

# Okta Multi-Factor Authentication (MFA) Job Aid

## For Consultants

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## Overview

This job aid walks consultants through the login process for OrthoFi using **Okta with Multi-Factor Authentication (MFA)**. Okta is a secure Identity and Access Management platform that helps protect your login credentials, protect against cyber threats, ensures HIPAA compliance, and provides secure access to OrthoFi applications.

## Simplified Multi-Practice Access for Consultants

Consultants no longer need to create separate email addresses for each practice. With OrthoFi, you can use your primary email and simply add “**+practicename**” before the “**@domain.com**” portion to log in to multiple practices.

### Example:

- **Consultant Name:** Bob Smith
- **Agency:** Ortho Consult LLC
- **Email:** bobsmith@orthoconsult.com

### Logins for multiple practices:

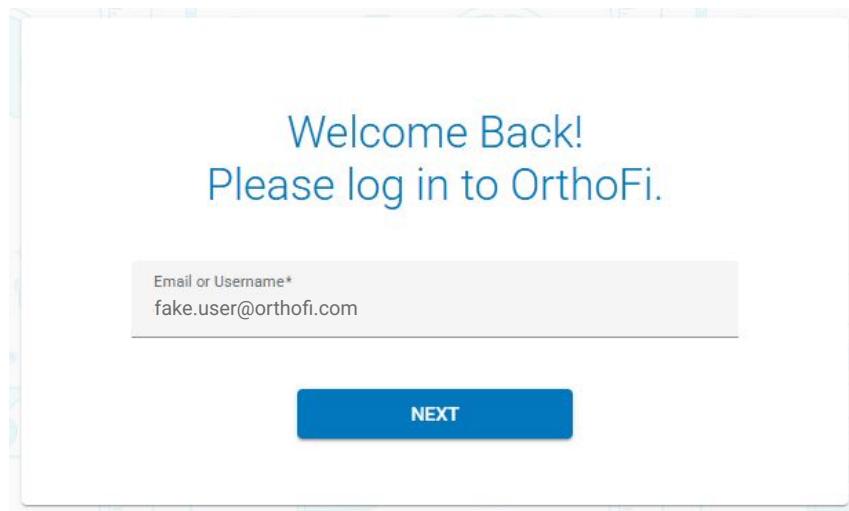
- bobsmith+nyorthodontics@orthoconsult.com
- bobsmith+westernteethco@orthoconsult.com
- bobsmith+drjohnsonortho@orthoconsult.com

**Note:** While this update no longer requires you to create new emails for each practice, practices are still required add you as a practice user in OrthoFi.

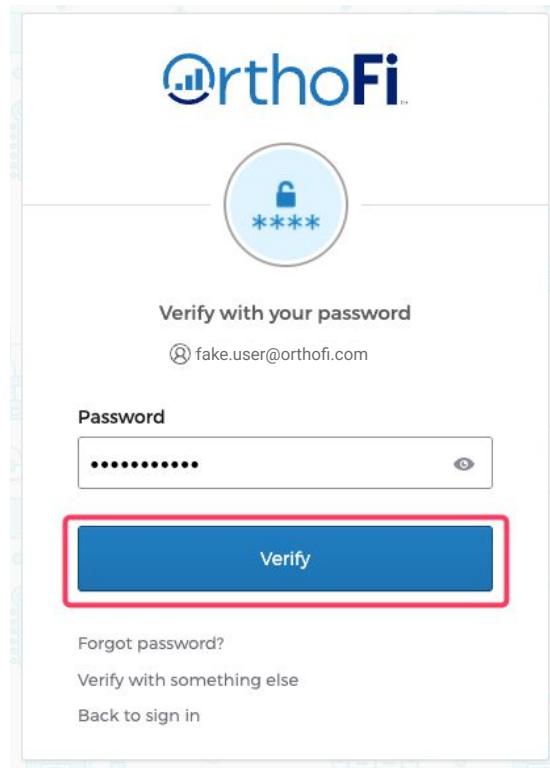
# First-Time Login with MFA Setup

## Step-by-Step Process

1. Go to [login.orthofi.com](https://login.orthofi.com)
2. Enter your email and click **Next**
  - a. **Example:** bobsmith+nyorthodontics@orthoconsult.com



