

Welcome

New Provider Web multi-factor authentication (MFA) user guide

Thank you for taking the time to read over these guidelines and partnering with us to create a seamless experience for our members.

If you require any further assistance, please give us a call on:
0800 757 838 or email us at aps@southerncross.co.nz

Provider Web multi-factor authentication (MFA) user guide

March 2025

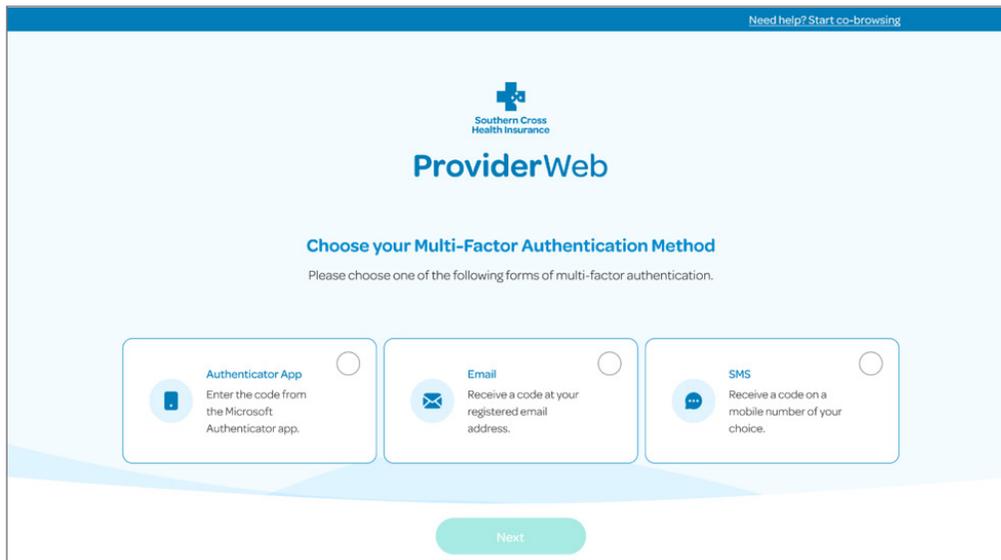


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Selecting your MFA method

Make your way to Provider Web and you will be presented with these options.



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Southern Cross Health Insurance

ProviderWeb

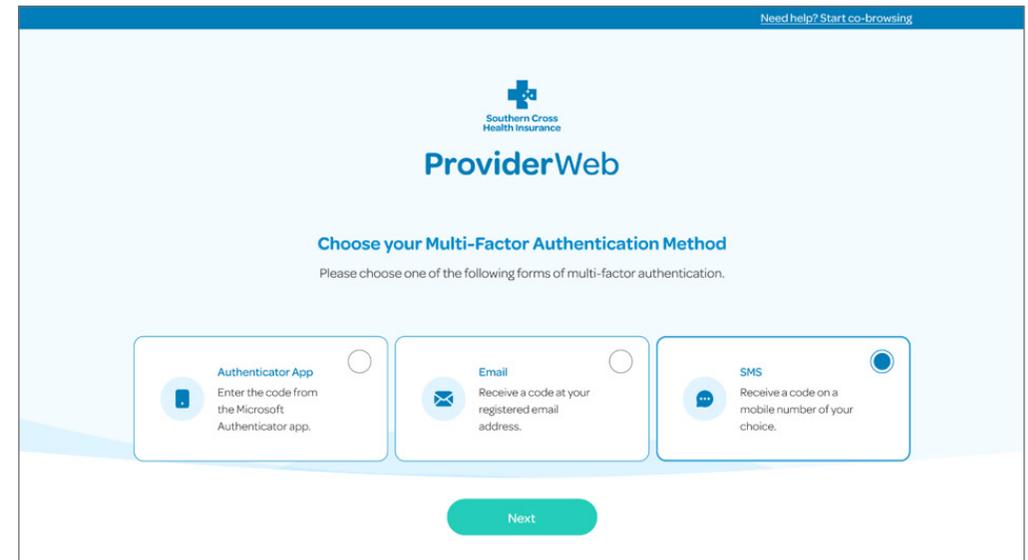
Choose your Multi-Factor Authentication Method

Please choose one of the following forms of multi-factor authentication.

 Authenticator App Enter the code from the Microsoft Authenticator app.	 Email Receive a code at your registered email address.	 SMS Receive a code on a mobile number of your choice.
--	--	---

Next

Select your preferred method and you will then be directed to the appropriate flow.



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Choose your Multi-Factor Authentication Method

Please choose one of the following forms of multi-factor authentication.

 Authenticator App Enter the code from the Microsoft Authenticator app.	 Email Receive a code at your registered email address.	 SMS Receive a code on a mobile number of your choice.
--	--	---

Next

Authenticator app flow

Below is the flow you will follow if you choose authenticator app as your preferred MFA method.

The screenshot shows the 'ProviderWeb' interface for Southern Cross Health Insurance. At the top, there is a progress indicator with three steps: 1. Download Microsoft Authenticator, 2. QR Code, and 3. Verification. Step 1 is currently active. Below the progress indicator, the text reads 'Download Microsoft Authenticator' and 'On your phone, install the Microsoft Authenticator app.' There are two radio button options: 'I have an iPhone' (unselected) and 'I have an Android' (selected). Under 'I have an Android', there is a 'GET IT ON Google Play' button. Below these options, there is a link 'Already have the app? Skip this step' and a green 'Next' button. At the bottom, there is a 'Need some help?' section with three options: 'CALL 0800 757 838', 'SEND US A MESSAGE', and 'QUICK TOUR'.

If you have an iPhone select the 'I have an iPhone' option.

The screenshot shows the 'ProviderWeb' interface for Southern Cross Health Insurance. At the top, there is a progress indicator with three steps: 1. Download Microsoft Authenticator, 2. QR Code, and 3. Verification. Step 1 is currently active. Below the progress indicator, the text reads 'Download Microsoft Authenticator' and 'On your phone, install the Microsoft Authenticator app.' There are two radio button options: 'I have an iPhone' (selected) and 'I have an Android' (unselected). Under 'I have an iPhone', there is a 'Download on the App Store' button. Below these options, there is a link 'Already have the app? Skip this step' and a green 'Next' button. Below the 'Next' button, there is a section titled 'Scan the QR code to download Microsoft Authenticator for iPhone' with the text 'Or download and install Microsoft Authenticator from the app store. If prompted, allow notifications. Then add an account, and select 'other'.' A large QR code is displayed at the bottom of the page.

Authenticator app flow

If you have an Android device, select the 'I have an Android' option.

You will then be redirected to scan the QR code.

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1 Download Microsoft Authenticator 2 QR Code 3 Verification

Download Microsoft Authenticator
On your phone, install the Microsoft Authenticator app.

I have an iPhone
Download on the App Store

I have an Android
GET IT ON Google Play

Scan the QR code to download Microsoft Authenticator for Android
Or download and install Microsoft Authenticator from the app store. If prompted, allow notifications. Then add an account, and select 'other'.

