MAYO CLINIC
LABORATORIES

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 application, thereby providing an additional level of security.

Note: Opting in to MFA for all MayoClinicLabs.com applications is optional at this time.

MFA setup overview

Your MFA settings apply to all 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

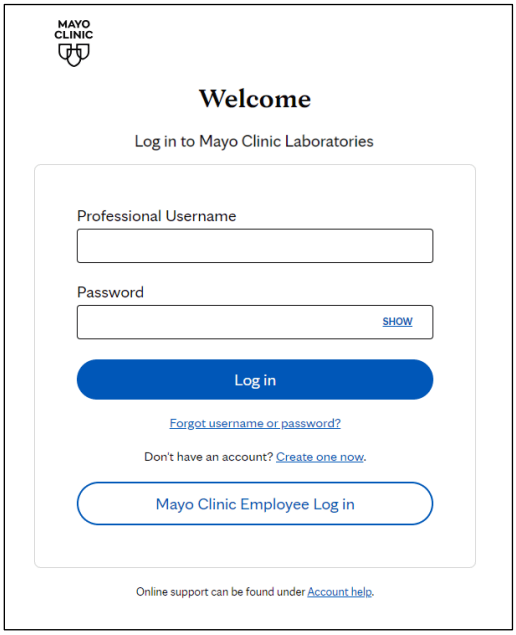
Each choice is global across all applications. For example, if you have access to MayoACCESS, MayoLINK, and applications accessed from the MayoClinicLabs.com **Dashboard** such as Message Center or Notifications, clicking the **No thanks** button opts you out of MFA for all these applications.

At login

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

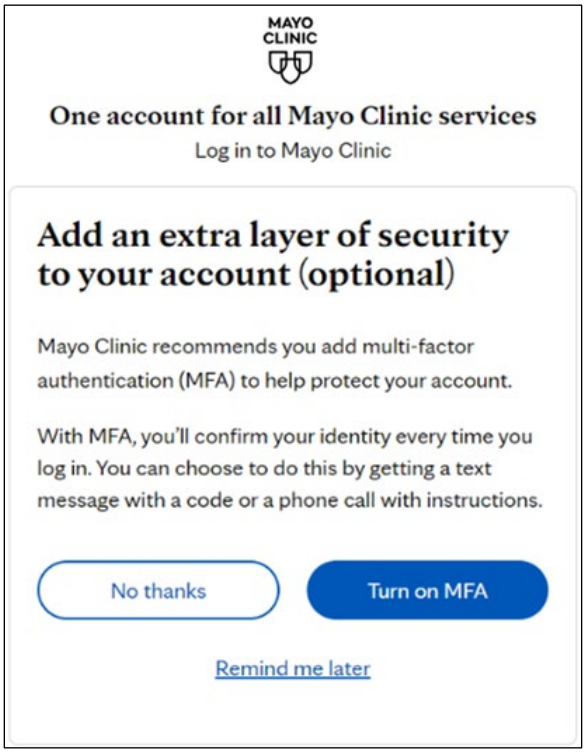
1. On MayoClinicLabs.com, at top right, in the banner, click the link for your application.

The login screen appears.



2. Log in.

   The initial MFA screen appears.



3. Choose one of the following options:

Opting in

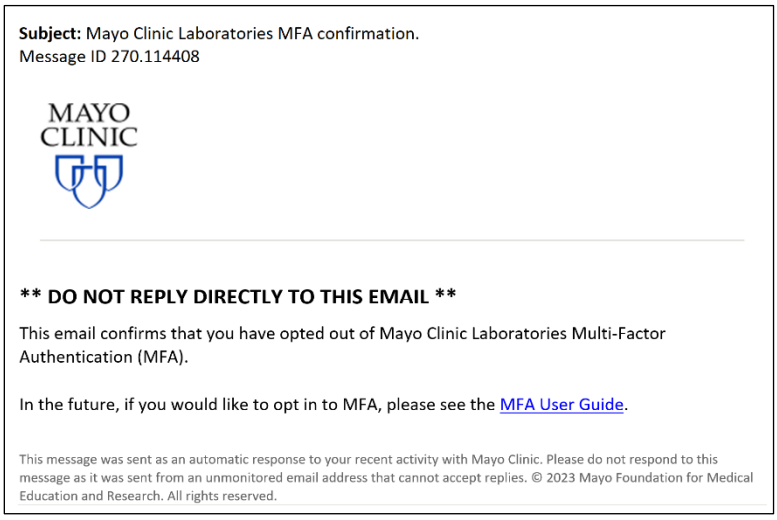
To proceed with MFA, click the **Turn on MFA** button.

Jump ahead to the next page.

Opting out

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

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



Subject: Mayo Clinic Laboratories MFA confirmation.
Message ID 270.114408

MAYO CLINIC

**** DO NOT REPLY DIRECTLY TO THIS EMAIL ****

This email confirms that you have opted out of Mayo Clinic Laboratories Multi-Factor Authentication (MFA).

In the future, if you would like to opt in to MFA, please see the MFA User Guide.

This message was sent as an automatic response to your recent activity with Mayo Clinic. Please do not respond to this message as it was sent from an unmonitored email address that cannot accept replies. © 2023 Mayo Foundation for Medical Education and Research. All rights reserved.

"Remind me later"

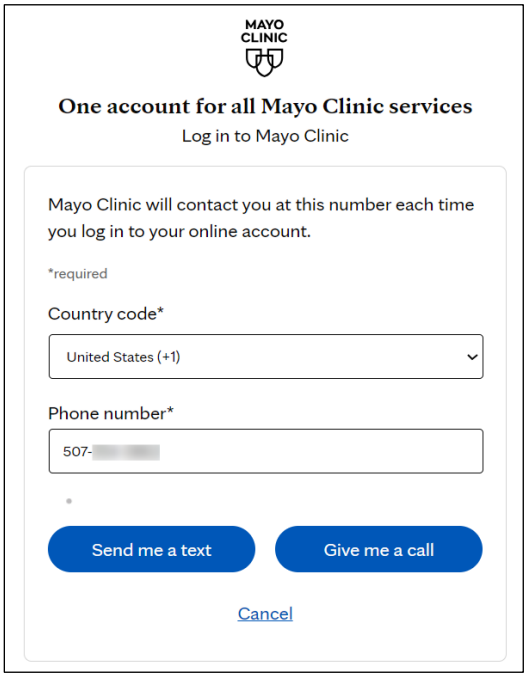
To postpone deciding whether to enable MFA, click the **Remind me later** link.

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.



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.

