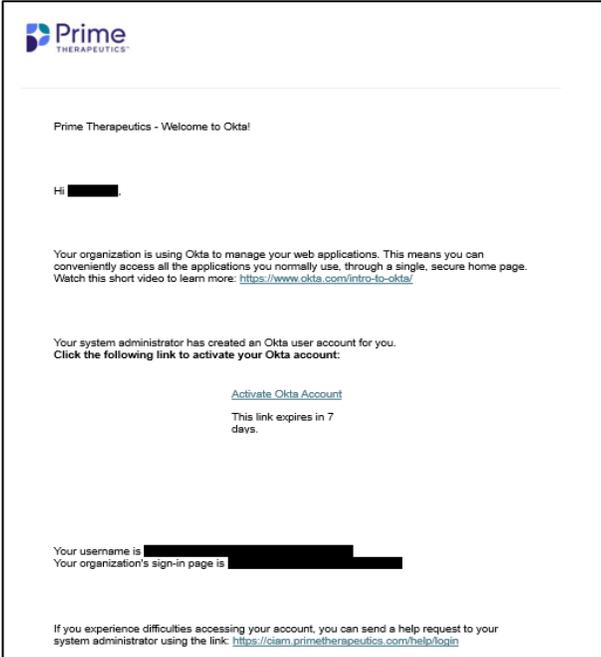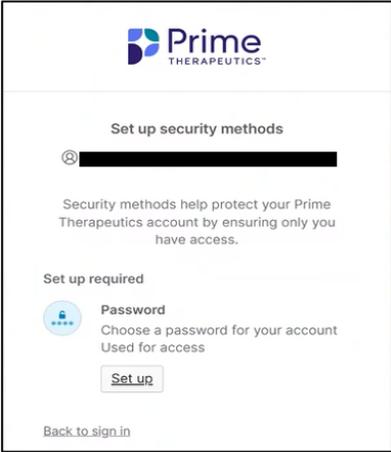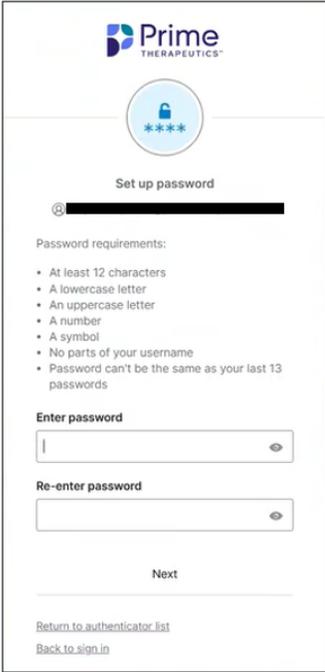# GatewayPA – Multi-Factor Authentication (MFA) Login Reference Guide
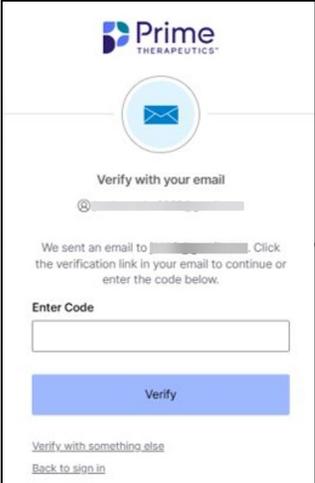
Purpose & Scope

This Multi-Factor Authentication (MFA) reference guide is for new and existing users of GatewayPA.com. Please note that this MFA change will impact all users unless they are accessing the system via Single Sign On (SSO). There are some very limited exceptions so don't worry if you do not notice this take effect.

New User Login (Existing Users Click here)

#	Action	Visual Aid
1.	Once provisioned for GatewayPA.com by a Prime team member, new users will receive an email from the sender **noreply@okta.com**. This email will contain a unique link for your account setup. Select the **Activate Okta Account** link within 7 days of receiving the email.	
2.	You will be asked to set up your password. Click **Set up** to proceed.	

