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Change Notice		
Notice #	Title	Date Issued
#2023-1-10-01	Two Factor Authentication for Users with Broad Access	January 10, 2023
Superseded	Released By	System Impacted
N/A	Maine EMS	MEFIRS
Implementation Date	January 16, 2023	

Description of the change

MEFIRS account users with broad access (see list of affected permission groups below¹) will begin to use two-factor authentication on January 16, 2023, to access MEFIRS. **If you are receiving this notice directly, you will be impacted by this change.** Two-factor authentication requires users to enter a unique code each time they log in to Elite.

To generate authentication codes, you can use any application that supports TOTP (time-based one-time passwords). For example, you can use Google Authenticator, Microsoft Authenticator, and Authy for two-factor authentication.

Reason for the change

Two-factor authentication protects accounts by requiring identity verification beyond basic login credentials. Enabling this feature allows Maine EMS to protect PHI/PII that is accessible through the MEFIRS system. This is industry best standard for persons with high-level access to healthcare data.

¹ Affected permission groups include the following:

- Bureau of Highway Safety Administration
- Office of the Chief Medical Examiner (OCME)
- Regional Council Administration
- Regional EMS Medical Director
- State EMS Medical Director
- Associate State EMS Medical Director
- Maine EMS Office Staff

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Effect on users

The affected users will be required to authenticate themselves using a code before logging into MEFIRS. On their first-time logging in, users scan the QR code on the Release Form screen with Google Authenticator, Microsoft Authenticator, or the Authy app for two-factor authentication on a smartphone. The Mobile phone application provides a unique code for users to enter on the Release Form. After their initial login and authentication, users require a code from the app each time they log in to MEFIRS.

First Login

1. Download one of the authentication apps.
2. Open the authentication app.
3. Scan the QR code.
4. Enter the code generated by the app into the "Enter Code Here" box.
5. Click "Agree & Continue."

The screenshot shows the 'Release Form' login interface. At the top, there is a privacy statement section titled 'PLEASE READ THIS PRIVACY STATEMENT CAREFULLY' with detailed text and a list of three security recommendations. Below this is a QR code with a red callout '3' pointing to it. Underneath the QR code is the text 'By entering the authentication code below, I agree to the Data Privacy Statement above.' followed by an 'Enter Code Here' input field with a red callout '4' pointing to it. Below the input field are two buttons: 'Agree & Continue' and 'Back', with a red callout '5' pointing to the 'Agree & Continue' button. At the bottom of the form, there is a yellow box with a red callout '1' pointing to it, containing the text: 'A two-factor account is required. To login, set up a two-factor account by scanning the barcode above with the Google Authenticator, Authy or Microsoft Authenticator apps. The apps generate a unique code that is good for 30 seconds. Use the code to log in to Elite. After setup, each time you log in, use the app to get a code.'

Subsequent Logins

1. Open your authentication app.
2. Select your MEFIRS login.
3. Enter the code into the "Enter Code Here" box.
4. Click "Agree & Continue."

Release Form

PLEASE READ THIS PRIVACY STATEMENT CAREFULLY

ImageTrend users, by accepting this Data Privacy Statement, you agree to keep the information contained within this site private and confidential. Any reporting or exporting of data must be done securely using industry standards and best practices for data privacy and adhering to all applicable federal and state data privacy requirements. It is the responsibility of the user to ensure that all applicable requirements are adhered to.

The State has taken steps to ensure that all information contained within this site is secure to protect against unauthorized access and use. All information is protected by our security measures, which are periodically reviewed. Information is protected through the use of passwords, strictly controlled server access, physical security of the hosting site, and 128-bit SSL encryption.

Although the State can assure the security and privacy of the data that has been submitted, we have no control over how individual users may handle their own data, either before or after they have submitted data. In order to protect the security and privacy of your records before or after you have submitted data, we recommend adopting the following procedures/practices:

1. Do not send patient care records via email. Email does not offer the same level of security as submitting data via the internet to Elite because it is not encrypted.
2. Only assign user names and passwords to individuals who have responsibility for Elite.
3. Regularly change passwords.

If you have questions about the Privacy or Security of this site, please contact: support@imagetrend.com

By entering the authentication code below, I agree to the Data Privacy Statement above.

This account is set up to use two-factor authentication. Please enter the current code on your authenticator app above. If you no longer have access to the app to generate your user's unique code, please contact your site's administrator to recover your account.

If, for some reason, such as a lost phone, the user no longer has access to their authentication app. In that case, the user must re-scan the QR code. System administrators at Maine EMS can reset their two-factor authorization through the user's account.

Please don't hesitate to contact the Maine EMS Office at 207-626-3863 or jason.a.oko@maine.gov with questions or concerns.