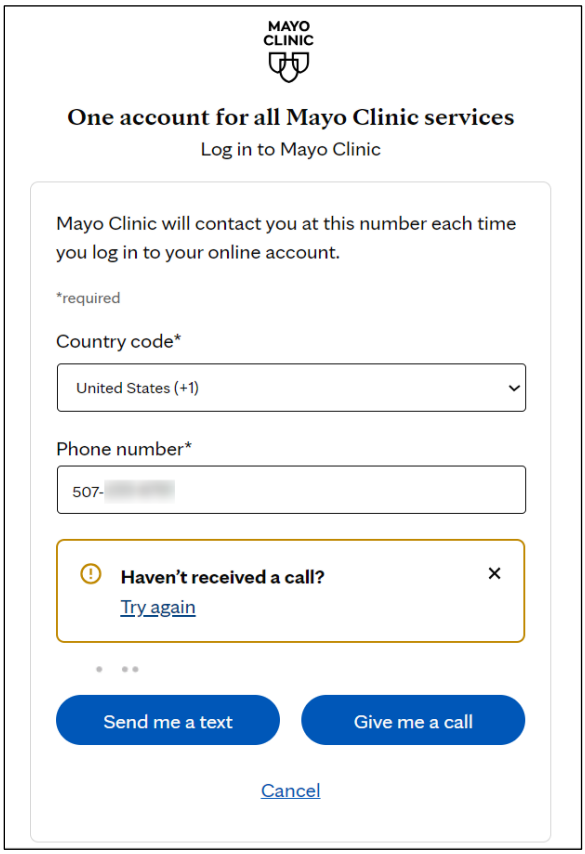
     Note: If you are in the US, the call will come from 855-330-8653. If you are outside the US, it will come from the designated phone number for your country. It is suggested that you add the phone number to your contacts or otherwise make sure it is not blocked.

     Press the pound (#) key.

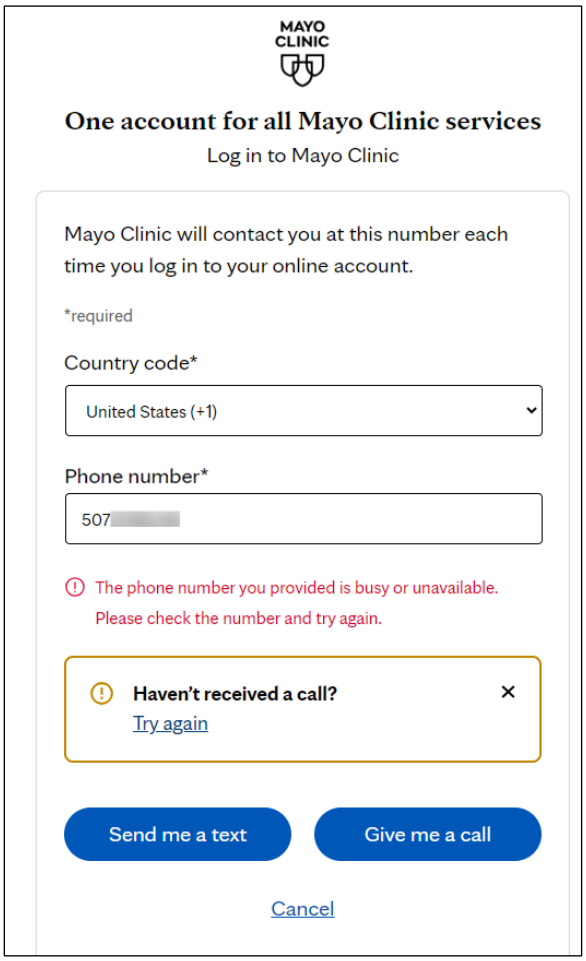
     You are redirected to your desired application.

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.



- 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.



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

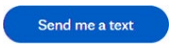
If you answer the phone call but you do not respond in a timely manner or at all to the instructions, you will hear the following recorded message: “I’m sorry, we can't sign you in at this time. Please try again later.” You will see the same screen shown above.

Click one of the following:

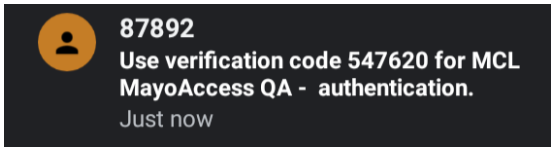
- The **Give me a call** button Give me a call again, which places a new call to your phone number.
- The **Try again** link. This should be used only if you have not received a call.
  - If you are trying to access MayoLINK or your MayoClinicLabs.com **Dashboard**, you are redirected to the login screen.

- 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

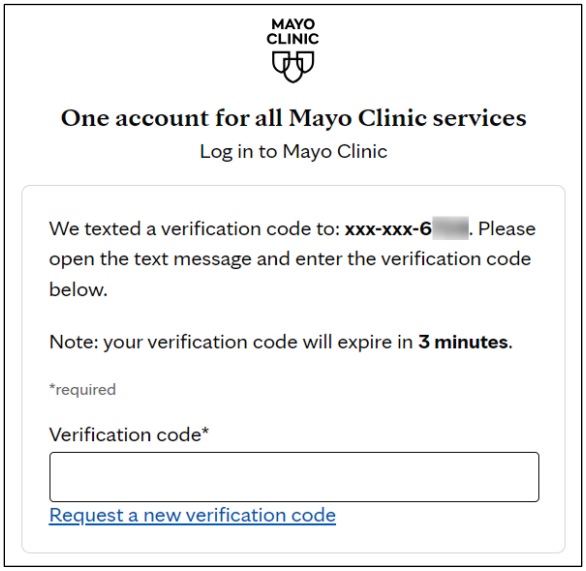
  If you are in Canada, it will come from either of the following short codes:

  - 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.

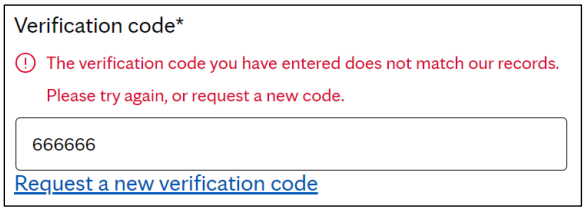
  Once the text has been sent, the **Enter verification code** screen appears.



  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.



- To receive a new code by text, click the **Request a new verification code** link.

