Southern Cross Health Insurance

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

Southern Cross Health Insurance

Provider Web multi-factor authentication (MFA) user guide

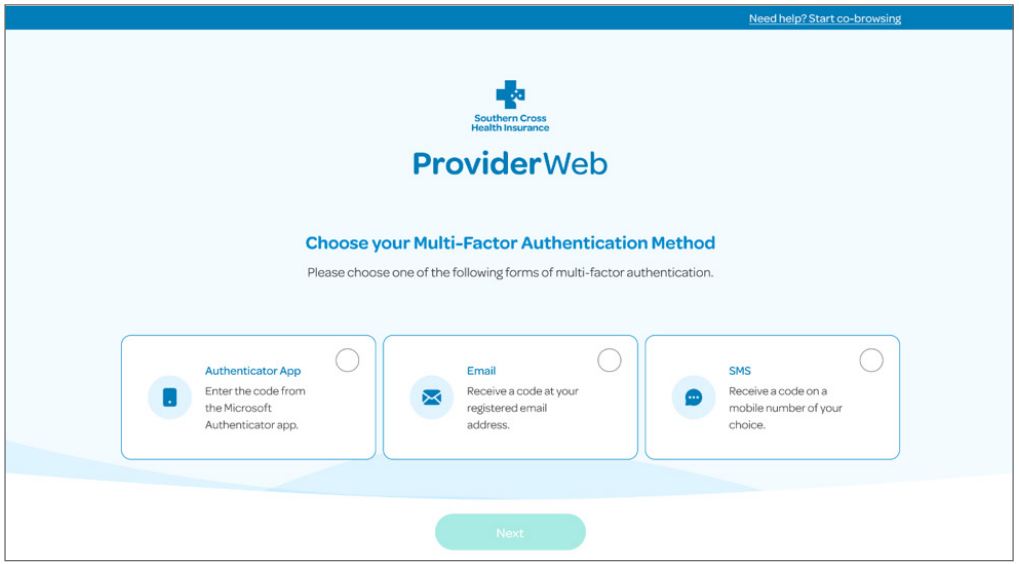
February 2025

Contents

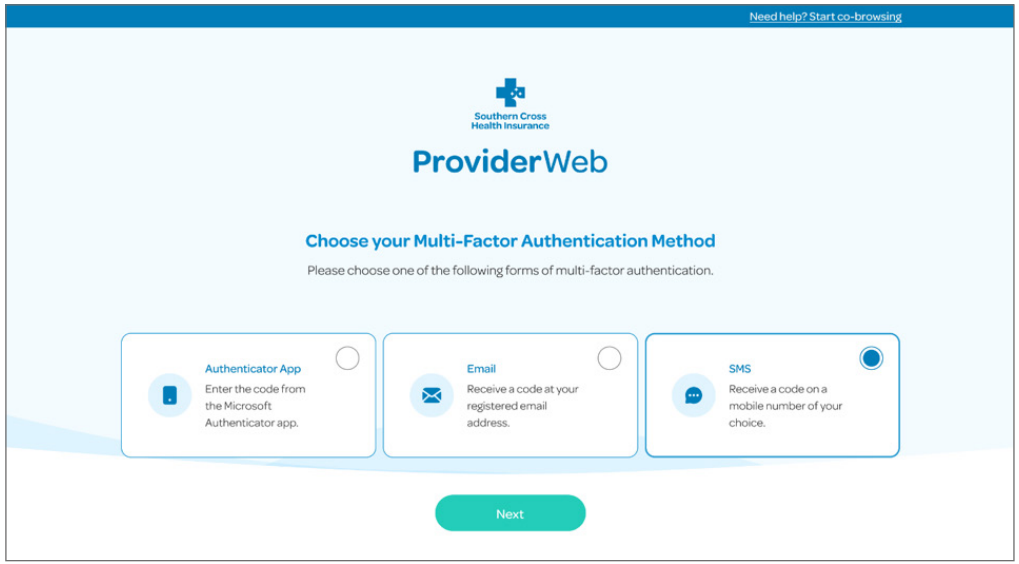
Selecting your MFA method	4
Authenticator app flow	5
SMS (text) flow	10
Email flow	13
Setting up MFA when you don’t know your password	17
We’re here to help	21

Selecting your MFA method

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

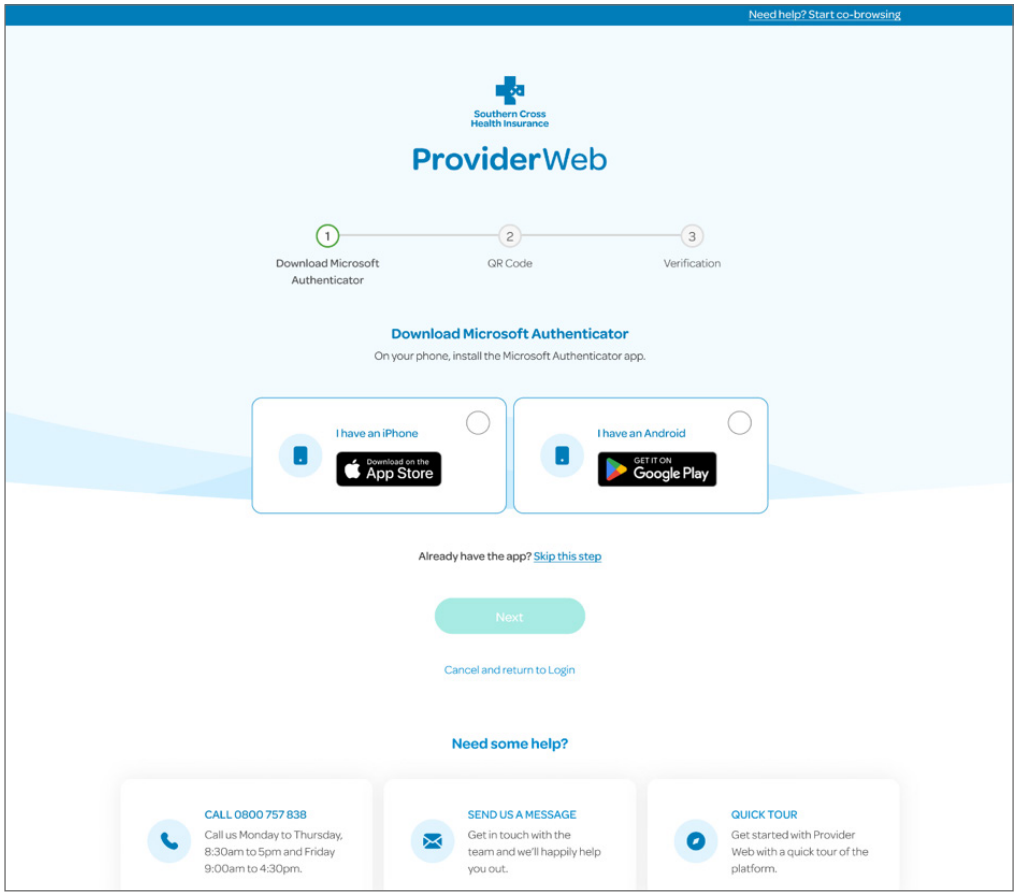


Select your preferred method and you will then be directed to the appropriate flow.

