Navigate

Multi-Factor Authentication

navigatewell.com

Multi-Factor Authentication (MFA) is required to log-in to the Navigate portal. MFA adds an extra step beyond just entering a password by requiring an additional form of verification, which is designed to safeguard your account and ensure the utmost protection of your personal information.

Enabling Multi-Factor Authentication in the Navigate Portal

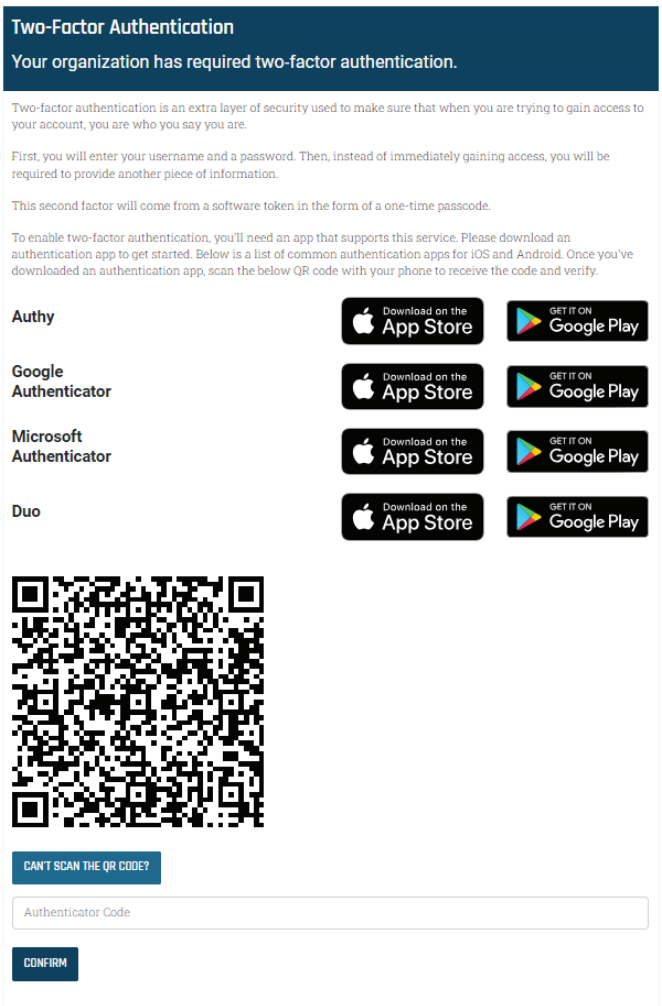
Step 1:

Log-in to your Navigate portal using your credentials (username and password) on a web browser (Google Chrome, Microsoft Edge, Safari, etc.).

Multi-factor must be completed on the web browser on a desktop or laptop and cannot be enabled on the Navigate app. Once MFA is enabled, the participant must enable their MFA on the web browser prior to logging in via the Navigate App.

Step 2:

Once logged into the Navigate portal, you will see the Multi-Factor Authentication instructions and authentication app suggestions. Keep this page on your web browser open while you complete the remaining steps.

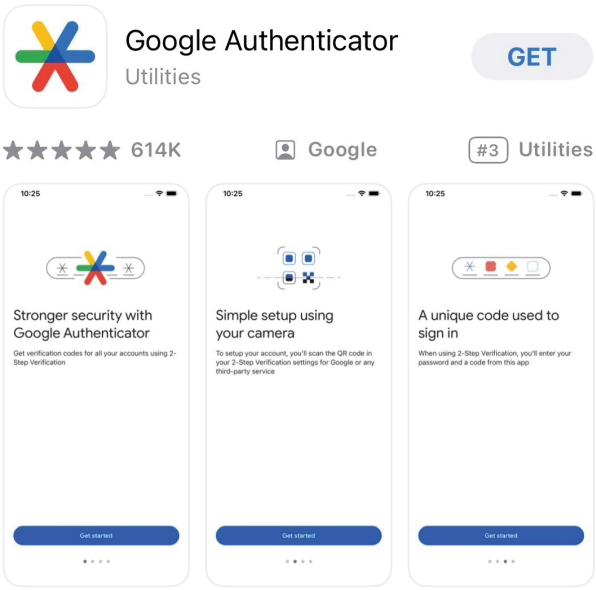


Step 3:

Download an authenticator app on your smartphone, which can be found within your app store. Authenticator apps include, but are not limited to:

- Microsoft Authenticator
- Google Authenticator
- Duo Mobile

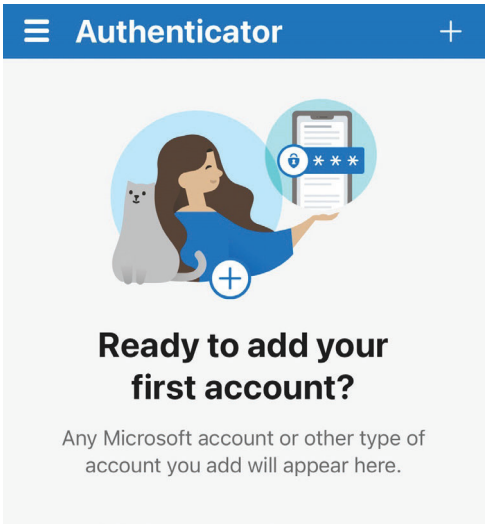
If your employer already uses an authenticator app, you can utilize that app for MFA.

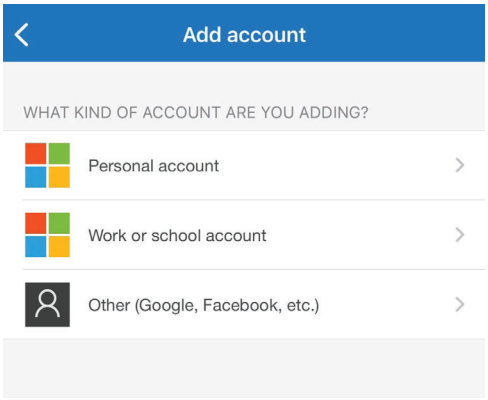


Step 4:

Keeping the Navigate portal MFA instructions open on the web browser, use your smartphone to open the authenticator app downloaded and click on add or "+" in the right-hand corner. (Example shown: Microsoft Authenticator)

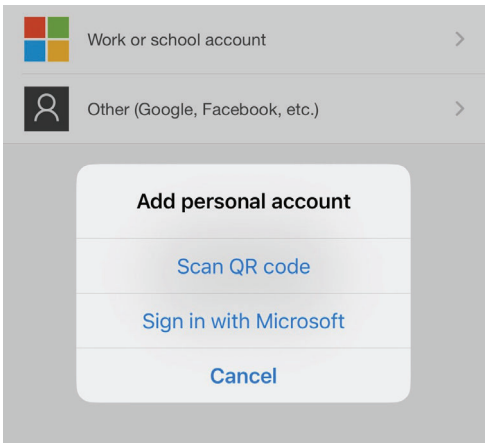
Depending on the app, you may be asked to select what type of account you are adding. Select which applies to this account.





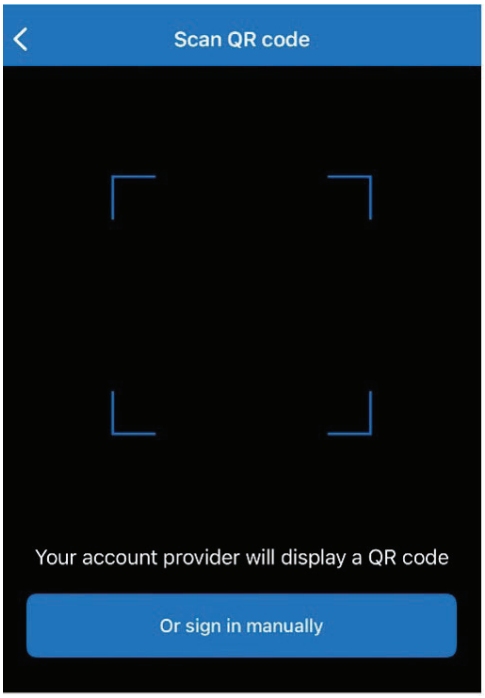
Step 5:

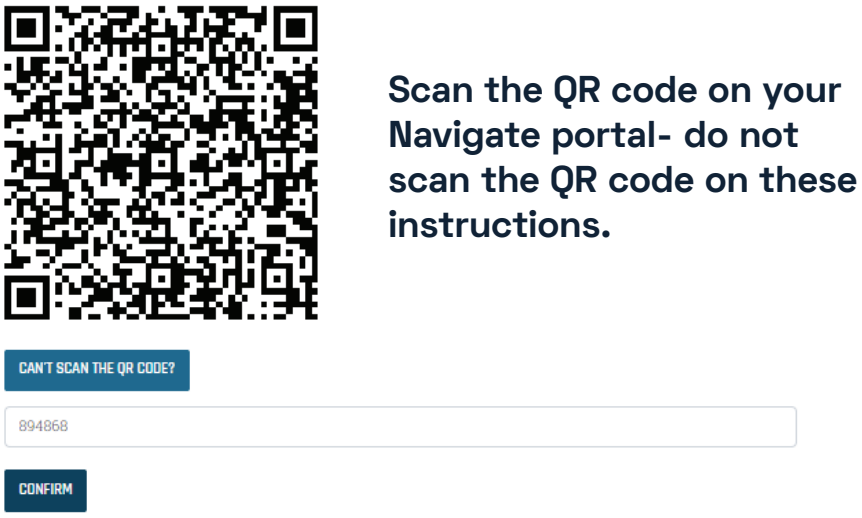
Select to add an account using the QR code. You may also be given an option to sign in with an account, however, using the QR code is the easiest way to achieve this step. You may be asked to enable your camera or give your authenticator access to your camera to scan the QR code. If prompted, select “OK.”



Step 6:

Scan the unique QR code on your Navigate portal where you have logged in using your web browser on your desktop or laptop.

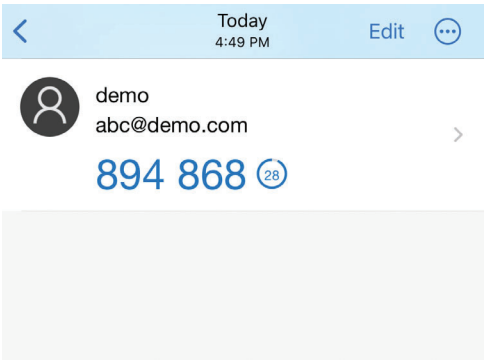




Step 7:

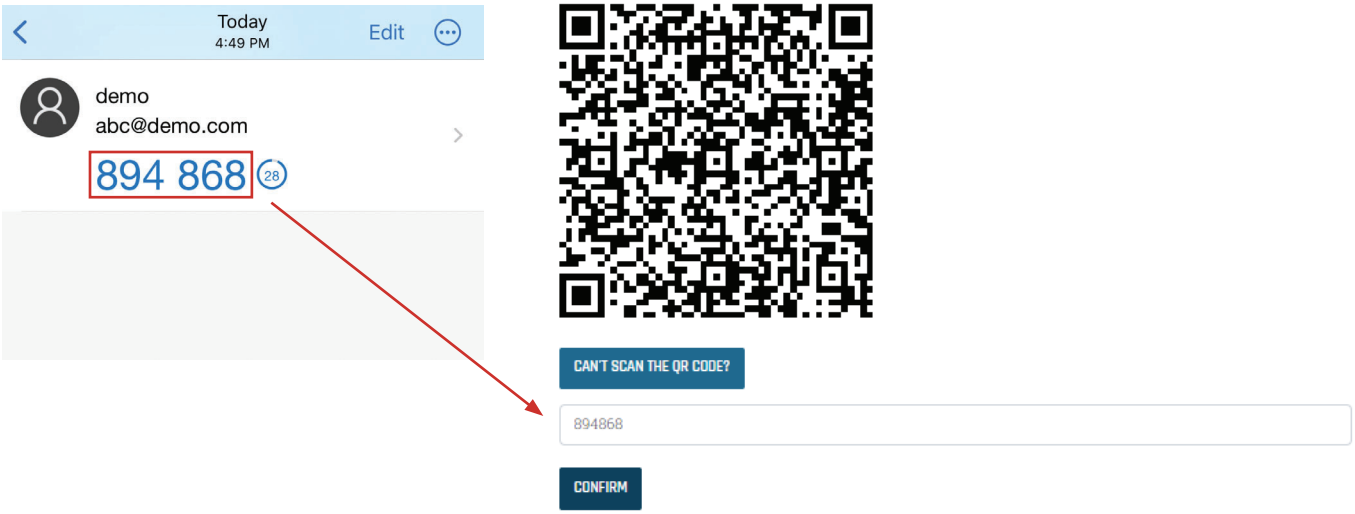
Once you scan the code, the account will be created, and you will receive a code on the authenticator app. The code will expire and refresh every 30 seconds; timing of expiration will vary based on the authenticator you are using.