Need help? Start co-browsing

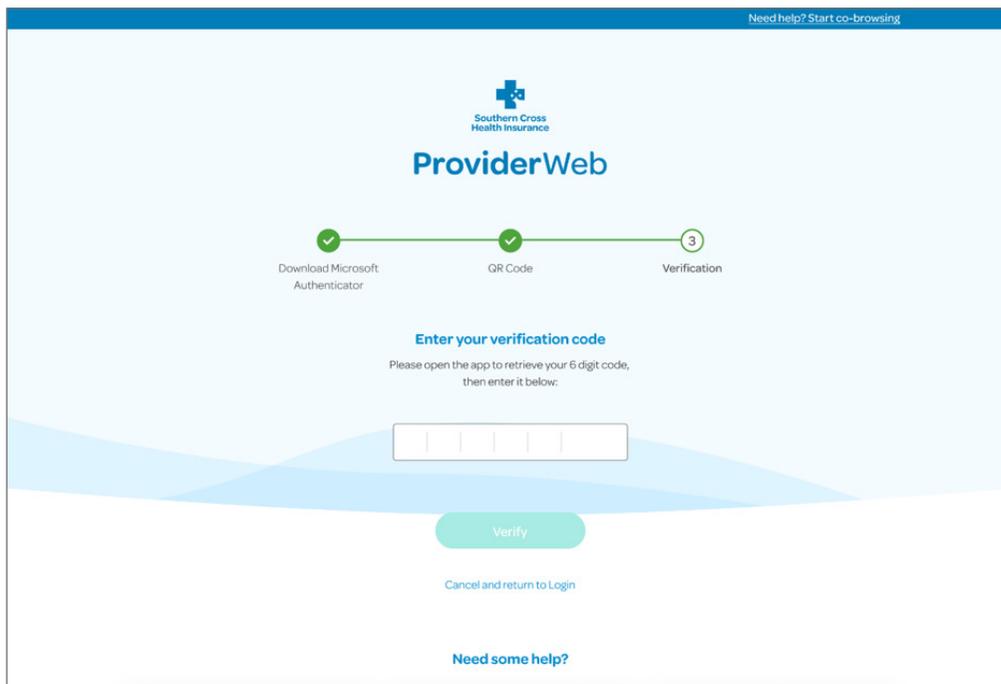
Southern Cross Health Insurance
ProviderWeb

Download Microsoft Authenticator 2 QR Code 3 Verification

Scan the QR code using Microsoft Authenticator for your verification code
Using the Microsoft Authenticator app, tap the plus icon on the screen and scan the QR code below. This will connect the Microsoft Authenticator app with your account.
After you scan the QR code, click next

Authenticator app flow

Enter the verification code that will pop up on the authenticator app on your phone.



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Download Microsoft Authenticator QR Code Verification

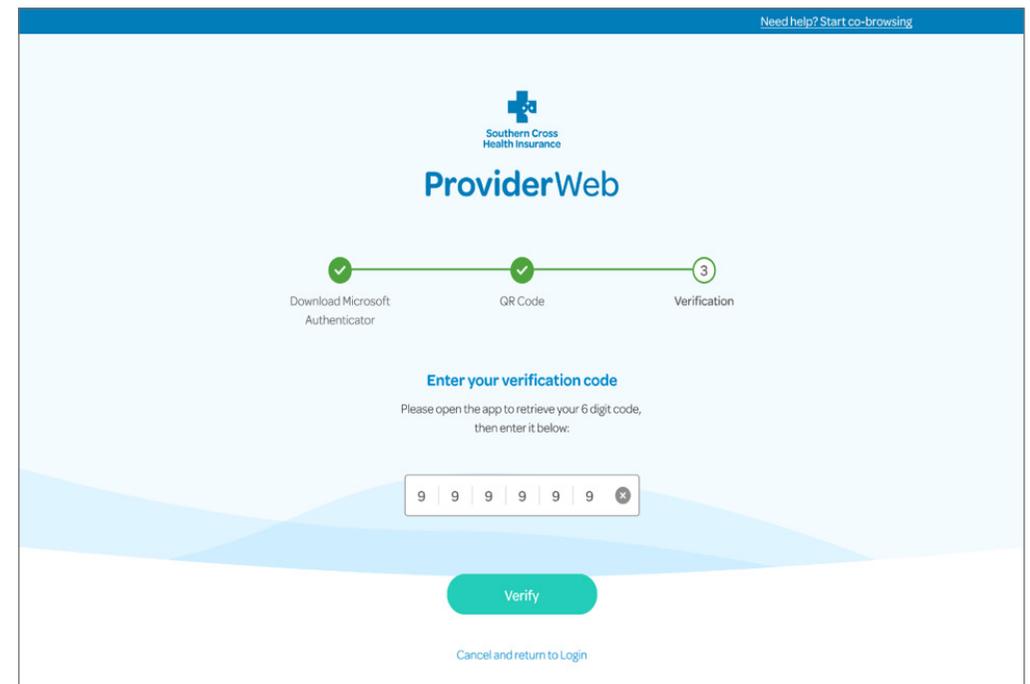
Enter your verification code
Please open the app to retrieve your 6 digit code, then enter it below:

Verify

Cancel and return to Login

Need some help?

The green 'verify' box will become clickable after you enter the correct code.



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ProviderWeb

Download Microsoft Authenticator QR Code Verification

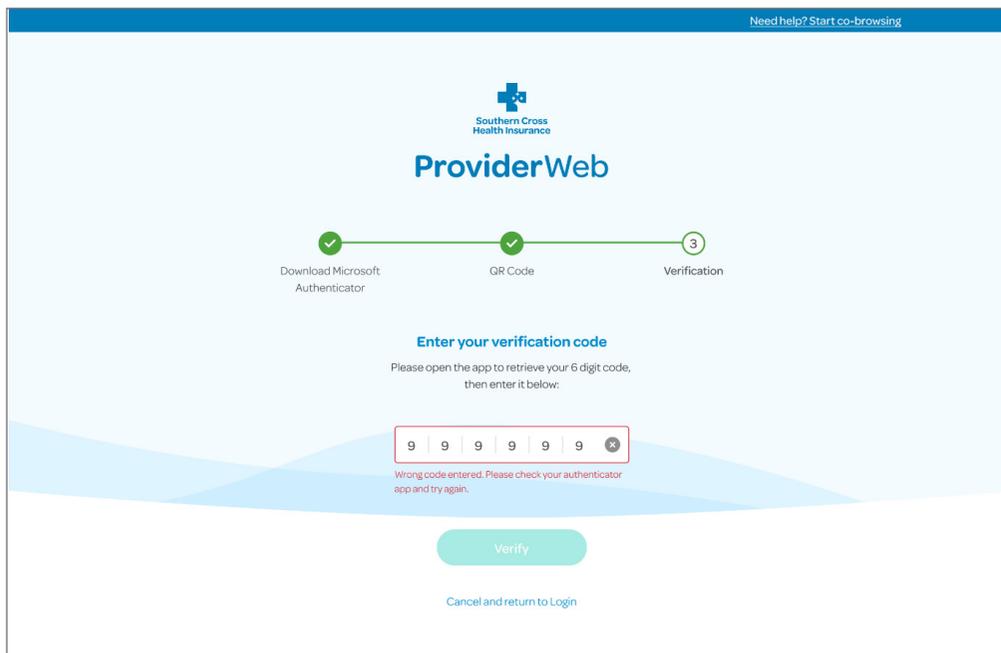
Enter your verification code
Please open the app to retrieve your 6 digit code, then enter it below:

Verify

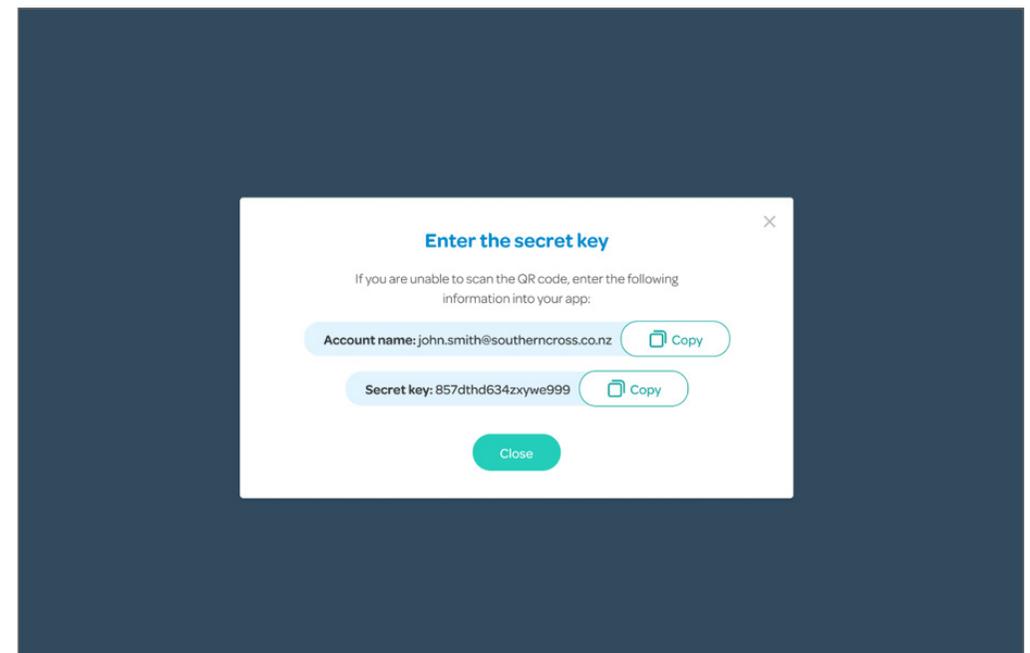
Cancel and return to Login

Authenticator app flow

If you enter the incorrect code, you will receive the below error.

