Important Notice

Multi-factor Authentication on medEbridge®

The privacy and protection of sensitive health information is at the forefront of medEbridge®.

To further protect this data, medEbridge® uses Multi-factor Authentication (MFA). This simple process requires users to enter a security code from either a Microsoft or Google Authenticator App when they login to medEbridge®.

What you need to do

1. MFA will be available on medEbridge® from Monday, 5 December 2022. Add this date to your calendar to remind yourself to complete the MFA upgrade.
2. On or shortly after the 5th of December, please download and open either the Microsoft Authenticator App or Google Authenticator App on your mobile phone.

3. Login to medEbridge®.
4. Click on your name in the top right-hand corner of the screen to access your profile page.
5. On the profile page, go to the section labelled 'Profile Actions' and click on Multi-factor Authentication.
6. Follow the process detailed on the Multi-factor Authentication page to add a new account to your App. The process is:
    a. Go to your Authenticator App
    b. Select 'Setup New Account' or 'Add New Account' or the + button
    c. Scan the QR code found on the medEbridge® Multi-factor Authentication page
    d. Enter the 6-digit verification code supplied by the Authenticator App to complete the registration

Once this process is completed, you will be prompted to enter a code from the Authenticator App each time you login to medEbridge®.

The above instructions are also provided in the attached instruction guide with screenshots to help you navigate the steps.

Does your organisation use Azure Active Directory (AD)?

If your organisation uses Azure AD, we are also offering an organisational-wide solution, where your company's IT department can establish the process for you to login to medEbridge® using your existing domain credentials. If you would like to adopt this solution, please ask your IT manager to reach out to our team via MFA@medEbridge.com.au

Thank you for helping to protect and secure the health information on medEbridge®.

Yours sincerely,

The medEbridge Solutions Team