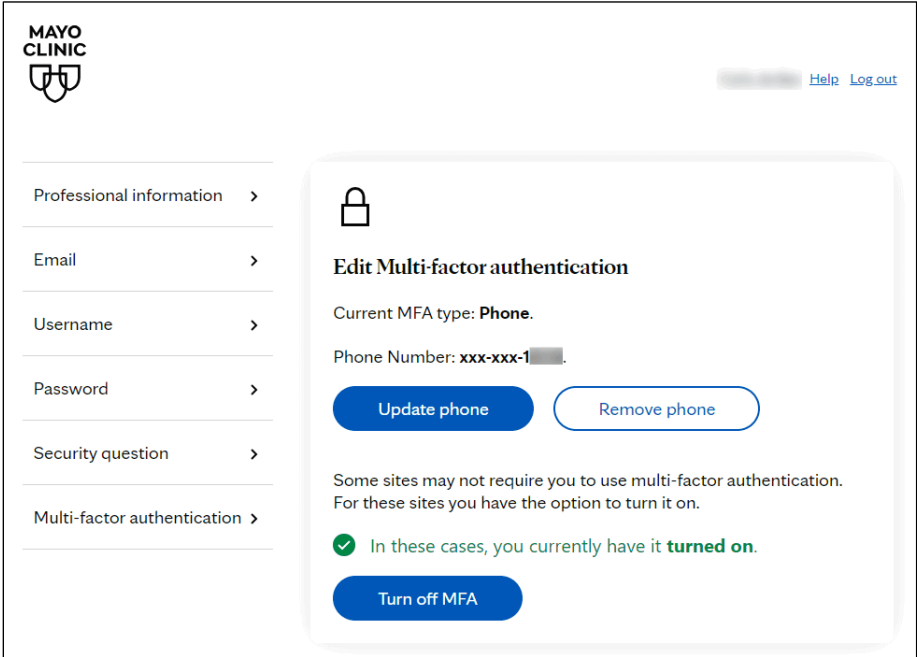
Editing your phone number in your profile

On the **Multi-factor authentication** tab of [your user profile](#), you can also edit your phone number if it has changed.

Updating your phone number

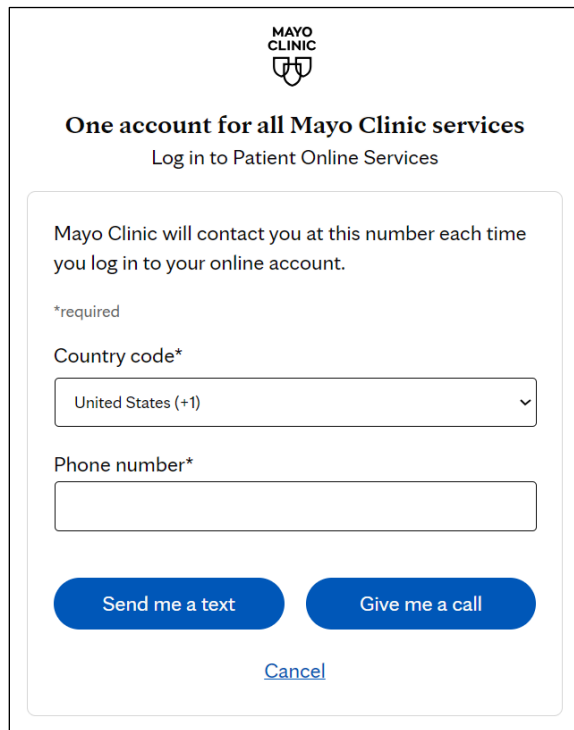
To update your phone number:

- 1. Access the **Multi-factor authentication** tab in your profile as described in steps 1–5 under [In your MayoClinicLabs.com user profile](#).



- 2. In the right pane, click the **Update phone** button.

You are asked to confirm your identity.

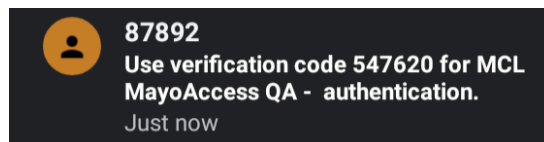


The image shows a Mayo Clinic login form titled "One account for all Mayo Clinic services" with the subtitle "Log in to Patient Online Services". It features the Mayo Clinic logo at the top. Below the title, it states "Mayo Clinic will contact you at this number each time you log in to your online account." There is a "*required" label. The form includes a "Country code*" dropdown menu currently set to "United States (+1)", and a "Phone number*" text input field. At the bottom, there are two blue buttons: "Send me a text" and "Give me a call", and a blue "Cancel" link.

3. Click one of the following:

- The **Send me a text** button. 