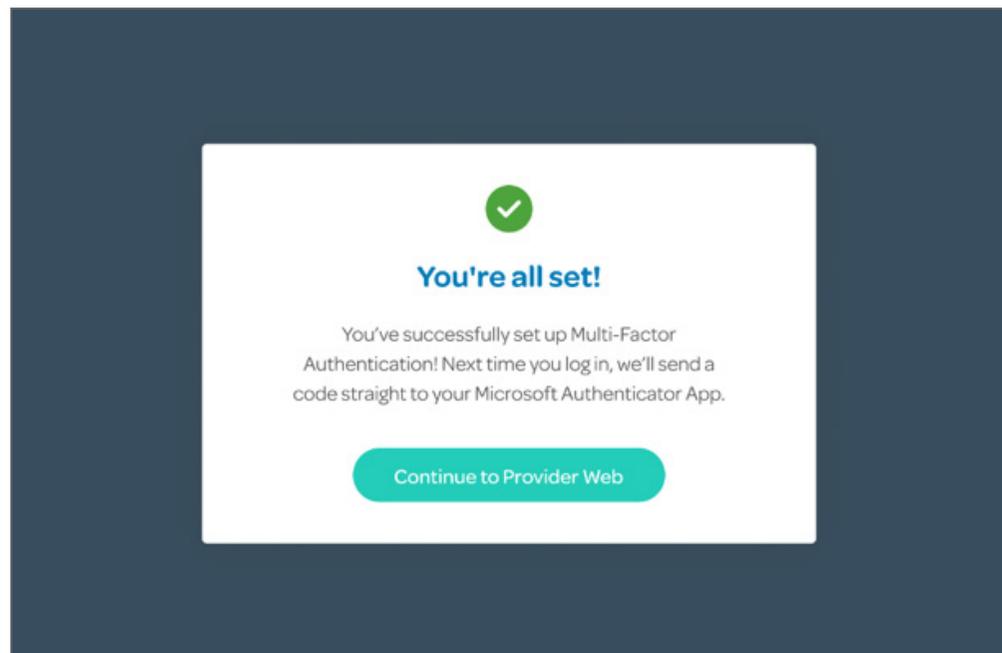


If you have issues with scanning the QR code, you will see the below message.



Authenticator app flow

Once you're set up, you'll receive this message.

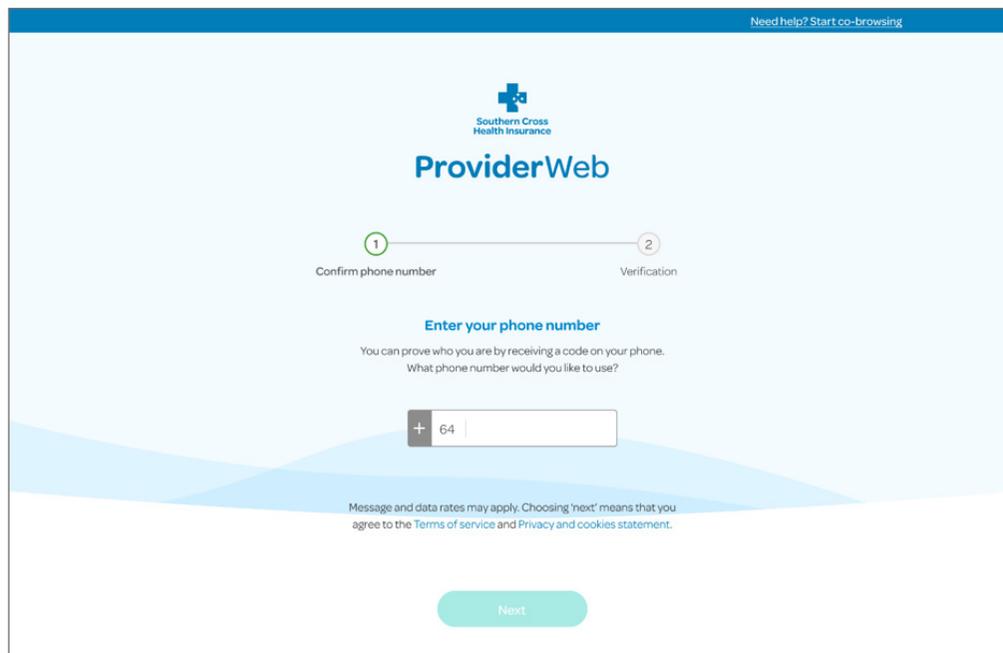


SMS (text) flow

Below is the flow you will follow if you choose SMS as your preferred MFA option.

Enter the phone number you will be using.

The 'next' option will become clickable once you enter the correct phone number.



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1 Confirm phone number 2 Verification

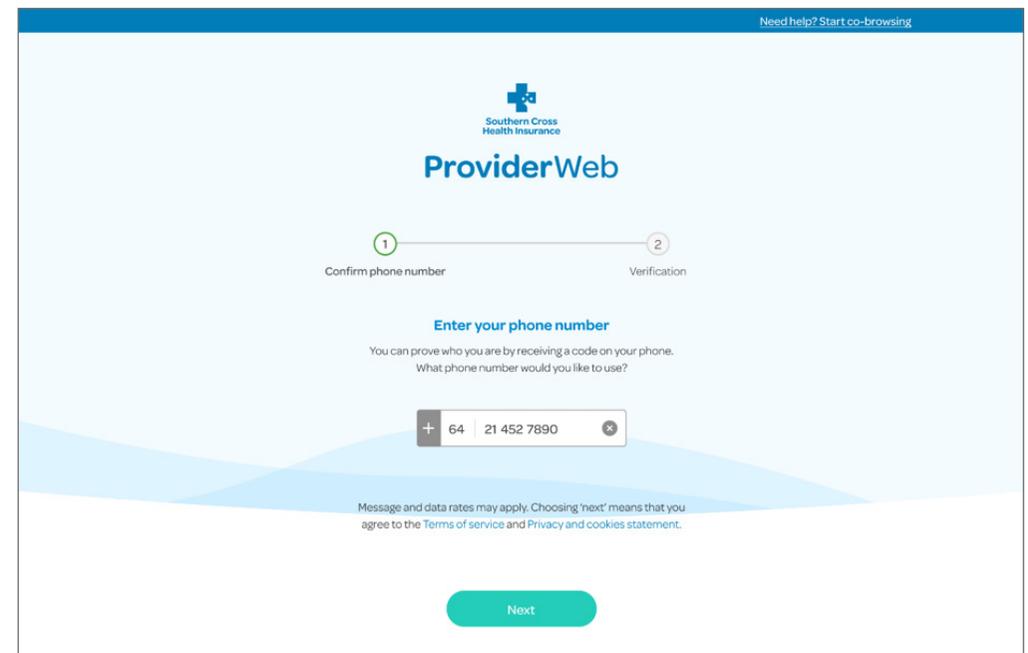
Enter your phone number

You can prove who you are by receiving a code on your phone.
What phone number would you like to use?

+ 64

Message and data rates may apply. Choosing 'next' means that you agree to the Terms of service and Privacy and cookies statement.

Next



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1 Confirm phone number 2 Verification

Enter your phone number

You can prove who you are by receiving a code on your phone.
What phone number would you like to use?

+ 64 21 452 7890

Message and data rates may apply. Choosing 'next' means that you agree to the Terms of service and Privacy and cookies statement.

