

# 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](mailto:aps@southerncross.co.nz)

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

February 2025

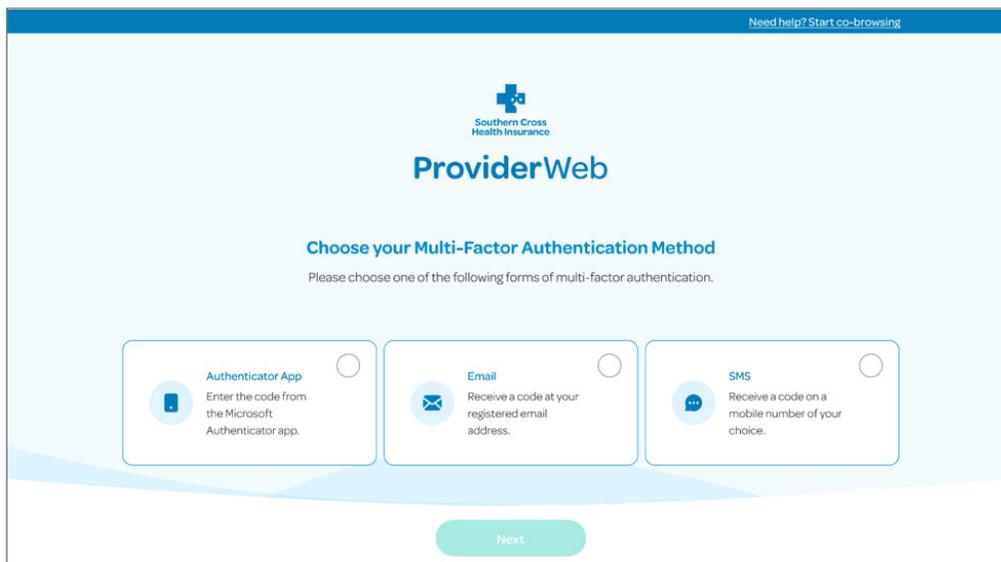


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# Selecting your MFA method

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



Need help? Start co-browsing

**Southern Cross Health Insurance**

## ProviderWeb

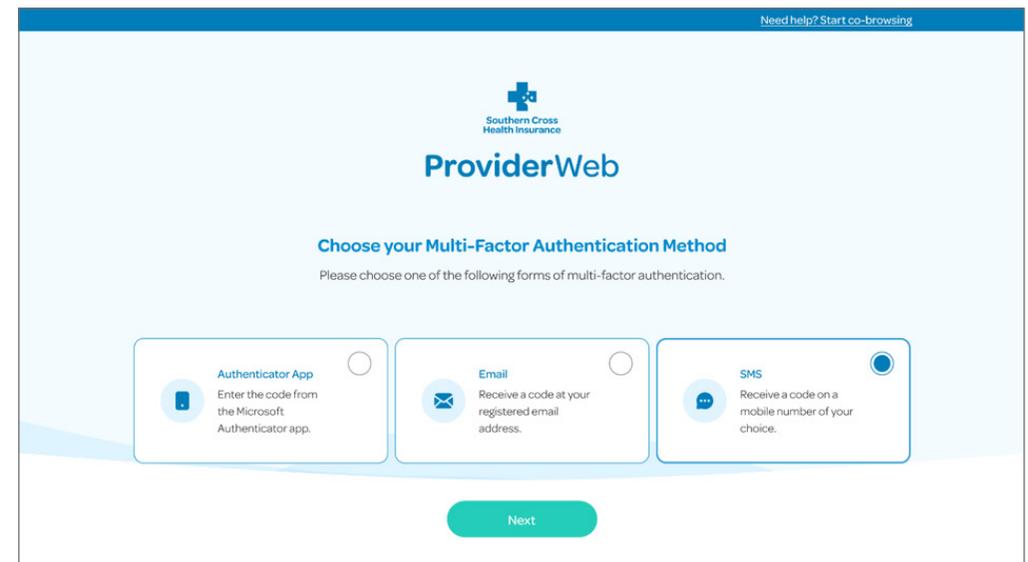
### Choose your Multi-Factor Authentication Method

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

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

 <b>Authenticator App</b> Enter the code from the Microsoft Authenticator app.	 <b>Email</b> Receive a code at your registered email address.	 <b>SMS</b> Receive a code on a mobile number of your choice.
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Next

# Authenticator app flow

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

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 navigation bar with the text 'Need help? Start co-browsing'. Below the logo, a progress indicator shows three steps: 1. Download Microsoft Authenticator (highlighted in green), 2. QR Code, and 3. Verification. The main heading is 'Download Microsoft Authenticator' with the instruction 'On your phone, install the Microsoft Authenticator app.' Below this, there are two radio button options: 'I have an iPhone' (selected) and 'I have an Android'. Under the iPhone option is a 'Download on the App Store' button, and under the Android option is a 'GET IT ON Google Play' button. Below the 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'.

The screenshot shows the 'ProviderWeb' interface for Southern Cross Health Insurance. At the top, there is a navigation bar with the text 'Need help? Start co-browsing'. Below the logo, a progress indicator shows three steps: 1. Download Microsoft Authenticator (highlighted in green), 2. QR Code, and 3. Verification. The main heading is 'Download Microsoft Authenticator' with the instruction 'On your phone, install the Microsoft Authenticator app.' Below this, there are two radio button options: 'I have an iPhone' (selected) and 'I have an Android'. Under the iPhone option is a 'Download on the App Store' button, and under the Android option is a 'GET IT ON Google Play' button. Below the options, there is a heading 'Scan the QR code to download Microsoft Authenticator for iPhone' and a sub-heading 'Or download and install Microsoft Authenticator from the app store. If prompted, allow notifications. Then add an account, and select 'other'.'. Below this text is a large QR code.

