



# **Step-by-Step Guide for Multi-Factor Authentication**

***A Supplement To The Account Claiming Process***

# Multi-Factor Authentication

## A Step – by – Step Guide to setting up your organization's profile in Pennie.



Dear Sam Elliot,

An account has been created for you on Pennie.

In order to access your account, either [click here](#) or copy the following link into your web browser window:

<https://enroll.pennie.com/hix/account/user/activation/d67e8866fbc842d28033712adc13f357>

This is a one-time login and will **expire after 60 days**.

If you need further assistance, please contact Pennie at the toll-free number below.

Thank you,

**Pennie**

Click on the link that you received in your notification from Pennie to claim your account.

It will take you to a secure portal to begin the account claiming process.

# Multi-Factor Authentication

## A Step – by – Step Guide to setting up your organization's profile in Pennie.

### New Account Set-Up

#### You should know

Pennie Customer Service has created an account for you on the Pennie. In order to access your account, please follow this simple process.

#### Your information

Pennie Customer Support Staff has provided the following phone numbers for you:

☒ (\*\*\*)\*\*\*-7307

In order to verify your identity, we will send you a verification code to the selected number, using a voice call or text message

Text Message

Send code

[This is not my phone number](#)

For the initial account claiming process, you will receive a text message or voice call to provide a Verification Code.

Once, the code is entered, click "Verify."

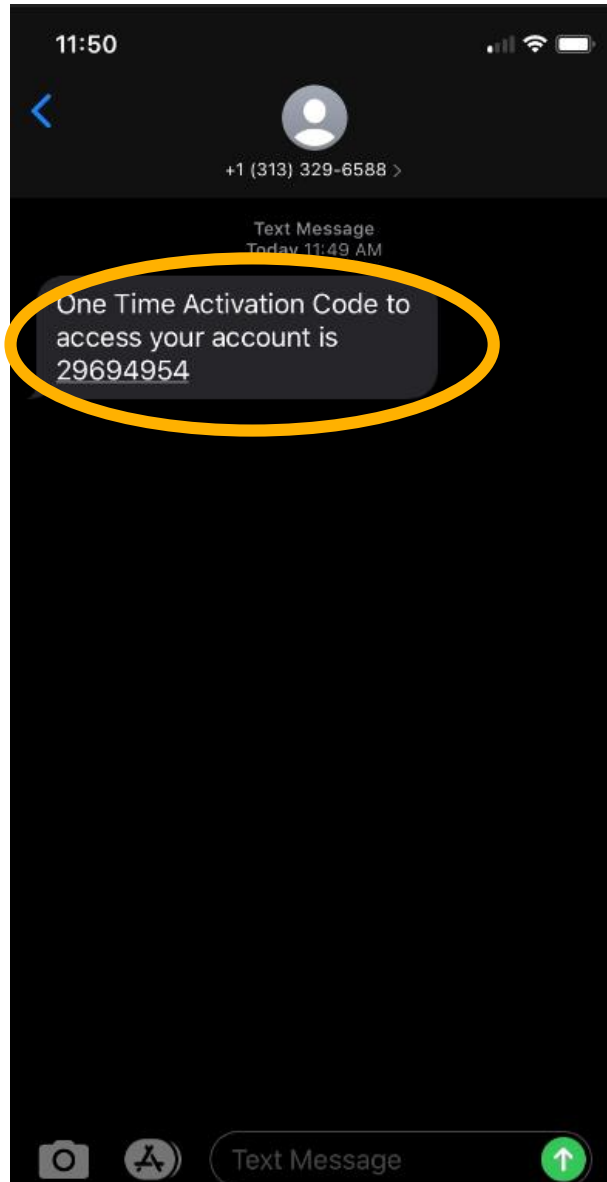
Please call 1-844-844-8040, TTY 711 to change the phone number we have on record for you.

Close

If the number listed is not your number, you may contact the Pennie Call Center for Technical Support +1 (844) 844-8040

# Multi-Factor Authentication

## A Step – by – Step Guide to setting up your organization's profile in Pennie.



For the initial account claiming process, you will receive a text message or voice call to provide a Verification Code.

Once, the code is entered, click "Verify."

Remember: you may contact the Pennie Call Center for Technical Support +1 (844) 844-8040

# Multi-Factor Authentication

## A Step – by – Step Guide to setting up your organization's profile in Pennie.

**pennie** connecting Pennsylvanians to health coverage

### New Agency Manager Account Set-Up

All fields on this form marked with an asterisk (\*) are required.

**Basic Information**

First Name \*

Last Name \*

Email Address \*

Confirm Email Address \*

Phone Number \*

**Security Question**

Security Question \*

**Set Password**

Password \*

Confirm Password \*

☒ I have read and agree to the Privacy Policy

### New Agent Account Set-Up

All fields on this form marked with an asterisk (\*) are required.

**Basic Information**

First Name \*

Last Name \*

Email Address \*

Confirm Email Address \*

Phone Number \*

**Security Question**

Security Question \*

**Set Password**

Password \*

Confirm Password \*

☒ I have read and agree to the Privacy Policy

### New Entity Account Set-Up

All fields on this form marked with an asterisk (\*) are required.

**Basic Information**

First Name \*

Last Name \*

Email Address \*

Confirm Email Address \*

Phone Number \*

**Security Question**

Security Question \*

**Set Password**

Password \*

Confirm Password \*

☒ I have read and agree to the Privacy Policy

### New Counselor Account Set-Up

All fields on this form marked with an asterisk (\*) are required.

**Basic Information**

First Name \*

Last Name \*

Email Address \*

Confirm Email Address \*

Phone Number \*

**Security Question**

Security Question \*

**Set Password**

Password \*

Confirm Password \*

☒ I have read and agree to the Privacy Policy

Depending upon your user role, you will verify your name, contact information, sets a security question, and an account password.


Click "Submit" when ready to claim your Pennie Account.


# Multi-Factor Authentication

## A Step – by – Step Guide to setting up your organization's profile in Pennie.



Log In Help & Support ▾



[What is this?](#) 

[Need help?](#)

Powered by Duo Security

### Protect Your Pennie Account

Two-factor authentication enhances the security of your account by using a secondary device to verify your identity. This prevents anyone but you from accessing your account, even if they know your password.

This process will help you set up your account with this added layer of security.

**Start setup**

Click “Start Setup” to begin your Pennie Multi-Factor Authentication process.


For security, you will be asked for your Multi-Factor Authentication code each time you log into your Pennie Account.

# Multi-Factor Authentication

## A Step – by – Step Guide to setting up your organization's profile in Pennie.



Log In Help & Support ▾

 PENNSYLVANIA Health Exchange

What type of device are you adding?


☒ **Mobile phone** RECOMMENDED

☐ **Tablet** (iPad, Nexus 7, etc.)

☐ **Landline**

☐ **Security Key** (YubiKey, Feitian, etc.)

☐ **Touch ID**  
Requires Chrome on macOS to use Touch ID.

[What is this?](#) 

[Need help?](#)

Powered by Duo Security

**Continue**

You will need to add a device to perform the Multi-Factor Authentication each time you log into your Pennie account.

