CSRA

North Carolina Medicaid Management
Information System (NCMMIS)

January 12, 2022

NC DEPARTMENT OF
HEALTH AND HUMAN SERVICES

JOB AID
Provider Multi-Factor Authentication (MFA) Registration Process

OVERVIEW

All NCTracks Provider Portal users will be required to adhere to Multi-Factor Authentication (MFA) when accessing NCTracks. MFA second level authentication works by placing a confirmation phone call to the user's phone during the NCTracks login process.

OBJECTIVE

This Job Aid will assist NCTracks Provider Portal users with:

- Enrolling in MFA
- Maintaining MFA account
  - Notification methods
- NCTracks login process
 - Troubleshooting login issues

ENROLLING IN MFA

NCTracks Provider Portal users will need to navigate to the State MFA Portal in order to identify the method of second level authentication notification. This site will assist the user with either identifying the primary and secondary phone numbers that will be receiving the confirmation phone call or, if selected, activating the mobile app option.

Navigate to https://tmfamobile.nc.gov/userportal

Enter the NCTracks NCID (username) and password and select **Log In**.
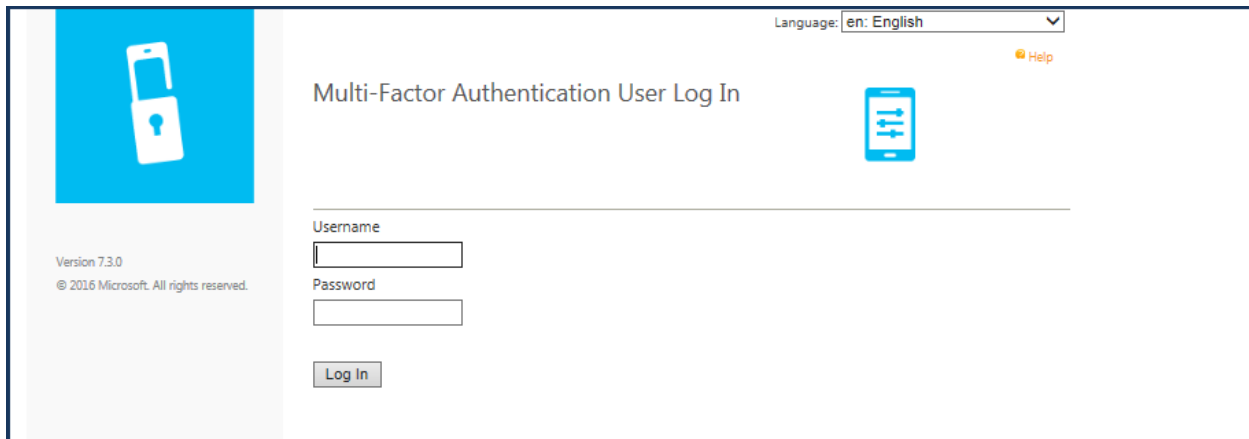
This screen allows the user to select a method for receiving the second level authentication notification. There are currently two options available: **Phone Call** and **Mobile App**.
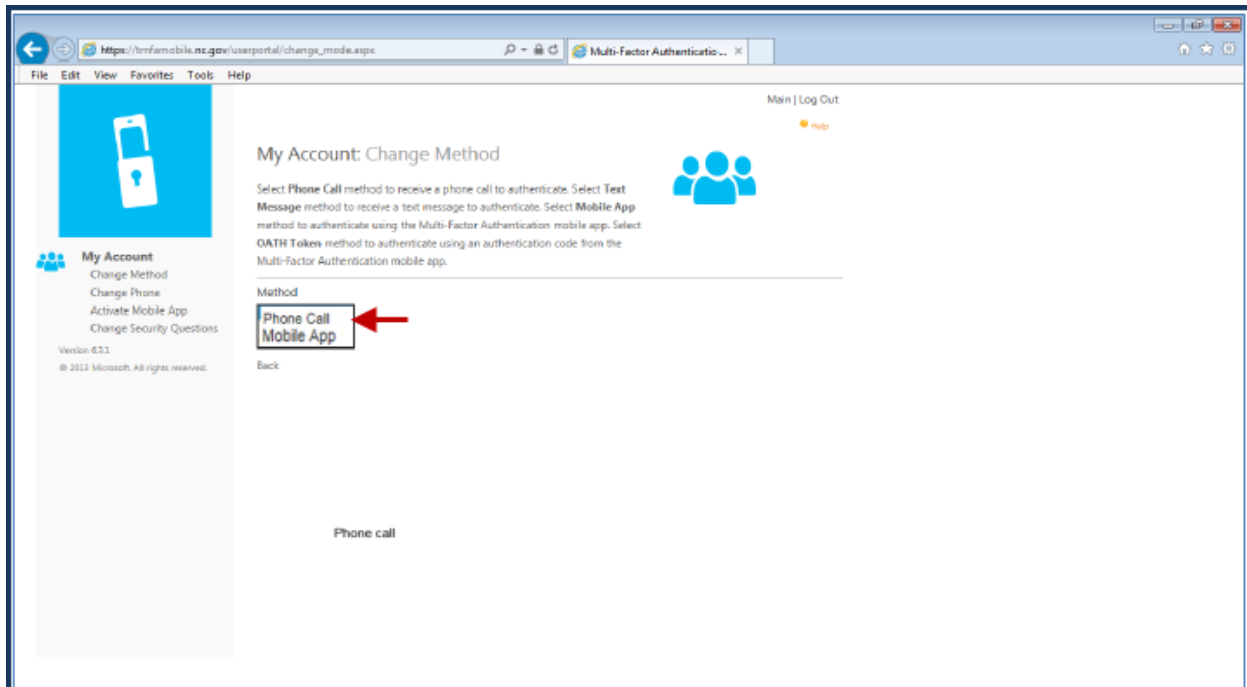
PHONE CALL SETUP