Next

SMS (text) flow

Enter the verification code that you receive via text.

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Confirm phone number ✓ Verification 2

We just sent you a code

We've sent a 6-digit code to +64 21 0299 022.
If this number is incorrect, please re-login to update it.
Enter the code below:

Resend code

Verify

The 'verify' button will become clickable once you enter the correct code.

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Confirm phone number ✓ Verification 2

We just sent you a code

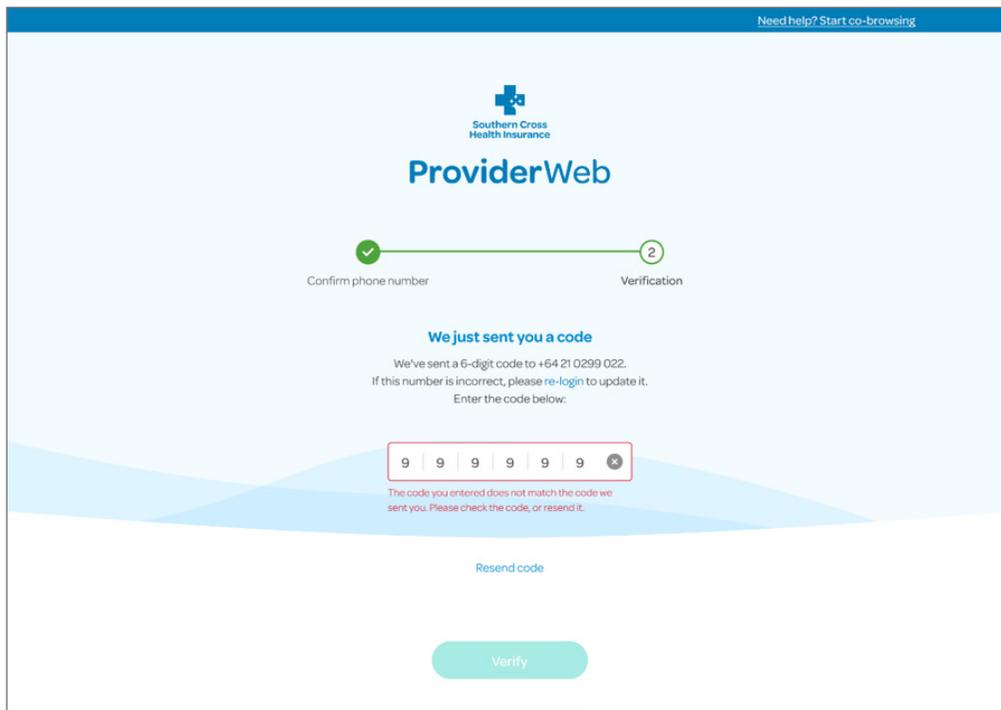
We've sent a 6-digit code to +64 21 0299 022.
If this number is incorrect, please re-login to update it.
Enter the code below:

Resend code

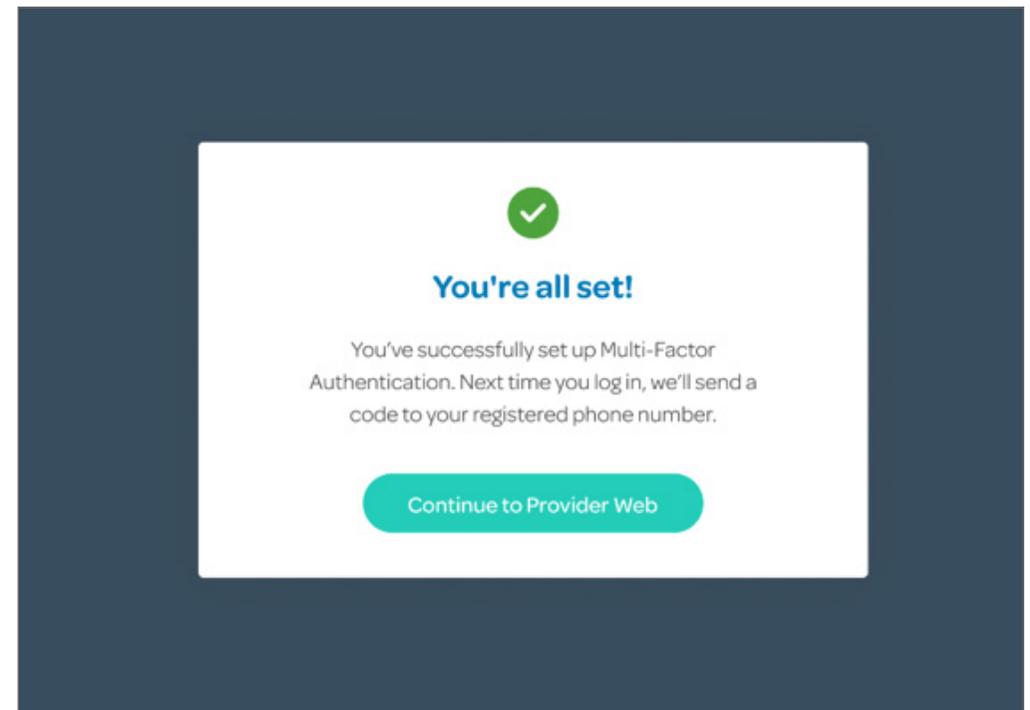
Verify

SMS (text) flow

You will receive this error if you enter in the wrong code.



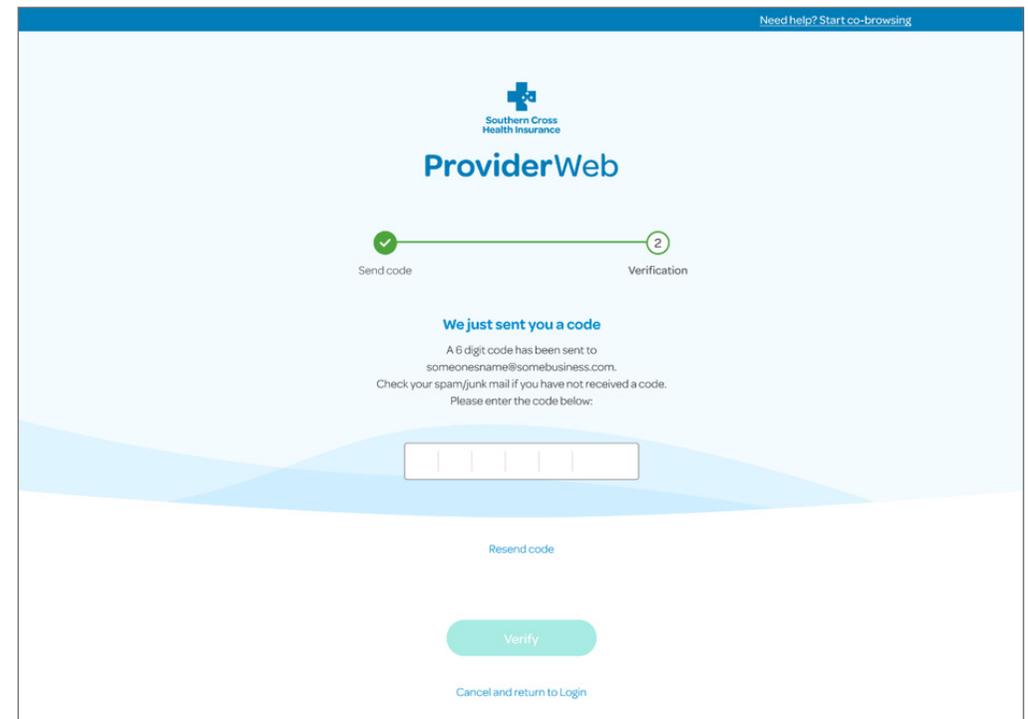
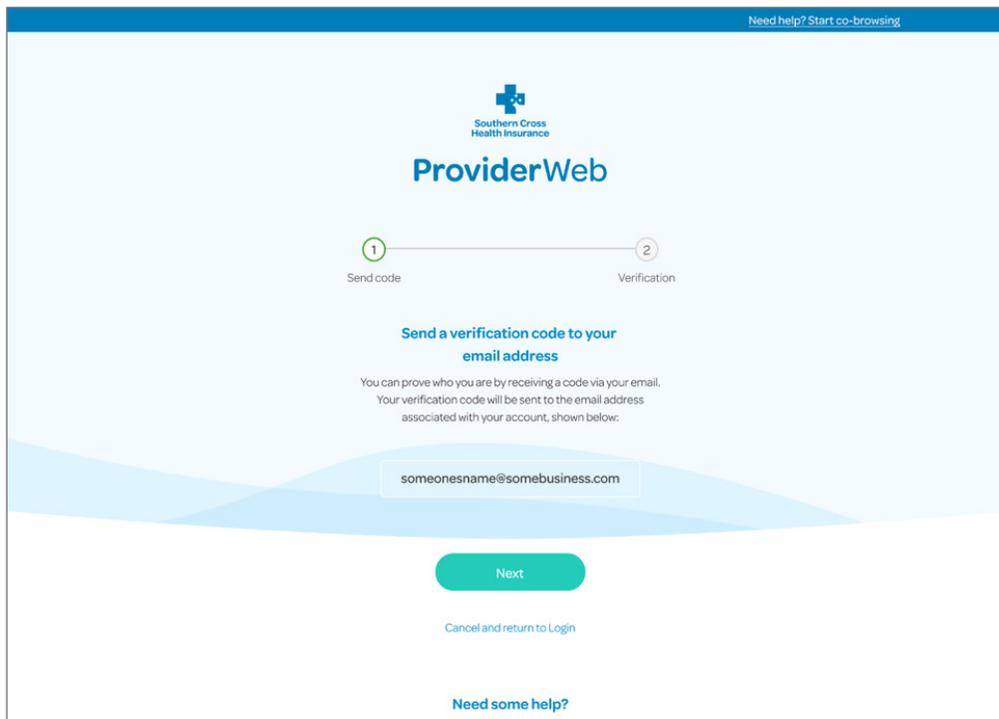
You will receive this success message once you're set up.



