

STATE OF MAINE DEPARTMENT OF PUBLIC SAFETY MAINE EMERGENCY MEDICAL SERVICES 152 STATE HOUSE STATION AUGUSTA, MAINE 04333



MICHAEL SAUSCHUCK COMMISSIONER

> J. SAM HURLEY DIRECTOR

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Superseded	Released By	System Impacted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. <u>If you are receiving this notice directly, you will be impacted by this change.</u> 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 <u>Google Authenticator</u>, <u>Microsoft Authenticator</u>, and <u>Authy</u> 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.

Maine EMS Office Staff

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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

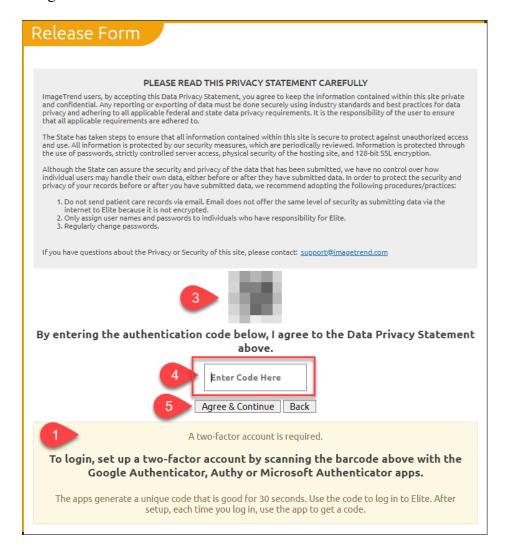
Associate State EMS Medical Director

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 <u>Google Authenticator</u>, <u>Microsoft Authenticator</u>, or the <u>Authy</u> 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.

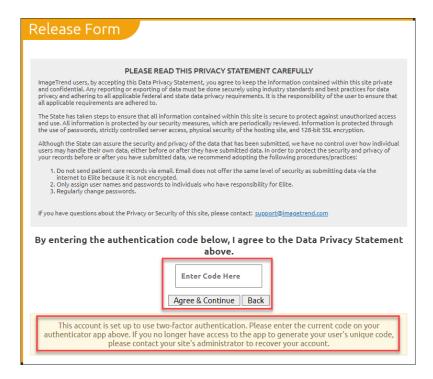
First Login

- 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."



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."



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.