If the **Phone Call** option is selected, the following screen will display.

Enter primary and secondary phone numbers. The first confirmation phone call will be placed to the primary phone number. If there is no answer at this number, a second call will be placed to the secondary number entered.

Once both numbers have been entered, select **Call Me Now to Authenticate**.

A call will be placed to each phone number to complete the authentication process. After the user selects **#** (on the phone keypad), the user's authentication will be confirmed and the call will be disconnected.

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Security questions will be required in order to complete the authentication process. These questions can be used to gain access to the user portal without MFA. Select a question from each drop-down menu, enter the answer for each question, and select **Continue**. Four (4) security questions and answers are required.


Upon successful completion, the user will receive a "Welcome" message to confirm MFA registration.

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MOBILE APP SETUP

If the **Mobile App** option is selected, the Microsoft Authenticator mobile app will need to be downloaded to the user's smartphone using the mobile carrier's app store. This app allows the user to quickly and securely verify their identity.
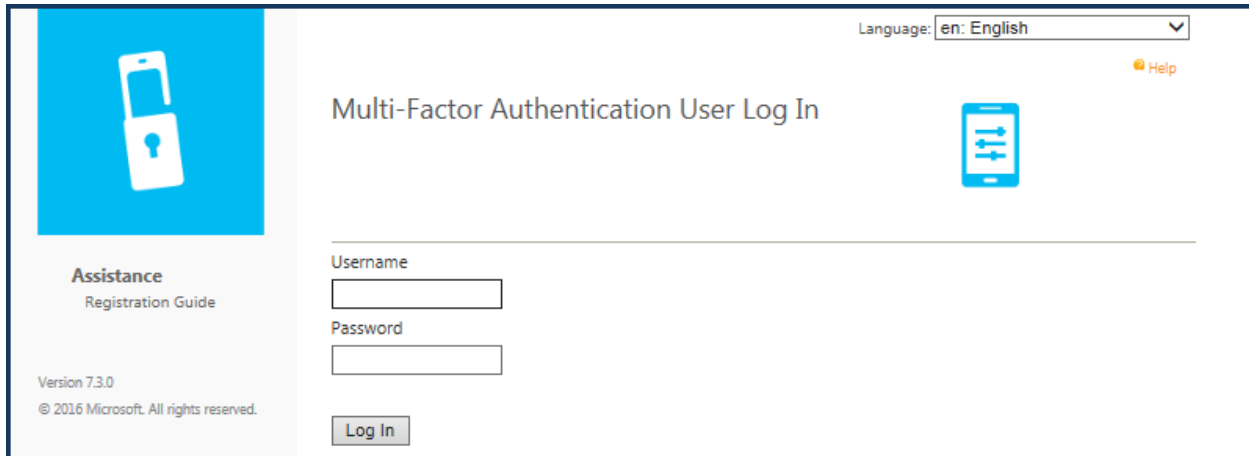
- Android: https://play.google.com/store/apps/details?id=com.azure.authenticator&hl=en
- iOS: https://itunes.apple.com/us/app/microsoft-authenticator/id983156458?mt=8
    - Windows: https://www.microsoft.com/en-us/store/p/microsoft-authenticator/9nblgggzmcj6

Upon successful installation of the Microsoft Authenticator mobile app, the user will be asked to identify the type of account being added. Select **Work or school account**.
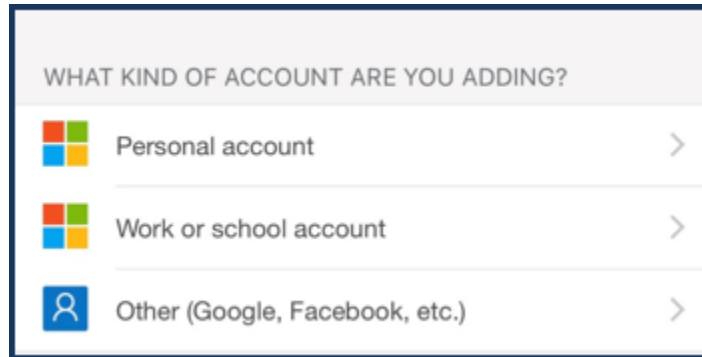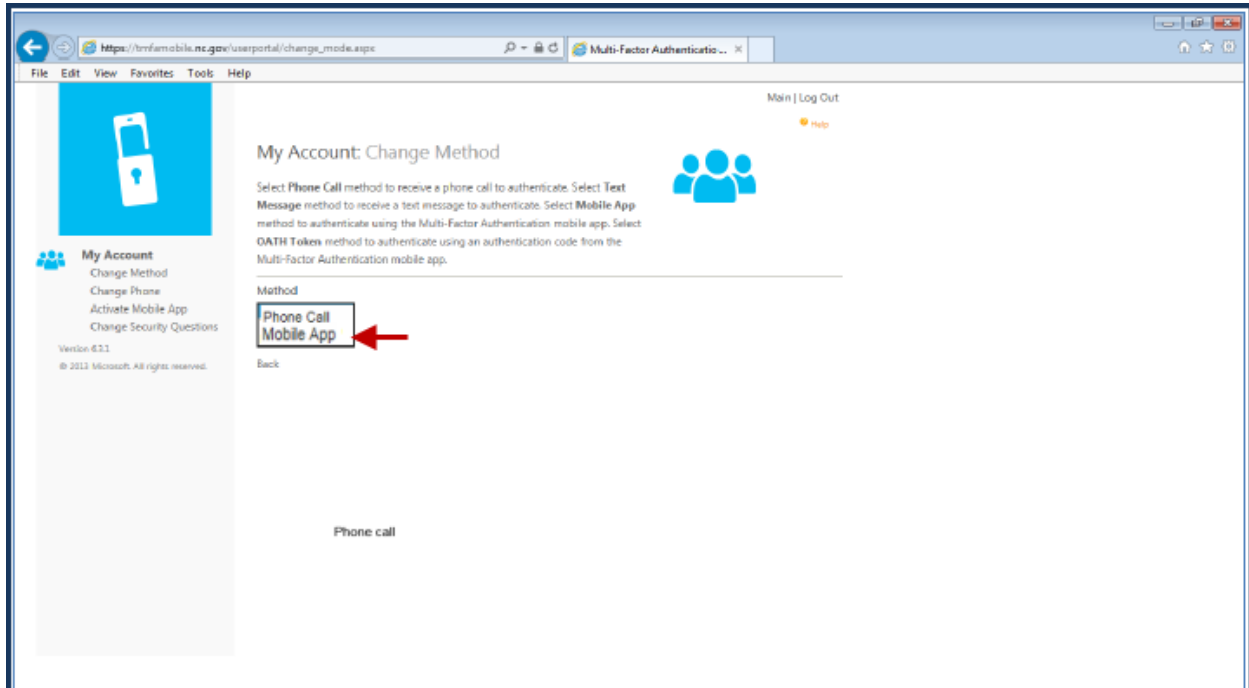