MFA sends a text to your mobile phone that contains a verification code.



Note: If you are in the US, the text will come from one of the following SMS short codes:

- 97671
- 51789
- 69829
- 99399

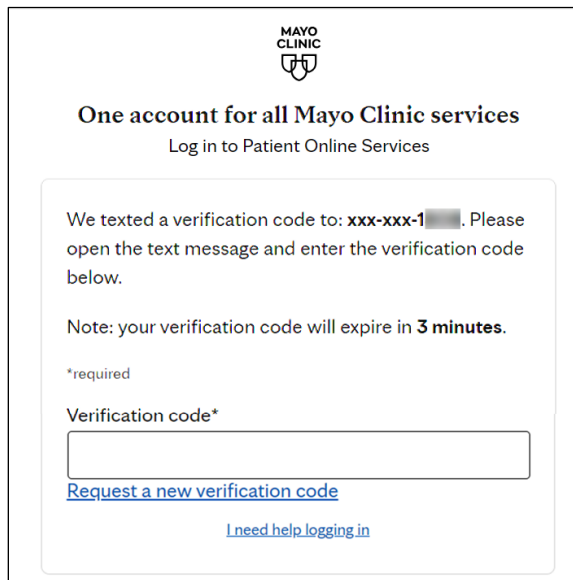
If you are in Canada, it will come from either of the following short codes:

- 759731
- 673801

If you are outside the U.S. and Canada, the text will come from [the designated phone number for your country](#), not from a short code.

It is suggested that you add the appropriate phone number or SMS short code to your contacts or otherwise make sure it is not blocked.

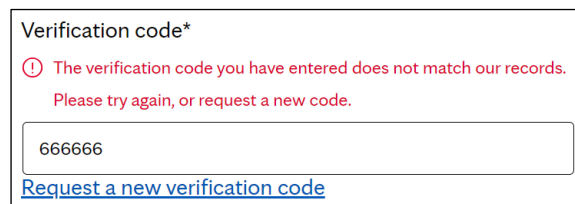
Once the text has been sent, the **Enter verification code** screen appears.



In the **Verification code** text field, enter the provided verification code.

Notes:

- You have 3 minutes to enter the code. If you do not enter the code within 3 minutes, or you enter an incorrect code, MFA will prompt you to either try again or request another text message with a new code.



- You can also click the **Request a new verification code** link.

[Request a new verification code](#)

The error message disappears, and MFA texts you a new code.

- After three incorrect attempts to enter a code, you are automatically redirected to the login screen.
- The **Give me a call** button. [Give me a call](#)

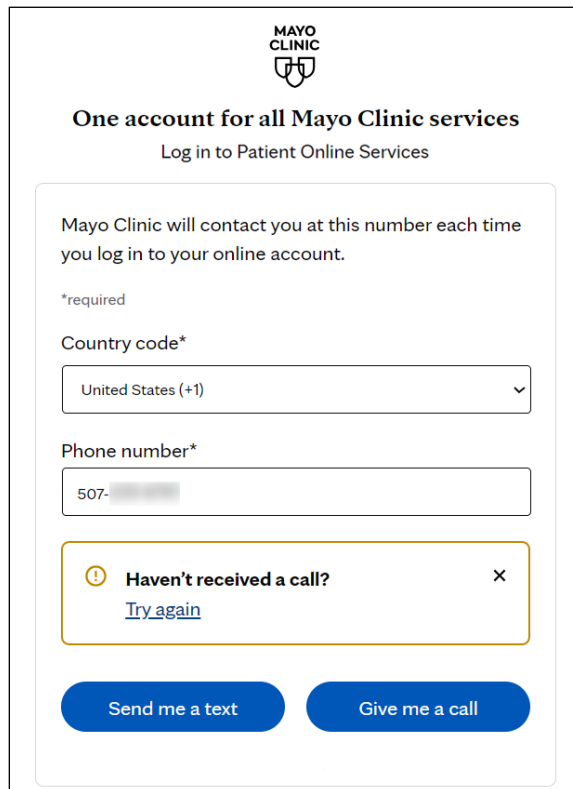
You will receive an automated phone call that instructs you to press the pound (#) key to finish logging in.

Note: If you are in the US, the call will come from 855-330-8653. If you are outside the US, it will come from [the designated phone number for your country](#). It is suggested that you add the phone number to your contacts or otherwise make sure it is not blocked.

Press the pound (#) key.

Notes:

- You may enter the number of either a mobile or a non-mobile phone to receive a call.
- If you do not reply to the phone call within 10 seconds, or if you have provided an incorrect number, MFA prompts you to try again. Click the **Try again** link to return to the login screen.



MAYO CLINIC

One account for all Mayo Clinic services

Log in to Patient Online Services

Mayo Clinic will contact you at this number each time you log in to your online account.