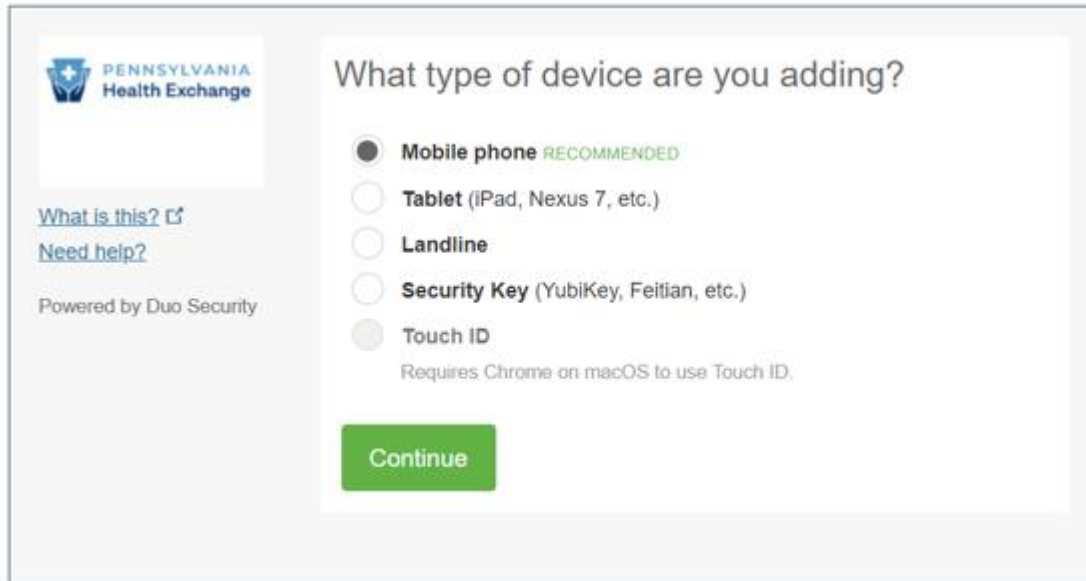
**Mobile phone is the recommended option.**



# Multi-Factor Authentication

## A Step – by – Step Guide to setting up your organization's profile in Pennie.

### Important Note



The screenshot shows the 'What type of device are you adding?' screen of the Pennsylvania Health Exchange. On the left, there is a logo for the Pennsylvania Health Exchange and links for 'What is this?' and 'Need help?'. Below these links, it says 'Powered by Duo Security'. The main area contains five radio button options: 'Mobile phone' (which is selected and has a green 'RECOMMENDED' tag), 'Tablet (iPad, Nexus 7, etc.)', 'Landline', 'Security Key (YubiKey, Feltian, etc.)', and 'Touch ID' (with a note below it: 'Requires Chrome on macOS to use Touch ID.'). A green 'Continue' button is at the bottom.

#### Why do we recommend a Mobile Phone or Tablet for Multi-Factor Authentication?

- **Mobile phone is the recommended option because you have two signals – the primary signal is 4G/5G and the secondary is Wi-Fi.**
- A mobile ready tablet is preferred over a landline for the same reason.
- In the event that you do not wish to use a mobile phone for Multi-Factor Authentication, a tablet connected to Wi-Fi is a great solution for Duo Mobile.
- A landline that is directly connected to an individual's workstation or desk that **DOES NOT REQUIRE AN EXTENSION** can also be a strong source for Multi-Factor Authentication.

# Multi-Factor Authentication

## A Step – by – Step Guide to setting up your organization's profile in Pennie.



Log In Help & Support ▾

**PENNSYLVANIA Health Exchange**

[What is this?](#) [Need help?](#)

Powered by Duo Security

### Enter your phone number

United States ▾

+1 (717) 460-7307 ✓

Example: (201) 234-5678

☒ You entered (717) 460-7307. Is this the correct number?

Back Continue


Enter your phone number, check the verification box, and click continue.

# Multi-Factor Authentication

## A Step – by – Step Guide to setting up your organization's profile in Pennie.



Log In Help & Support ▾

 PENNSYLVANIA Health Exchange


What type of phone is 717-460-7307?

☒ iPhone

☐ Android

☐ Windows Phone

☐ Other (and cell phones)

[What is this?](#) 

[Need help?](#)

Powered by Duo Security

Back Continue

Select you type of mobile device.

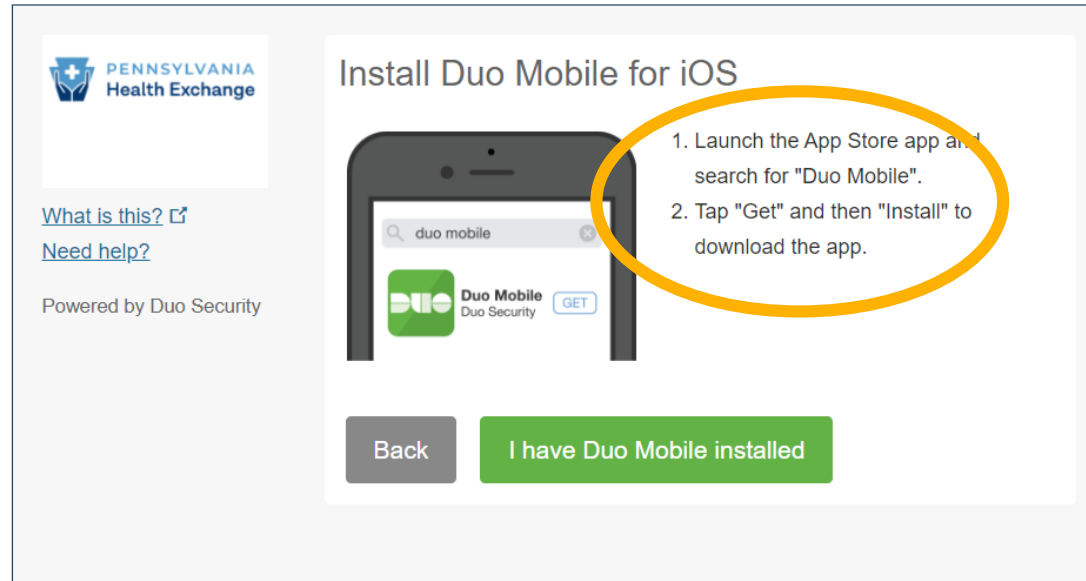
**Click Continue**

# Multi-Factor Authentication

## A Step – by – Step Guide to setting up your organization's profile in Pennie.



[Log In](#) [Help & Support](#) ▾

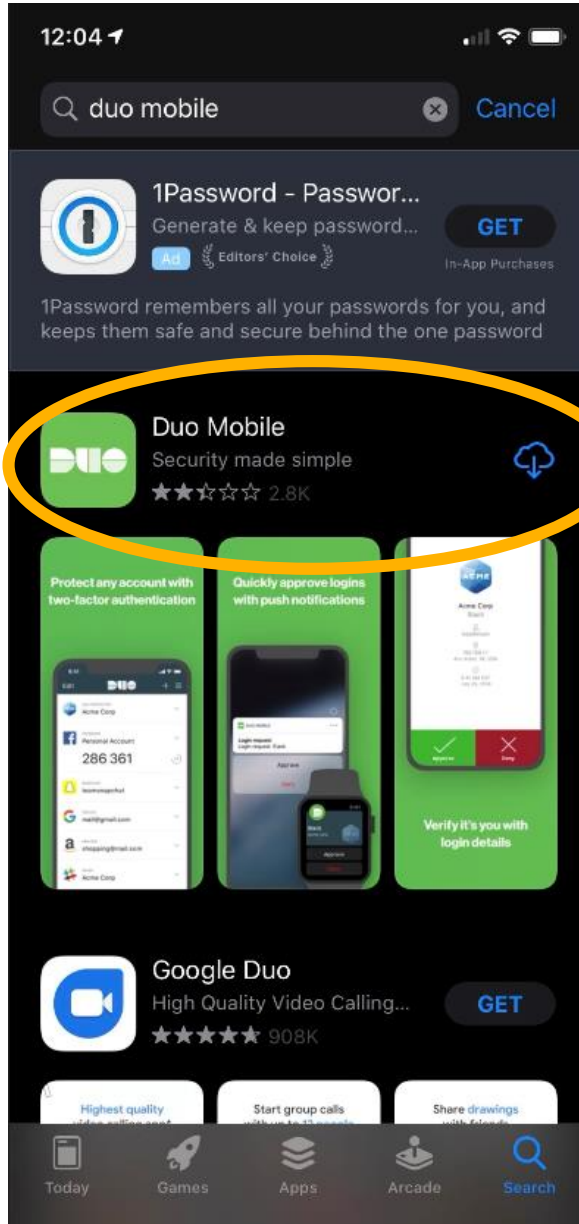


Download Duo Mobile app onto your mobile device.