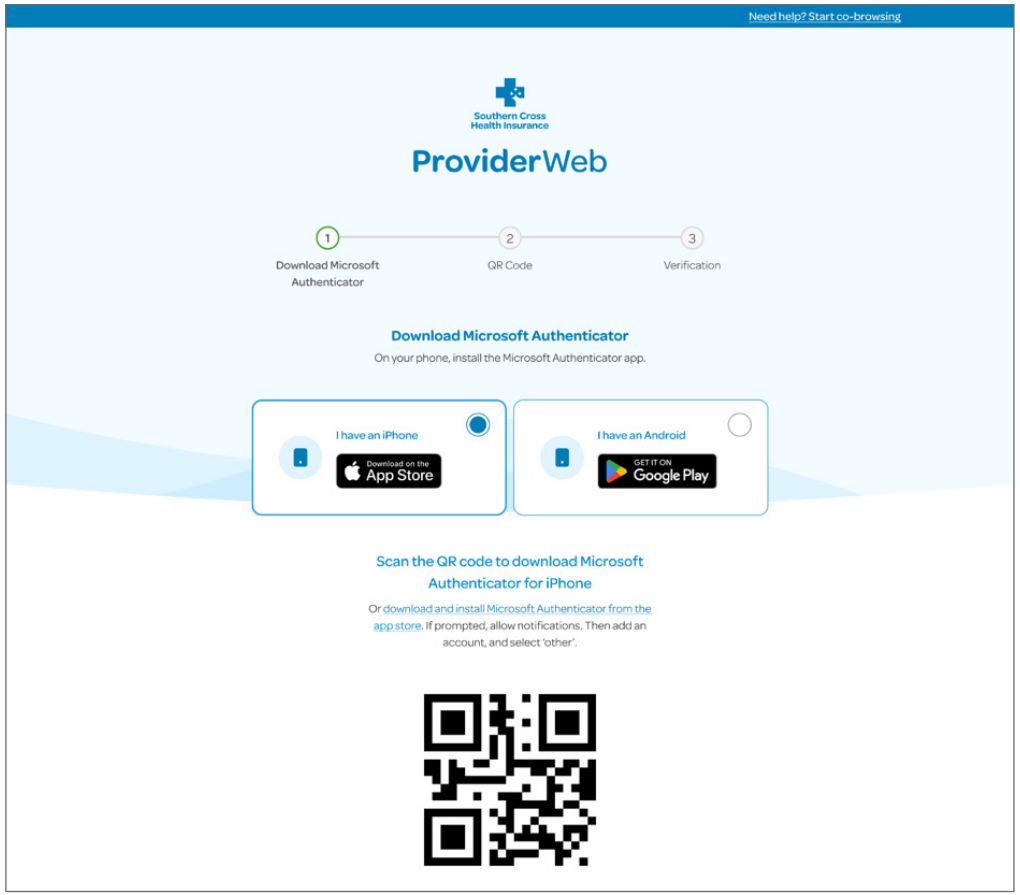


Authenticator app flow

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

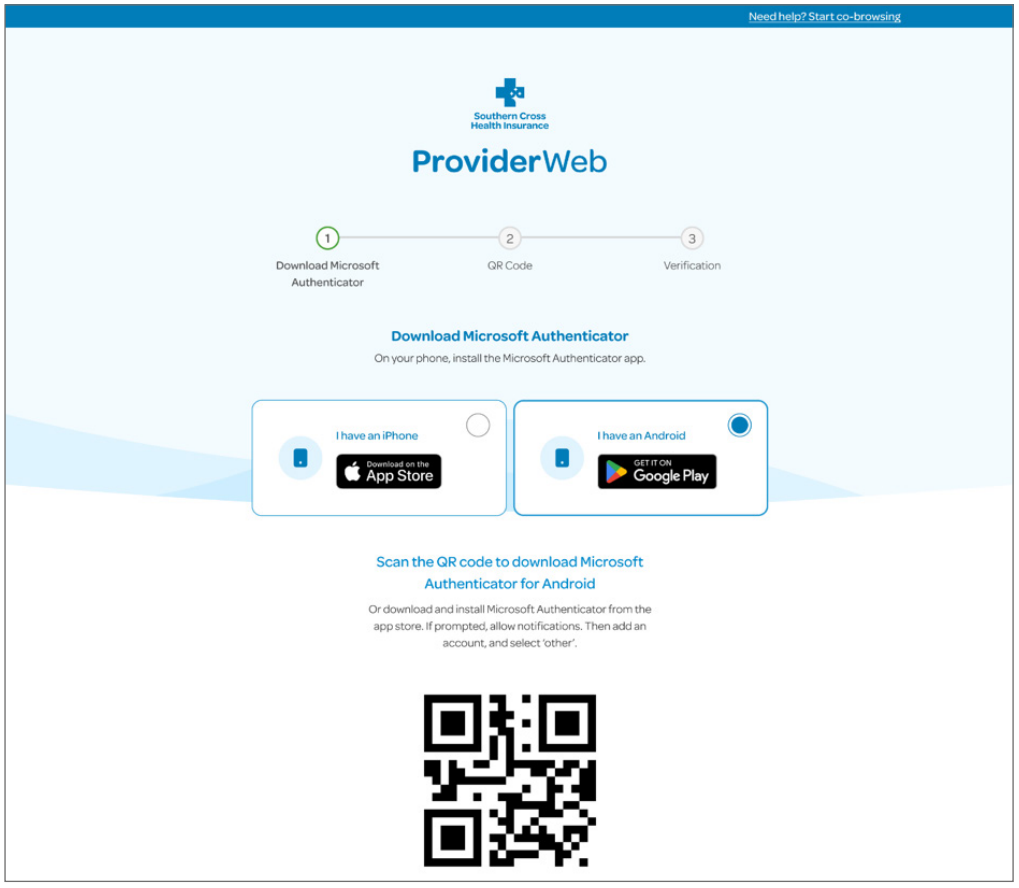


If you have an iPhone select the **'I have an iPhone'** option.

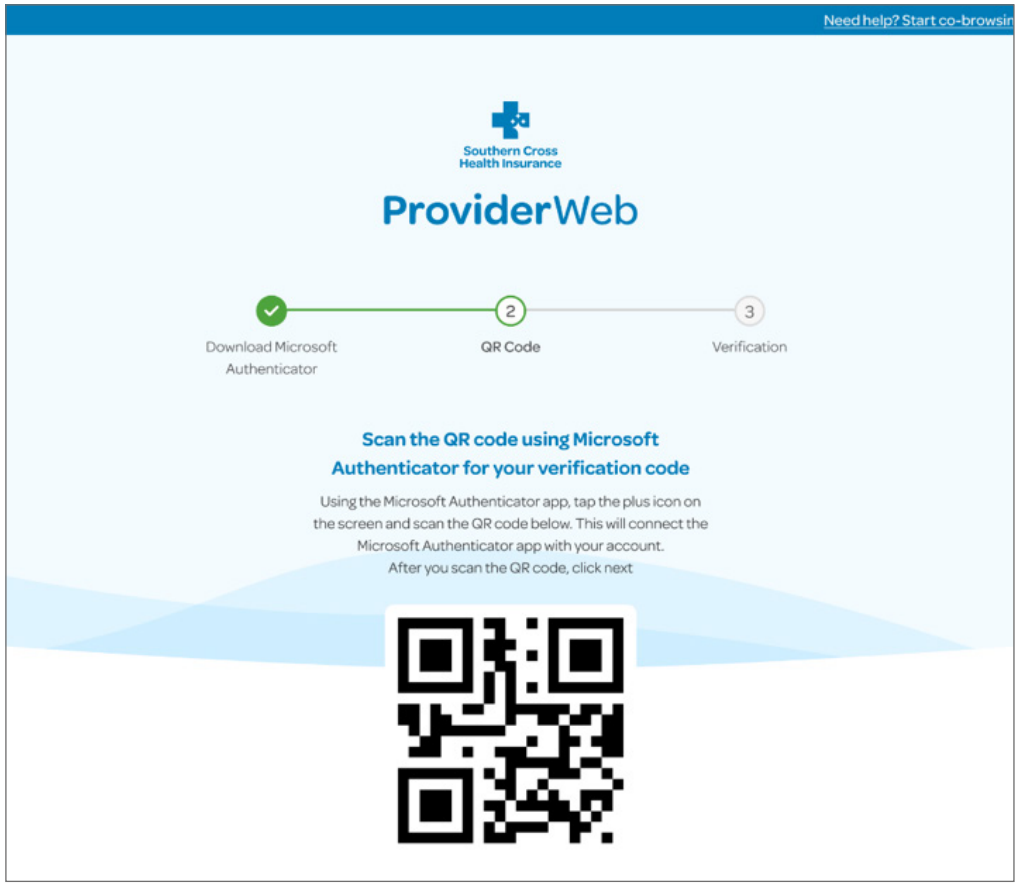


Authenticator app flow

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

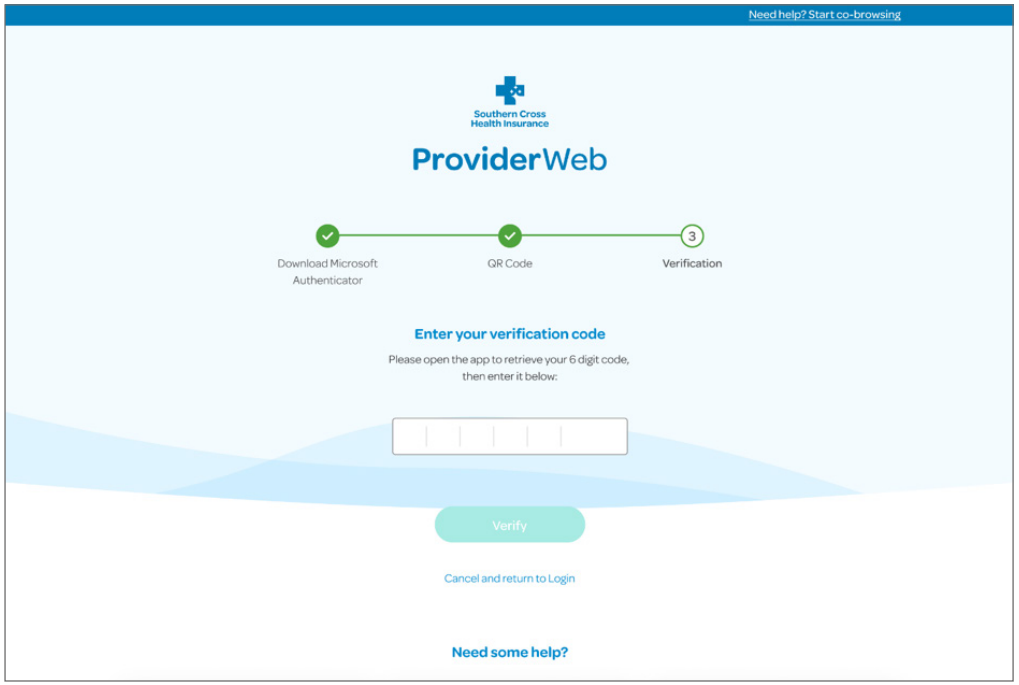


You will then be redirected to scan the QR code.

