

# DISCOVER M<sup>♥</sup>RE with HealthID



## MULTIFACTOR AUTHENTICATION ON HEALTHID

DISCOVERY HEALTH





## Multifactor authentication on HealthID

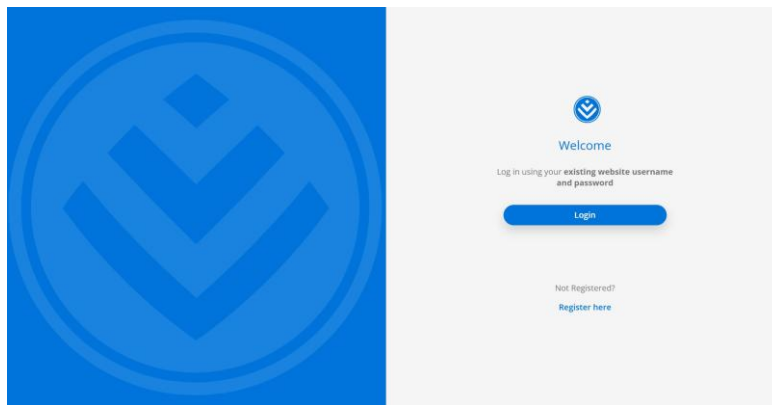
Multifactor authentication is a security feature that helps protect your account by requiring more than just a password to sign in.

After entering your password, you will be prompted to complete a second verification step. This involves entering a four-digit PIN sent to your registered email address or cellphone number.

You will be asked to complete this additional verification every 90 days on each device and browser you use.

Multifactor authentication adds an extra layer of protection by ensuring that, even if your password is compromised, unauthorised users cannot access your account without the second verification factor. This protects you and your patients' sensitive data.

### Step 1: In your browser, go to HealthID (<https://digitalhealth.discovery.co.za>)



### Step 2: Log in with your unique credentials



### Step 3: Set up your OTP notification preference

If your preferences have not yet been configured, you will be prompted to set up and review your one-time PIN (OTP) contact details before proceeding. If your OTP preferences have already been configured, this step will be automatically skipped.

**Set up OTP notifications**

To receive your OTP, you will need to select from the contact details we have saved.  
If you need to update information, call Discovery Servicing on.

Mobile number  
0001111111

Email  
test@discovery.co.za

Select preferred OTP method

SMS notification

Email notification

Save

### Step 4: One-time PIN (OTP) confirmation

1. Once your preferences have been confirmed, you will receive a one-time PIN (OTP) through your preferred method on the first login and every time you use a new browser or device.

**2-step authentication**

To make your account more secure, you have to enter a one-time password (OTP) when you log in with your username and password.

**Need to know**

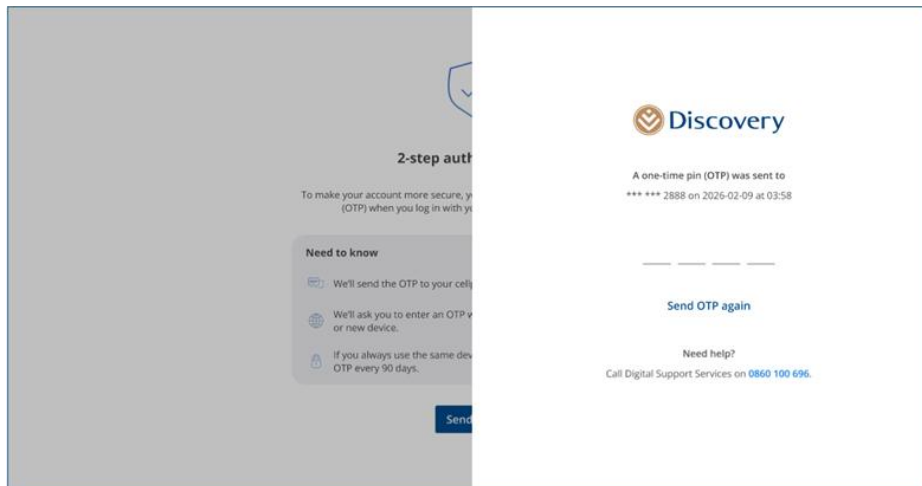
- We'll send the OTP to your cellphone.
- We'll ask you to enter an OTP when you log in from a new browser or new device.
- If you always use the same device to log in, we'll ask you to enter an OTP every 90 days.