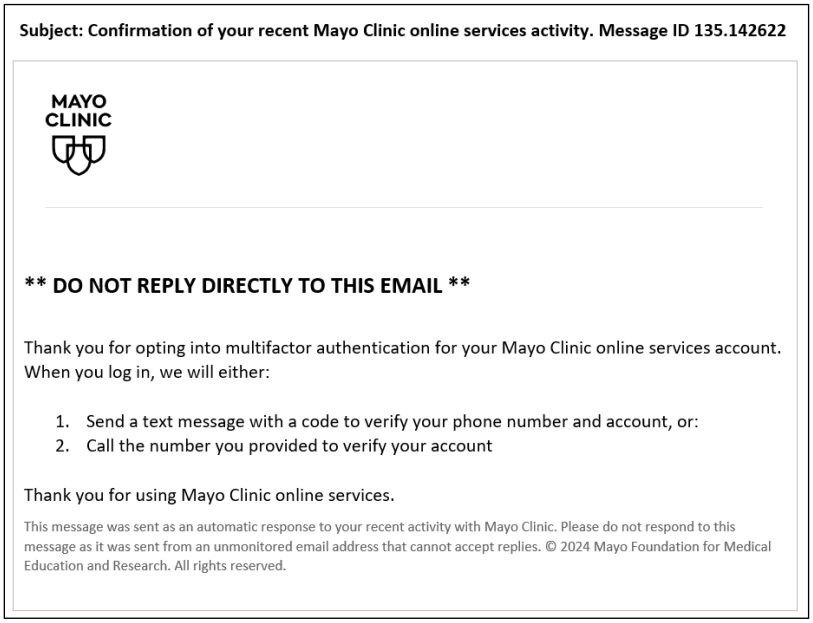
  Request a new verification code

  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.



Subject: Confirmation of your recent Mayo Clinic online services activity. Message ID 135.142622

MAYO CLINIC

**** DO NOT REPLY DIRECTLY TO THIS EMAIL ****

Thank you for opting into multifactor authentication for your Mayo Clinic online services account. When you log in, we will either:

1. Send a text message with a code to verify your phone number and account, or:
2. Call the number you provided to verify your account

Thank you for using Mayo Clinic online services.

This message was sent as an automatic response to your recent activity with Mayo Clinic. Please do not respond to this message as it was sent from an unmonitored email address that cannot accept replies. © 2024 Mayo Foundation for Medical Education and Research. All rights reserved.

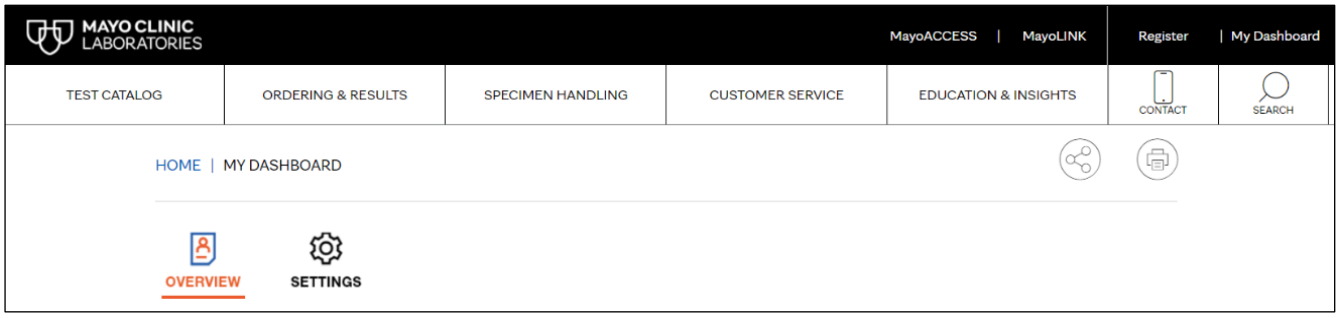
In your MayoClinicLabs.com user profile

To turn MFA on or off from the **SETTINGS** page on 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.