3. Enter your password and click **Verify**



4. Choose your MFA method when prompted

## MFA Options:

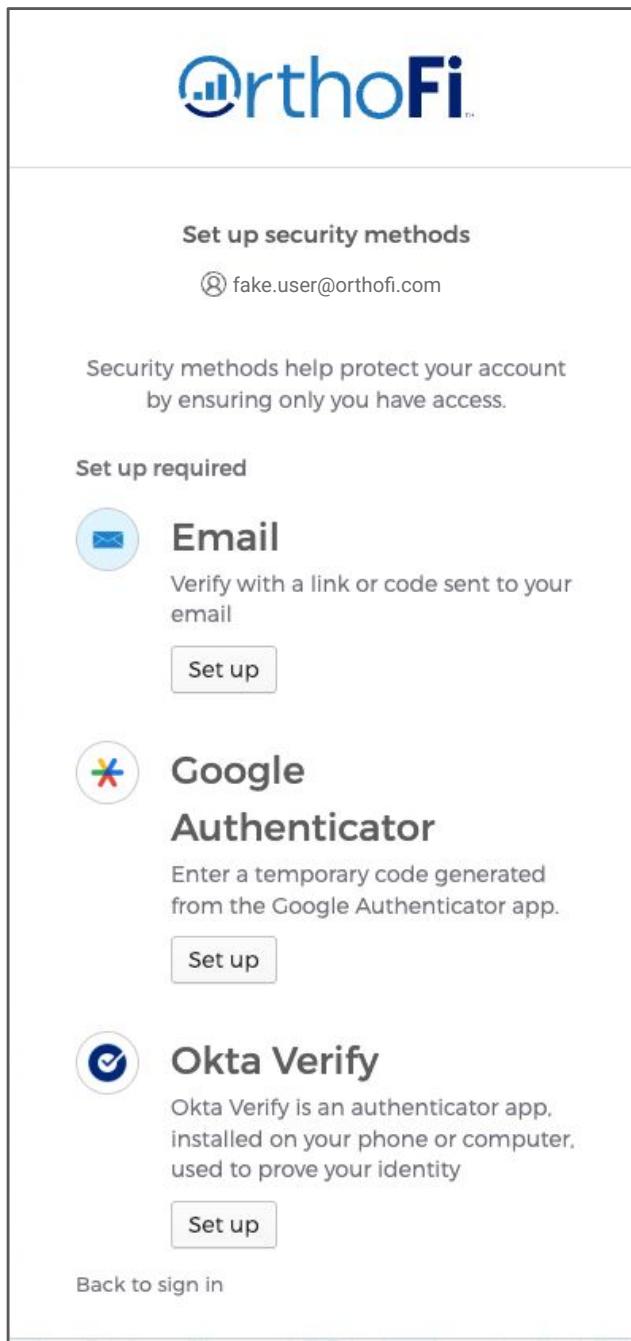
### Authenticator App (Recommended)

- Download **Okta Verify** or **Google Authenticator**
- Download the preferred app onto your device and use the app to scan the QR code