*required

Country code*

United States (+1) ▼

Phone number*

507- [redacted]

ⓘ **Haven't received a call?** ✕

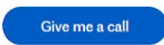

[Try again](#)

Send me a text Give me a call

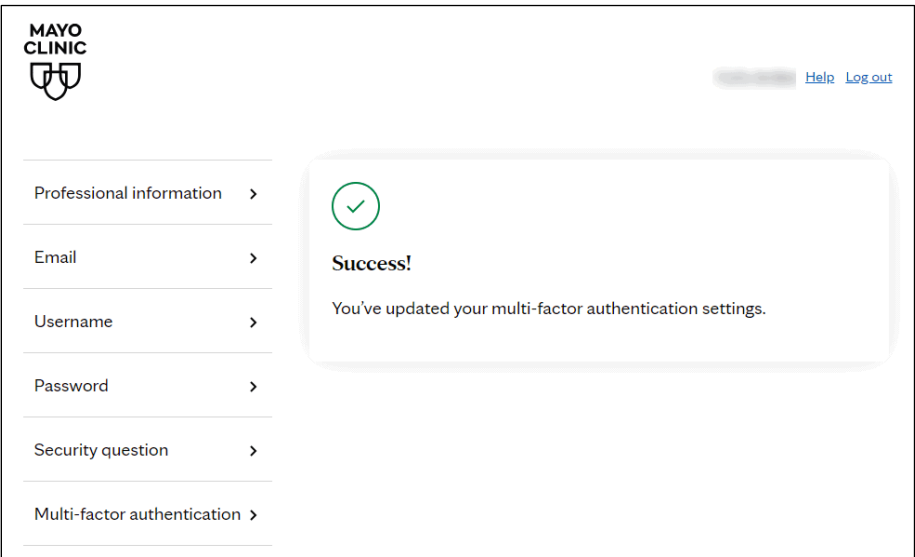
- If you do not reply to the phone call within 2 minutes, an error message appears, indicating that the phone number you provided is busy or unavailable and requesting that you check the number and try again.

The screenshot shows the Mayo Clinic login interface. At the top is the Mayo Clinic logo and the text "One account for all Mayo Clinic services" and "Log in to Patient Online Services". Below this is a message: "Mayo Clinic will contact you at this number each time you log in to your online account." followed by "*required". There are two input fields: "Country code*" with a dropdown menu showing "United States (+1)" and "Phone number*" with a text input showing "507". Below the phone number field is a red error message: "The phone number you provided is busy or unavailable. Please check the number and try again." Below the error message is a yellow box containing an information icon, the text "Haven't received a call?", a close button (X), and a blue link "Try again". At the bottom are two blue buttons: "Send me a text" and "Give me a call".

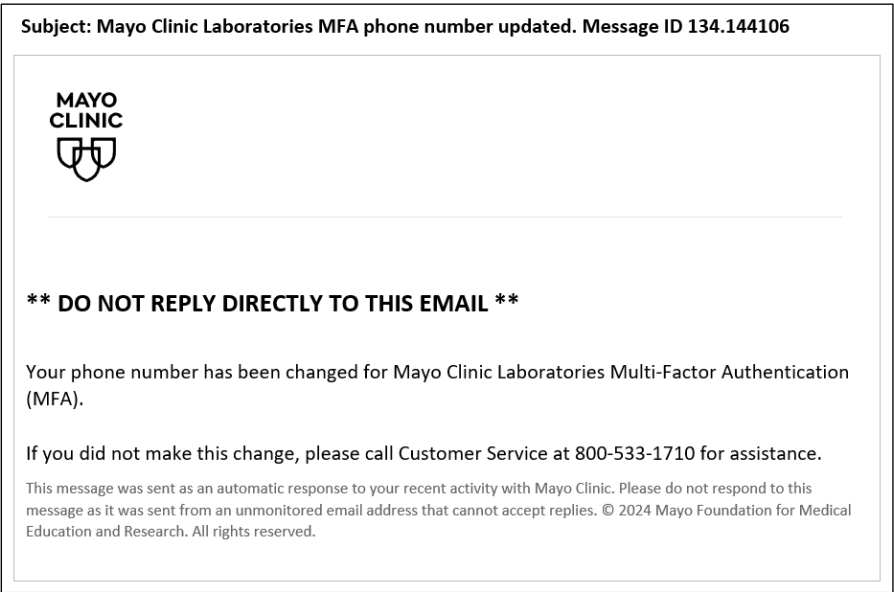
In this case, do one of the following:

- Click the **Give me a call** button  again and repeat the steps above.
 - Click the **Send me a text** button  and follow the [steps below](#).
 - Click the **Try again** link. You are returned to the [initial screen](#) of the **Multi-factor authentication** tab, where you can restart the process of changing your phone number.
 - Click the **Cancel** link. You are returned to the [initial screen](#) of the **Multi-factor authentication** tab, where you can restart the process of changing your phone number.
- If, when you receive a phone call, you press a key other than the pound (#) key, you will hear the following recorded message: "I'm sorry, we can't sign you in at this time. Please try again later."