# 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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**ProviderWeb**

1 Download Microsoft Authenticator    2 QR Code    3 Verification

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

I have an iPhone     I have an Android

Download on the App Store    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

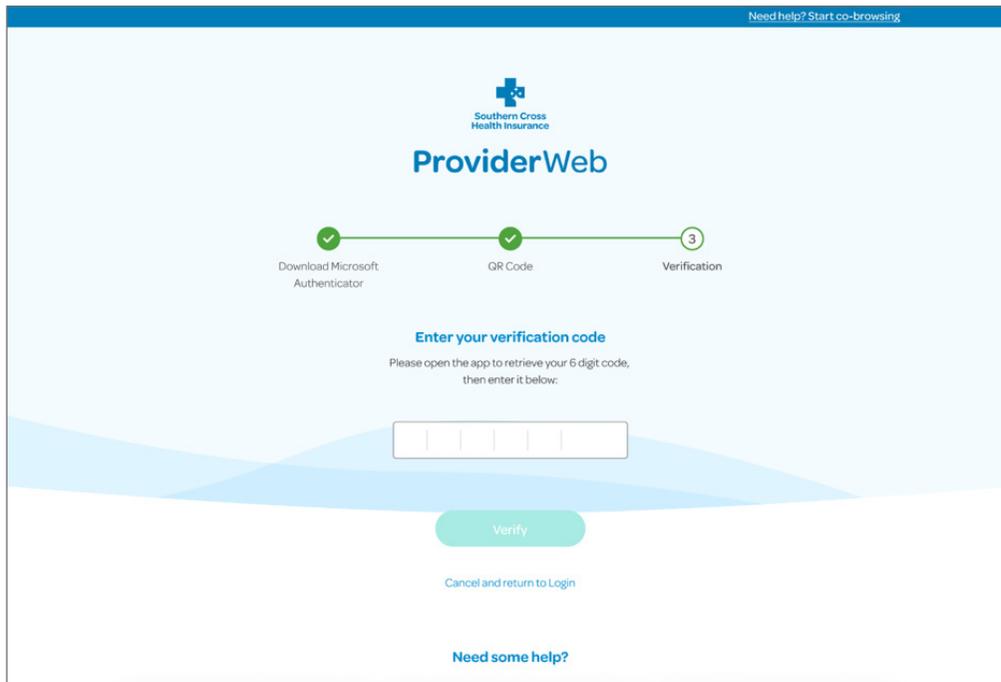
Southern Cross Health Insurance  
**ProviderWeb**

Download Microsoft Authenticator     QR Code     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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## ProviderWeb

Download Microsoft Authenticator    QR Code    Verification

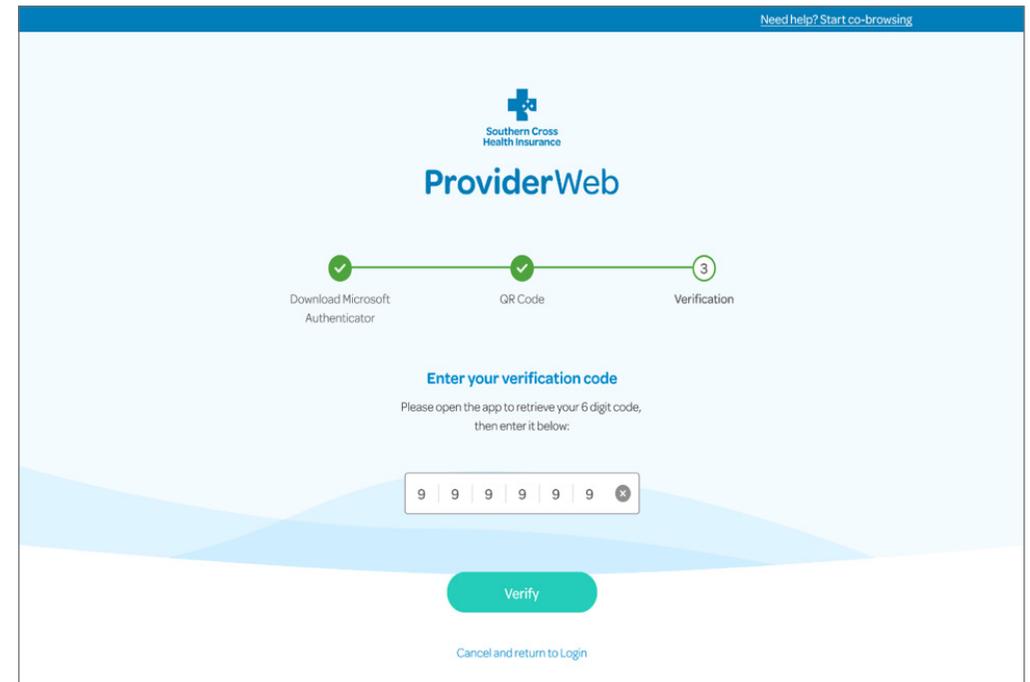
**Enter your verification code**  
Please open the app to retrieve your 6 digit code, then enter it below:

Verify

Cancel and return to Login

Need some help?

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



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Southern Cross Health Insurance

## ProviderWeb

Download Microsoft Authenticator    QR Code    Verification

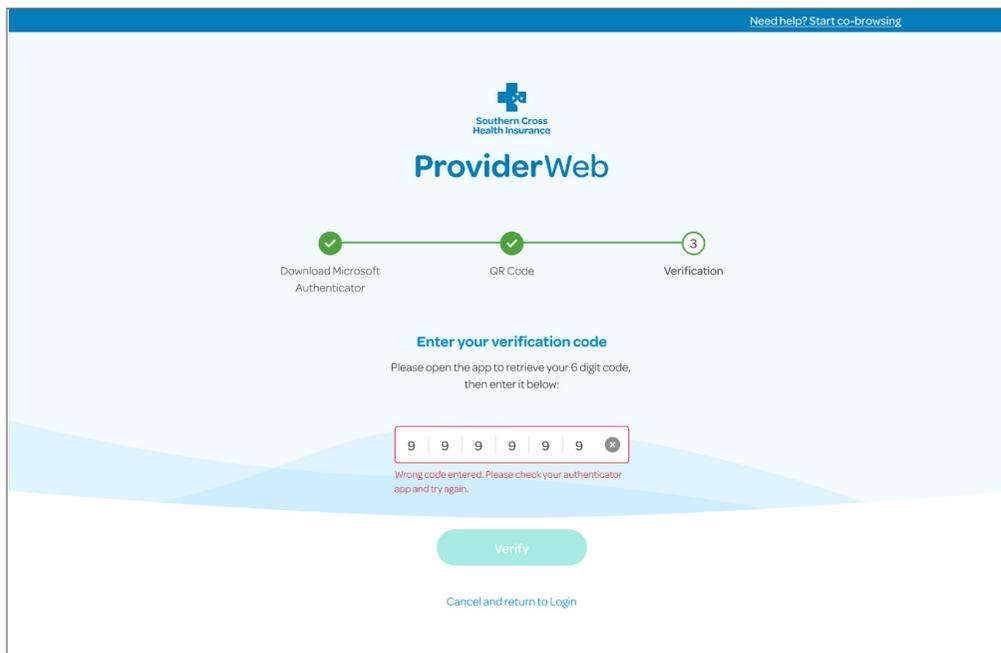
**Enter your verification code**  
Please open the app to retrieve your 6 digit code, then enter it below:

Verify

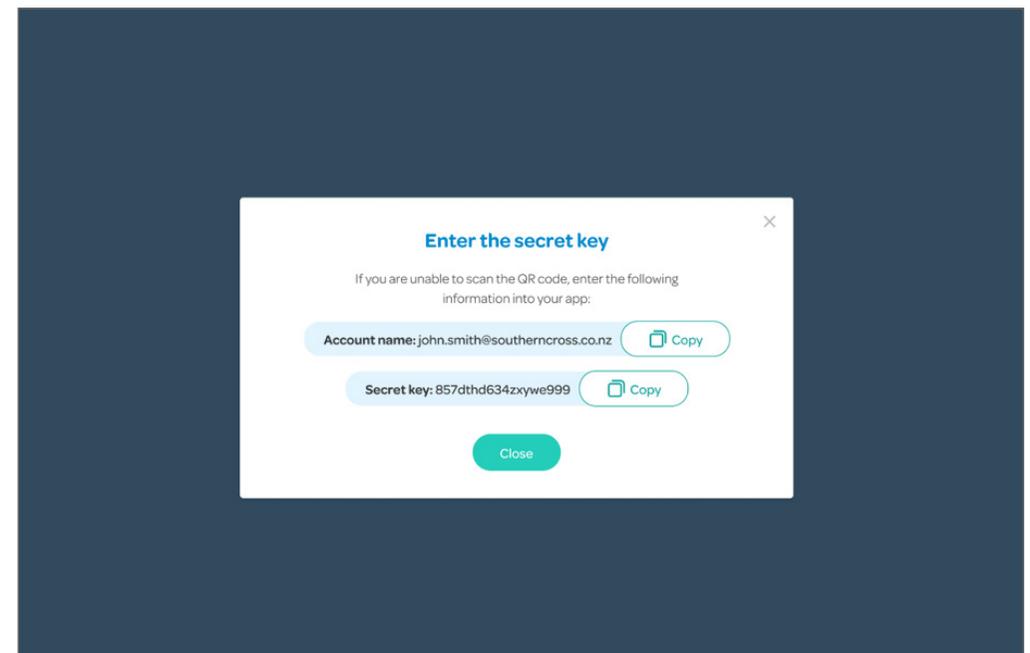
Cancel and return to Login

# Authenticator app flow

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

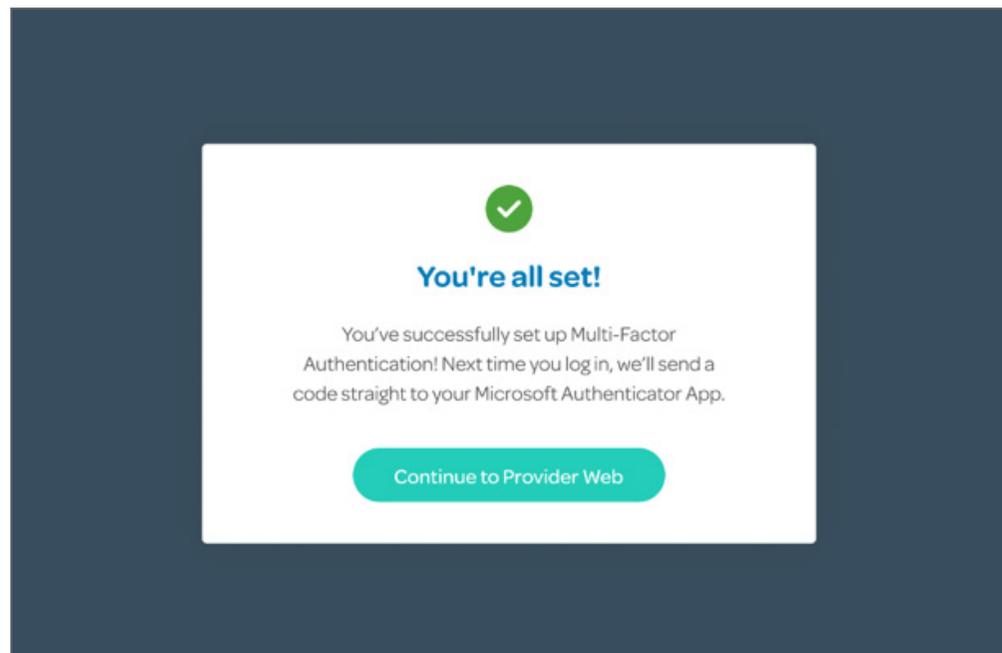


If you have issues with scanning the QR code, you will see the below message.



# 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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Southern Cross Health Insurance

## ProviderWeb

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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Southern Cross Health Insurance

## ProviderWeb

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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Southern Cross Health Insurance

## ProviderWeb

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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Southern Cross Health Insurance

## ProviderWeb

Confirm phone number ✓ Verification 2

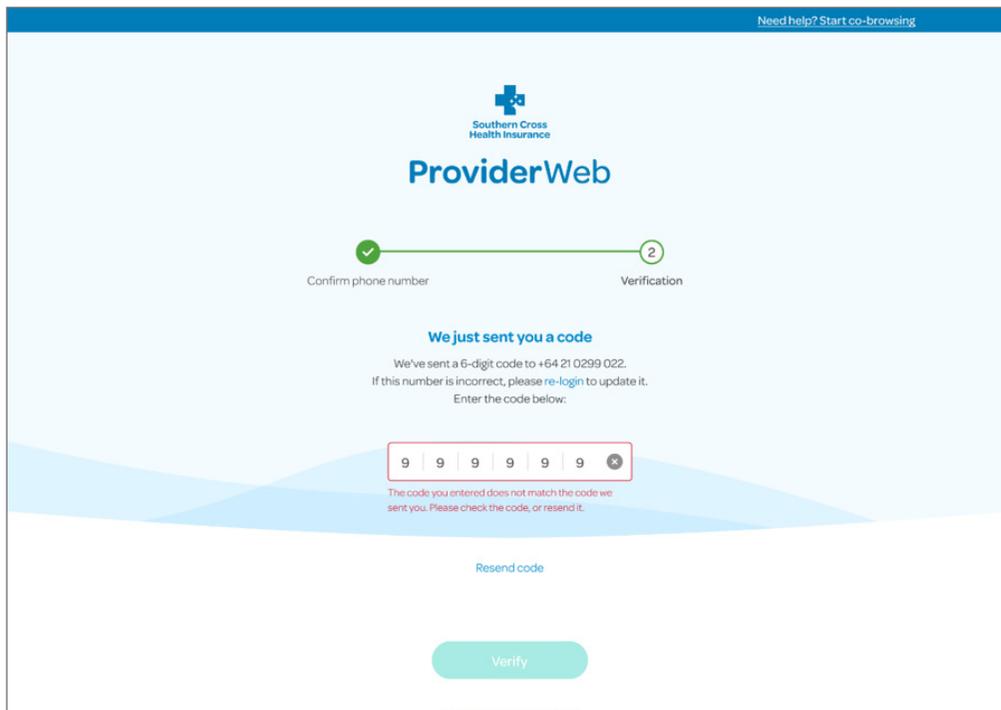
**We just sent you a code**  
We've sent a 6-digit code to +64 21 0299 022.  
If this number is incorrect, please re-login to update it.  
Enter the code below:

Resend code

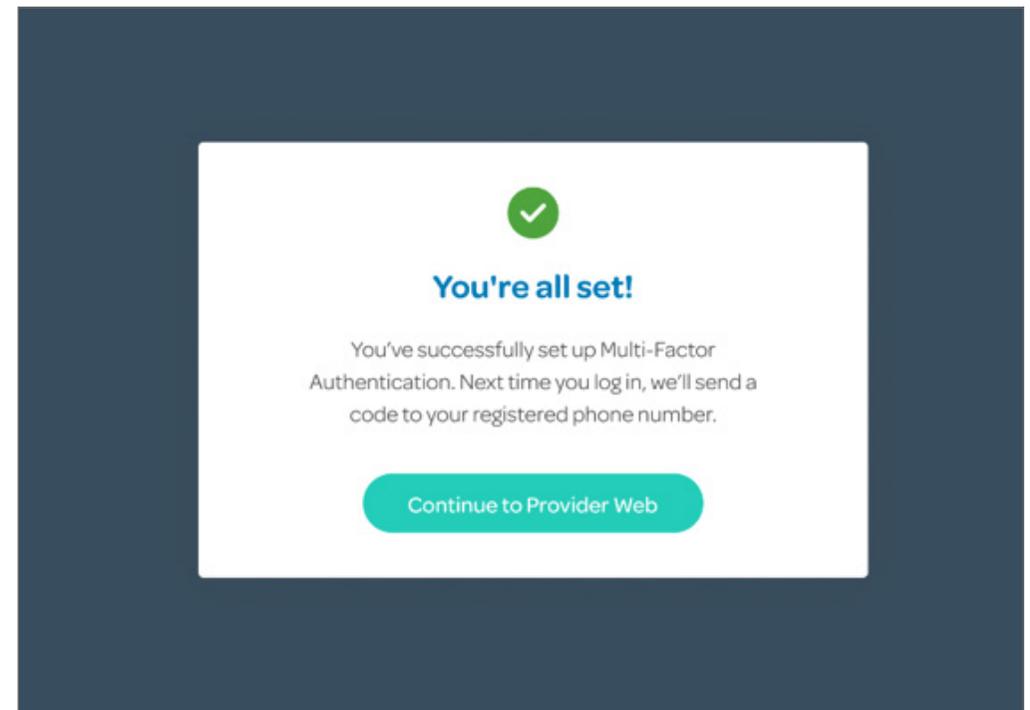
Verify

# SMS (text) flow

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



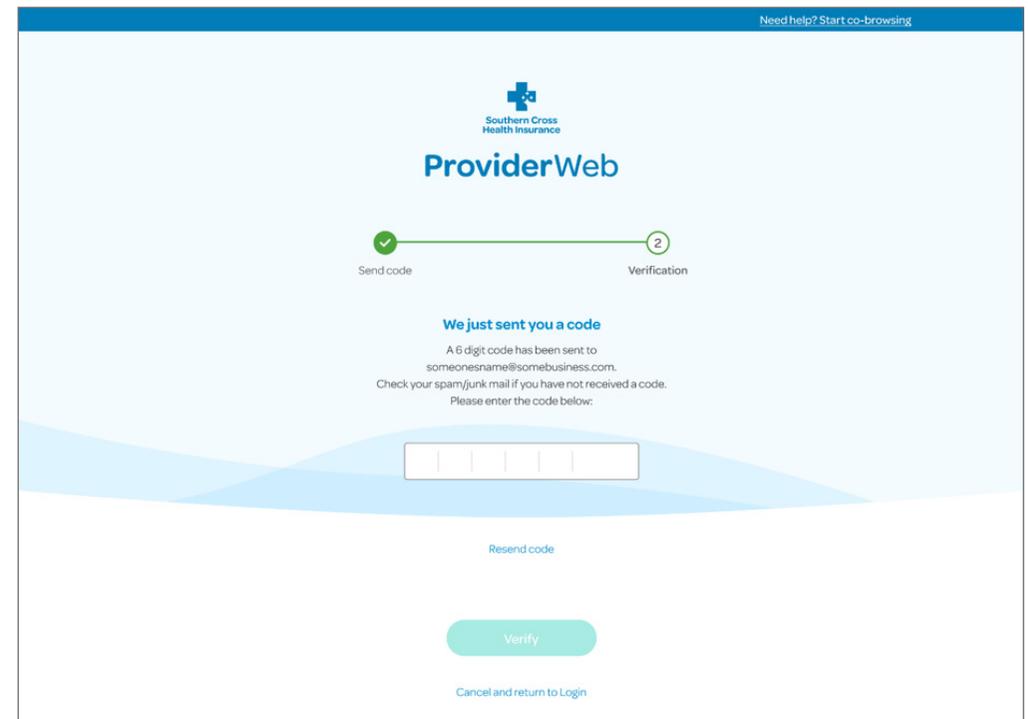
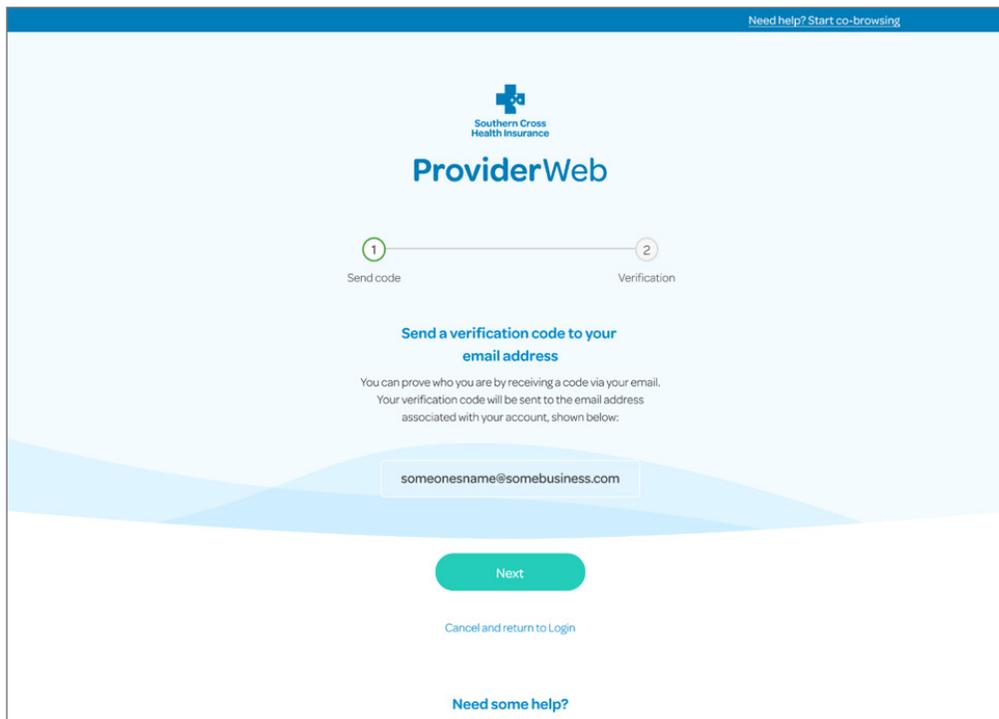
You will receive this success message once you're set up.