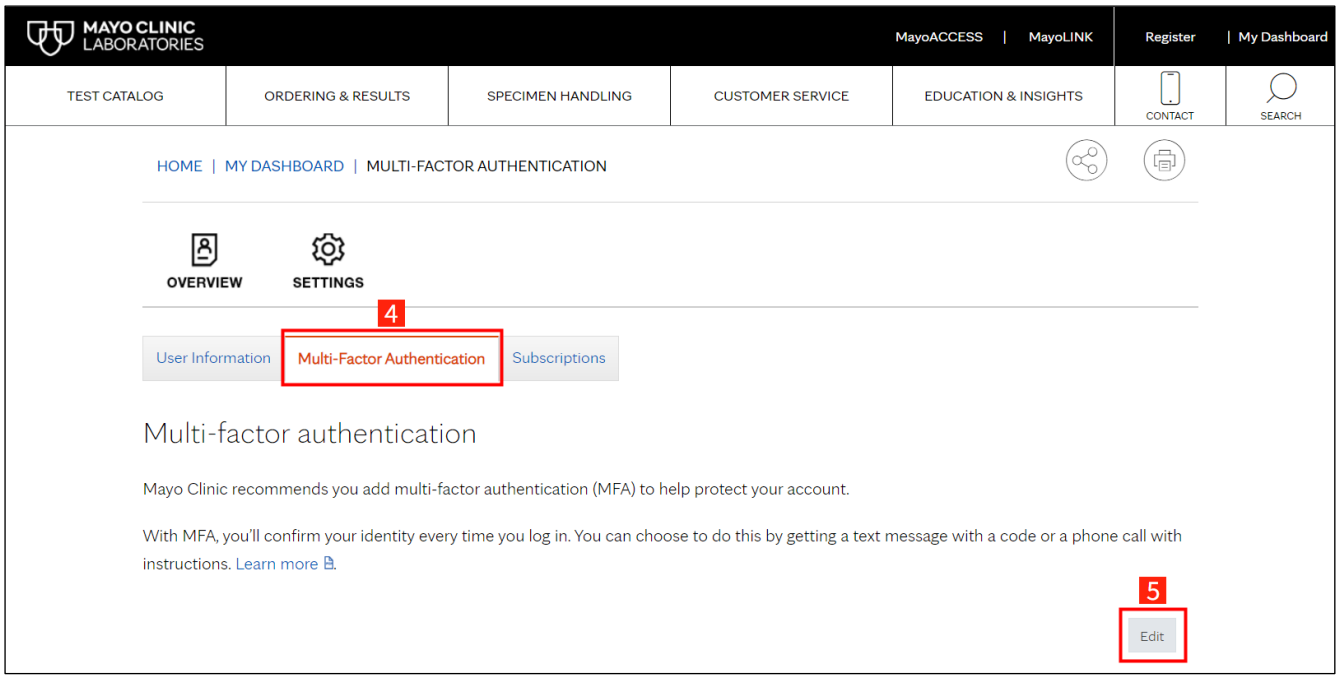


3. Click the **SETTINGS** icon.

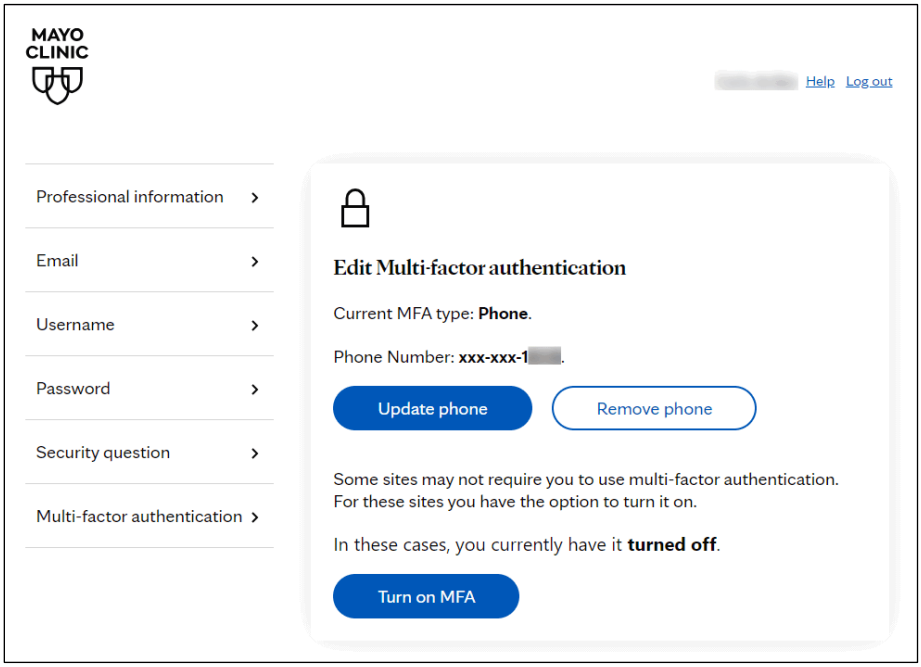
   Your **SETTINGS** page appears, displaying the **User Information** tab by default.

4. Click the **Multi-Factor Authentication** tab.

5. At bottom right, click the **Edit** button.



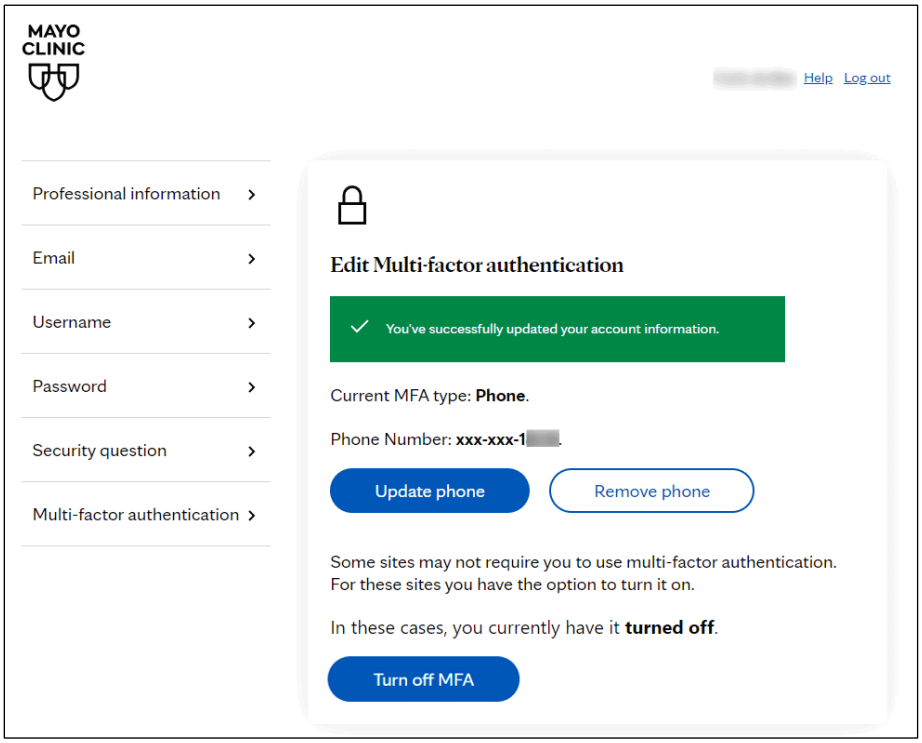
Your user profile opens in a new browser tab, displaying the **Multi-factor authentication** tab.



Opting in

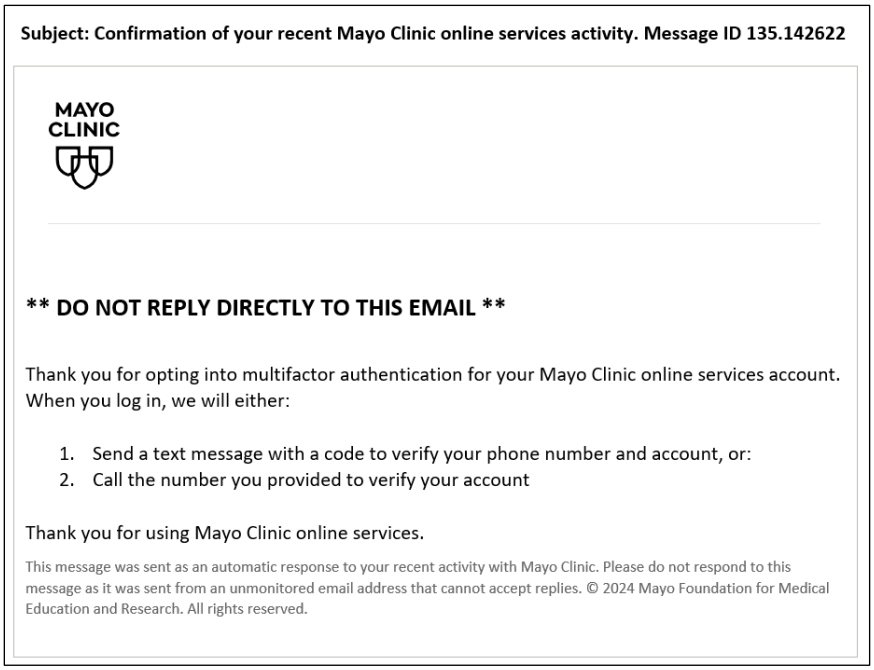
In the right pane, at bottom left, click the **Turn on MFA** button.

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.



Subject: Confirmation of your recent Mayo Clinic online services activity. Message ID 135.142622

MAYO CLINIC

**** DO NOT REPLY DIRECTLY TO THIS EMAIL ****

Thank you for opting into multifactor authentication for your Mayo Clinic online services account. When you log in, we will either:

1. Send a text message with a code to verify your phone number and account, or:
2. Call the number you provided to verify your account

Thank you for using Mayo Clinic online services.