Email flow

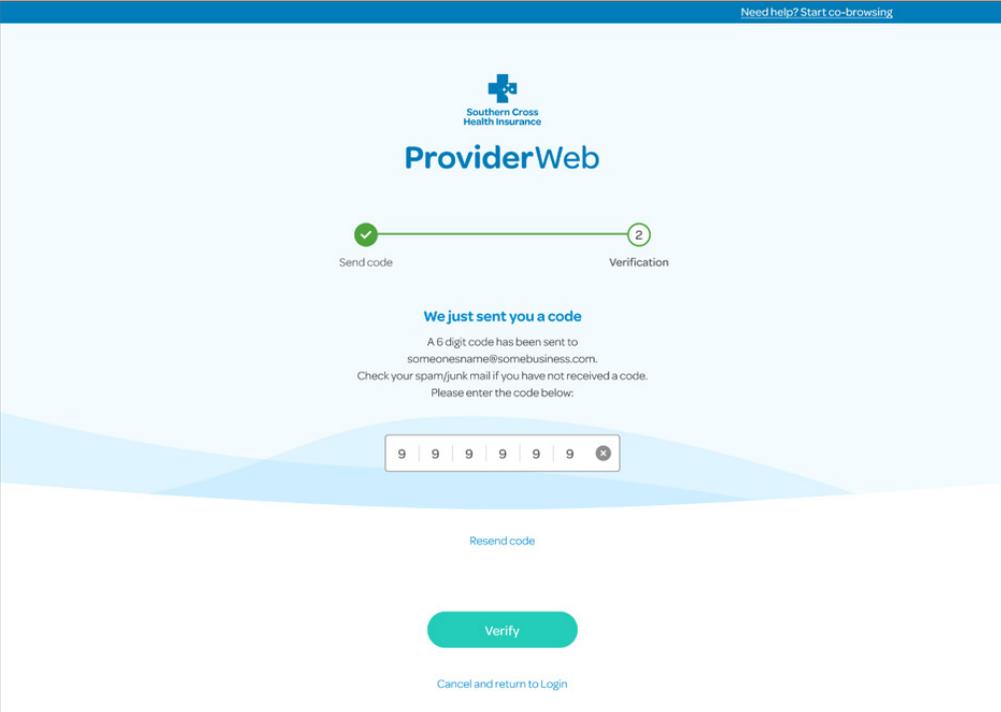
Below is the flow you will follow if you select email as your preferred MFA option.

Enter the 6-digit verification code that has been sent to your email address.



Email flow

Once the correct code is entered, the 'verify' button will become clickable. Click 'verify' to continue forward.



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Send code 2
Verification

We just sent you a code
A 6 digit code has been sent to
someonesname@somebusiness.com.
Check your spam/junk mail if you have not received a code.
Please enter the code below:

9 9 9 9 9 9

Resend code

Verify

Cancel and return to Login

Email flow

Need help? Start co-browsing

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Download Microsoft Authenticator QR Code Verification

Enter your verification code

Please open the app to retrieve your 6 digit code, then enter it below:

9 9 9 9 9 9

Wrong code entered. Please check your authenticator app and try again.

Verify

Cancel and return to Login

Need some help?

Important information about shared email boxes - impact on verifying your identity

If you choose to verify your identity via email, your experience will be optimal if you have one login email address. If you share logins or email addresses the experience is not ideal – this may cause delays in your login journey.

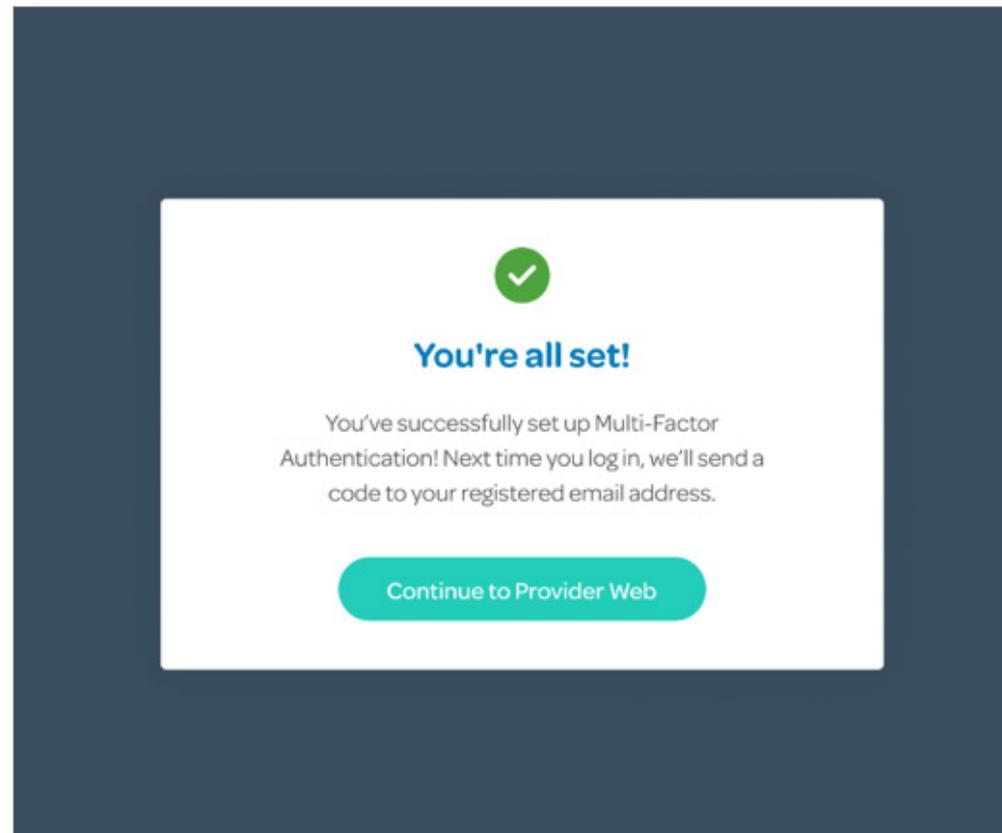
- The most recent code generated is the valid code and invalidates any generated before. For example, if Susan and Emily are authenticating at the same time and Emily generates a code after Susan then Susan's code is no longer valid – the code that will work is Emily's. Susan will need to generate a code after Emily has validated and logged in.
- A code can only be used once and one at a time.
- This means you will need to coordinate logins for those who have shared email addresses.