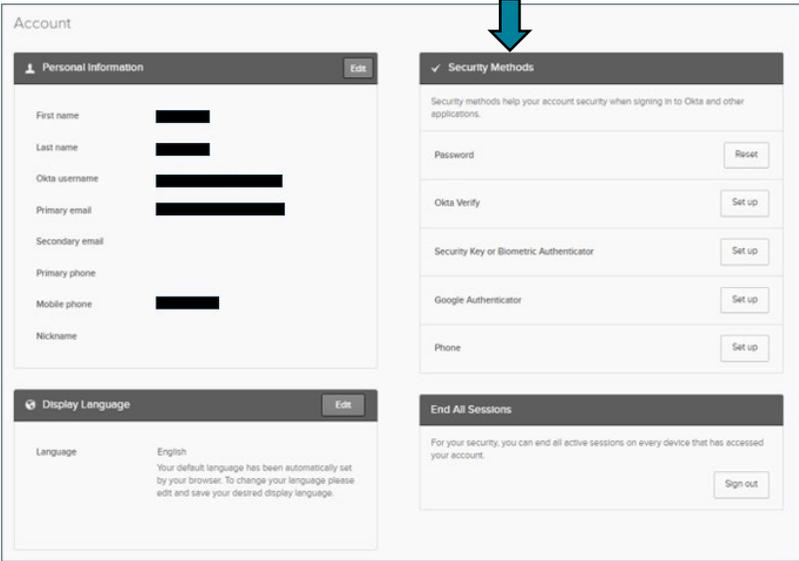| #	Action	Visual Aid
3.	The system will then prompt you to create a password that must meet Prime's password requirements. (see requirement details within visual aid image)	
4.	You will then have the option to set up additional security methods. To default to email as the security method, simply click **Continue**. Utilizing your email will prompt the system to automatically send an email that provides a verification link and/or a code that will need to be entered in order to meet the Multi-Factor Authentication (MFA) requirement. Otherwise, you may select Google Authenticator, Okta Verify, Phone or Security Key or Biometric Authenticator and complete the guided set-up accordingly.	
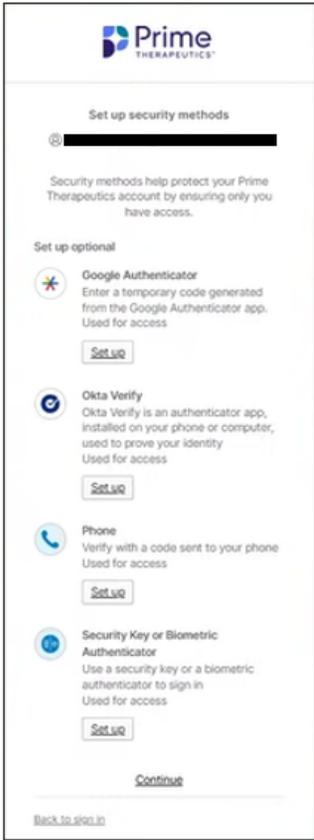
#	Action	Visual Aid
5.	All future logins will require Multi-Factor Authentication leveraging the security method selected.	
6.	To view or change your MFA selection, navigate to settings by clicking your initials in the top right corner of the screen. The MFA options will be listed under **Security Methods**.	
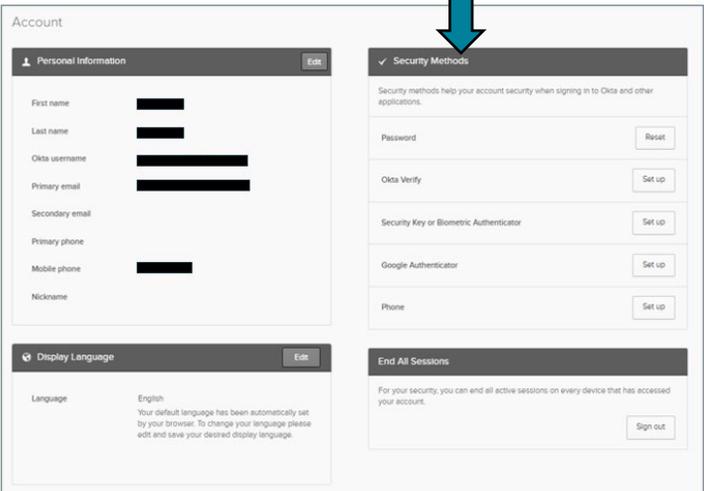
Existing User Login:

#	Action	Visual Aid
1.	Enter your username and password and then follow the Multi-Factor Authentication (MFA) process based on the selection that you made when the account was first activated.	

#	Action	Visual Aid
2.	To view or change your MFA selection, navigate to settings by clicking your initials in the top right corner of the screen. The MFA options will be listed under **Security Methods**.	

Support Mailbox:

If you require any additional assistance with this process or experience any issues while trying to log in, please reach out to one of the mailboxes below:

- **Health Plan Users** – ClientInquiry@PrimeTherapeutics.com
- **Provider Users** – ProviderInquiry@PrimeTherapeutics.com