

### Reminder: HomeBridge® Portal: Multi-Factor Authentication

#### Purpose of this communication:

- The purpose of this communication is to remind providers that multi-factor authentication (MFA) is required to login to the HomeBridge provider portal.

#### What do I need to know?

- When logging into the HomeBridge provider portal, in addition to entering your username and password, you are required to enter a one-time use passcode.
- The one-time use passcode will be sent to the portal user's registered email. That passcode can be used for 15 minutes. If that 15-minute time window has passed, users can request another passcode.
- Each user must have unique login credentials (username, password, and email). If you share a login with more than one user, please create new user accounts as needed.
  - **To create a new user account:** follow these [Portal Registration Instructions](#) or, if you are a portal administrator, follow the [Guide to Being a Portal Administrator](#).
  - **To reset your password:** follow the steps in [Guide to Resetting a Provider Portal Password](#).

#### What do I need to do?

- Each time you log into the HomeBridge provider portal, enter the one-time use passcode sent to your registered email.
- If a user believes they did not receive an email with the one-time use passcode, check the spam (junk) folder. If it is not there, work with your technology team to mark the CareCentrix email address **DoNotReply@carecentrix.com** as safe.
- Create new user accounts as needed.
- For questions or concerns, reference our resource document: [Signing in Using Multi-Factor Authentication](#).

Thank you in advance for your cooperation and continued partnership.