# Email flow

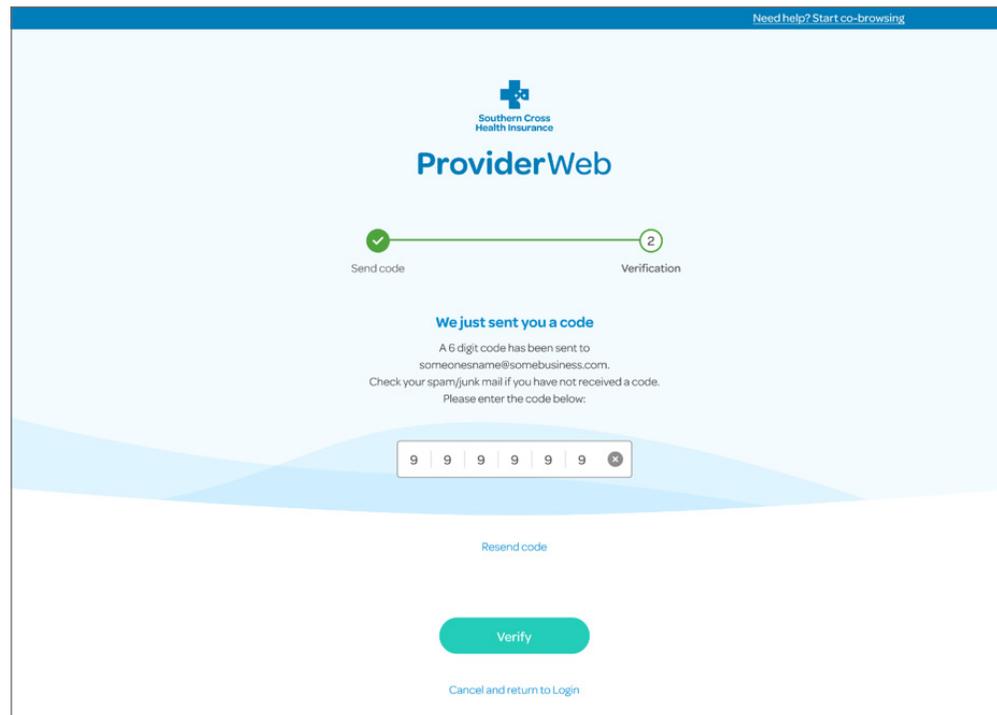
Below is the flow you will follow if you select email as your preferred MFA option.

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



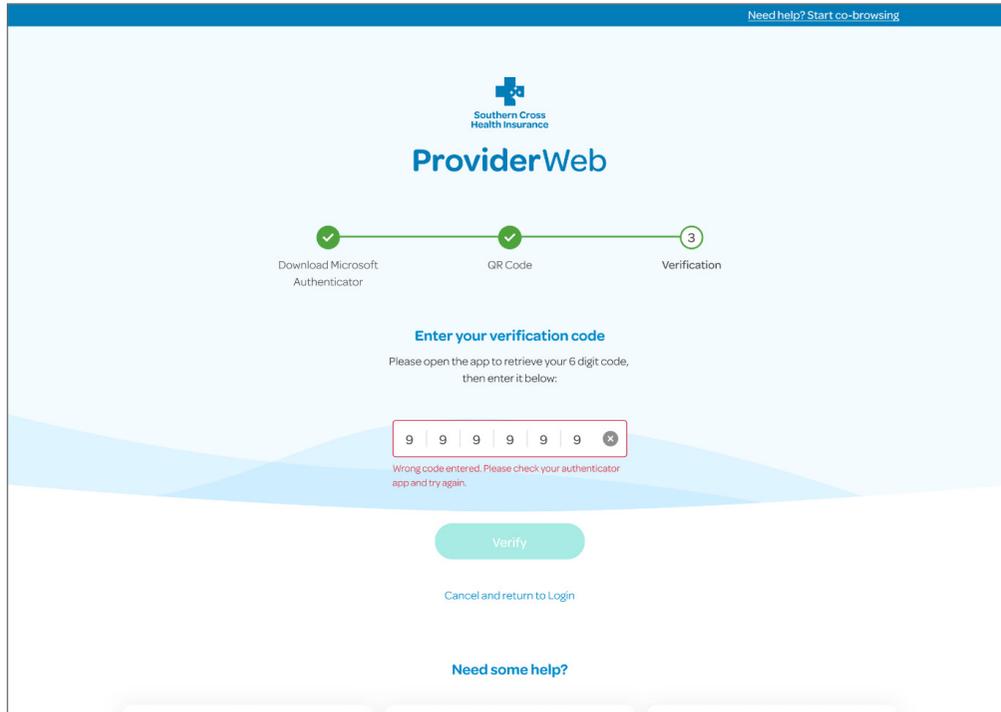
# Email flow

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



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". Below this, a progress indicator shows two steps: "Send code" (marked with a green checkmark) and "Verification" (marked with a circled 2). The text reads: "We just sent you a code", "A 6 digit code has been sent to someone@somebusiness.com.", "Check your spam/junk mail if you have not received a code.", and "Please enter the code below:". Below this is a 6-digit code input field containing "9 9 9 9 9 9" and a clear button. Underneath the input field are three buttons: "Resend code", "Verify" (highlighted in green), and "Cancel and return to Login".