The next page shows an example of what the download looks like from the App Store.

# Multi-Factor Authentication

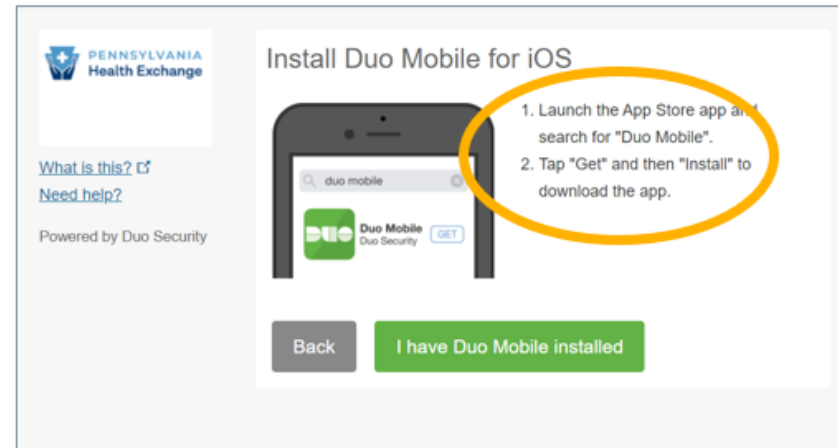
## A Step – by – Step Guide to setting up your organization's profile in Pennie.



Visit the App Store

Download Duo Mobile app onto your mobile device.

When you have the app downloaded, click “I have Duo Mobile installed” to proceed.

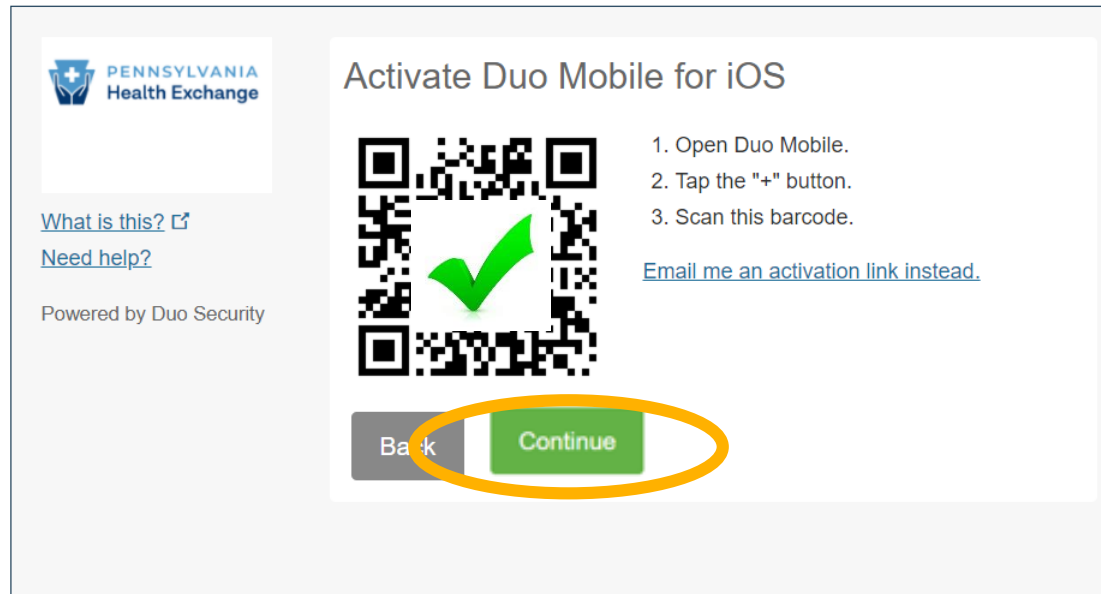


# Multi-Factor Authentication

## A Step – by – Step Guide to setting up your organization's profile in Pennie.



Log In Help & Support ▾



Open the Duo Mobile app on your device.

The app will ask you to scan the QR Code on your screen.

Scan it – you will see a green check mark appear.

Click Continue to proceed.

# Multi-Factor Authentication

## A Step – by – Step Guide to setting up your organization's profile in Pennie.



[Log In](#) [Help & Support](#) ▼

### Log In

Email Address

Password

☐ Remember Me

[Log In](#)

[Forgot password?](#)

Welcome to your Pennie Account.

Enter Your Email Address

Enter Your Password


Click “Log In”

# Multi-Factor Authentication

## A Step – by – Step Guide to setting up your organization's profile in Pennie.



[Log In](#) [Help & Support](#) ▼






[What is this?](#) [Need help?](#)

Powered by Duo Security

Device:

Choose an authentication method


 Duo Push <b>RECOMMENDED</b>	<a href="#">Send Me a Push</a>
 Call Me	<a href="#">Call Me</a>
 Passcode	<a href="#">Enter a Passcode</a>

For Multi-Factor Authentication, you will have the option to select a push notification to Duo Mobile, a call, or you can enter a pass code that has been sent to you via text message.






# Multi-Factor Authentication

## A Step – by – Step Guide to setting up your organization's profile in Pennie.

 PENNSYLVANIA Health Exchange

Device:

Choose an authentication method

 Duo Push RECOMMENDED	<input type="button" value="Send Me a Push"/>
 Call Me	<input type="button" value="Call Me"/>
 Passcode	<input type="button" value="Enter a Passcode"/>

What is this? [↗](#)  
Need help?