Recommendation: Edit the name of the account within the authenticator app so you can recall this when you log into your Navigate portal.



Step 8:

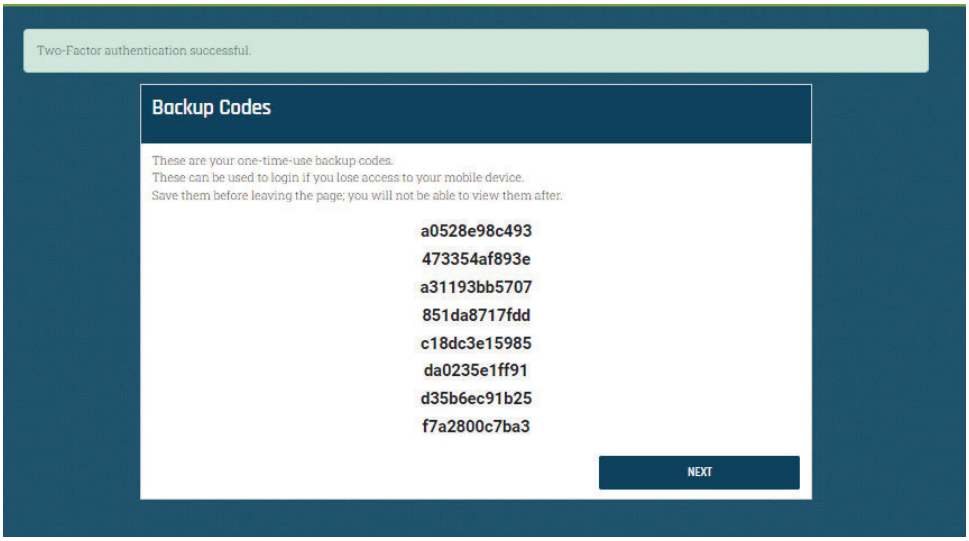
Return to Navigate portal computer to enter the passcode from your authenticator into the “Authentication Code” field on the Navigate portal.



Step 9: MOST IMPORTANT STEP – SAVE YOUR BACKUP CODES

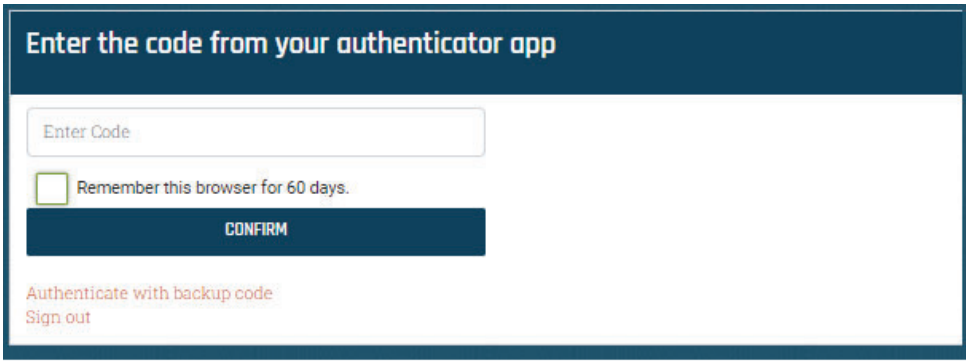
Backup codes will be displayed after enabling MFA. Save these codes. In the instance your authenticator app is not able to verify your credentials, you can use a backup code to log-in to the portal. Each backup code can only be used once.

NOTE: Once you have left the Backup Codes page, they will no longer be available to be retrieved.



Logging into the Navigate Portal after MFA is Enabled

After the steps to enable MFA is completed, you can log-in to the Navigate portal using a web browser or the Navigate app. When logging in to the Navigate portal, you will be prompted to enter the code from your authenticator app. Open your authenticator app with your Navigate account and enter that code on the portal.



Recommendation: There is an option upon logging in after MFA is enabled to "Remember this browser for 60 days." If this is checked, you will not have to enter their code again for 60 days. This option cannot be turned off. This option is not available on the Navigate App.

If you are using a shared machine, never save your username or password.

Users whose company utilizes single sign on to skip the username and password, you will still have to authenticate utilizing an MFA authenticator app.

Mobile app users also will have to utilize an MFA authenticator app.