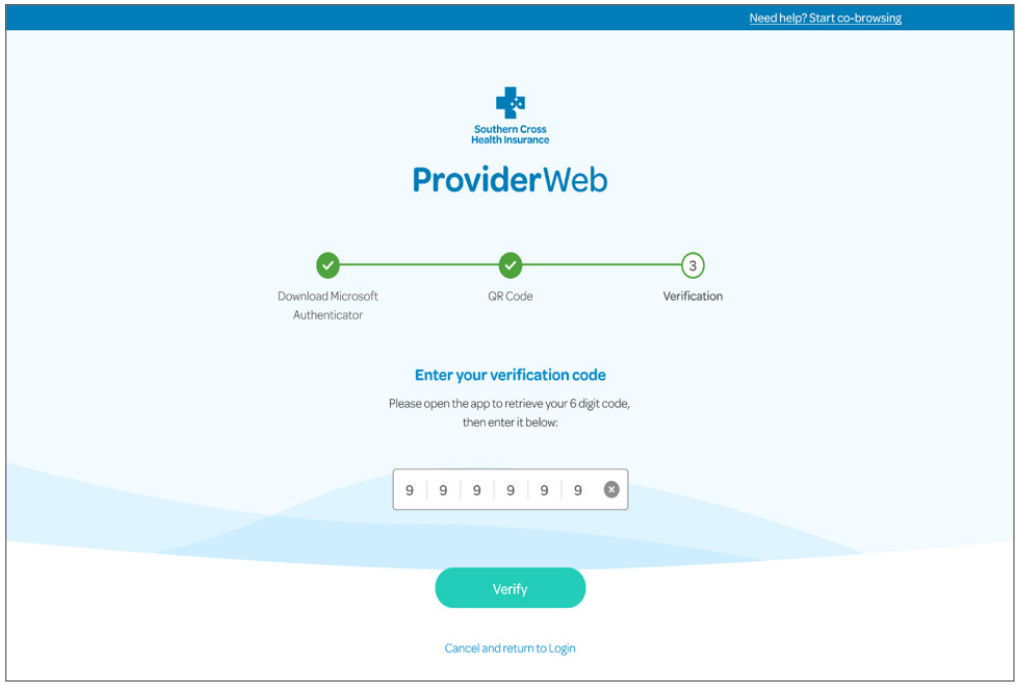


Authenticator app flow

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

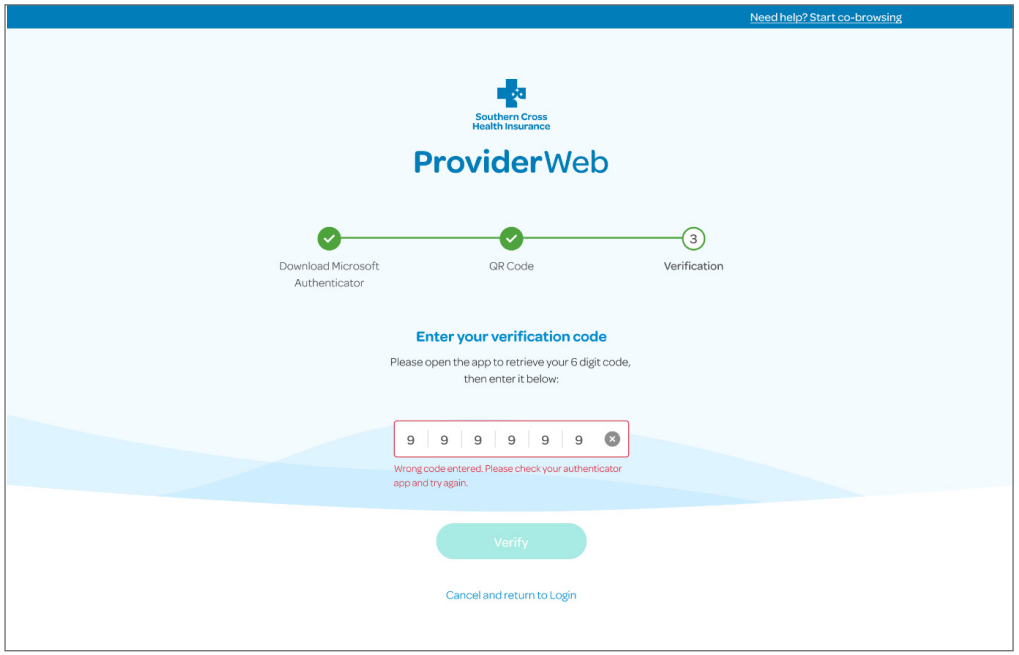


The green **'verify'** box will become clickable after you enter the correct code.

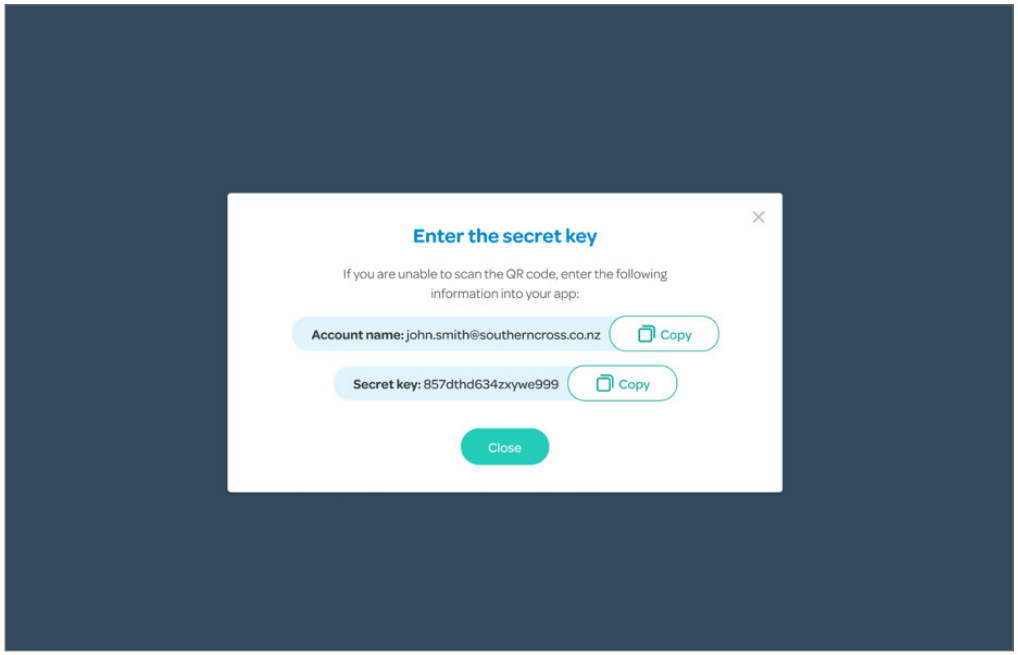


Authenticator app flow

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

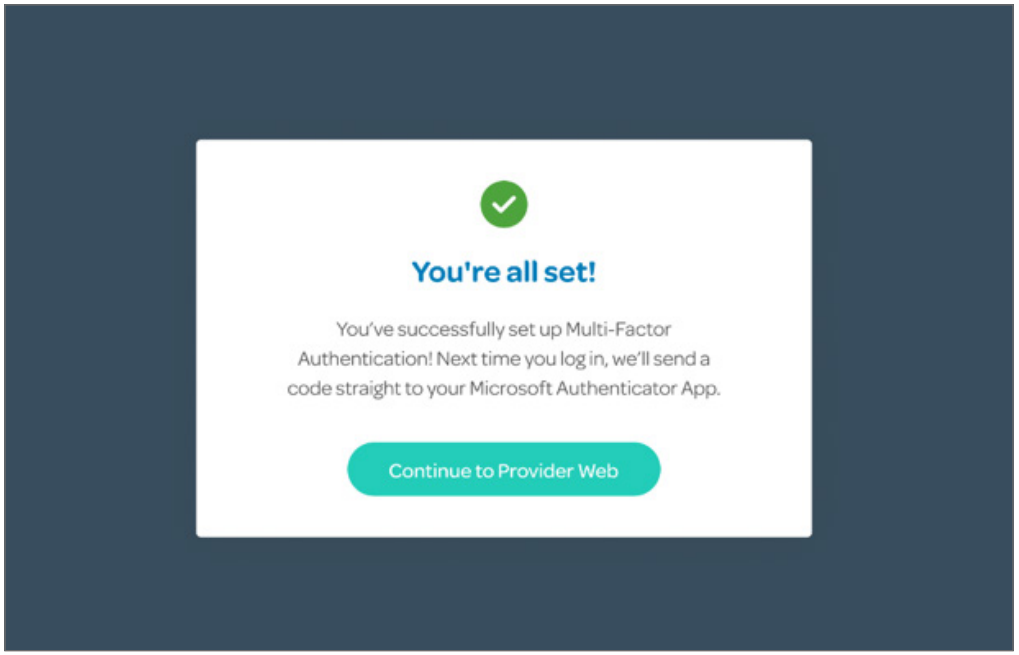


If you have issues with scanning the QR code, you will see the below message.



