# HCAI BOOTCAMP

2FA Tips – Making the Process Quick and Easy

HCAI's Two Factor Authentication requests users provide a verification code you can receive by email, or by text when logging-in to HCAI.

**Here are some pointers so you can quickly and easily retrieve your verification code.**

Add a Back-up Verification Code Delivery Method to Your Profile

By adding a phone number to the My Profile tab after logging in, you will be able to **choose whether to receive the verification code via your text or email.** Learn how to add a phone number to My Profile by clicking here.
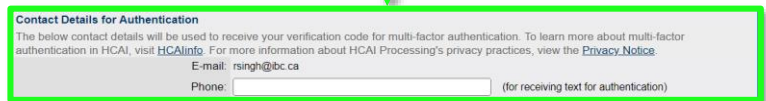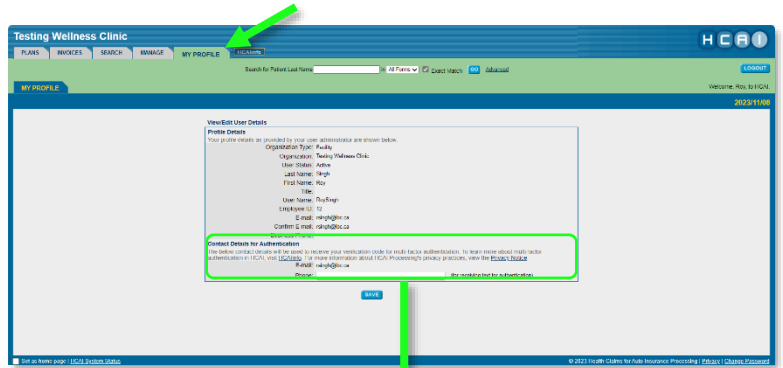
How to change your verification code delivery method

After inputting your user name and password, HCAI will send a code to your default delivery method. You also have the option on the Enter Verification Code screen to change your delivery method. Click there to switch between delivery methods, and have HCAI remember your preferred delivery method choice moving forward.
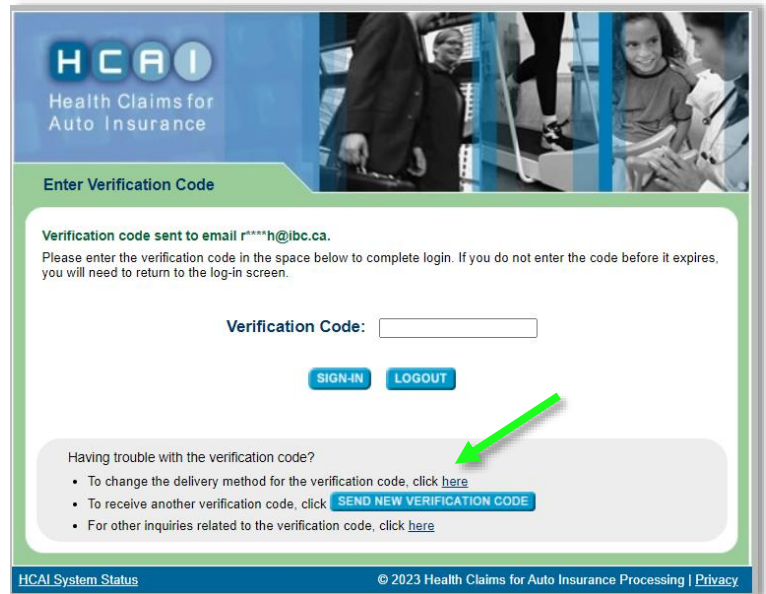
Keep Your Email Address Up-To-Date in HCAI

If you or your facility change email addresses, you might have opted for emails to be forwarded from your old email address. To ensure you receive verification codes and other HCAI emails in a timely manner, it is important that you update your contact information in HCAI. Click here to find out how to update your user information.

Set HCAI as a safe sender!

Verification codes are always emailed from the same address: systemdelivery@hcai.ca. Adding this email to your email provider's "safe senders" list will help ensure you are able to receive these important emails from HCAI. Visit HCAIinfo's Login Help page for step-by-step instructions or ask your IT team for assistance.

Set HCAI to "Remember my device"

Most users have the option when inputting the verification code to have HCAI remember your device. As long as you are the only user logging in using that device and the same web browser, HCAI will ask for a verification code to be provided less often.

QUICK TIP: **Facility User Administrators have privileged access and therefore can't use "remember my device".** You can tell if you have the Facility User Administrator role if you are able to see the User Management subtab under the Manage tab!