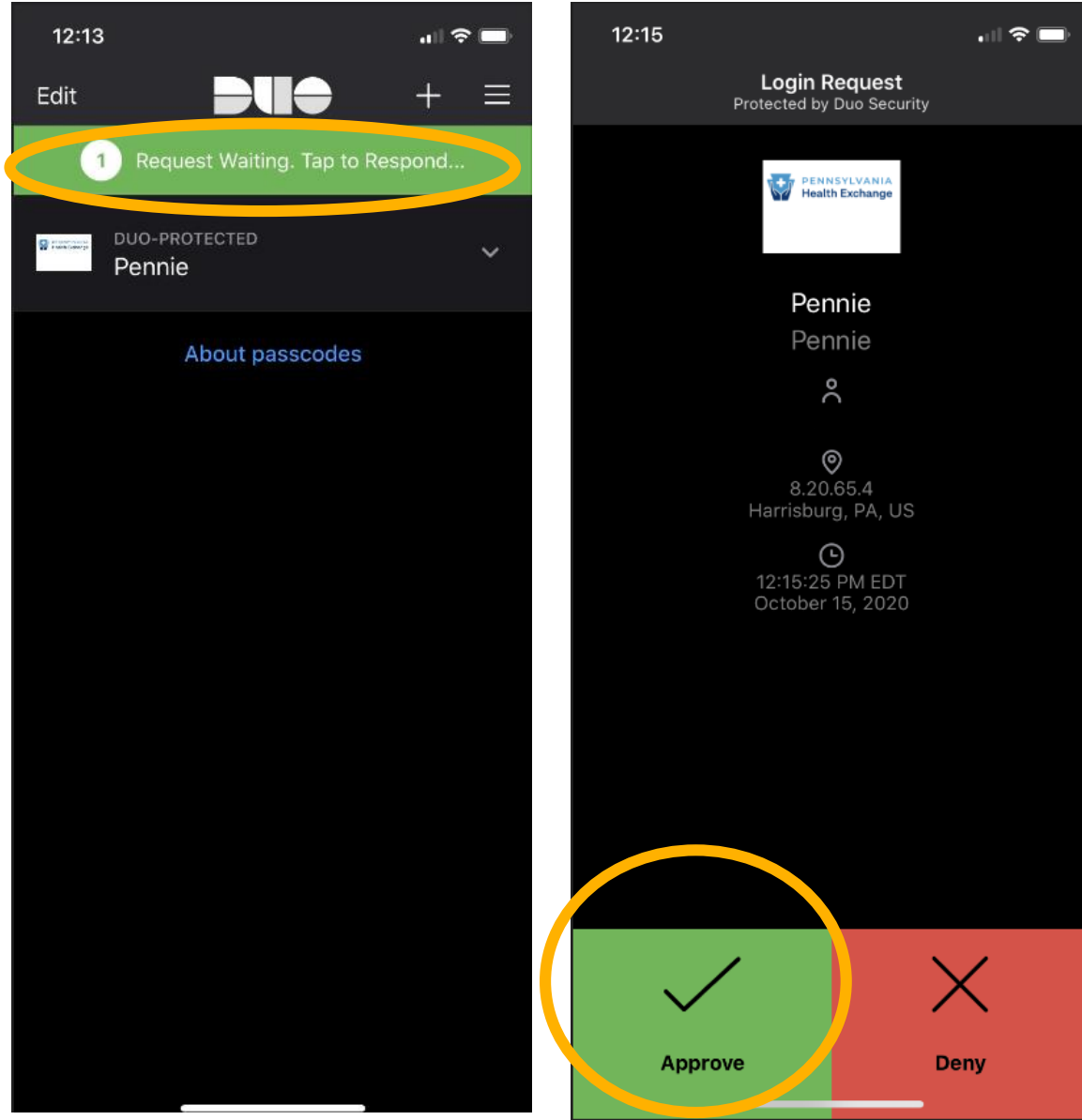
Powered by Duo Security

Pushed a login request to your device...

You will see a blue notification at the bottom of the page when your Duo Push Notification has been sent to your mobile device.

# Multi-Factor Authentication

## A Step – by – Step Guide to setting up your organization's profile in Pennie.

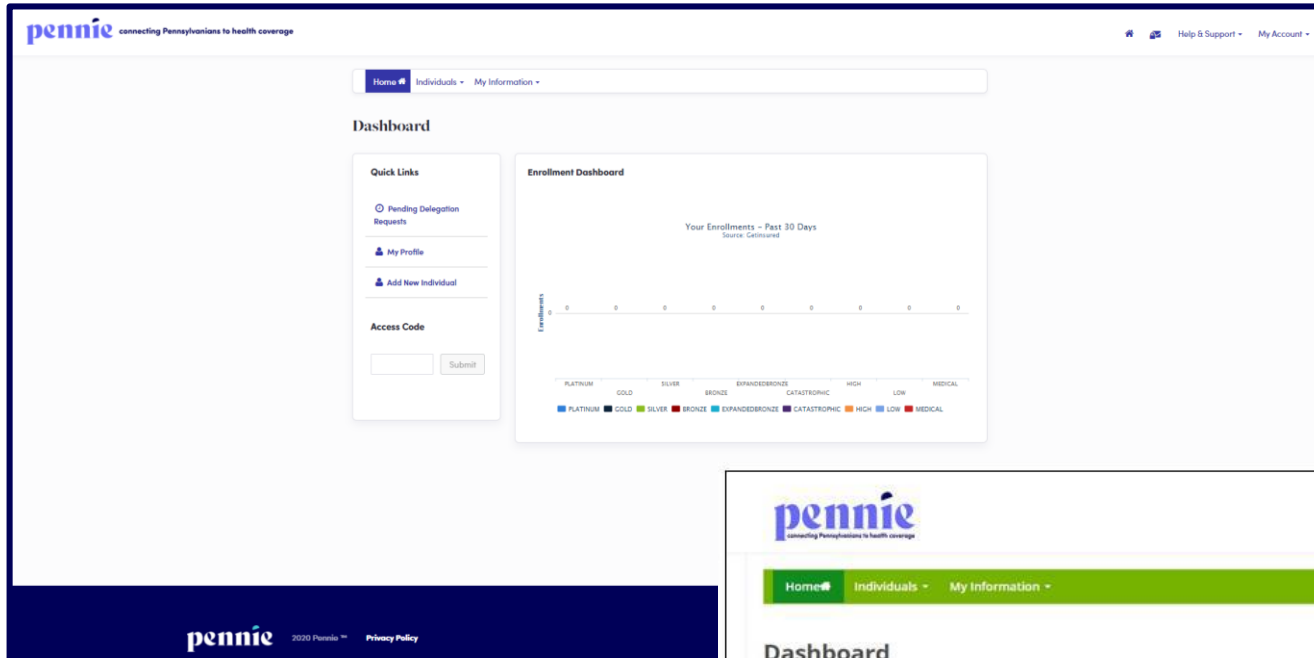


In the Duo Mobile App, you will see one push notification awaiting your verification.

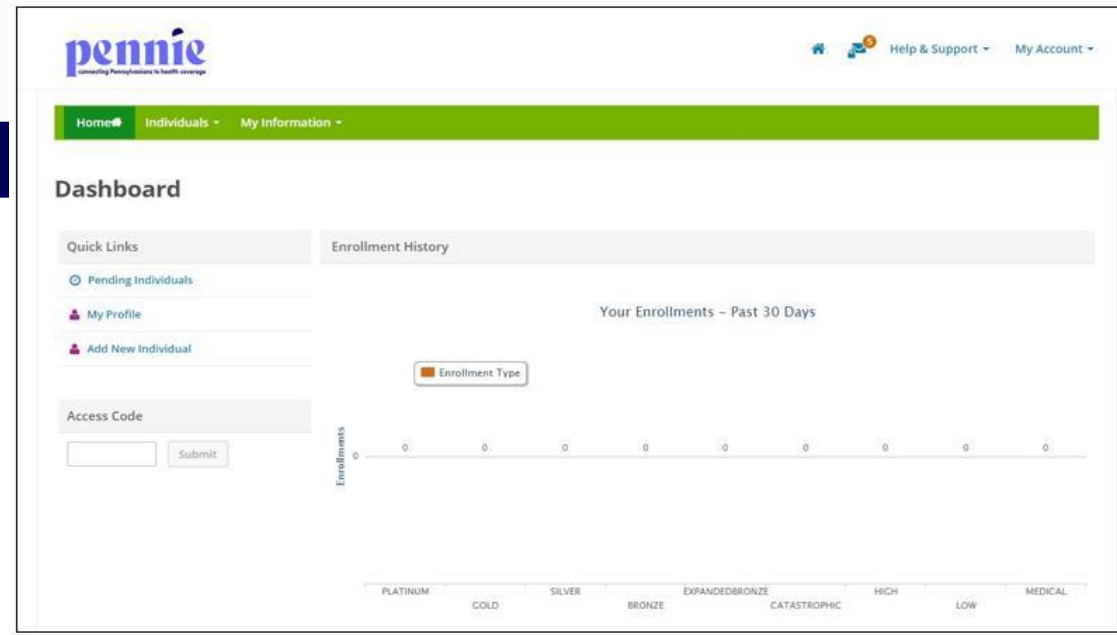
Click the “Approve” box to verify that it is you who are logging into your Pennie account.