Authenticator app flow

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

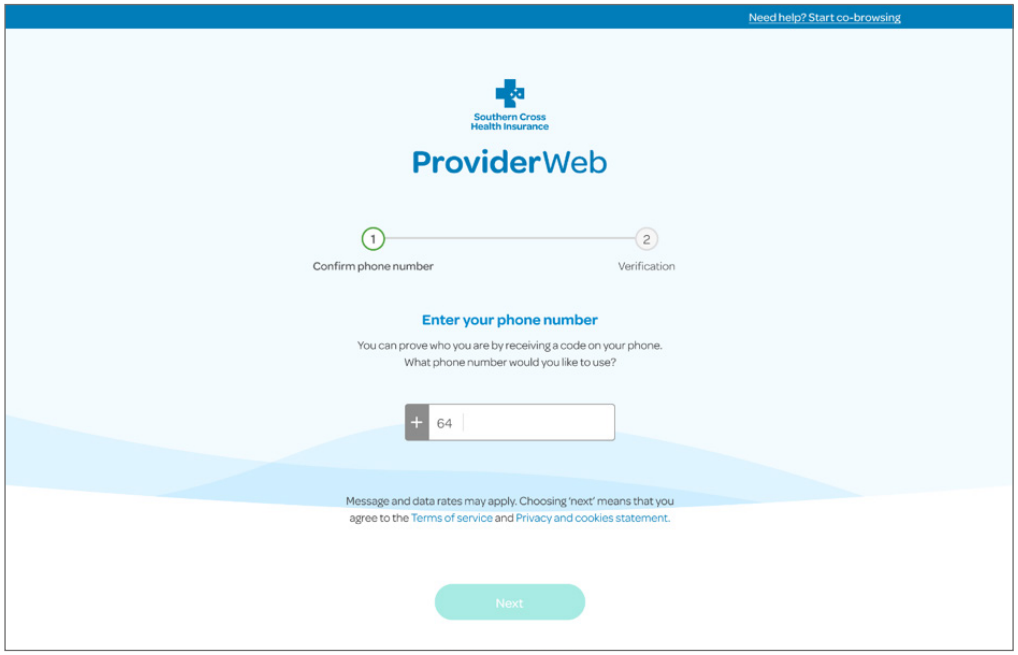


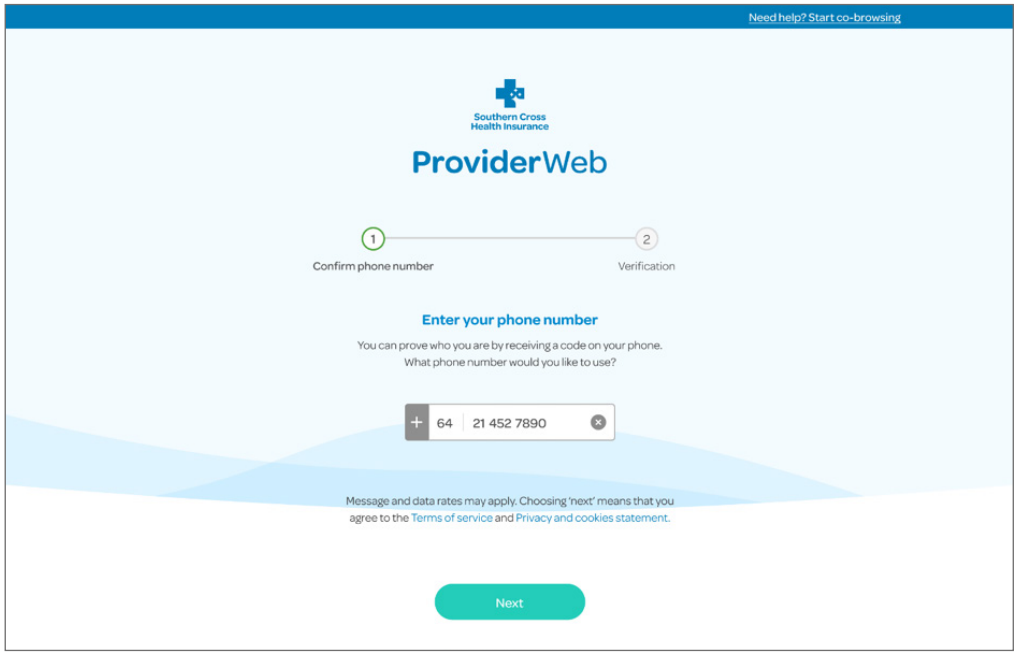
SMS (text) flow

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.

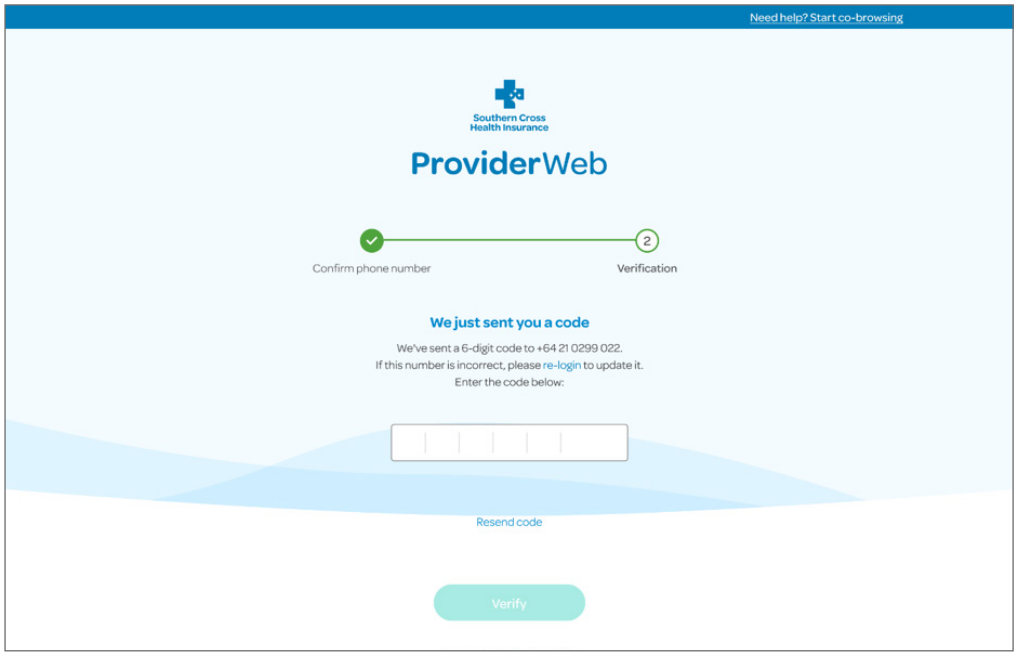


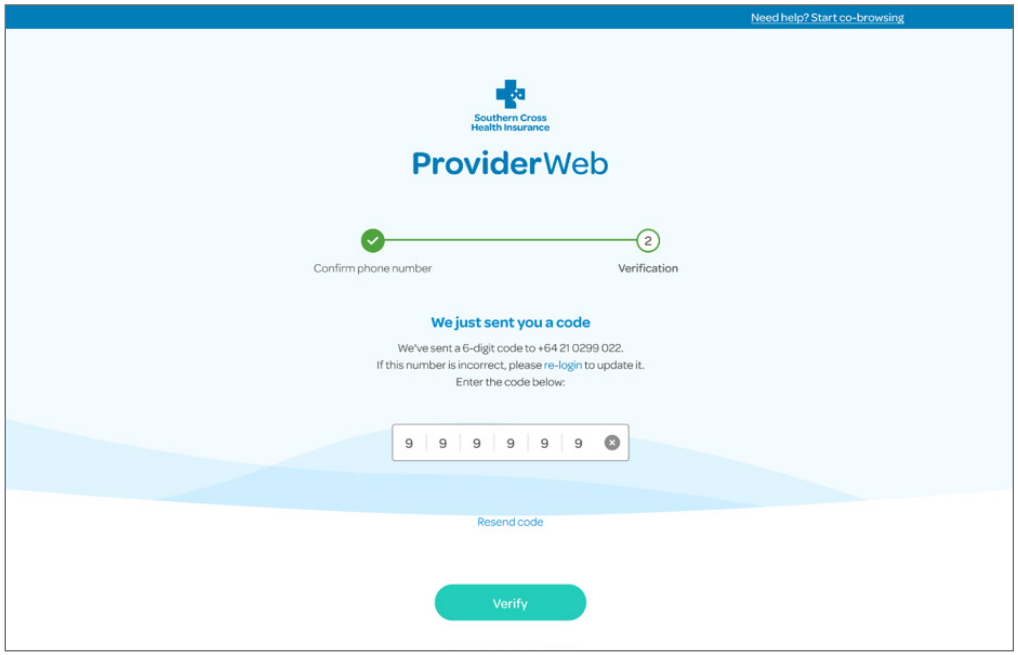


SMS (text) flow

Enter the verification code that you receive via text.