This message was sent as an automatic response to your recent activity with Mayo Clinic. Please do not respond to this message as it was sent from an unmonitored email address that cannot accept replies. © 2024 Mayo Foundation for Medical Education and Research. All rights reserved.

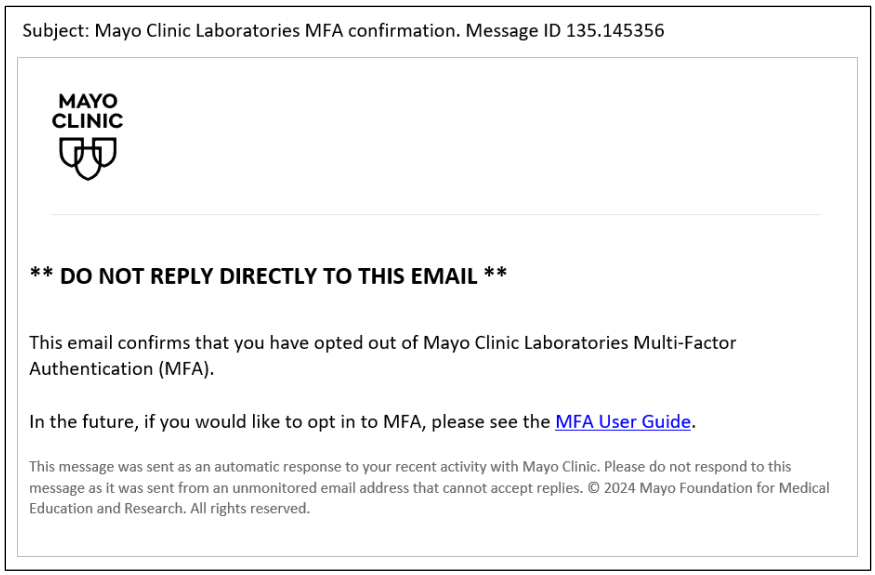
When you have opted in to MFA, the website prompts you on each login to confirm your identity.

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.



Subject: Mayo Clinic Laboratories MFA confirmation. Message ID 135.145356

MAYO CLINIC

** DO NOT REPLY DIRECTLY TO THIS EMAIL **

This email confirms that you have opted out of Mayo Clinic Laboratories Multi-Factor Authentication (MFA).

In the future, if you would like to opt in to MFA, please see the MFA User Guide.

This message was sent as an automatic response to your recent activity with Mayo Clinic. Please do not respond to this message as it was sent from an unmonitored email address that cannot accept replies. © 2024 Mayo Foundation for Medical Education and Research. All rights reserved.

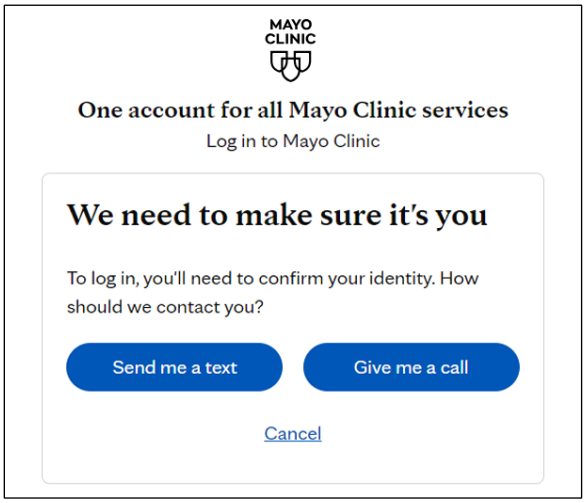
Confirming your identity on login

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

1. On MayoClinicLabs.com, 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:

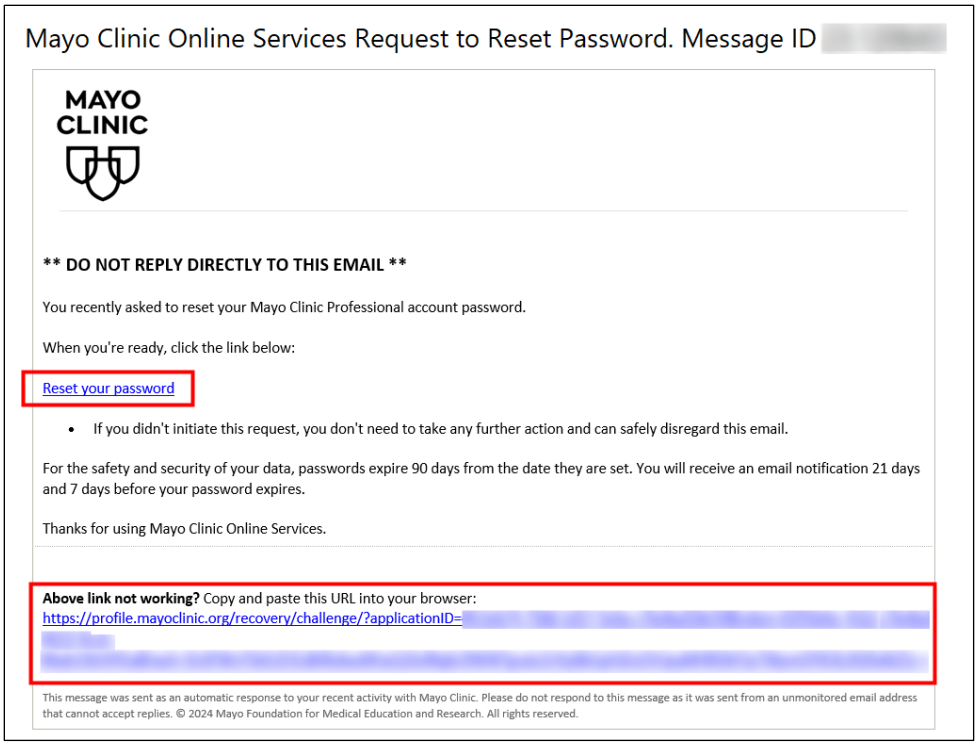
- If you clicked the **No Thanks** button the first time you logged in, but you have changed your mind and now would like MFA turned on.
- If you clicked the **Remind me later** link more than five times and are now opted out, but you have changed your mind and now would like MFA turned on.

  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:


Mayo Clinic Online Services Request to Reset Password. Message ID

MAYO CLINIC

** DO NOT REPLY DIRECTLY TO THIS EMAIL **

You recently asked to reset your Mayo Clinic Professional account password.