Send OTP



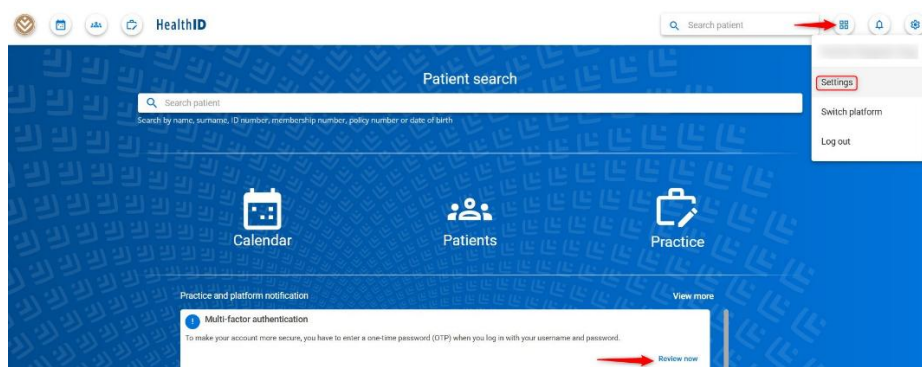
2. After selecting **Send OTP**, a four-digit PIN will be sent to your registered cellphone number or email address, based on your preferred contact method. For security, only the last few digits or characters of the selected contact method will be displayed on screen to show where the OTP was sent.

The OTP will only be valid for five minutes and will have to be resent by clicking **Send OTP again** if it expires.



3. Once you have entered the OTP and you are successfully authenticated, you will be directed to the HealthID landing page.

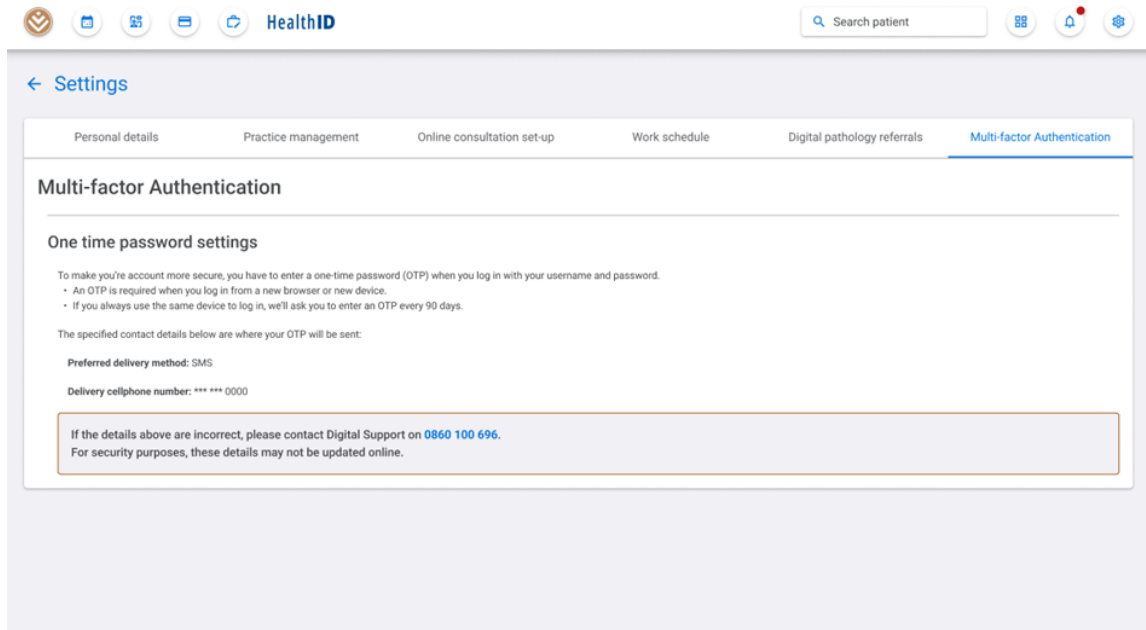
To review or update your details later, go to the **Settings** option.





4. Under the multifactor authentication tab in the settings menu, you can review your one-time PIN settings at any time.

If you need to make any changes, you can contact our Digital Support Team on 0860 100 696 between 07:00 and 18:00 (Monday to Friday).



This is the end of the guide.