# Multi-Factor Authentication

## A Step – by – Step Guide to setting up your organization's profile in Pennie.

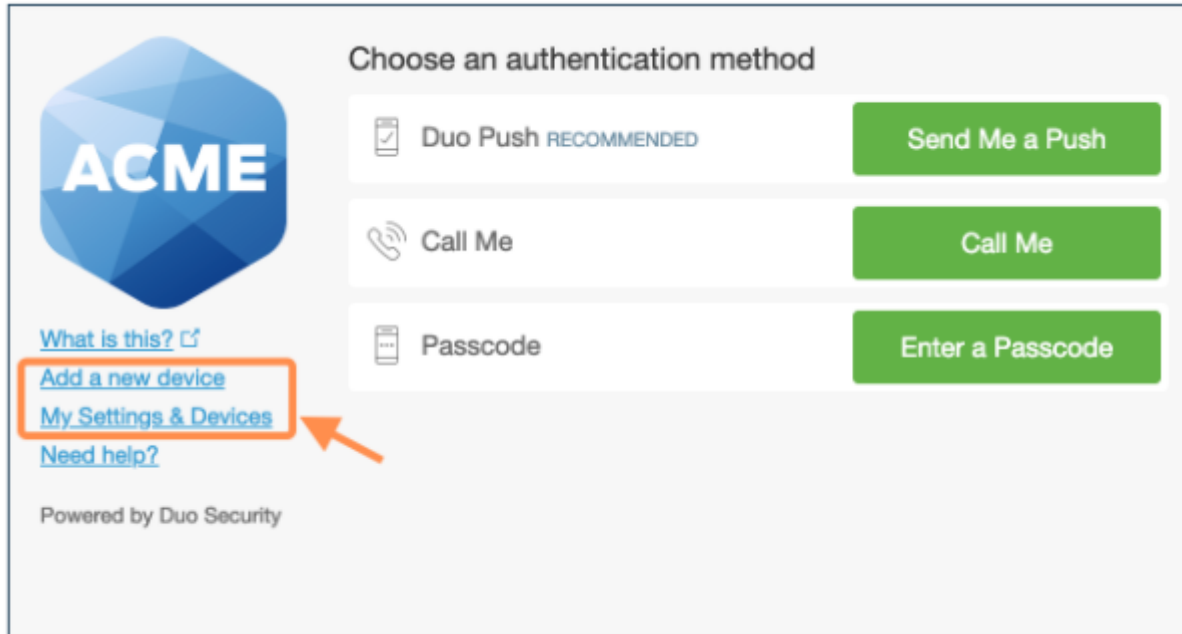


Depending upon your user role, you will now have secure access to the appropriate Dashboard for your user role.






# Multi-Factor Authentication


## A Step – by – Step Guide to setting up your organization's profile in Pennie.



ACME

Choose an authentication method

 Duo Push <small>RECOMMENDED</small>	<a href="#">Send Me a Push</a>
 Call Me	<a href="#">Call Me</a>
 Passcode	<a href="#">Enter a Passcode</a>

[What is this?](#) 

[Add a new device](#)

[My Settings & Devices](#)

[Need help?](#)

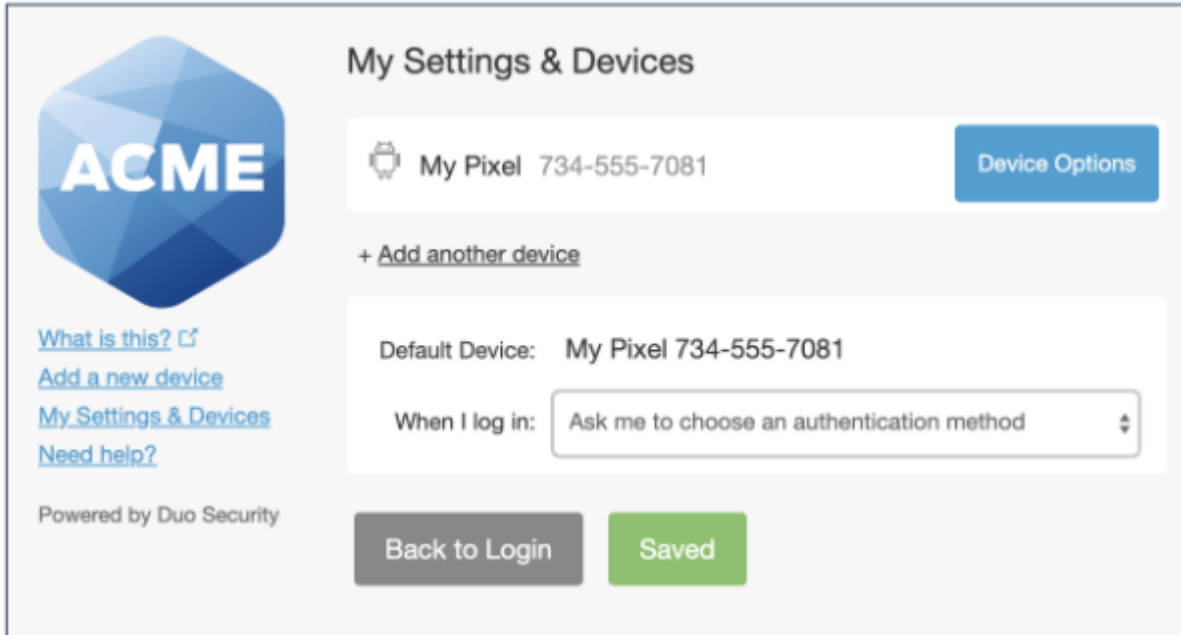
Powered by Duo Security

After passing primary authentication, users see Add a New Device and My Settings & Devices links on the Duo two-factor authentication page.

Duo authentication is required for access to the self-service pages.