Once you have confirmed your identity, the **Success!** message appears.



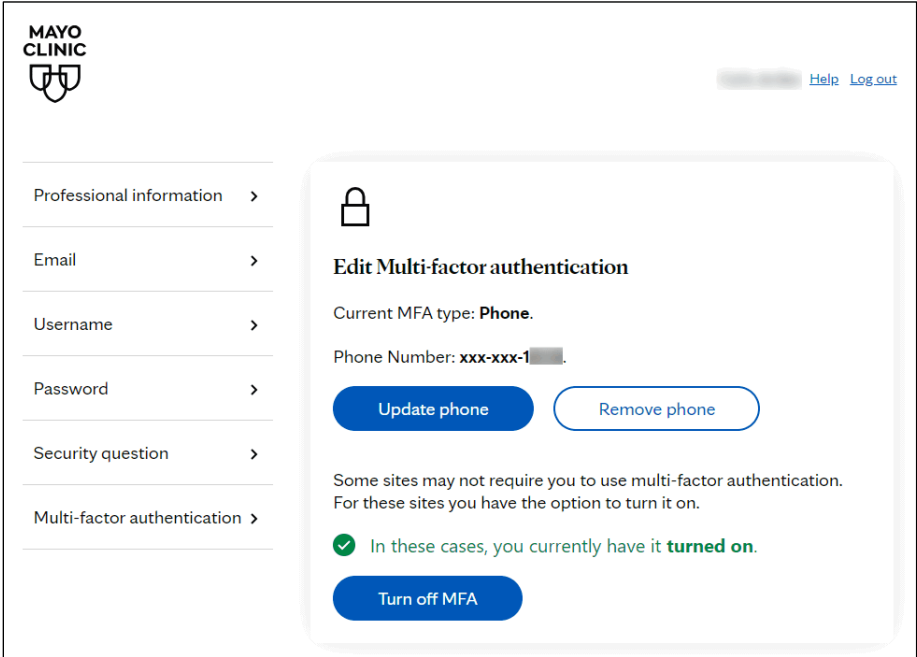
In addition, you will receive an email notification confirming that you have changed your phone number in your user profile.



Removing your phone number

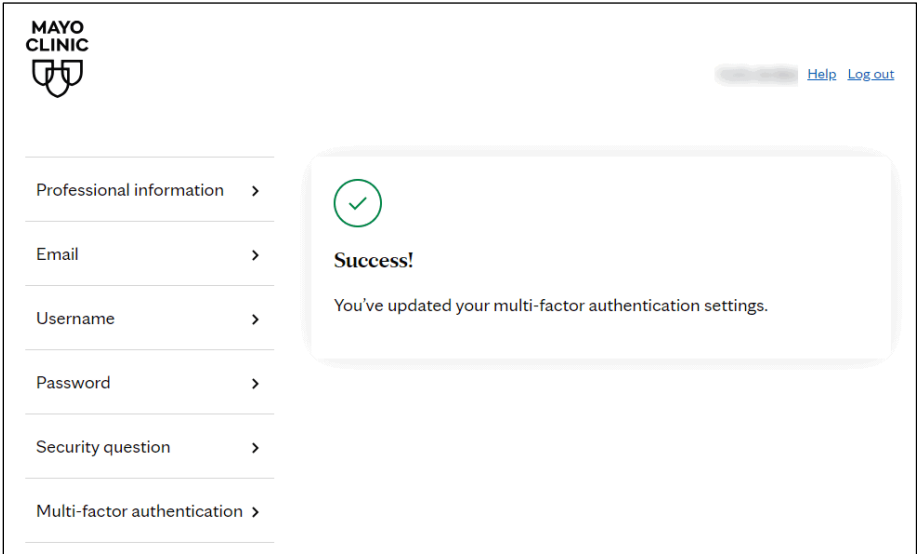
To remove your phone number:

1. Access the **Multi-factor authentication** tab in your profile as described in steps 1–5 under [In your MayoClinicLabs.com user profile](#).



2. In the right pane, click the **Remove phone** button.
3. Verify your identity as [described](#) under [Updating your phone number](#).

Once you have confirmed your identity, the **Success!** message appears.



If you click the MFA tab, it indicates that your phone number is no longer on file in the profile system. MFA is therefore turned off by default.

