



New Caregiver Account Claiming and Multi-Factor Authentication Set-up

Dear Caregiver,

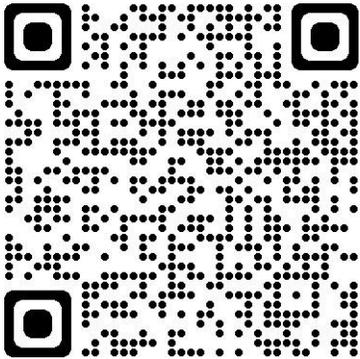
Welcome to Providence! We are so grateful for you and your dedication to care for our cherished community during this time.

Successfully obtaining access to your Providence Account by “**claiming your account**” and setting up “**Multi-Factor Authentication (MFA)**” must be completed prior to your start date and will ensure you are ready for your first day. You may use a smartphone or computer to claim your account. Once you have successfully claimed your account, you may complete additional orientation training elements.

Claiming your network account and setting up your MFA will take about 15 minutes. Help resources are listed below, and there will be onsite support during the training day(s) for those unable to successfully claim their account prior to arrival.

Self Service

Use a computer, tablet, or smartphone to visit <https://access.providence.org/>. Watch the video and follow the directions at your own pace. **Detailed instructions are also found below on page two.**



Need help?

If you have issues with claiming your account or setting up your MFA, please contact clinical informatics who can assist you. Virtual support is available on **2/10 – 2/12 from 0900 – 1700 PST** and starting on **2/13 - 2/14 from 0700-2200 PST**.

[For virtual support with account claiming or training - Click here to connect to a live support person](#)

To call in for support dial: (323) 813-9520 when prompted, enter the conference ID: 542070222#

Thank you so much for joining us in serving our patients and their families. We are excited to work with you to deliver great care.

Claim Your Account

Prior to orientation, you may be able to claim your Providence Account. If you are unsuccessful there will be support on-site during Orientation. **It is helpful to read these instructions in their entirety before proceeding.**

1. Go to an internet browser and type: access.providence.org.
2. **Choose Claim Your Account and Configure Multi-Factor Authentication**

Caregiver Access Portal

Are you a new caregiver?

Use the link below to claim your account and configure multi-factor authentication. This video will walk you through the process.

Instructional Video →

Claim Your Account and Configure Multi-Factor Authentication (MFA)
New to Providence? Start here to claim your account, configure your security questions, set your password, and setup Multi-Factor Authentication. This allows you to access the network when working remotely.

Once you have successfully completed the step above, your account is setup and ready for use!
If you are experiencing any issues, please click on the links below for additional help.

Account Claiming and MFA Resources

- [Presentation for Account Claiming and MFA Setup](#)
- [Frequently Asked Questions \(FAQs\) for Account Claiming and MFA Setup](#)

HELP

3. Enter personal information to link you to your account. You will be prompted to create a password.
Remember this password!
4. When you get to the final screen showing the following information, **Take a screenshot!**
Network ID: _____
User Principal Name: _____
Employee ID: _____
Email Address: _____
5. You will be taken to a Microsoft log-in screen, **enter your new Providence Email Account**. You took a screenshot of this during step 4. (emails are often firstname.lastname@providence.org)
6. Enter the new password you just created.
7. A screen will tell you it needs more information, **hit Next**.
8. It will prompt you to download an Authenticator App, **DON'T DO THIS!**
9. Instead on the bottom of the screen **choose, "I want to use a different method"**
10. Click the dropdown arrow and choose **phone**.
11. **Choose United States** and **enter your phone number** on the next line and ensure "Text" is checked. Click the **next** button.
12. You will receive **a numeric code via text** that you will **enter on the next screen**.

You are done with claiming your account! Thank you!