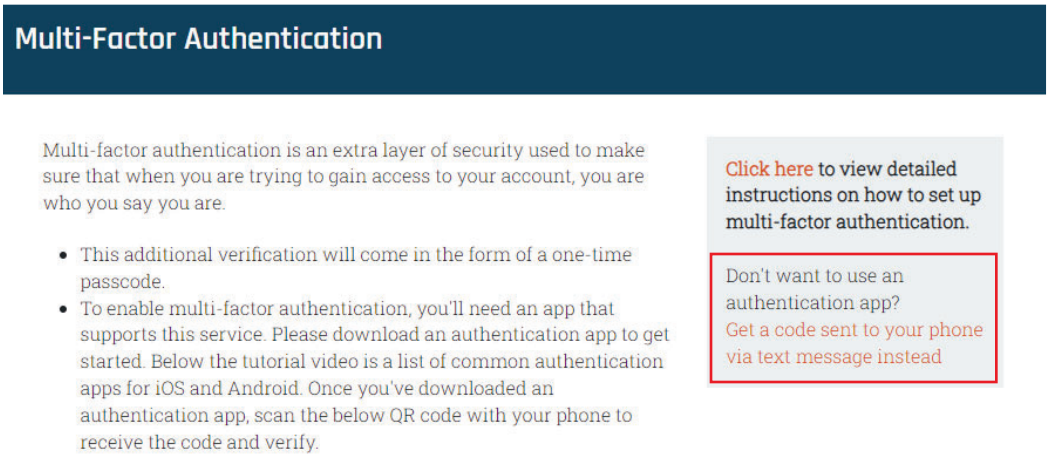
Enabling Multi-Factor Authentication (MFA) via Text Message

Step 1:

Log into your wellbeing portal using your credentials (username and password) on a web browser (Google Chrome, Microsoft Edge, Safari, etc.) utilizing a desktop or your smart mobile device. MFA must be enabled via the web browser and authentication method prior to logging in via the Navigate App.

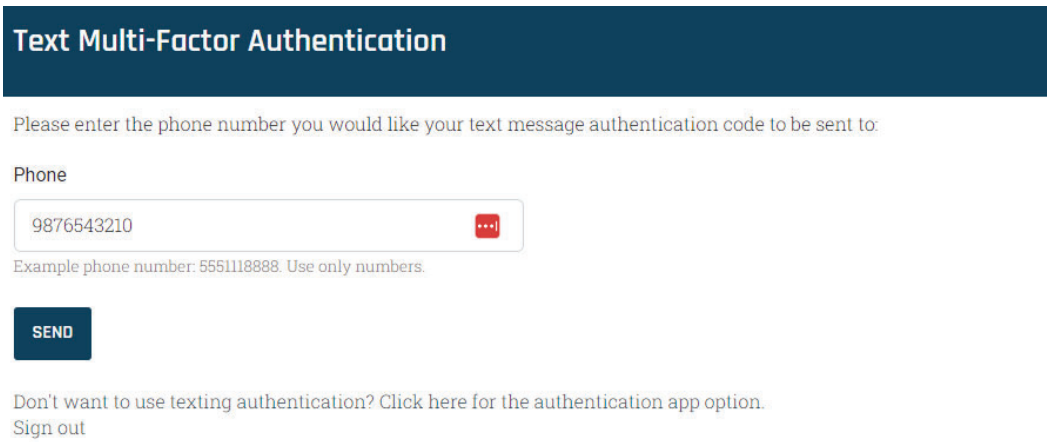
Step 2:

Once logged into your wellbeing portal, you will see the MFA instructions with the option to select text message authentication on the right side. Select “Get a code sent to your phone via text message instead” to set-up your text message authentication.



Step 3:

Enter the preferred phone number for receiving text message authentication codes.



If you decide you prefer to use an authentication app versus enabling the text message authentication, you can select “click here for authentication app option” to go back to the MFA page to complete the steps.

Change Multi-Factor Authentication Method from App to Text Message

Have you already enabled MFA utilizing an authentication app but would like to switch to the text message option? Follow these steps to change your authentication method.