# Multi-Factor Authentication

## A Step – by – Step Guide to setting up your organization's profile in Pennie.

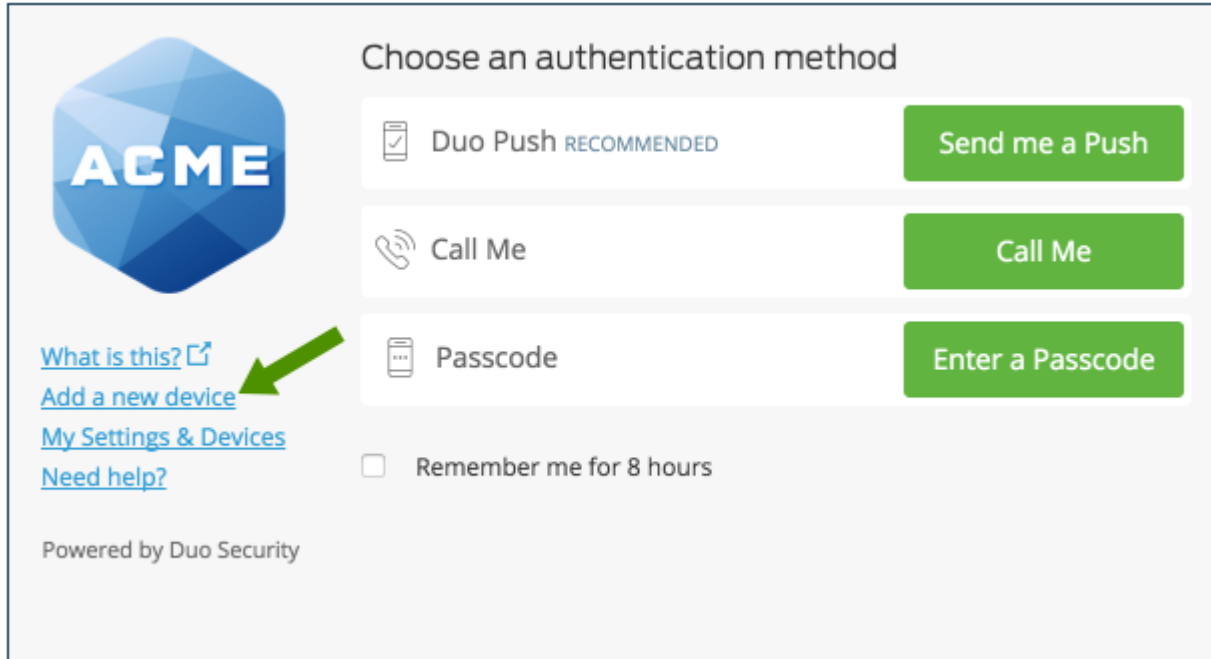


The screenshot shows the 'My Settings & Devices' page for an organization named 'ACME'. On the left, there is a blue hexagonal logo with 'ACME' in white. Below the logo are links: 'What is this?', 'Add a new device', 'My Settings & Devices', and 'Need help?'. At the bottom left, it says 'Powered by Duo Security'. The main content area has a title 'My Settings & Devices'. Below the title, there is a section for 'My Pixel 734-555-7081' with a 'Device Options' button. Below this is a link '+ Add another device'. Further down, there is a 'Default Device:' label followed by 'My Pixel 734-555-7081'. Below that is a 'When I log in:' label followed by a dropdown menu showing 'Ask me to choose an authentication method'. At the bottom, there are two buttons: 'Back to Login' (grey) and 'Saved' (green).

Users can quickly add another authentication device with the **Add a New Device** utility, while clicking **My Settings & Devices** prompts the user to complete two-factor authentication, then shows the device management portal.

# Multi-Factor Authentication

## A Step – by – Step Guide to setting up your organization's profile in Pennie.

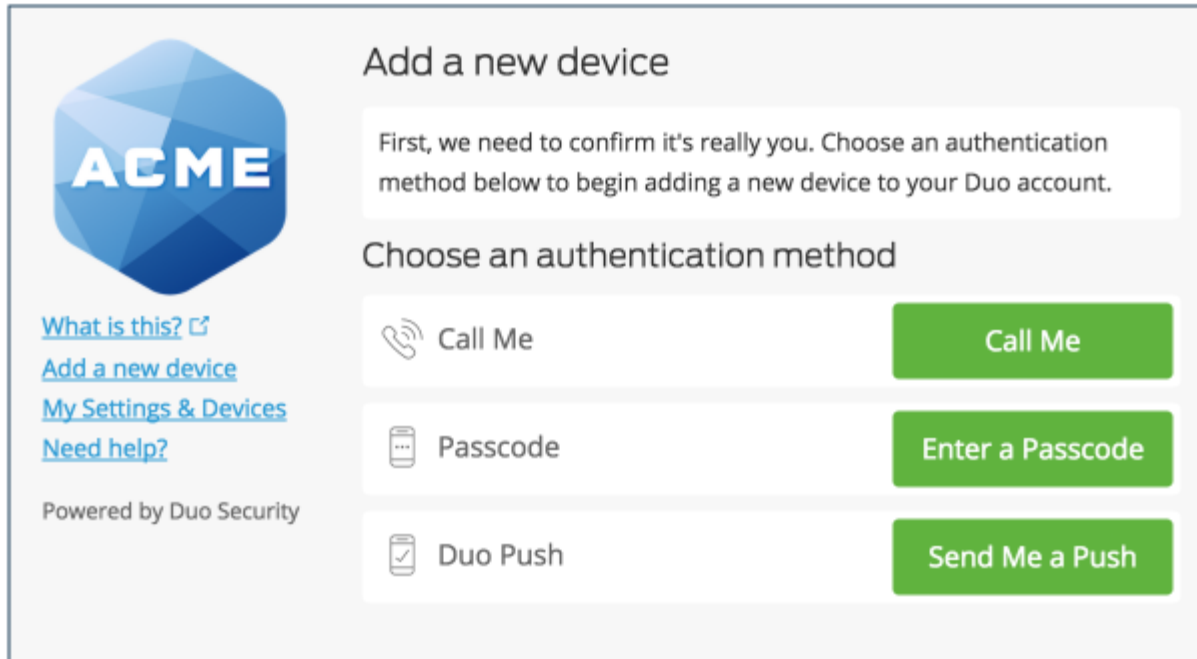


The screenshot shows the ACME Multi-Factor Authentication setup interface. On the left is the ACME logo. Below it are links: "What is this?", "Add a new device" (highlighted with a green arrow), "My Settings & Devices", and "Need help?". At the bottom left, it says "Powered by Duo Security". On the right, under the heading "Choose an authentication method", there are three options: "Duo Push RECOMMENDED" with a "Send me a Push" button, "Call Me" with a "Call Me" button, and "Passcode" with an "Enter a Passcode" button. Below these is a checkbox labeled "Remember me for 8 hours".

To start enrolling a new device, click **Add a new device**.

# Multi-Factor Authentication

## A Step – by – Step Guide to setting up your organization's profile in Pennie.



The screenshot shows the Duo Security interface for adding a new device. On the left is the ACME logo and a list of links: 'What is this?', 'Add a new device', 'My Settings & Devices', and 'Need help?'. Below these links is the text 'Powered by Duo Security'. The main heading is 'Add a new device'. Below this is a message: 'First, we need to confirm it's really you. Choose an authentication method below to begin adding a new device to your Duo account.' Underneath is the heading 'Choose an authentication method'. There are three options, each with an icon, a label, and a green button: 'Call Me' with a phone handset icon and a 'Call Me' button; 'Passcode' with a smartphone icon and an 'Enter a Passcode' button; and 'Duo Push' with a smartphone icon showing a checkmark and a 'Send Me a Push' button.

**ACME**




[What is this?](#) [Add a new device](#) [My Settings & Devices](#) [Need help?](#)

Powered by Duo Security

### Add a new device

First, we need to confirm it's really you. Choose an authentication method below to begin adding a new device to your Duo account.

#### Choose an authentication method

 Call Me	<a href="#">Call Me</a>
 Passcode	<a href="#">Enter a Passcode</a>
 Duo Push	<a href="#">Send Me a Push</a>

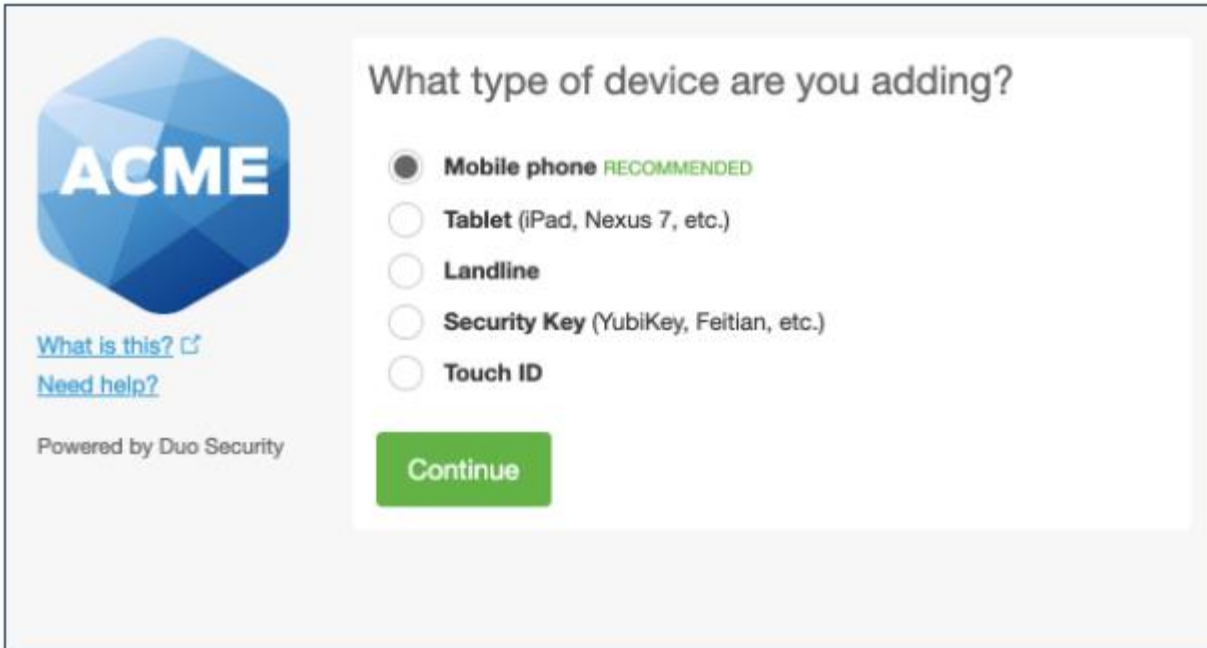
Choose an authentication method and complete two-factor authentication to begin adding your new device.