This is the error you will receive if you enter the wrong code. If there are issues with your code click 'resend code'.

Email flow

Once you correctly verified your email address, you'll be set up.

Click 'Continue to Provider Web' to log in.

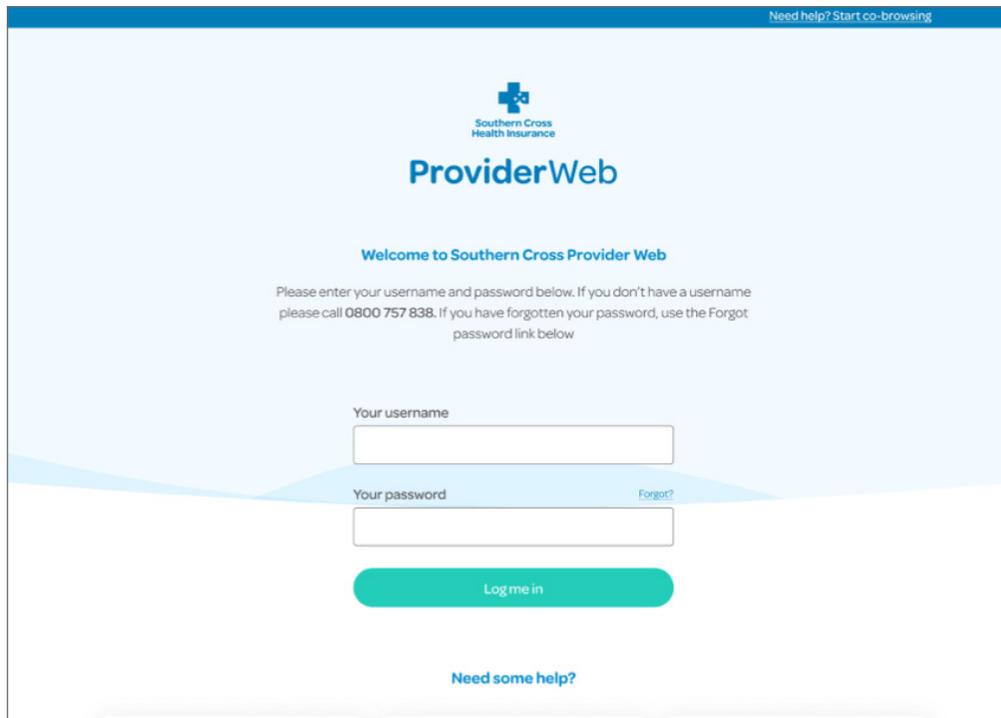


Setting up MFA when you don't know your password

Below is the flow for when you are trying to set up your MFA but do not remember your current password.

Select **'Forgot'** on the login page.

Enter your username and click **'Continue'**.



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Welcome to Southern Cross Provider Web

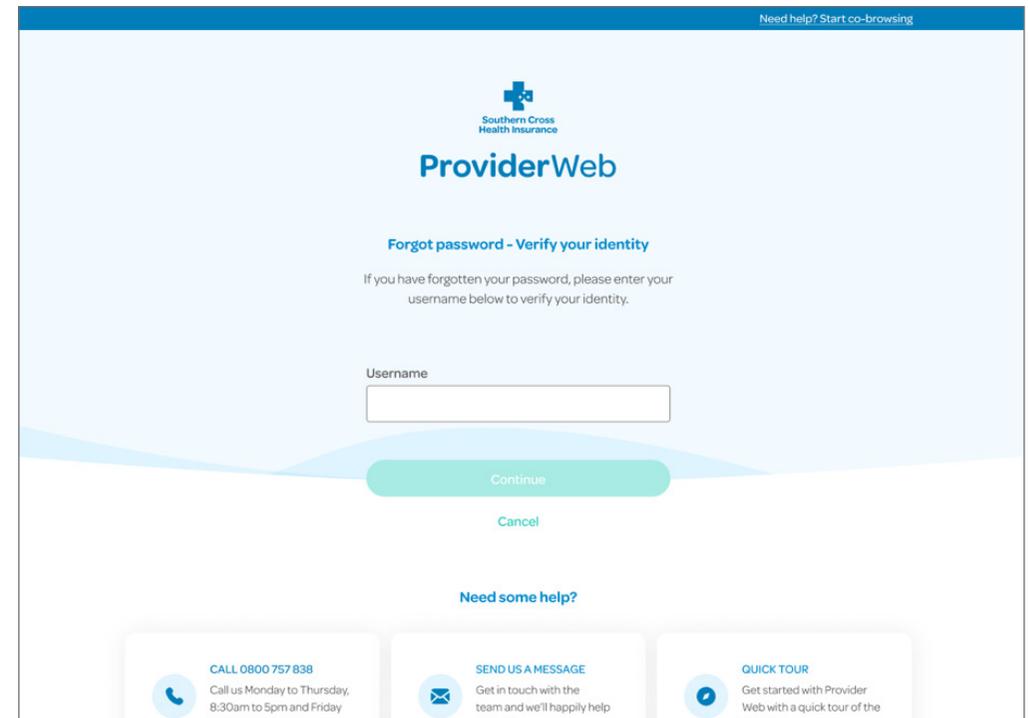
Please enter your username and password below. If you don't have a username please call 0800 757 838. If you have forgotten your password, use the Forgot password link below

Your username

Your password [Forgot?](#)

[Log me in](#)

[Need some help?](#)



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Forgot password - Verify your identity

If you have forgotten your password, please enter your username below to verify your identity.

Username

[Continue](#)

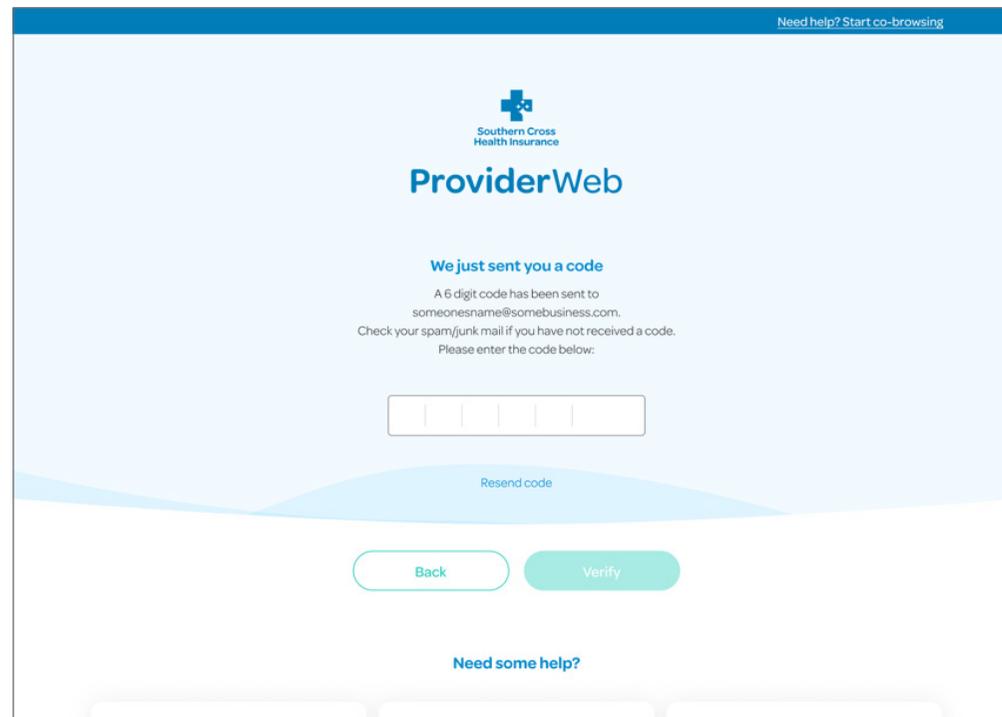
[Cancel](#)