When you're ready, click the link below:

Reset your password

- If you didn't initiate this request, you don't need to take any further action and can safely disregard this email.

For the safety and security of your data, passwords expire 90 days from the date they are set. You will receive an email notification 21 days and 7 days before your password expires.

Thanks for using Mayo Clinic Online Services.

Above link not working? Copy and paste this URL into your browser:
https://profile.mayoclinic.org/recovery/challenge/?applicationID=

This message was sent as an automatic response to your recent activity with Mayo Clinic. Please do not respond to this message as it was sent from an unmonitored email address that cannot accept replies. © 2024 Mayo Foundation for Medical Education and Research. All rights reserved.

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.

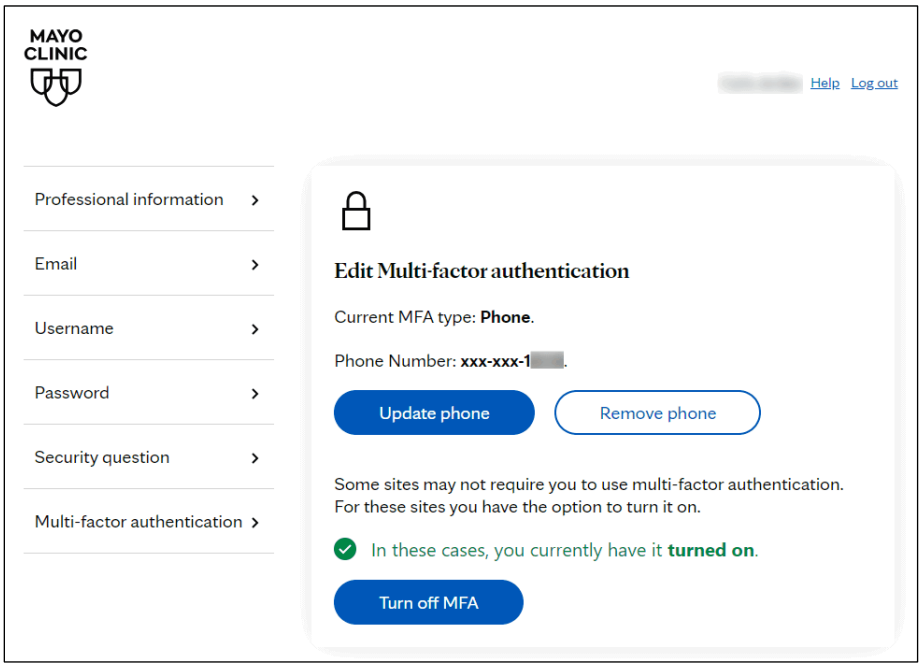
Editing your phone number in your profile

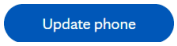
On the **Multi-factor authentication** tab of your user profile, you can also edit your phone number if it has changed.

Updating your phone number

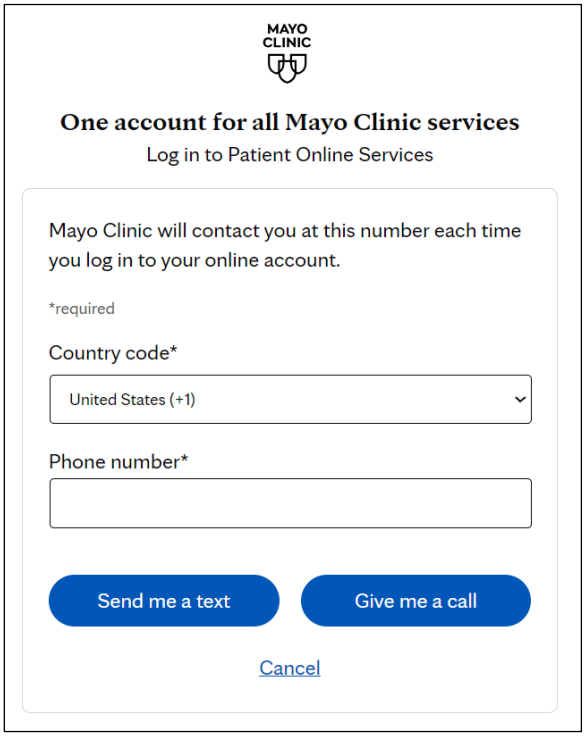
To update your phone number:

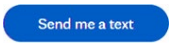
1. Access the **Multi-factor authentication** tab in your profile as described in steps 1–5 under In your MayoClinicLabs.com user profile.



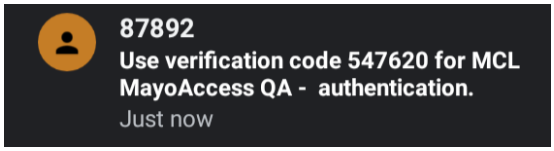
2. In the right pane, click the **Update phone** button. 

You are asked to confirm your identity.



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

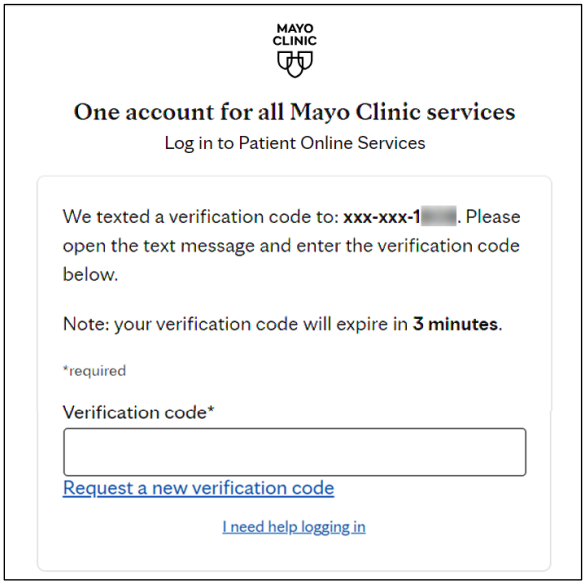
     If you are in Canada, it will come from either of the following short codes:

     - 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.

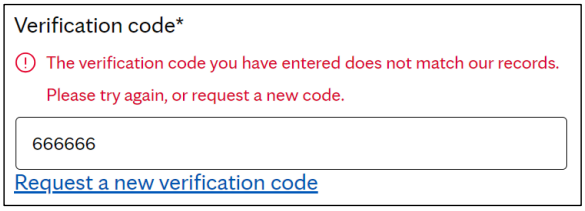
Once the text has been sent, the **Enter verification code** screen appears.