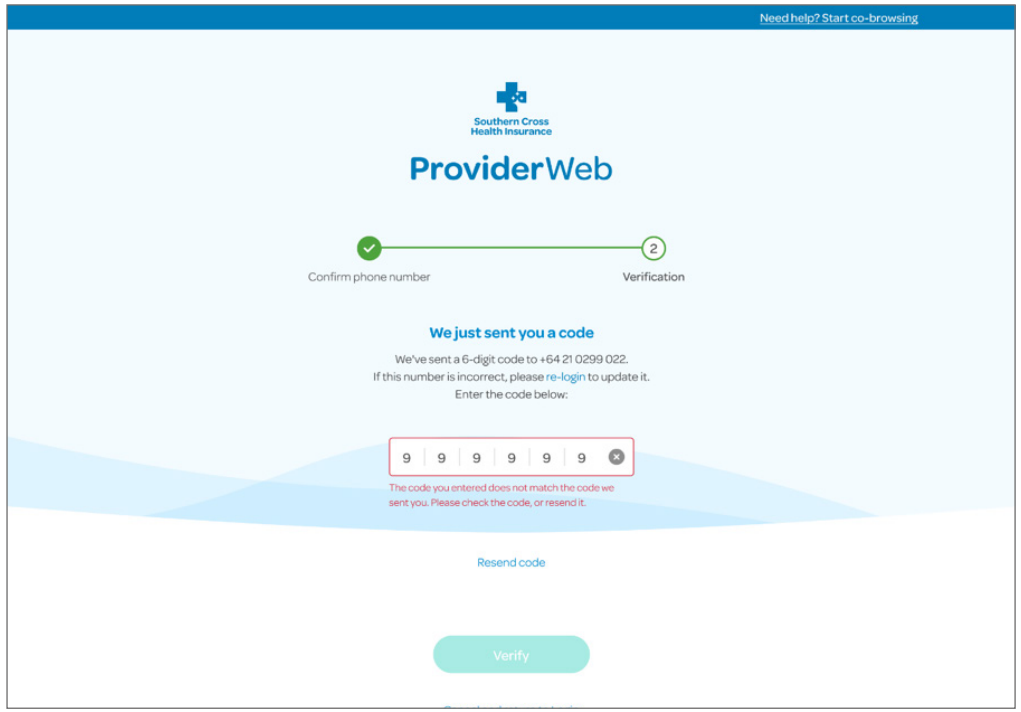
The **'verify'** button will become clickable once you enter the correct code.



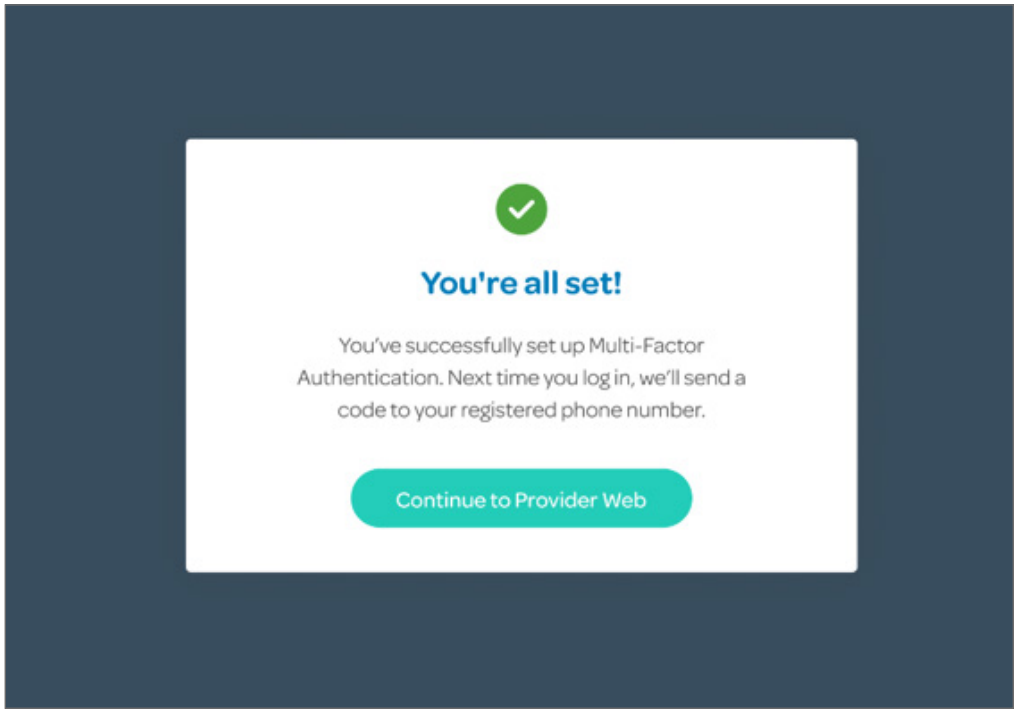


SMS (text) flow

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

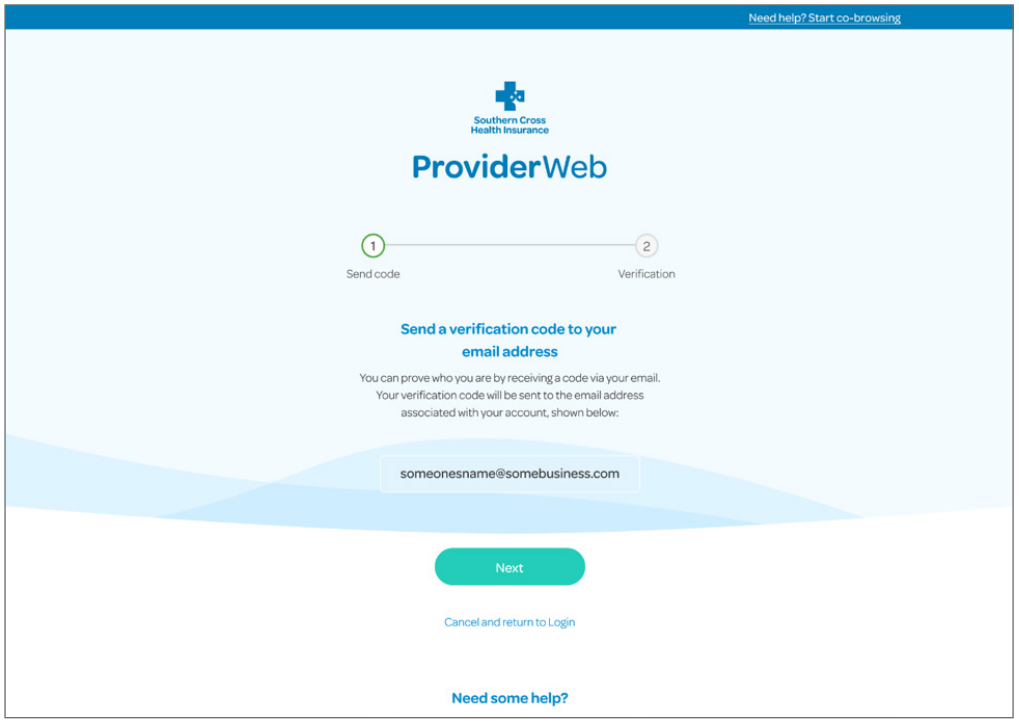


You will receive this success message once you're set up.