Step 1:

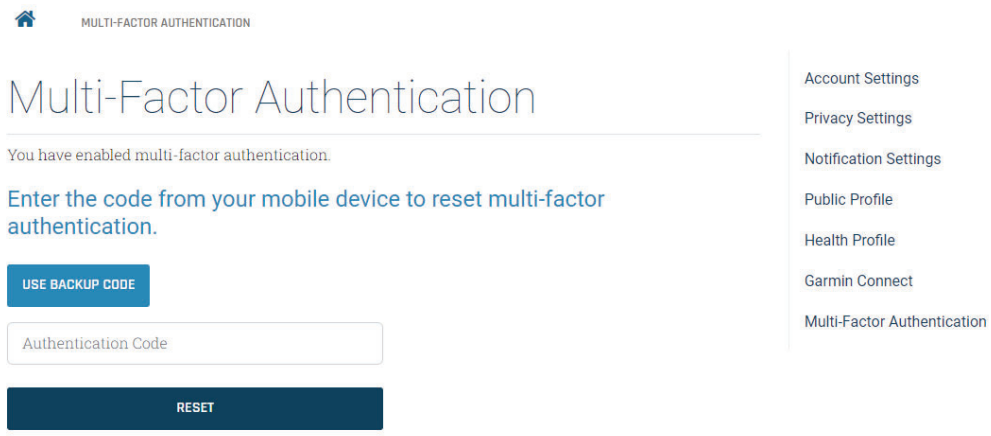
Log-in to your wellbeing portal using a web browser. When logging in to the Navigate portal, if prompted, enter the code from your authentication app.

Step 2:

Once logged into your wellbeing portal, select account settings.

Step 3:

Select the “Multi-Factor Authentication” option on the right side in your Account Settings. Open your authentication app and enter the code received or use one of the backup code received during the set-up process and click the reset button to complete the process.

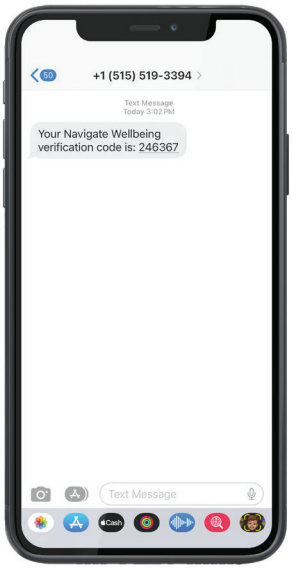


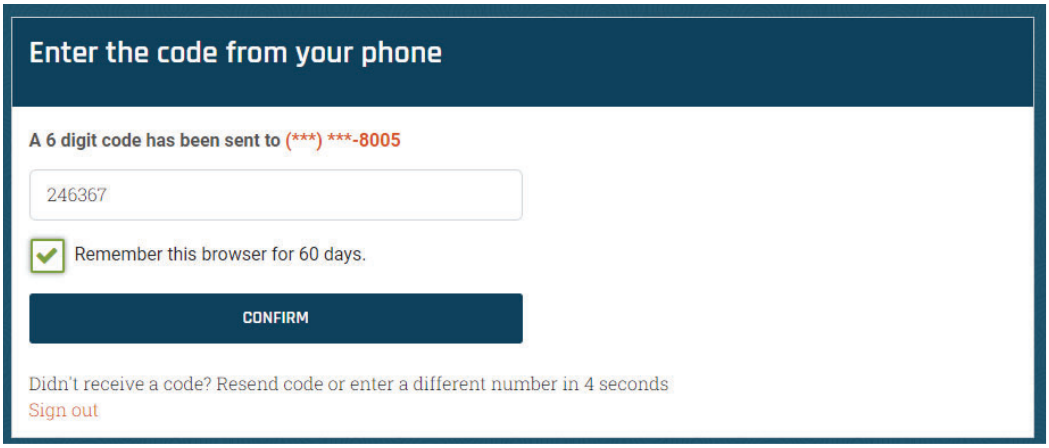
Step 4:

Log out of your wellbeing portal session. Once you log into your wellbeing portal with your credentials, you will be provided the option to select text message authentication. Follow the steps starting on page 1 on this guide.

Step 4:

Enter the code which you received in your text message from Navigate Wellbeing. The area code for the text message received will be 515. The code will expire and refresh every 60 seconds.





Recommendation: There is an option upon logging in after MFA is enabled to "Remember this browser for 60 days." If this is checked, you will not be prompted to authenticate for 60 days. After 60 days you will need to complete the authentication process again to login to your wellbeing portal. This option cannot be turned off. This option is not available on the Navigate App.

Logging into the Navigate Portal after MFA is Enabled

After the steps to enable MFA is completed, you can log-in to your wellbeing portal using a web browser or the Navigate app.

When logging in to the Navigate portal, you will be prompted to enter the code sent to you by text message to the phone number entered in the MFA set-up process.