# Email flow



## 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.

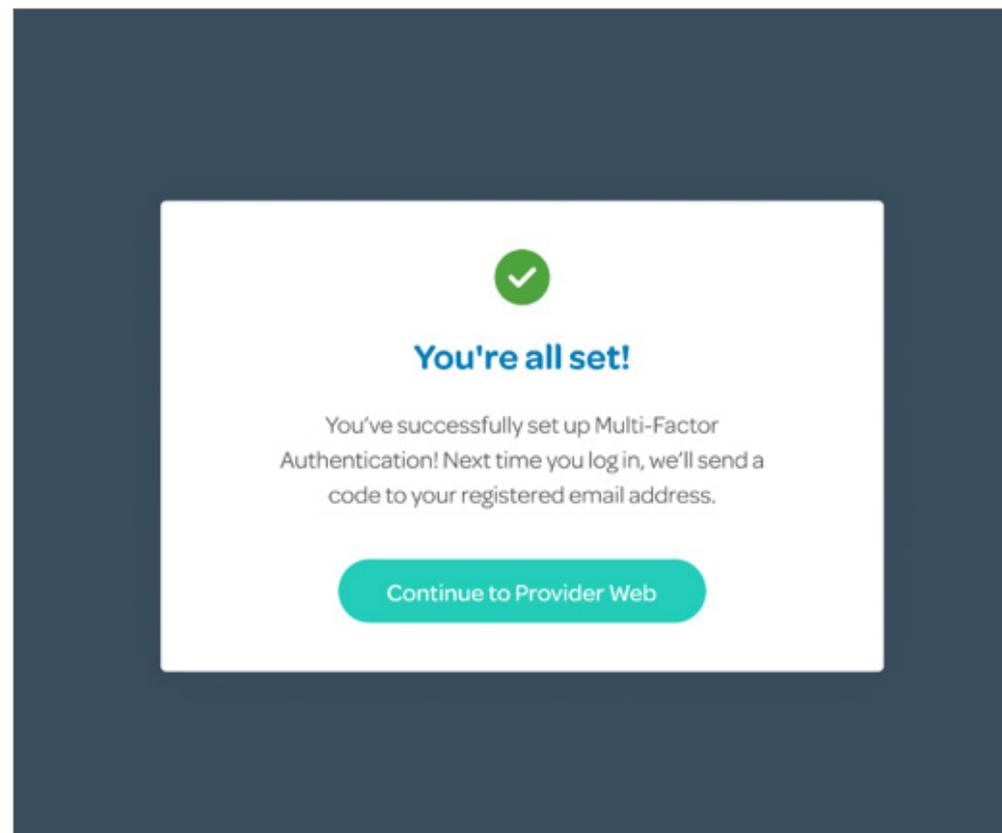
- The most recent code generated is the valid code and invalidates any generated before. For example, if Susan and Emily are authenticating at the same time and Emily generates a code after Susan then Susan's code is no longer valid – the code that will work is Emily's. Susan will need to generate a 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.

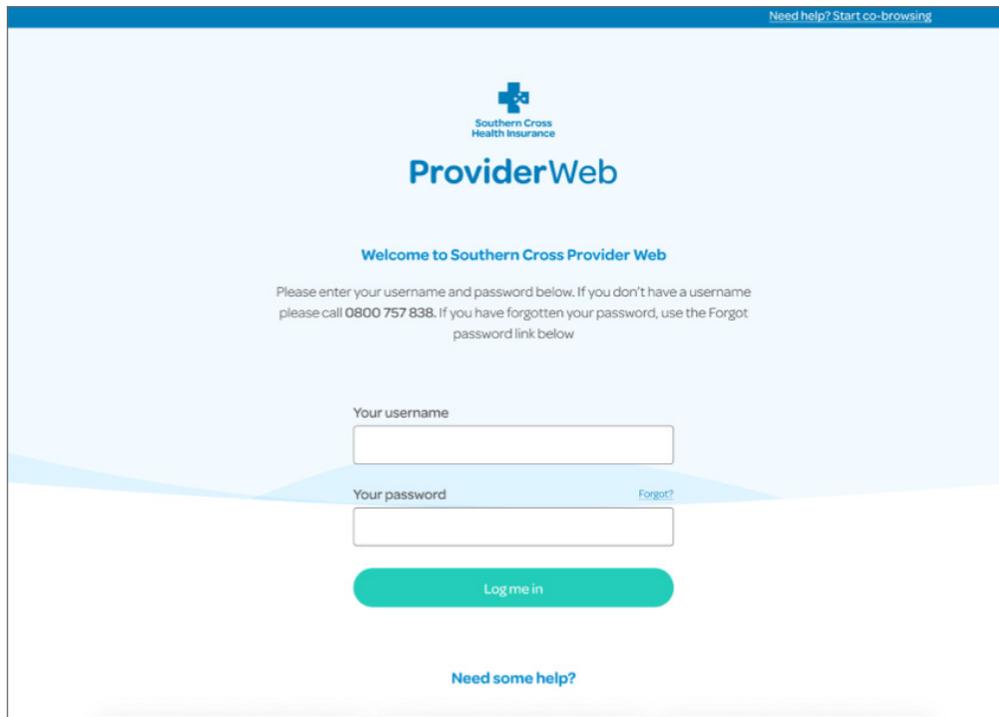


# Setting up MFA when you don't know your password

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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## ProviderWeb

Welcome to Southern Cross Provider Web

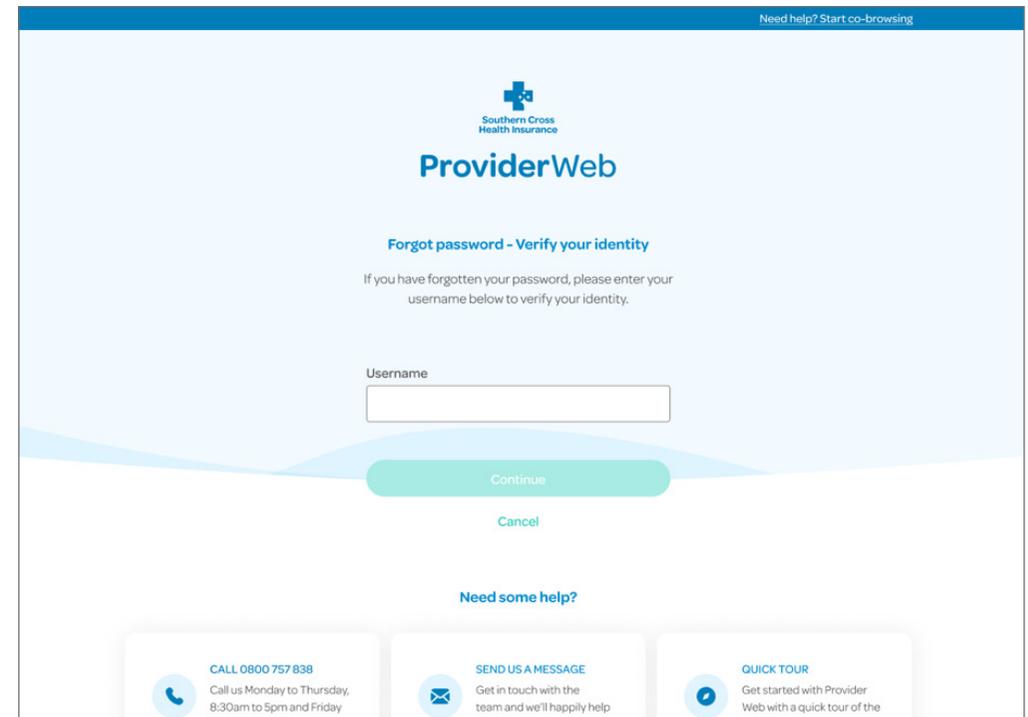
Please enter your username and password below. If you don't have a username please call 0800 757 838. If you have forgotten your password, use the Forgot password link below

