

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



MICHAEL SAUSCHUCK COMMISSIONER

> WIL O'NEAL DIRECTOR

Change Notice		
Notice #	Title	Date Issued
#2024-12-20-02	Two-factor Authentication for Agency Administrators	December 20, 2024
Superseded	Released By	System Impacted
N/A	Maine EMS	MEFIRS
Implementation Date	December 20, 2024 & January 2, 2025	

# **Two-factor Authentication**

# **Description of the change**

MEFIRS account users assigned to the permission groups below will begin using two-factor authentication to access MEFIRS on January 2, 2025. Two-factor authentication requires users to enter a unique code each time they log in to Elite.

- Affected permission Groups:
  - o EMS Agency Admin
  - o EMS Agency Quality Assurance
  - o Fire/EMS Agency Admin
  - o Fire/EMS Agency Quality Assurance

You can use any application that supports TOTP (time-based one-time passwords) to generate authentication codes. For example, you can use <u>Google Authenticator</u>, <u>Microsoft Authenticator</u>, 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, accessible through the MEFIRS system. TOTP is the industry's best standard for persons with high-level access to healthcare data.

#### Effect on users

The affected users must authenticate themselves using a code before logging into MEFIRS. Upon 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

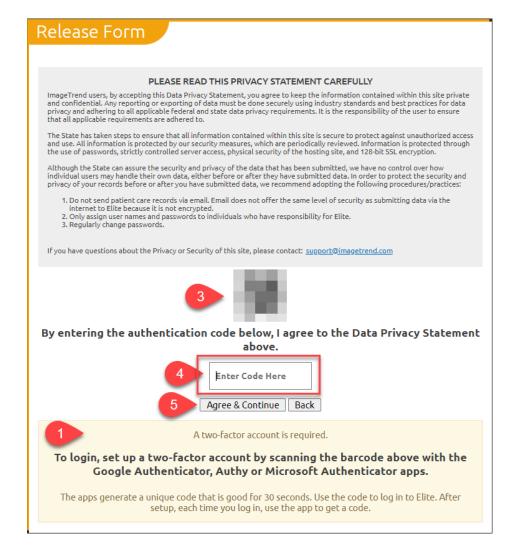
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their initial login and authentication, users require a code from the app each time they log in to MEFIRS.

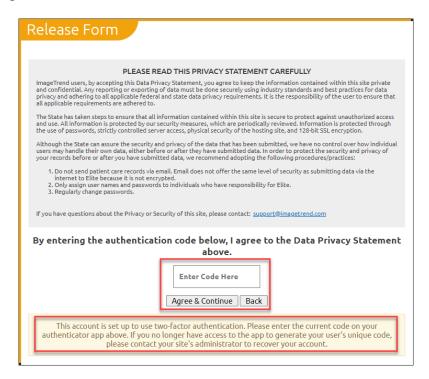
## First Login

- 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, the user no longer has access to their authentication app, such as a lost or a new phone or device. 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.