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

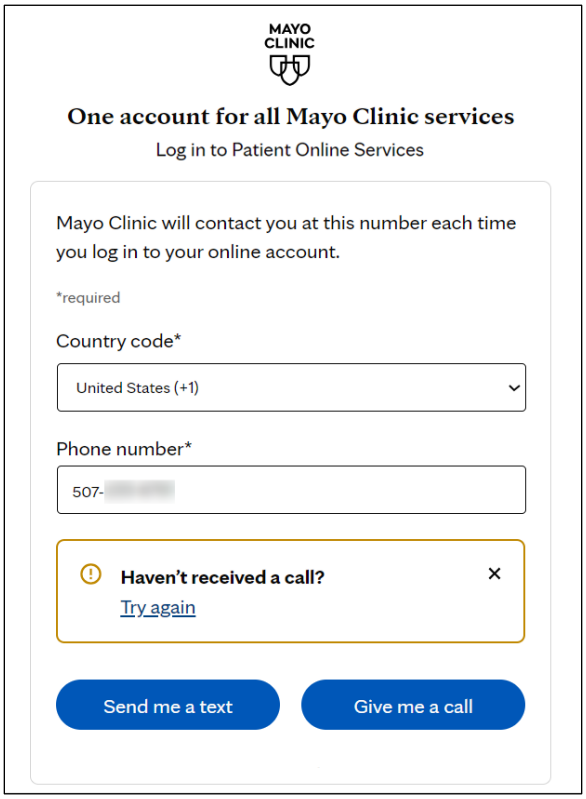
You will receive an automated phone call that instructs you to press the pound (#) key to finish logging in.

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.

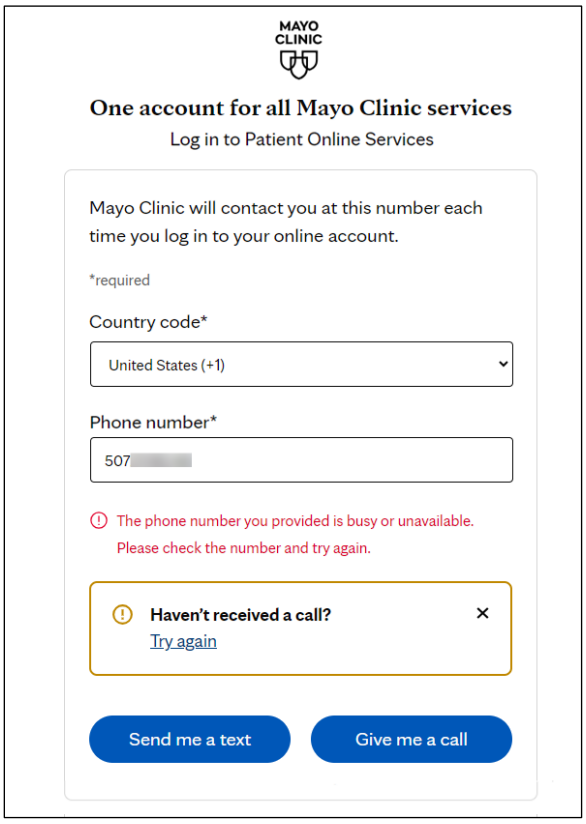
Press the pound (#) key.

Notes:

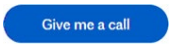
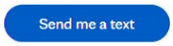
- You may enter the number of either a mobile or a non-mobile phone to receive a call.
- If you do not reply to the phone call within 10 seconds, or if you have provided an incorrect number, MFA prompts you to try again. Click the **Try again** link to return to the login screen.



- 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.

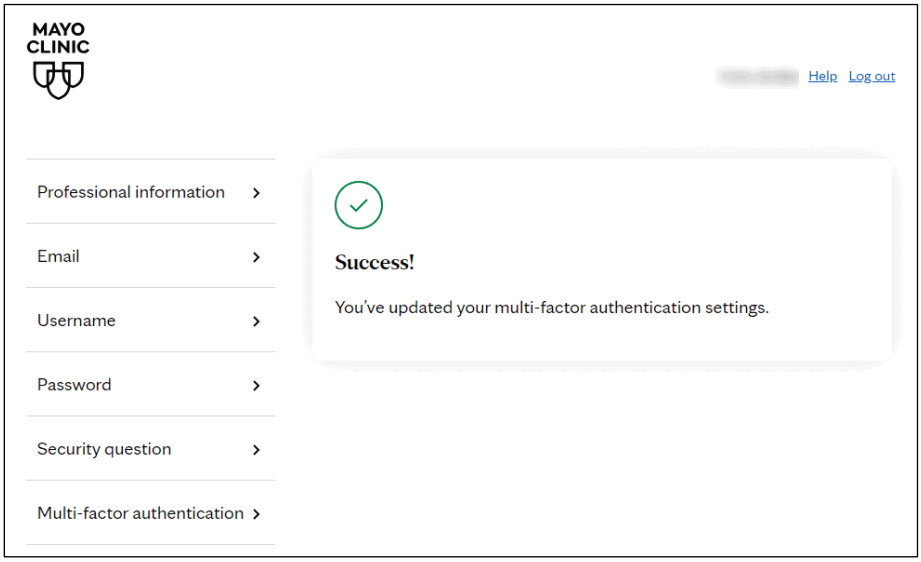


In this case, do one of the following:

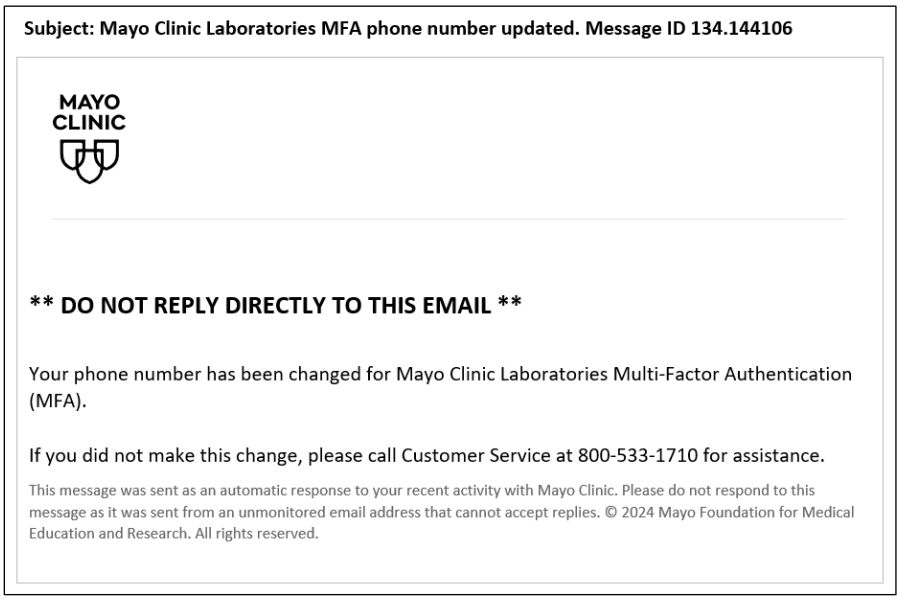
- Click the **Give me a call** button  again and repeat the steps above.
- Click the **Send me a text** button  and follow the steps below.
- Click the **Try again** link. You are returned to the initial screen of the **Multi-factor authentication** tab, where you can restart the process of changing 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.