Your username

Your password [Forgot?](#)

[Log me in](#)

[Need some help?](#)



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## ProviderWeb

Forgot password - Verify your identity

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

Username

[Continue](#)

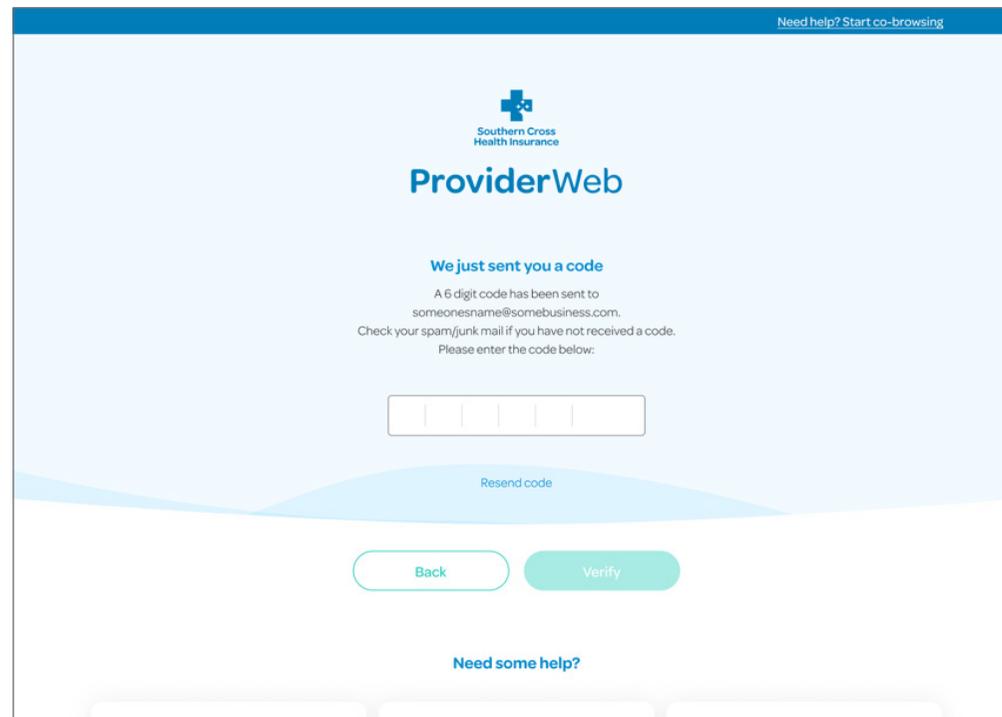
[Cancel](#)

[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

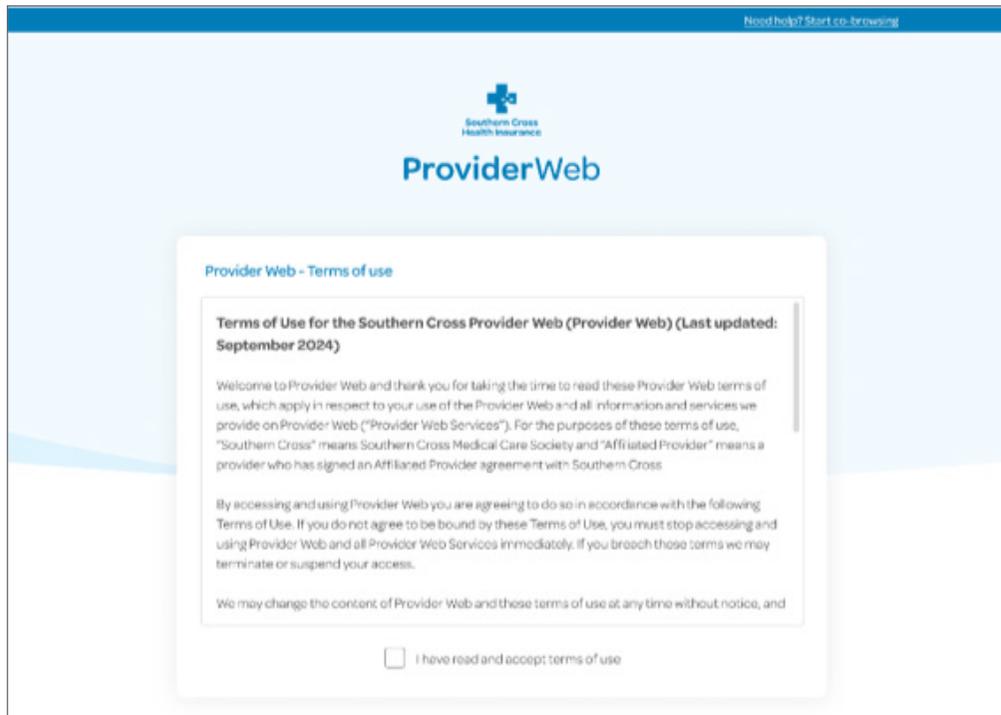
Enter the 6-digit verification code that has been sent to your email address. Once the correct code is entered, the 'verify' button will become clickable. Click 'verify' to continue forward.



The screenshot shows the Southern Cross Health Insurance ProviderWeb verification page. At the top right, there is a link: "Need help? Start co-browsing". The page features the Southern Cross Health Insurance logo and the title "ProviderWeb". Below the logo, 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:". A 6-digit input field is provided for the code. 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.



