



Health Commerce System (HCS) Multi-Factor Authentication (MFA) v1.1

Release Notes

Release Date: October 24, 2024

Release Number: V1.1

Health Commerce System (HCS) Multi-factor authentication (MFA) is an added layer of security that goes beyond a password to perform a second level check to verify a user's identity before they can access HCS applications. This extra layer of security can help prevent unauthorized account access if a system password has been compromised and protects Personal Identifying Information (PII) and Protected Health Information (PHI) stored in the applications.

Enhancements:

HCS MFA Challenge Notification now has clear updated verbiage for ease of understanding of the user.

- 1.1 Displays the **last 4 digits** for users who choose a phone option.

HCS LOGIN - TEXT (SMS) TO MOBILE



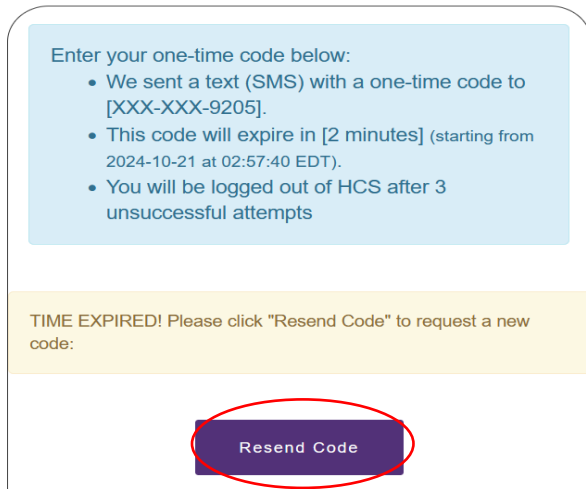
Enter your one-time code below:

- We sent a text (SMS) with a one-time code to [XXX-XXX-9205]
- This code will expire in [2 minutes] (starting from 2024-10-01 at 12:14:14 EDT).
- You will be logged out of HCS after 3 unsuccessful attempts

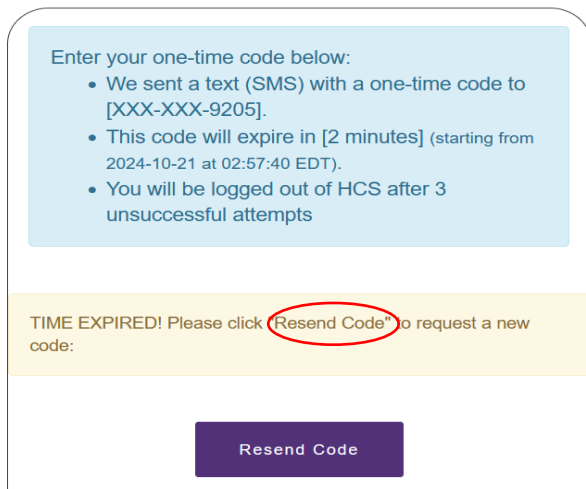
One-time Code

Submit

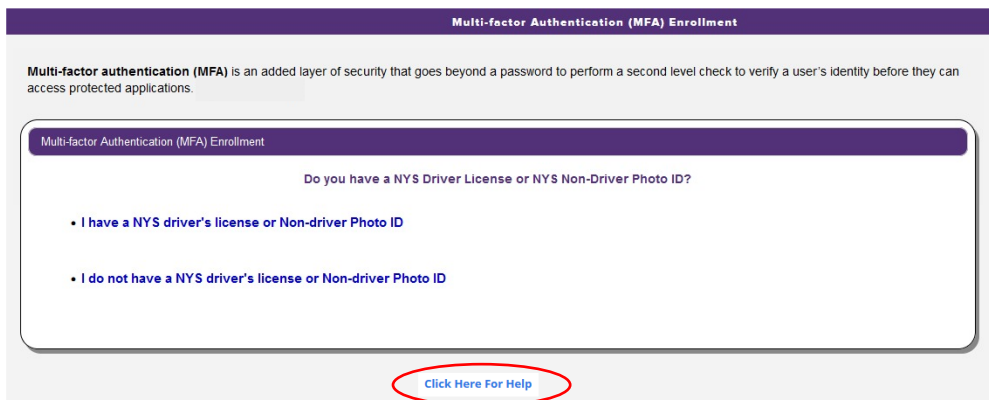
1.2 “Submit” button renamed to “Resend Code” for clarity.



1.3 TIME EXPIRED! Please click here to request a new code.



1.4 MFA Enrollment landing page, here the “Click Here For Help” link has been moved to the bottom of the page.



1.5 Update text for “**Type of Authentication**” options in the drop down on the MFA Enrollment Screen.

- SMS (Text Message)
- Voice (Automated Phone Call)
- RSA Token (State DOH/ITS)
- Use code from authenticator app

The screenshot shows the 'MFA Enrollment' screen with the following fields and options:

- First Name: [Text Input]
- Last Name: [Text Input]
- Date of Birth: [Date Picker]
- Gender: M F X
- Non NYS ID: [Dropdown]
- Non NYS ID Value: [Text Input]
- Type of Authentication: [Dropdown menu with options: Voice (Automated Phone Call), SMS (Text Message), RSA Token (State DOH/ITS), Use code from authenticator app installed on your phone]. The 'Voice (Automated Phone Call)' option is highlighted in yellow and circled in red.
- Phone Number (999.999.9999): [Text Input] with an error message: 'Invalid phone format (ex: 123-456-7890)'
- Buttons: Back, Submit, Clear

1.6 HCS Issue Reporting page which is accessible via the HCS log in screen, now has a refined message “**For more information about HCS Multifactor Authentication (MFA), please see MFA Frequently Asked Questions here: MFA Tips and Tricks (ny.gov).**”