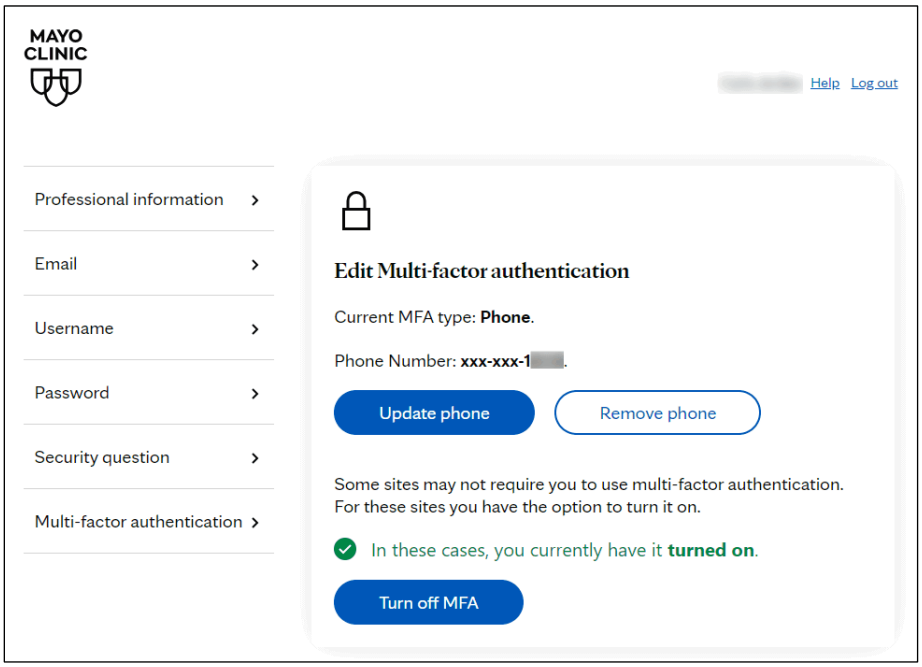
In addition, you will receive an email notification confirming that you have changed your phone number in your user profile.

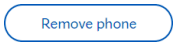


Removing your phone number

To remove your phone number:

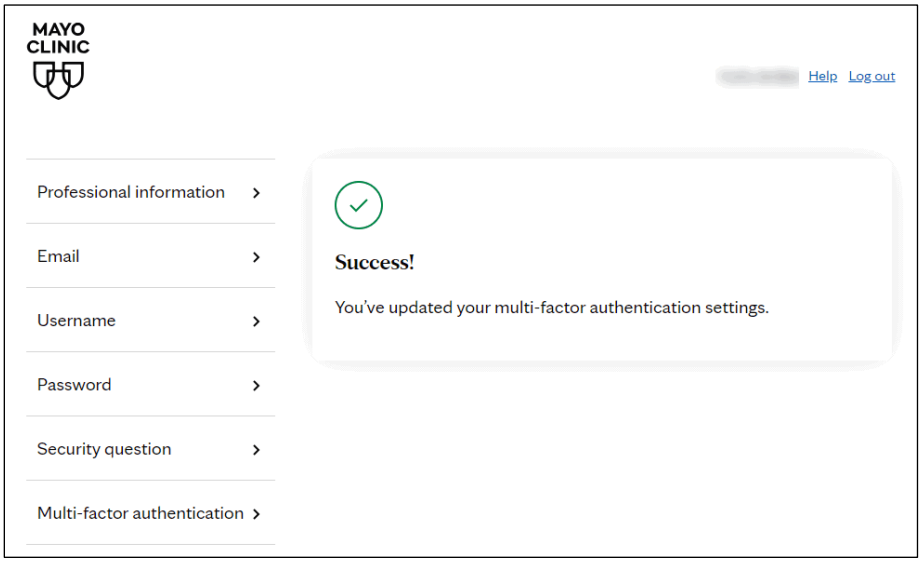
1. Access the **Multi-factor authentication** tab in your profile as described in steps 1–5 under In your MayoClinicLabs.com user profile.



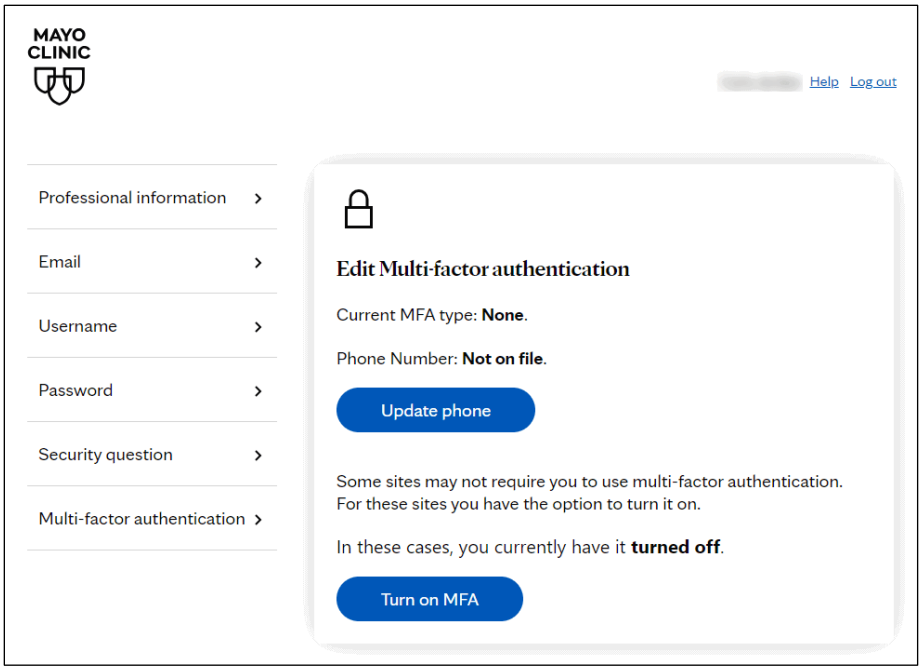
2. In the right pane, click the **Remove phone** button. 

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.



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