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## ProviderWeb

### Provider Web - Terms of use

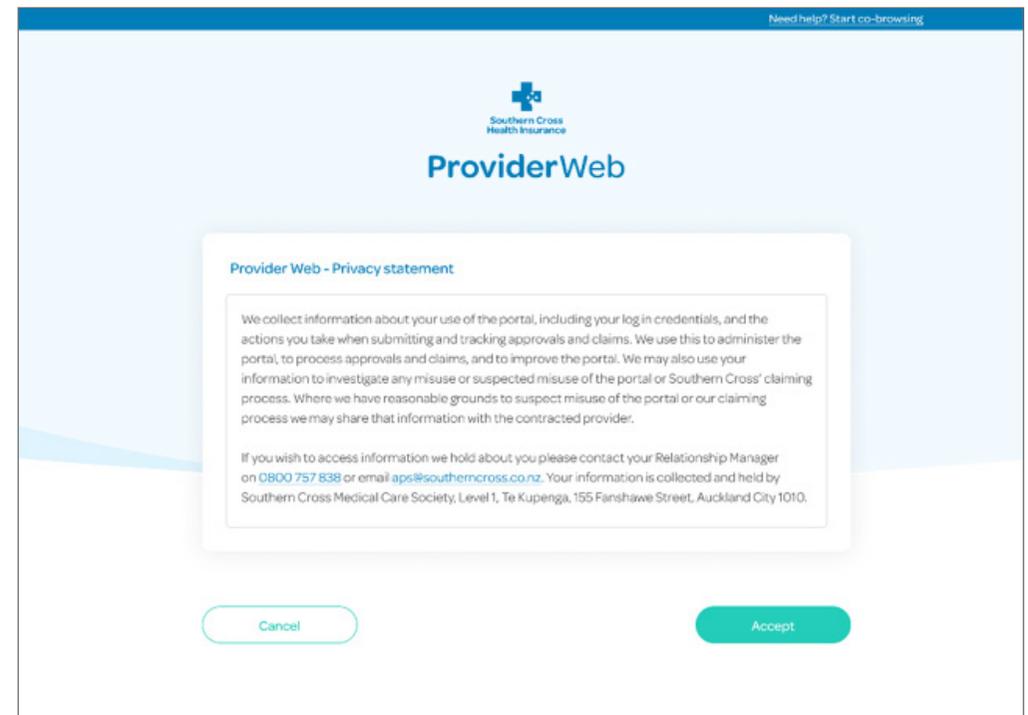
**Terms of Use for the Southern Cross Provider Web (Provider Web) (Last updated: September 2024)**

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



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Southern Cross Health Insurance

## ProviderWeb

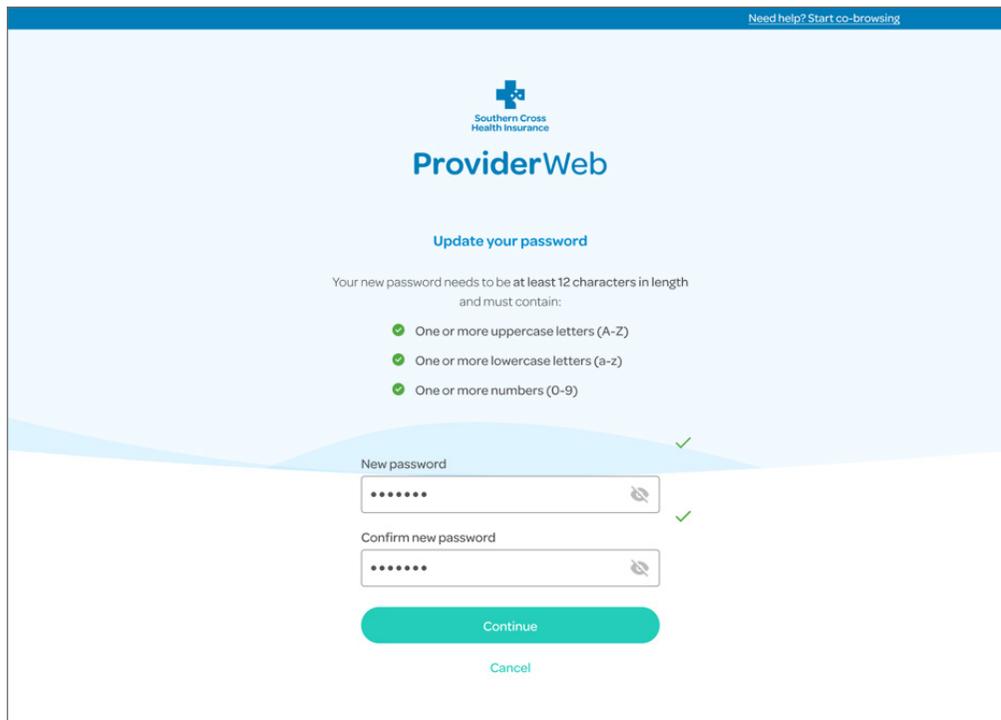
### Provider Web - Privacy statement

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](mailto: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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## ProviderWeb

### 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 ✔

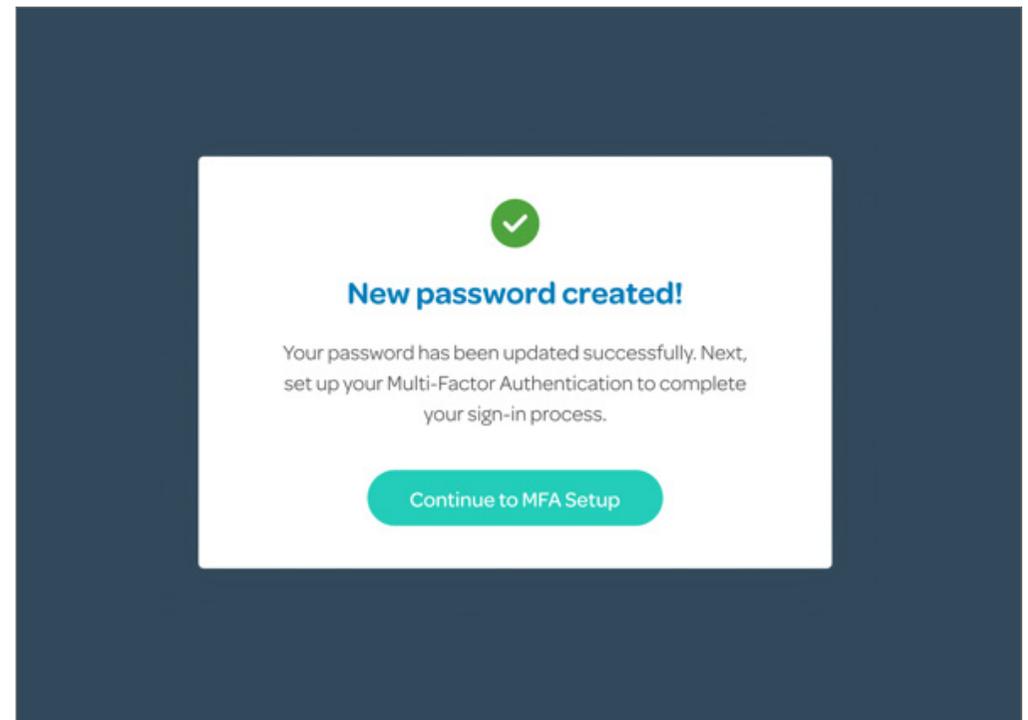
Confirm new password ✔

[Continue](#)

[Cancel](#)

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



# 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](mailto:aps@southerncross.co.nz)