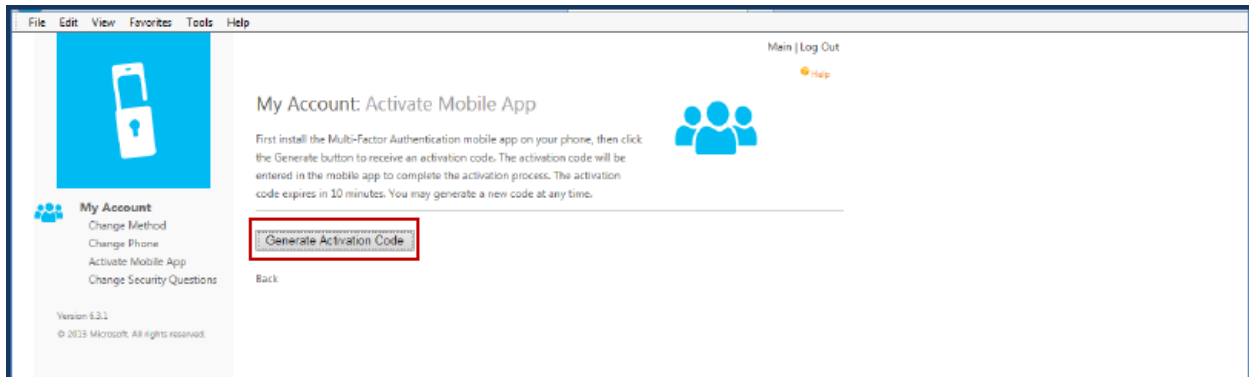**Note**: This image may be different depending on the user's mobile carrier.

Once the mobile app has been installed on the user's smartphone, the user will navigate back to the State MFA Portal (https://tmfamobile.nc.gov/userportal) to complete the setup process. The user will log in with his/her NCID and password.

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Select **Mobile App**.

Select **Generate Activation Code**.

The page will then display an activation code, a URL, and a bar code picture. The activation code will expire in 10 minutes. A new code can be generated at any time.

Use the newly installed Microsoft Authenticator mobile app to complete the next steps:

- Manually enter the activation code and URL into the mobile app, or use the barcode scanner to scan the barcode picture.
  - Security questions will be required in order to complete the authentication process. These questions can be used to gain access to the user portal without MFA. Select a question from each drop-down menu; enter the answer for each question, and select **Save**.

Once these steps are successfully completed, the user will receive an authentication notification on their smartphone. In order to complete the registration process, the user will need to select **APPROVE**.

TROUBLESHOOTING LOGIN ISSUES

There are some potential errors that may be encountered during the NCTracks login and MFA process. Not all error messages received will require that the user contact the State MFA Help Desk.