[Need some help?](#)

-  **CALL 0800 757 838**
Call us Monday to Thursday, 8:30am to 5pm and Friday
-  **SEND US A MESSAGE**
Get in touch with the team and we'll happily help
-  **QUICK TOUR**
Get started with Provider Web with a quick tour of the

Setting up MFA when you don't know your password

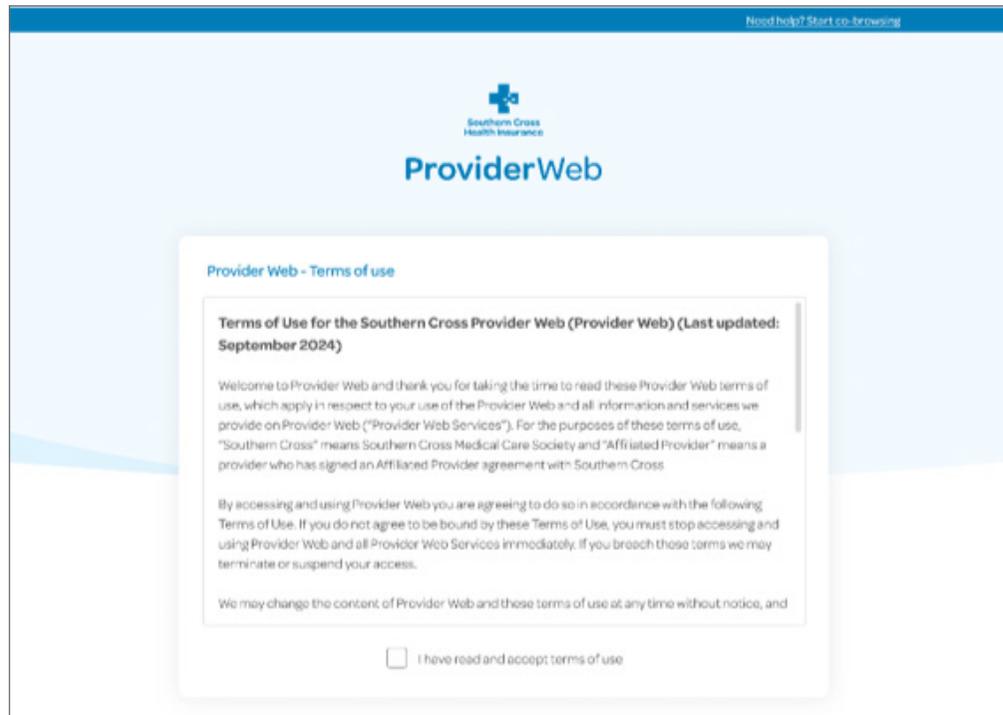
Enter the 6-digit verification code that has been sent to your email address. Once the correct code is entered, the 'verify' button will become clickable. Click 'verify' to continue forward.



The screenshot shows the Southern Cross Health Insurance ProviderWeb interface. At the top right, there is a link: "Need help? Start co-browsing". The main heading is "ProviderWeb" with the Southern Cross Health Insurance logo above it. Below the heading, the text reads: "We just sent you a code", "A 6 digit code has been sent to someonesname@somebusiness.com.", "Check your spam/junk mail if you have not received a code.", and "Please enter the code below:". There is a 6-digit input field with vertical dividers. Below the input field is a "Resend code" link. At the bottom, there are two buttons: "Back" and "Verify". The "Verify" button is highlighted in green, indicating it is clickable. At the very bottom, there is a link: "Need some help?".

Setting up MFA when you don't know your password

Please read and accept the terms of use and the privacy statement.



Need help? Start co-browsing


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ProviderWeb

Provider Web - Terms of use

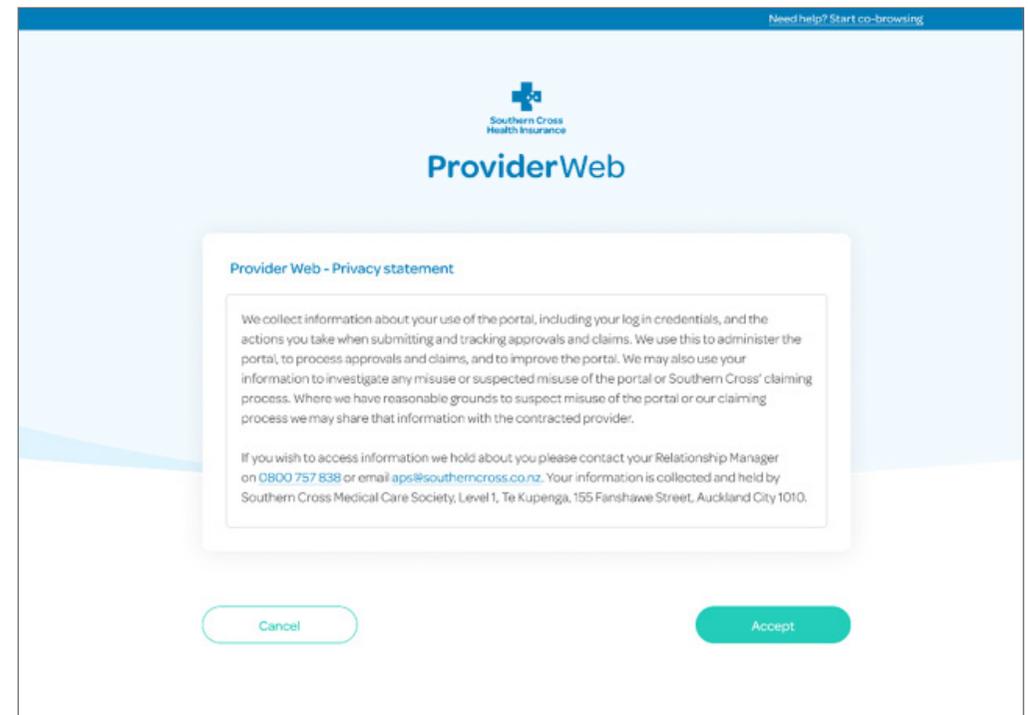
Terms of Use for the Southern Cross Provider Web (Provider Web) (Last updated: September 2024)

Welcome to Provider Web and thank you for taking the time to read these Provider Web terms of use, which apply in respect to your use of the Provider Web and all information and services we provide on Provider Web ("Provider Web Services"). For the purposes of these terms of use, "Southern Cross" means Southern Cross Medical Care Society and "Affiliated Provider" means a provider who has signed an Affiliated Provider agreement with Southern Cross.

By accessing and using Provider Web you are agreeing to do so in accordance with the following Terms of Use. If you do not agree to be bound by these Terms of Use, you must stop accessing and using Provider Web and all Provider Web Services immediately. If you breach those terms we may terminate or suspend your access.

