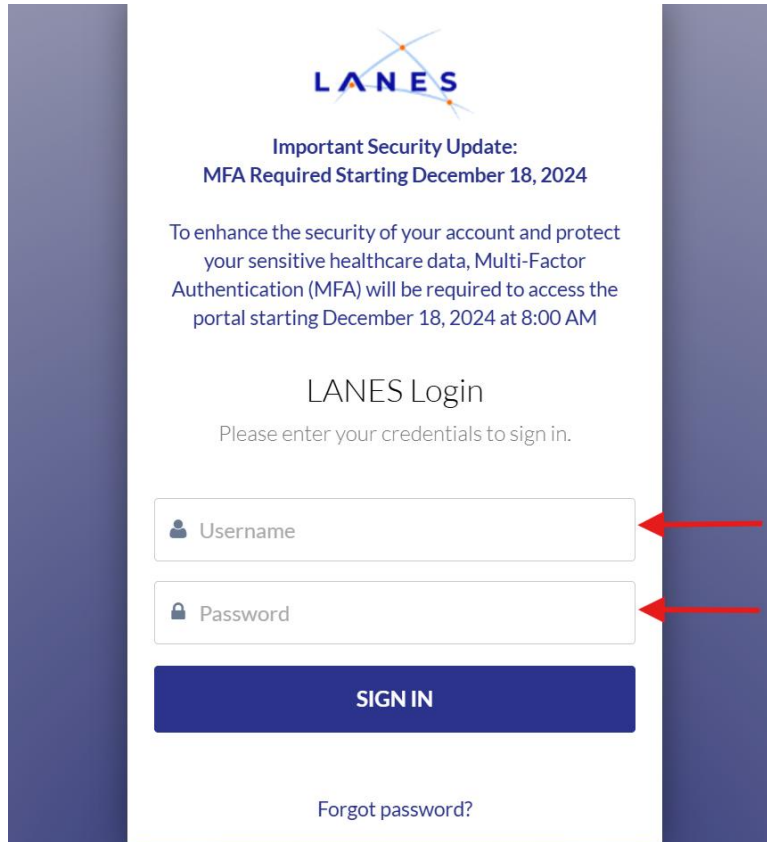


## User Guide for MFA Email Authentication for LANES Users

**Purpose:** This guide will help you set up and use Multi-Factor Authentication (MFA) for securing your email account. MFA adds an extra layer of security by requiring more than just a password to access your account.

**Step 1:** Log into LANES Portal with your approved or assigned LANES credentials.



**LANES**

**Important Security Update:**  
MFA Required Starting December 18, 2024

To enhance the security of your account and protect your sensitive healthcare data, Multi-Factor Authentication (MFA) will be required to access the portal starting December 18, 2024 at 8:00 AM

**LANES Login**  
Please enter your credentials to sign in.

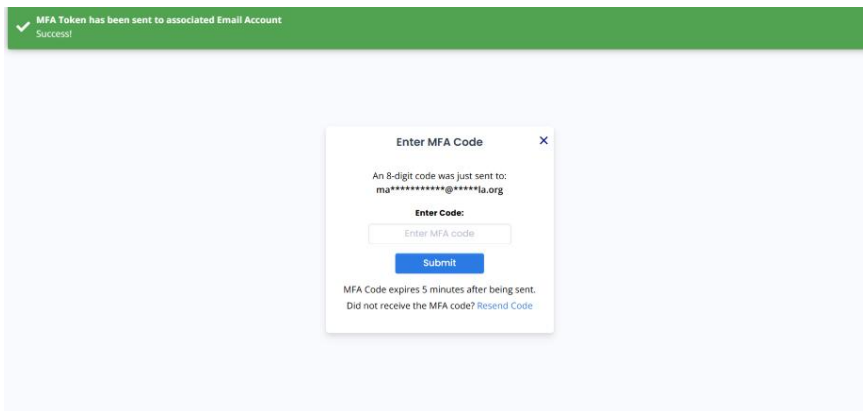
Username

Password

**SIGN IN**

[Forgot password?](#)

**Step 2:** MFA Email Authentication page will appear and an email with a code will be automatically sent to your email account. As shown in the screenshot below:



✓ MFA Token has been sent to associated Email Account  
Success!