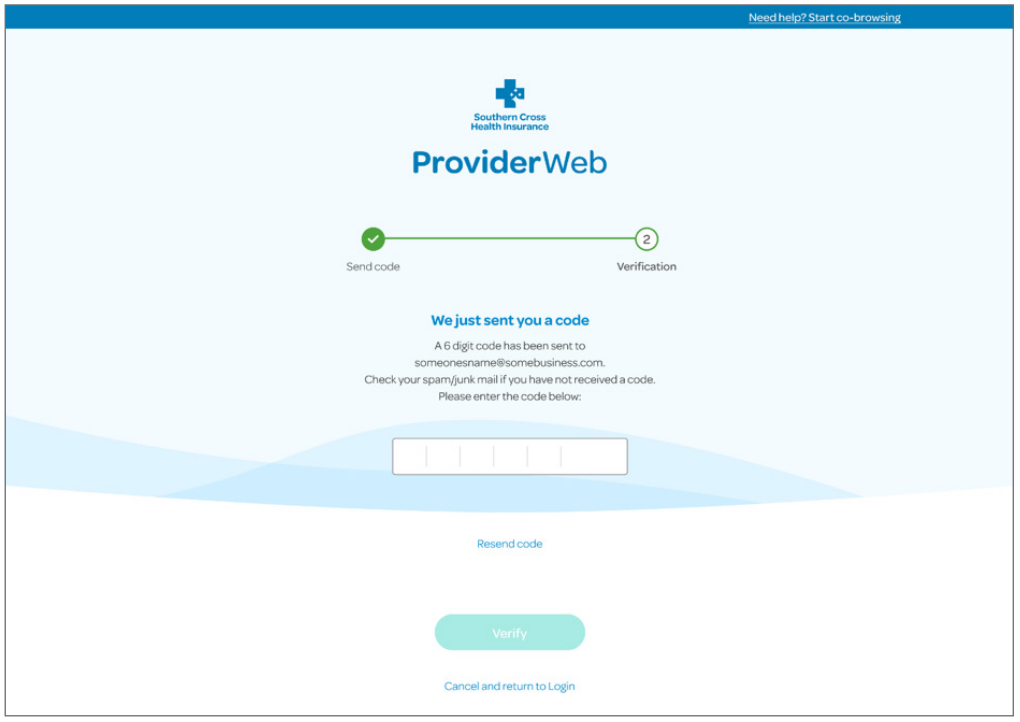


Email flow

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

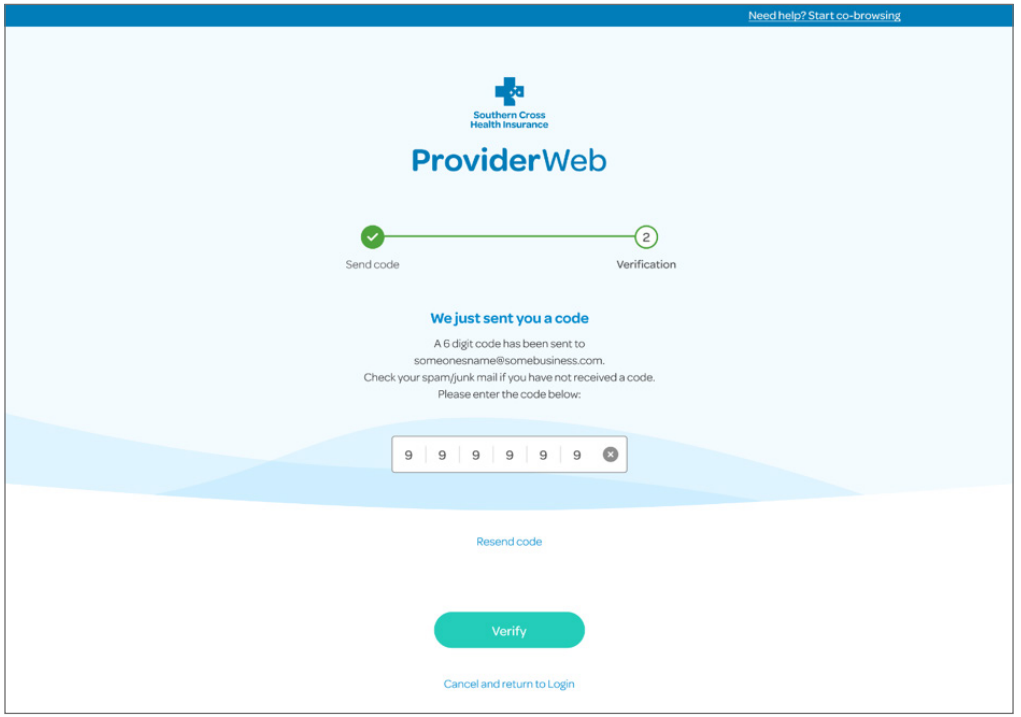


Enter the 6-digit verification code that has been sent to your email address.

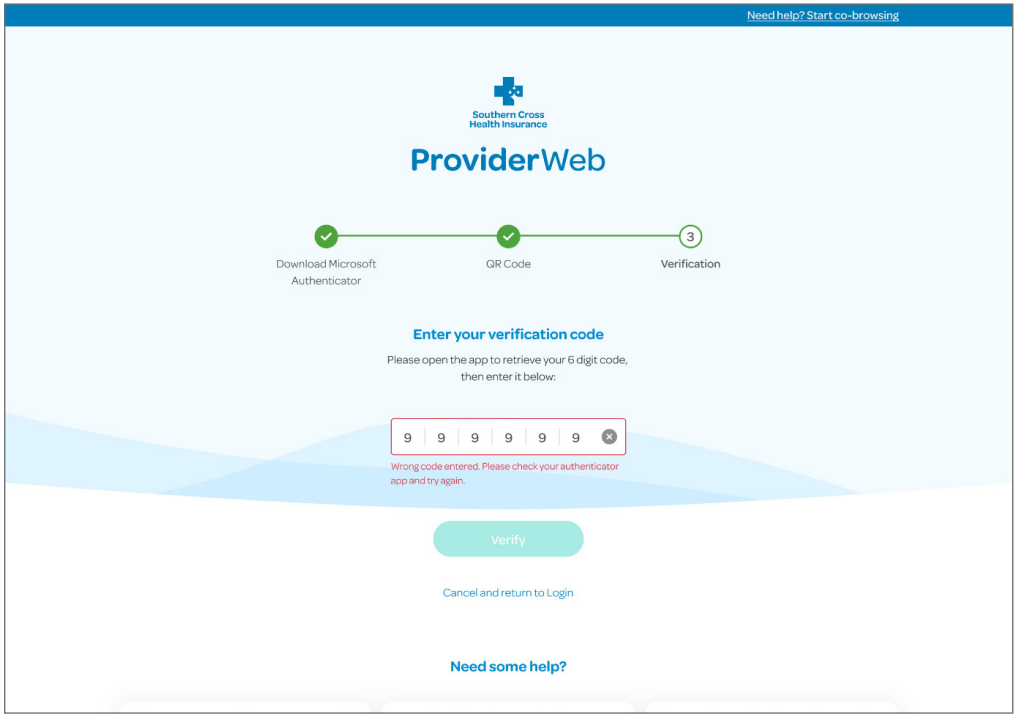


Email flow

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



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.

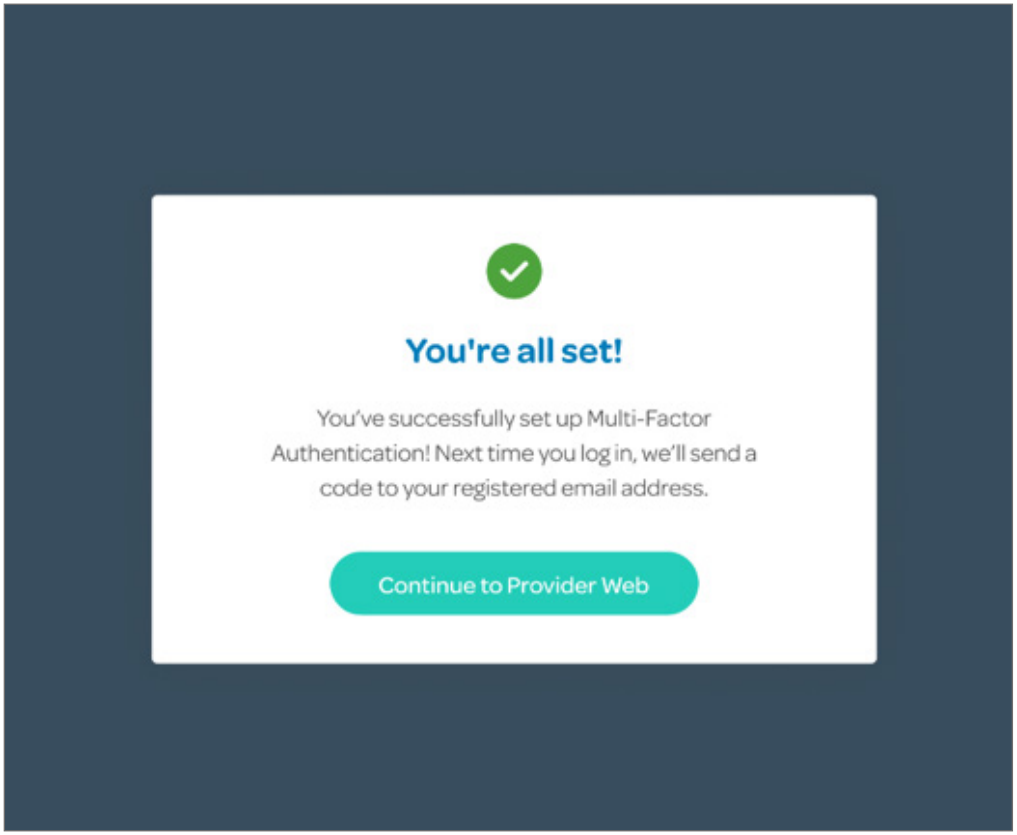
- The most recent code generated is the valid code and invalidates any generated before. For example, if Susan and Emily are authenticating at the same time and Emily generates a code after Susan then Susan's code is no longer valid – the code that will work is Emily's. Susan will need to generate a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