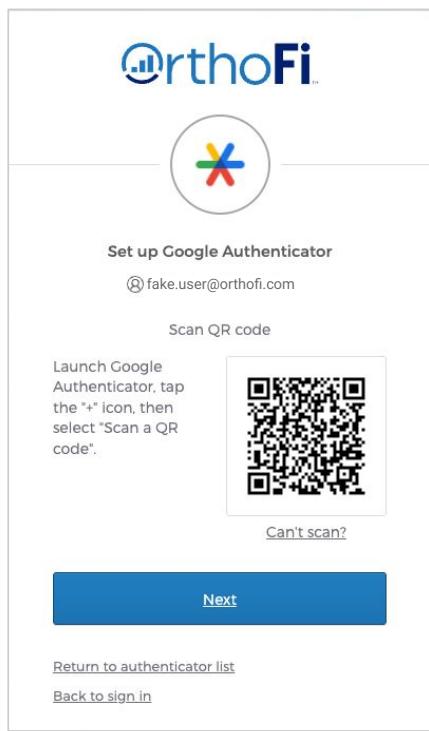
### Email

- Receive a one-time code via your email inbox

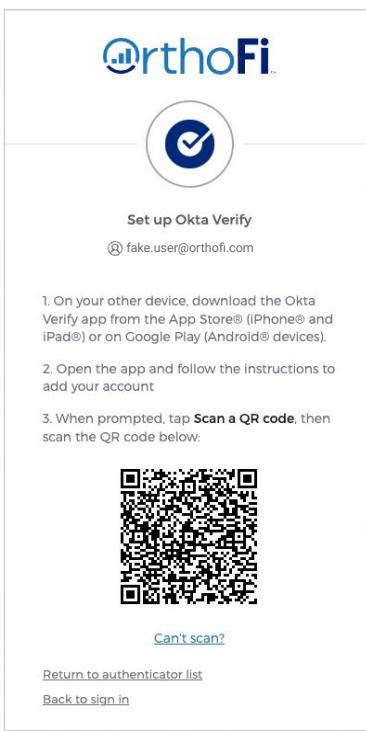
## MFA Selection Screen



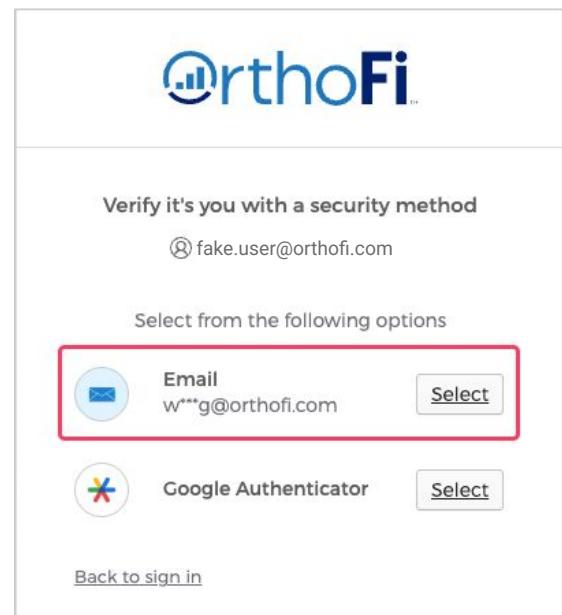
## MFA Example: Google Authenticator App



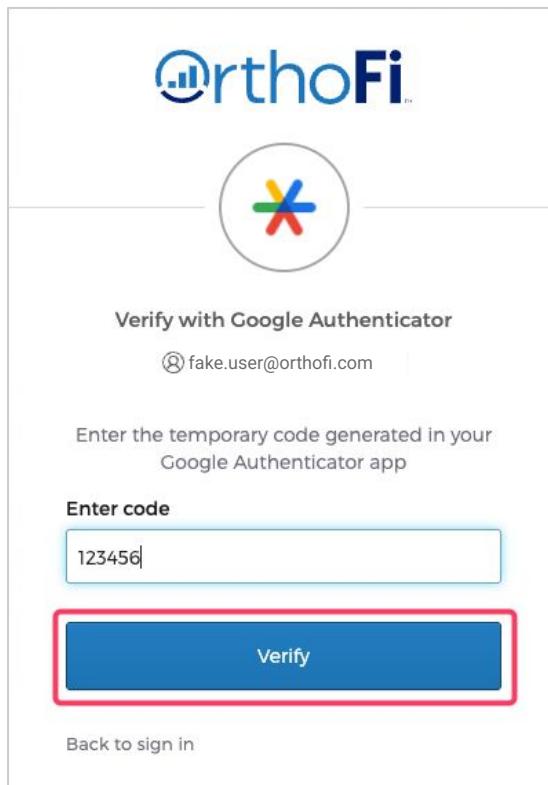
## MFA Example: Okta Verify App



## MFA Example: Email Verification



5. After setting up your selected MFA method, enter the code you receive, then click **Verify**.



## Regular Login (After Initial MFA Setup)

1. Go to [login.orthofi.com](https://login.orthofi.com)
2. Enter your email and click **Next**
3. Enter your password and click **Verify**
4. Enter your MFA code and click **Verify**

**Note:** Once you log in, your token will be valid for 24 hours. If you log out during this time, you will be required to login with MFA the next time you wish to log in.

## Have Questions or Need Support?

Contact our Support team Monday–Friday, 6:00 AM–5:00 PM (MST) at 877-766-5220, or email us [support@orthofi.com](mailto:support@orthofi.com).

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## Frequently Asked Questions (FAQ)

### Will my password change?

No, your password will remain the same. MFA simply adds a second layer of login security.

### How often do I need to log in?

Your login session lasts 24 hours. If you log out or the session expires, you'll need to login with MFA again.

### How do I change my MFA method or made the wrong selection?

If you selected the wrong MFA method or want to change it later:

- Go to auth.orthofi.com and log in
  - **Note:** You must log in using your current MFA method before you can access the Settings page to change your MFA preferences.
- In the OrthoFi portal, click your name in the top-right corner, then select **Settings**
- From there, you can:
  - Add a method or update your MFA options (e.g., switch from email to Okta Verify)
  - Update your email, if needed
  - Change your password