If you're adding a new device to replace one that you previously activated for Duo Push, don't select the Duo Push authentication method on this page unless you still have the original device.

**If you don't have the original device, but you have a new device with the same phone number, then you can authenticate with a phone call or SMS passcode.**

# Multi-Factor Authentication

## A Step – by – Step Guide to setting up your organization's profile in Pennie.



The screenshot shows a web interface for setting up Multi-Factor Authentication (MFA) for an organization named ACME. On the left, there is a blue hexagonal logo with the text 'ACME' in white. Below the logo are two links: 'What is this?' and 'Need help?'. At the bottom left, it says 'Powered by Duo Security'. The main content area is titled 'What type of device are you adding?' and contains five radio button options: 'Mobile phone' (which is selected and marked as 'RECOMMENDED'), 'Tablet (iPad, Nexus 7, etc.)', 'Landline', 'Security Key (YubiKey, Feitian, etc.)', and 'Touch ID'. A green 'Continue' button is located at the bottom of the options.

ACME

[What is this?](#) [Need help?](#)

Powered by Duo Security

What type of device are you adding?

- ☒ **Mobile phone** RECOMMENDED
- ☐ Tablet (iPad, Nexus 7, etc.)
- ☐ Landline
- ☐ Security Key (YubiKey, Feitian, etc.)
- ☐ Touch ID


Continue


Proceed with the device enrollment process.



# Multi-Factor Authentication

## A Step – by – Step Guide to setting up your organization's profile in Pennie.



[What is this?](#) 

[Add a new device](#)

[My Settings & Devices](#)

[Need help?](#)

Powered by Duo Security

Enter your phone number

United States

+1 7345556673 ✓

ex: (201) 234-5678

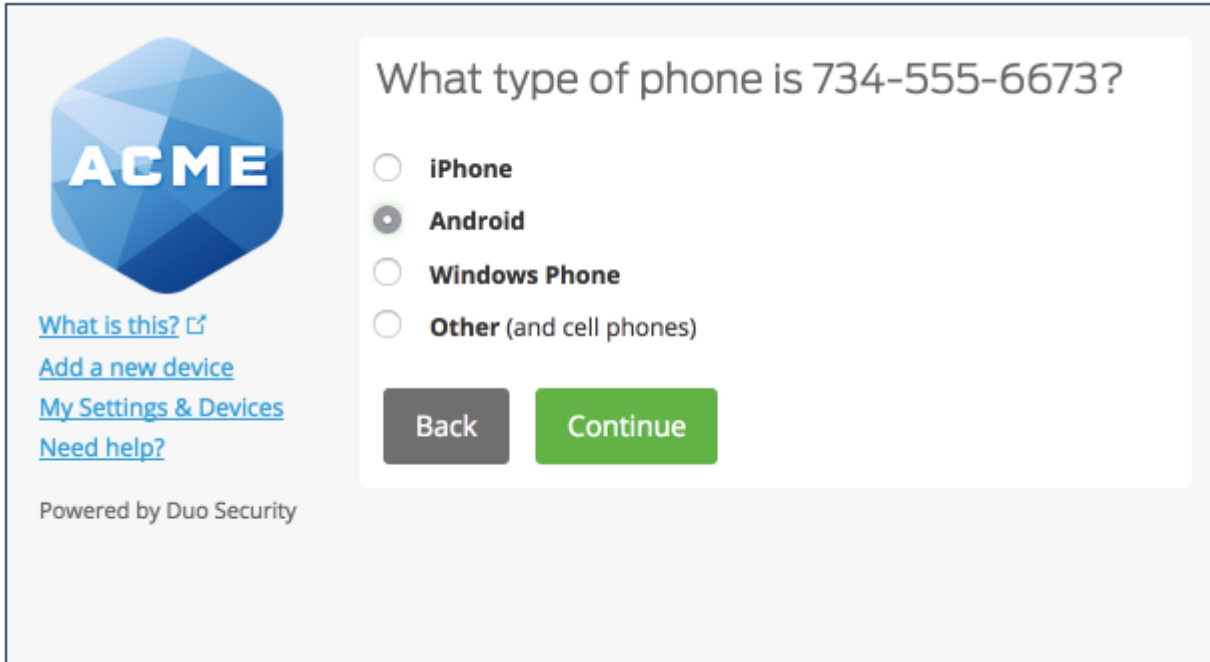
☒ (734) 555-6673 This is the correct number.

Back Continue

Enter and confirm the second phone's number.

# Multi-Factor Authentication

## A Step – by – Step Guide to setting up your organization's profile in Pennie.



The screenshot shows a web interface for ACME, powered by Duo Security. On the left, there is a blue hexagonal logo with the word "ACME" in white. Below the logo are four links: "What is this?", "Add a new device", "My Settings & Devices", and "Need help?". At the bottom left, it says "Powered by Duo Security". The main content area has a heading "What type of phone is 734-555-6673?". Below this heading are four radio button options: "iPhone", "Android" (which is selected), "Windows Phone", and "Other (and cell phones)". At the bottom of the form are two buttons: a grey "Back" button and a green "Continue" button.

ACME

[What is this?](#) [Add a new device](#) [My Settings & Devices](#) [Need help?](#)

Powered by Duo Security

What type of phone is 734-555-6673?

☐ iPhone

☒ Android

☐ Windows Phone

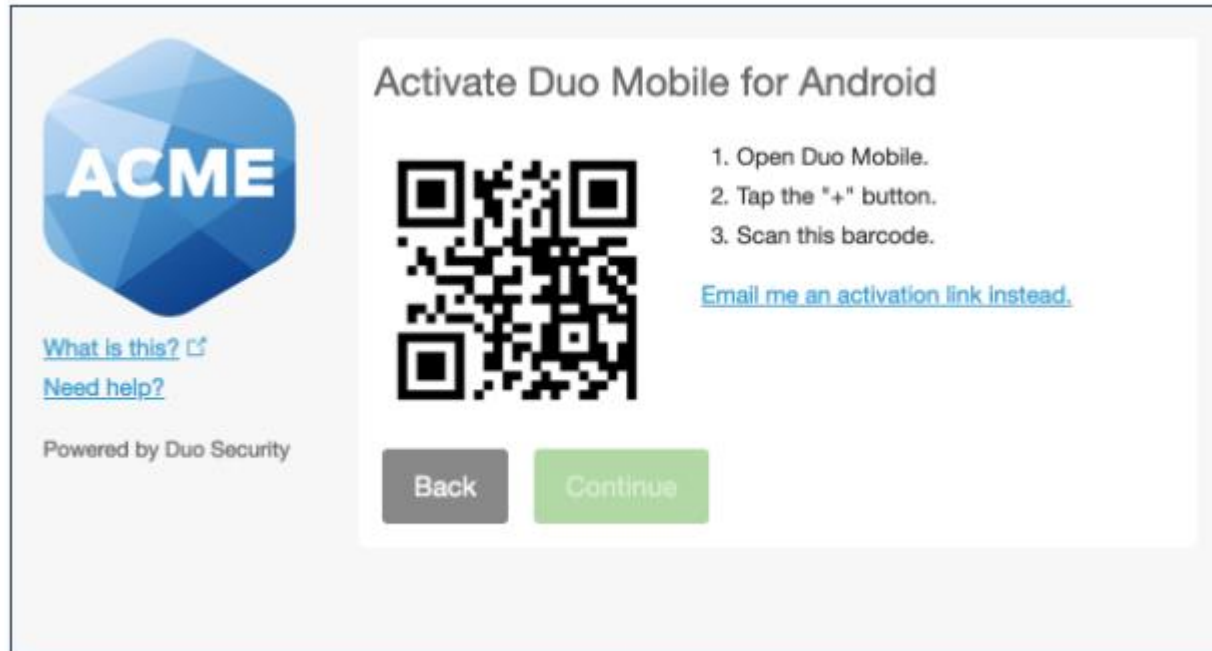
☐ Other (and cell phones)