**Enter MFA Code** ✕

An 8-digit code was just sent to:  
ma\*\*\*\*\*@\*\*\*\*\*la.org

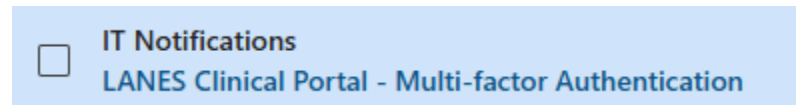
**Enter Code:**

Enter MFA code

**Submit**

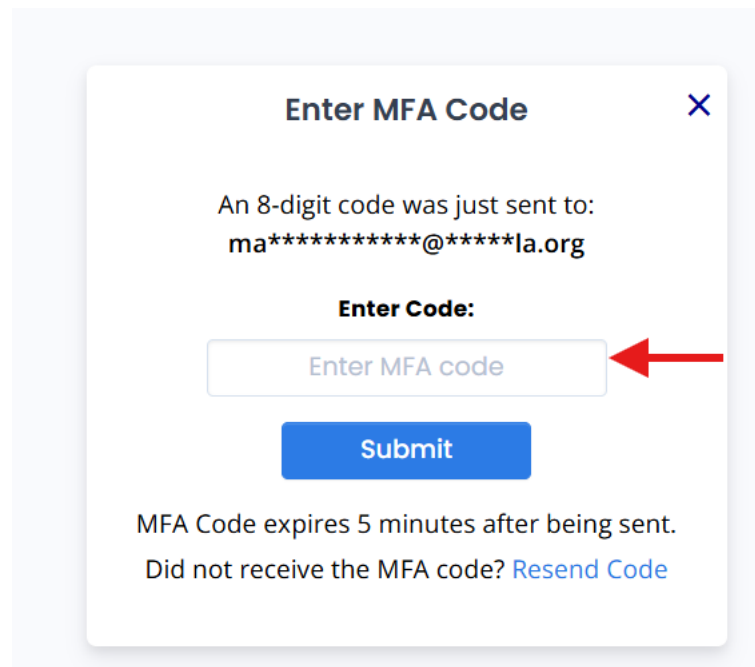
MFA Code expires 5 minutes after being sent.  
Did not receive the MFA code? [Resend Code](#)

**Step 3:** Check your username/email account for the code to verify your account. The email will be like the one shown below:



(If you do not see it in your email inbox folder, please check your spam folder. The email should be from IT Notifications stating LANES Clinical Portal – Multi-Factor Authentication.)

**Step 4:** Enter MFA code from your email where it states Enter Code.

A white dialog box with a light blue border and a close button (X) in the top right corner. The title is "Enter MFA Code". The text inside says "An 8-digit code was just sent to: ma\*\*\*\*\*@\*\*\*\*\*la.org". Below this is the label "Enter Code:" followed by a text input field containing the placeholder text "Enter MFA code". A red arrow points to the right side of this input field. Below the input field is a blue "Submit" button. At the bottom of the dialog, it says "MFA Code expires 5 minutes after being sent." and "Did not receive the MFA code? [Resend Code](#)".

**Step 5:** If code is accepted, Portal Access will be granted. If not, users have 5 unsuccessful attempts to enter the MFA code, or the user’s account will be suspended for 15 minutes.

**Step 6:** The user will have to wait 15 minutes, after the user can attempt to log in again. If code is accepted, Portal Access will be granted.

**Step 7:** The user has another 5 attempts to enter the correct code. If accepted, the user will be granted access. If not, the user will be locked out and would need to contact [support@lanesla.org](mailto:support@lanesla.org).