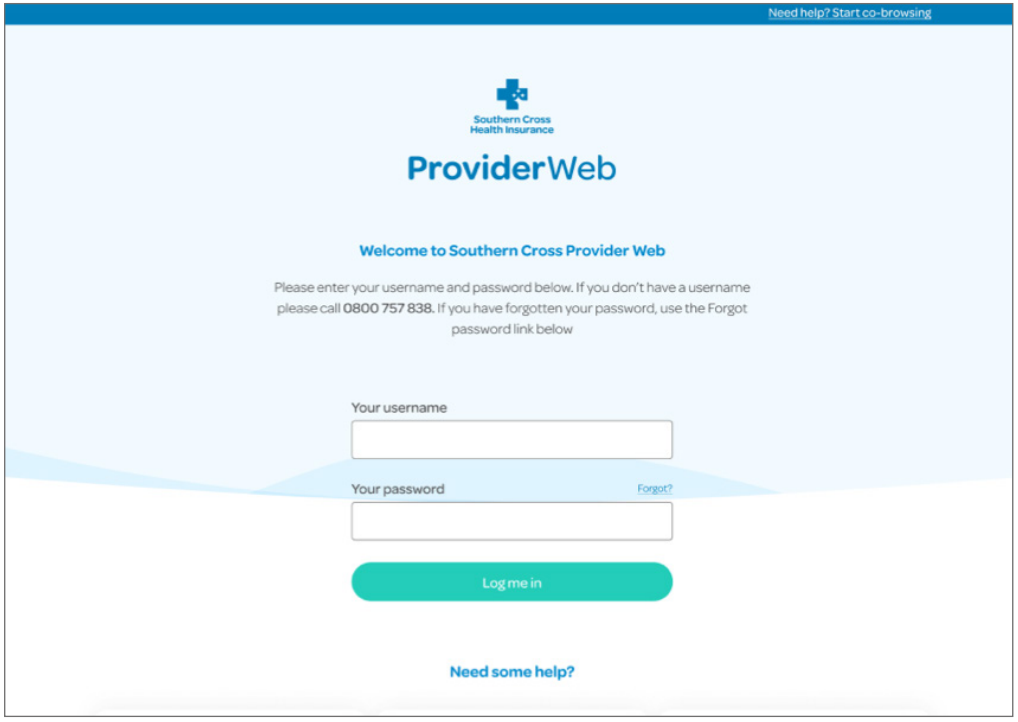
Click **'Continue to Provider Web'** to log in.



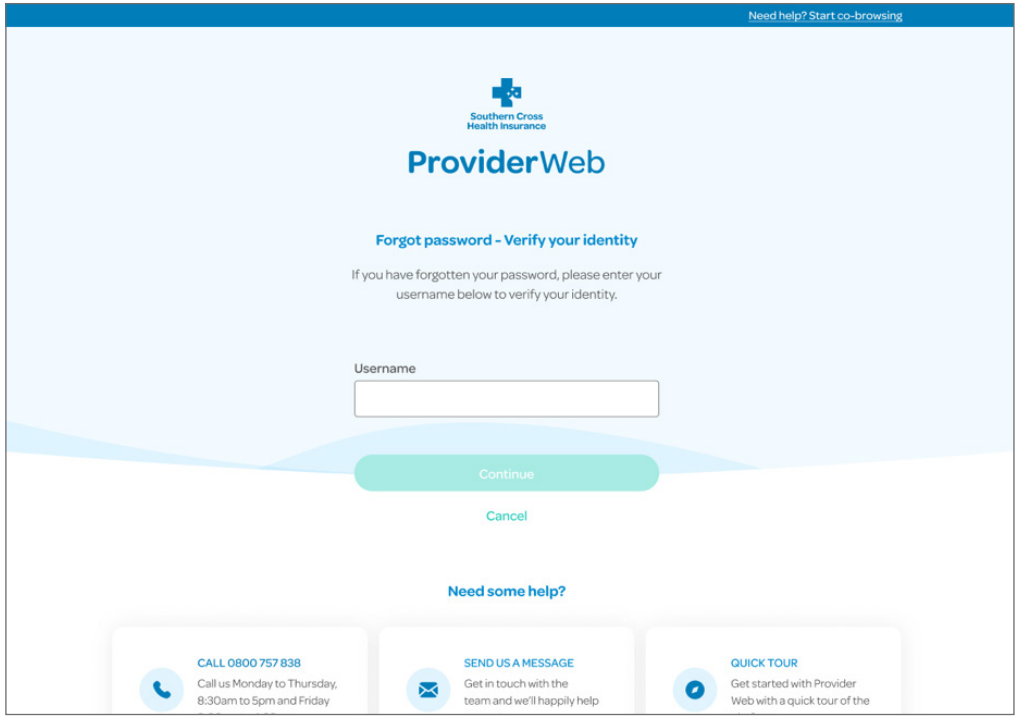
Setting up MFA when you don't know your password

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.

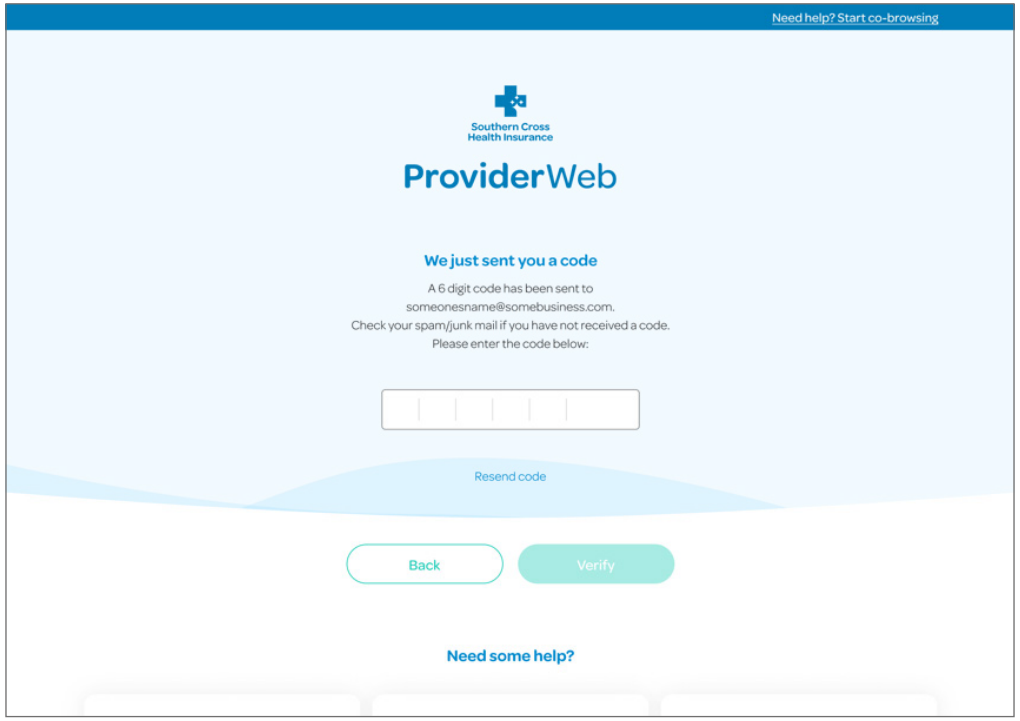


Enter your username and click **'Continue'**.