We may change the content of Provider Web and these terms of use at any time without notice, and

I have read and accept terms of use



Need help? Start co-browsing


Southern Cross Health Insurance

ProviderWeb

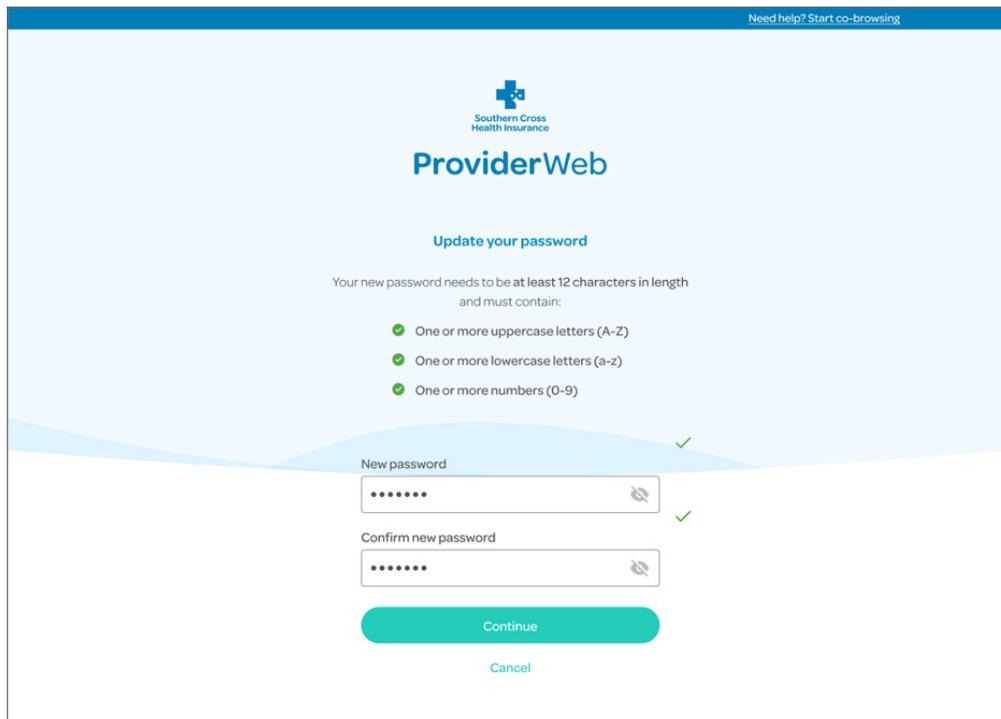
Provider Web - Privacy statement

We collect information about your use of the portal, including your log in credentials, and the actions you take when submitting and tracking approvals and claims. We use this to administer the portal, to process approvals and claims, and to improve the portal. We may also use your information to investigate any misuse or suspected misuse of the portal or Southern Cross' claiming process. Where we have reasonable grounds to suspect misuse of the portal or our claiming process we may share that information with the contracted provider.

If you wish to access information we hold about you please contact your Relationship Manager on 0800 757 838 or email aps@southerncross.co.nz. Your information is collected and held by Southern Cross Medical Care Society, Level 1, Te Kupenga, 155 Farnshaw Street, Auckland City 1010.

Setting up MFA when you don't know your password

Enter your new password twice. If it meets the requirements then you will see two green ticks.



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Update your password

Your new password needs to be at least 12 characters in length and must contain:

- ✔ One or more uppercase letters (A-Z)
- ✔ One or more lowercase letters (a-z)
- ✔ One or more numbers (0-9)

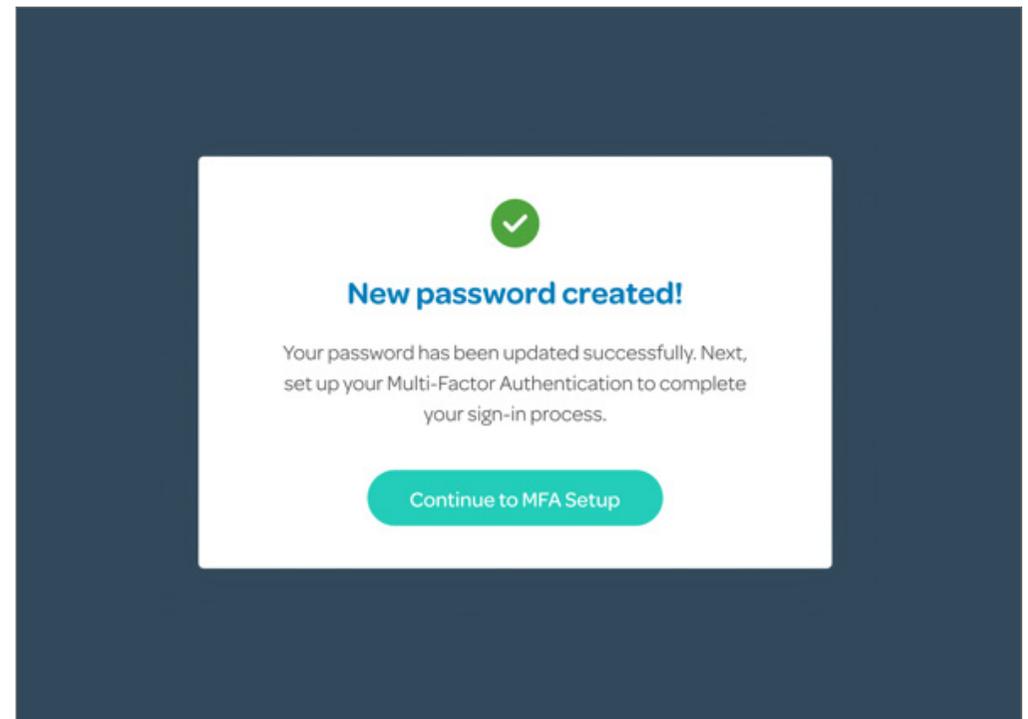
New password ✔
..... 

Confirm new password ✔
..... 

[Continue](#)

[Cancel](#)

Once you have set a new password you will be able to continue and set up your MFA.



FAQs

What is MFA?	Multi-factor authentication (MFA) is a method of authentication that uses two or more factors of identity to confirm that a person is who they say they are.
Why do we need MFA?	MFA is now required for Provider Web as it has sensitive member information and medical procedures applied for each member. <ul style="list-style-type: none">• Passwords requirements don't meet current best practice to keep them safe.• Danger of ex-employee accessing offsite for years after they leave a provider. Currently these are never disabled and automatically renew.
When signing in, what methods are available to get my pass code?	To receive a one-time pass code all Provider Web users will have a choice between: <ul style="list-style-type: none">• Email• SMS• Microsoft Authenticator App
Timeframes	
How long before I have to do this?	MFA will be made mandatory as of May 2025.
What will happen if someone doesn't set up MFA?	If you do not set up MFA, you won't be able to access Provider Web.
How long before my login expires?	After 60 minutes it will automatically end your session after a period of inactivity to protect against unauthorised access.
How many login attempts do I have?	You will be allowed 10 attempts before it starts timing you out. The timeout is 60 seconds. After the 11th attempt it will keep increasing every try up to a maximum of five hours.

FAQs

How often do I need to authenticate?	Every seven days you will need to reauthenticate your login.
Will people who don't log in very often get a notification?	Not in the short term. Notifications will begin later.
Who to contact	
Who do I contact if I don't understand how to set up and use my MFA?	Please review this MFA user guide or if you still need assistance contact your Affiliated Provider relationship manager at: <ul style="list-style-type: none">• Phone: 0800 757 838• Email: aps@southerncross.co.nz• Post: Southern Cross Health Society, Private Bag 99934, Newmarket, Auckland 1149
Other	
Can we use shared emails, usernames, passwords?	<ul style="list-style-type: none">• You must have individual usernames and passwords.• You can share emails, but you must use unique usernames for those sharing the same email address.• If using SMS to authenticate you will need to use unique phone numbers.
I haven't received my code – what's happening?	Please wait for the code, it could take a few minutes. Also please check your junk/spam folder if using email. If the code has not been received, please click the 'resend code' button to try again.
The code I received didn't work, why?	Please make sure that every space is filled with a number when verifying your code.

FAQs

What happens if I lose access to my authentication device?	Contact your relationship manager to reset your account so you can set up your MFA again.
How can I reset my MFA settings if I change my MFA device (eg phone or laptop)?	Please contact your relationship manager for help.
Can I disable MFA if I find it inconvenient?	No. MFA is a mandatory requirement for those accessing Provider Web.
What if I forget my password and lose my chosen MFA method?	Contact your relationship manager to reset your MFA and then use the 'Forgot' password link on the login page.
What should I do if I receive an MFA request that I didn't initiate?	Please contact your relationship manager .
Can I choose another MFA option if my chosen method fails?	If it fails and you need to change your MFA method, please contact your relationship manager. They will help you reset your MFA.
Is MFA required for all Provider Web users at my organisation?	Yes, this is required.
Can I change my password once I am logged into Provider Web	To change your password, you will need to logout of Provider Web and click the 'Forgot' password link on the login page.

We're here to help

Contact information

If you need help, please give us a call on:

0800 757 838 or email us at aps@southerncross.co.nz