Note: Users should be sure to read the "Error Code" description in order to be able to take the correct actions to proceed with the MFA process.

⚠️ **Error Summary**

Please fix the following errors before you proceed. If applicable, the error message is linked to an associated field.

- There was a problem with your second factor authentication (MFA). If you are first time NCTRACKS user, please wait for 60 minutes then go to State MFA Portal (https://tmfamobile.nc.gov/userportal/) and register for your second factor authentication preferences. If you need further assistance contact your Delegated Administrator or call the NCTracks Call Center at 800-688-6696 for assistance.
  Error Code# E05: User Not Found

Error Message	Resolution
# Not pressed After Entry	This error is received when the confirmation call is answered and any other key besides the "#" is pressed. • Return to the NCTracks login page, re-enter the NCID and password to receive a new confirmation call, and press the "#" key after answering.
No Phone Input – Timed Out	This error is received when the confirmation call is answered and no input is received. • Return to the NCTracks login page, re-enter the NCID and password to receive a new confirmation call, and press the "#" key after answering.
Call Disconnected	This error is received when the confirmation call is answered and disconnected and no input is received. • Return to the NCTracks login page, re-enter the NCID and password to receive a new confirmation call, and press the "#" key after answering.

Error Messages Requiring Account Updates on MFA Portal

The following error message may be received when account updates are required on the MFA Portal. Newly provisioned NCTracks users will need to wait at least 60 minutes after their NCID has been established prior to registering their MFA information on the MFA Portal.

Error Summary

Please fix the following errors before you proceed. If applicable, the error message is linked to an associated field.

- There was a problem with your second factor authentication (MFA). If you are first time NCTRACKS user, please wait for 60 minutes then go to State MFA Portal (https://tmfamobile.nc.gov/userportal/) and register for your second factor authentication preferences. If you need further assistance contact your Delegated Administrator or call the NCTracks Call Center at 800-688-6696 for assistance.
Error Code# E05: User Not Found

If the user has not registered on the MFA Portal and logs in to NCTracks, the following error message will be received. To resolve this error, the user will need to follow the Enrolling in MFA steps.

Error Summary

Please fix the following errors before you proceed. If applicable, the error message is linked to an associated field.

- There was a problem with your second factor authentication (MFA). Please go to State MFA Portal (https://tmfamobile.nc.gov/userportal/) and register for your second factor authentication preferences. If you need further assistance contact your Delegated Administrator or call the NCTracks Call Center at 800-688-6696 for assistance.
Error Code# E06: User Not Registered/Enabled

The Contact Us Page

The Contact Us Page allows public users to perform various functions, including reporting an MFA issue. User can complete the web form to request assistance.

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NCTracks displays message when the form has been successfully completed.

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The user will receive a confirmation e-mail from the NCTracks Contact Center.

Acknowledgement of Email Inquiry

To:

[External: Use caution with links & attachments]

Thank you for contacting the NCTracks Contact Center for the North Carolina Department of Health and Human Services. We are the North Carolina DHHS's central communication and customer service center.

Your inquiry sent on _____ is very important to us and we hope to provide you with valuable information, referrals and resources to address your inquiry. For tracking purposes, we have assigned the following interaction tracking number associated with your inquiry: _____

We will review your email and either immediately resolve your inquiry or connect you with the appropriate resources. If you require further assistance, please contact the NCTracks Contact Center via telephone at 1-800-688-6696 or fax at 855-710-1965 during the hours of 7:00 AM -11:00 PM EST, Monday through Friday, and 7:00 AM -6:00 PM EST on weekends and State- approved holidays and reference your tracking number.

Thank you,

NCTracks Contact Center for NC DHHS

NOTE: This is a system generated message. Please do not reply to it.

******As a friendly reminder, please refrain from the use of Protected Health Identifiers (PHI) or Personally Identifiable Information (PII) in all emails. Please phone us instead at 800-688-6696 or fax at 855-710-1965 if it's required to provide PHI or PII. ******