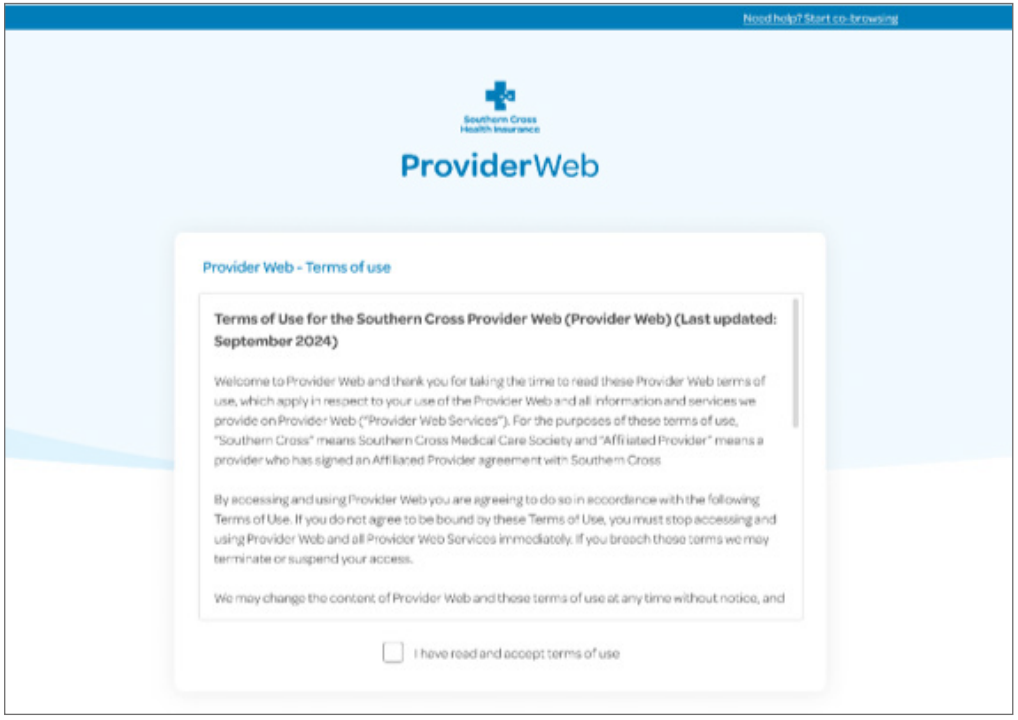
Setting up MFA when you don't know your password

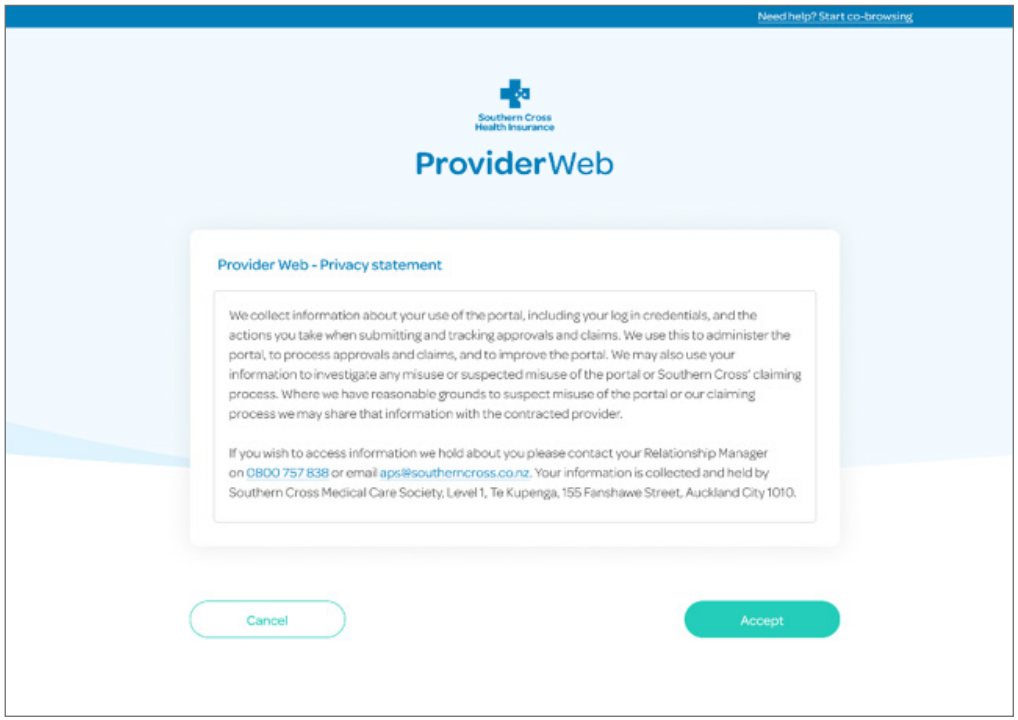
Enter the 6-digit verification code that has been sent to your email address.
Once the correct code is entered, the '**verify**' button will become clickable.
Click '**verify**' to continue forward.



Setting up MFA when you don't know your password

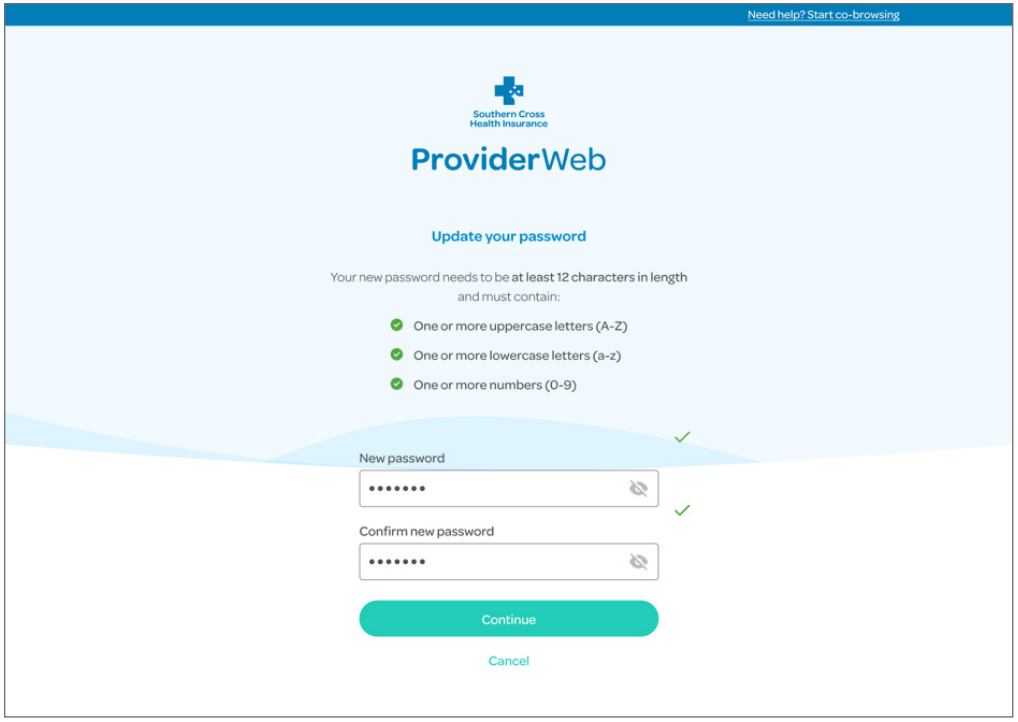
Please read and accept the terms of use and the privacy statement.



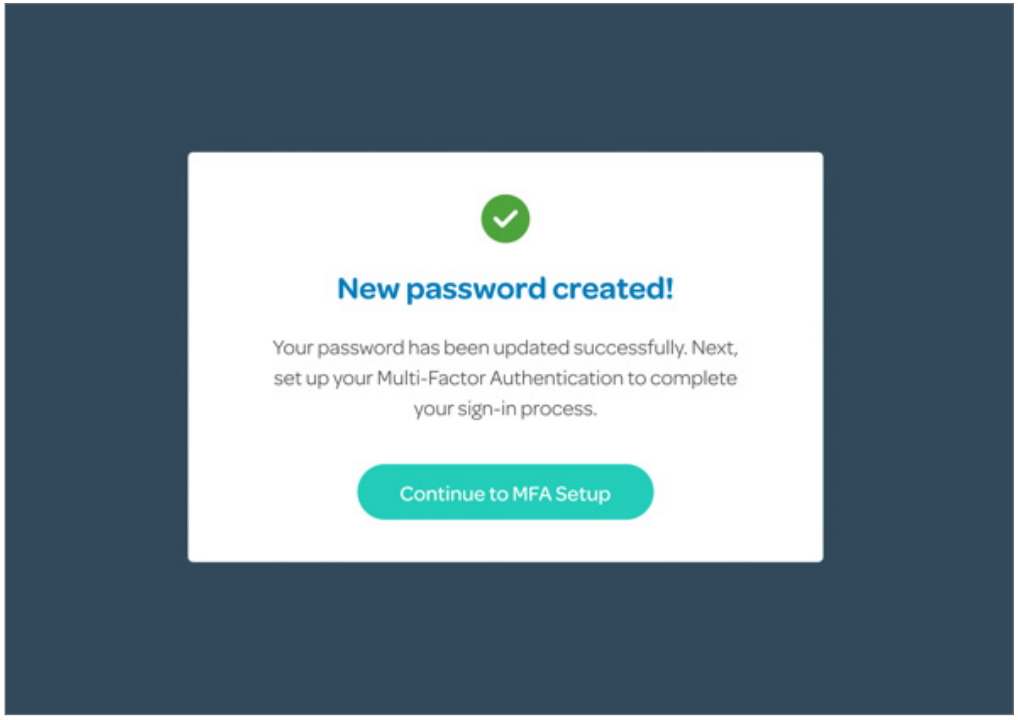


Setting up MFA when you don't know your password

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



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