Back Continue

Select the new phone's operating system.

# Multi-Factor Authentication

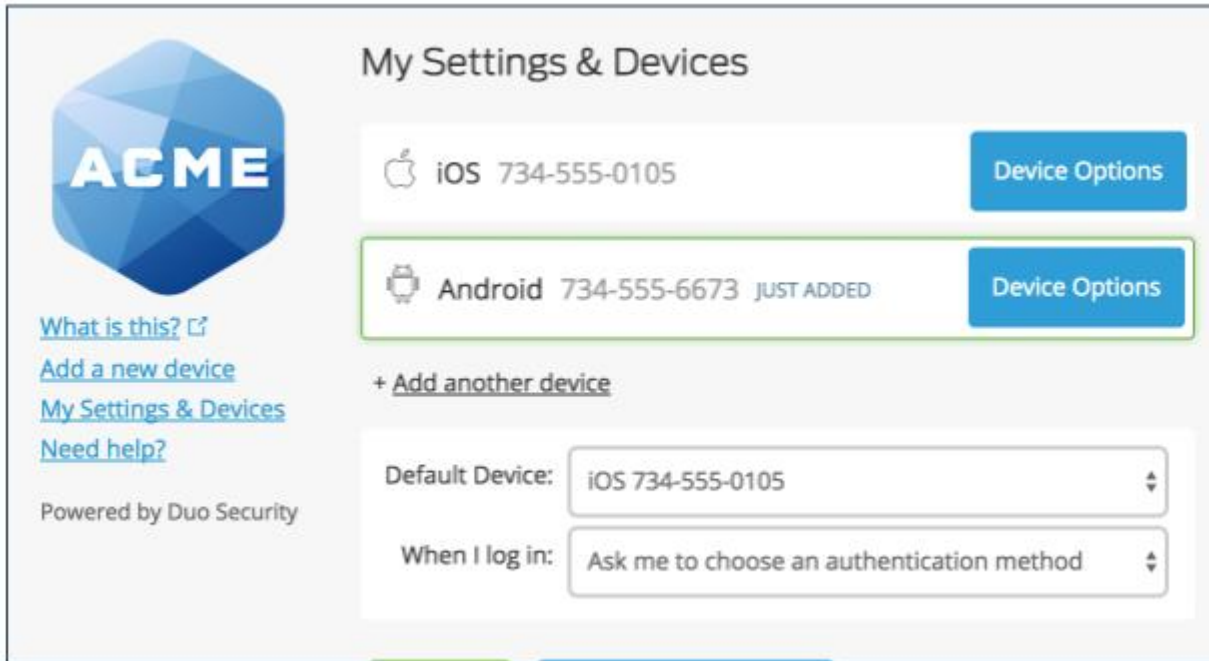
## A Step – by – Step Guide to setting up your organization's profile in Pennie.



Install Duo Mobile on the new phone and scan the barcode to activate.

# Multi-Factor Authentication

## A Step – by – Step Guide to setting up your organization's profile in Pennie.



**ACME**

My Settings & Devices

[What is this?](#)

[Add a new device](#)

[My Settings & Devices](#)

[Need help?](#)

Powered by Duo Security

iOS 734-555-0105 [Device Options](#)

Android 734-555-6673 JUST ADDED [Device Options](#)

+ [Add another device](#)

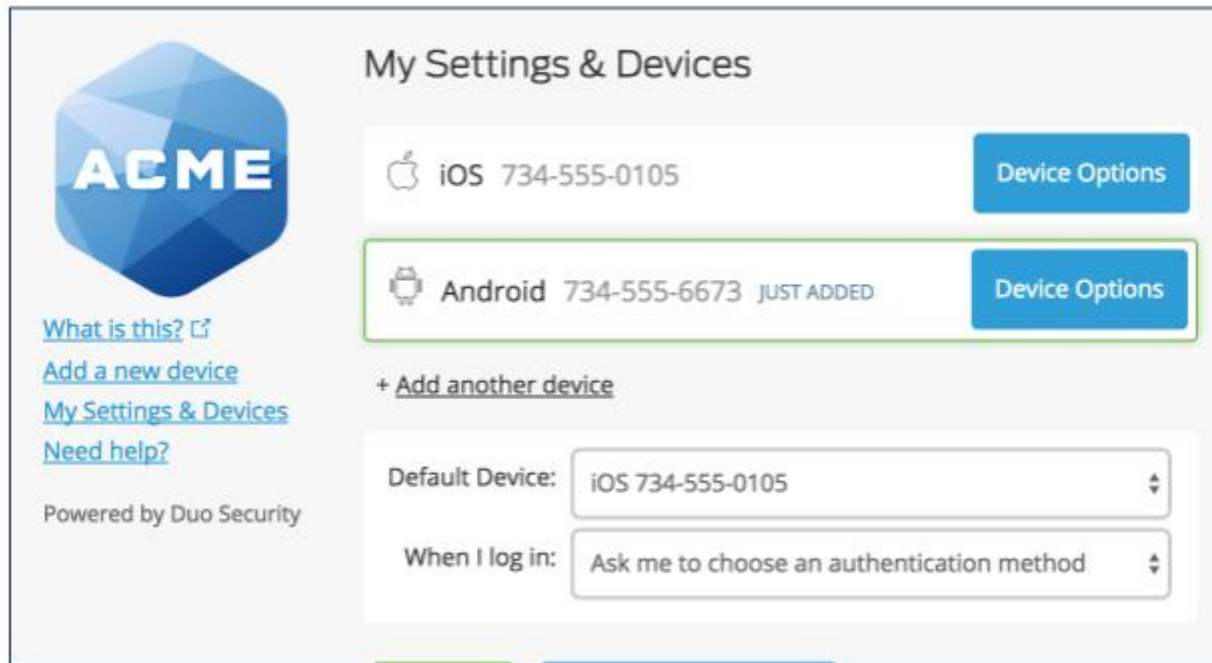
Default Device: iOS 734-555-0105

When I log in: Ask me to choose an authentication method

The new phone is added and listed with your other enrolled devices. You can click **Add another device** to start the enrollment process again and add another authenticator.

# Multi-Factor Authentication

## A Step – by – Step Guide to setting up your organization's profile in Pennie.



The new phone is added and listed with your other enrolled devices.

You can click **Add another device** to start the enrollment process again and add another authenticator.

**Additional information regarding Duo Mobile Settings can be found here:**

<https://duo.com/docs/self-service-portal>

# pennie

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