



JANET T. MILLS
 GOVERNOR

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Superseded	Released By	System Impacted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:
 - EMS Agency Admin
 - EMS Agency Quality Assurance
 - Fire/EMS Agency Admin
 - 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 [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, 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 [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

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PHONE: (207) 626-3860

TTY: (207) 287-3659

FAX: (207) 287-6251

With offices located at the Central Maine Commerce Center, 45 Commerce Drive, Suite 1, Augusta, ME 04330

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."

Release Form

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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.

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4 Enter Code Here

5 Agree & Continue Back

1 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

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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, 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.