

Using multi-factor authentication in mybluecross

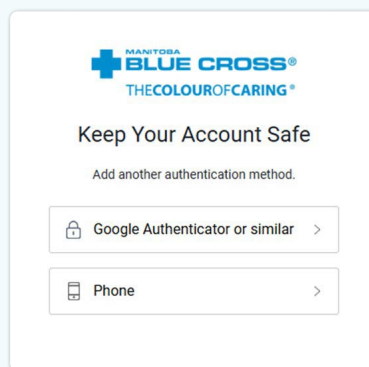
To enhance the security of mybluecross®, we have implemented multi-factor authentication (MFA).

This additional verification step strengthens the log in process and helps protect your account from unauthorized access. Without MFA, anyone who obtains your username and password could potentially access your account without permission.

Once MFA is enabled, you will be required to enter a one-time verification code sent to your phone or generated by an authentication app when signing in. This extra step helps ensure that only you can access your account.

How to register for MFA

- 1 Upon initial log in with your username and password, you will have the option of choosing **Phone** or **Authenticator**.

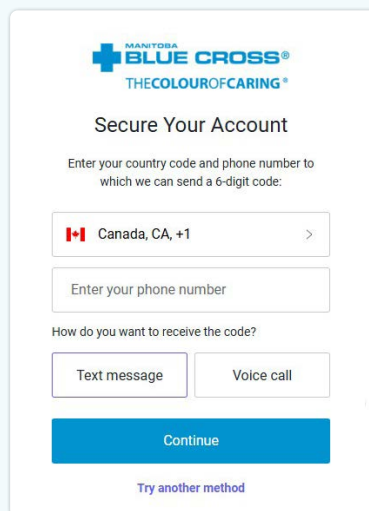


2A MFA by Phone

You must enter your phone number and how you wish to receive the code – either text message or automated voice call.

Once you click **Continue**, you'll receive a code to submit on the screen.

Please note: If you choose voice call, you will only receive a call when you're first setting up MFA. For future logins, you will be sent a text message by default. If you're unable to receive texts, you can click "Get a call" on the authorization screen.



2B

MFA by Authenticator app

You'll see a QR code to scan with an authenticator app (e.g., Google Authenticator, Microsoft Authenticator). Most authenticator apps should be supported. The app will then present you with a one-time code you can enter to complete the registration.


Please note: Some authentication apps, like Proton Authenticator, can run on desktop for those who don't have access to a phone (you will need to select "Trouble Scanning?" when the MFA prompt appears, which will give you a code you can enter in the authenticator).

You may need to contact your IT administrator to download software onto your computer.

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Secure Your Account

Scan the QR Code below using your preferred authenticator app and then enter the provided one-time code below.




[Trouble Scanning?](#)

THEN

[Continue](#)

[Try another method](#)

Pressing the **Trouble Scanning?** button will give you a code to manually enter in your authentication app.

 The **Try another method** button takes you back to step 1.

How to log in with MFA

Once MFA is enabled, after logging in with your username and password, you will see a prompt with the factor you chose to register.

You have the option to remember this device for 30 days. If you choose to remember the device, you will not be prompted for another code on that device until the 30 days has elapsed. Other factors (like your location) may affect this, so you may still be prompted for a code in some situations – even if it hasn't been 30 days.

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Verify Your Identity

We've sent a text message to:

[Edit](#)

[Continue](#)

[Didn't receive a code? Resend](#) or [get a call](#)

[Try another method](#)

Requiring multi-factor authentication is just one of many ways that Manitoba Blue Cross keeps your private information secure. To learn more about how Manitoba Blue Cross uses and protects your data, read our Privacy Policy at mb.bluecross.ca.

