

Background:

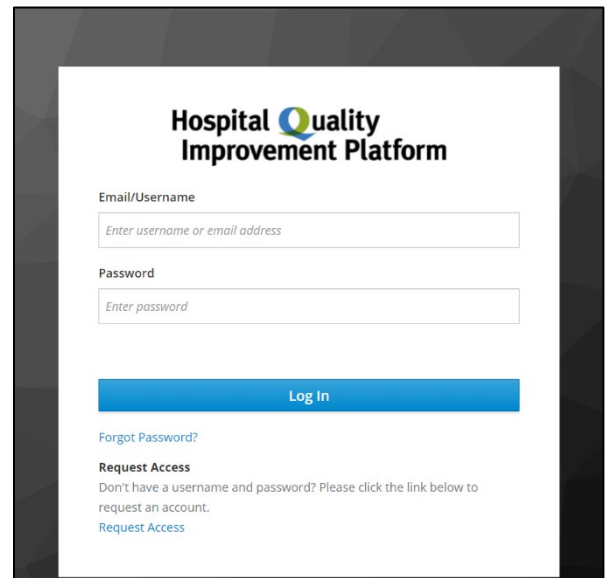
To provide the safest environment possible for the exchange of data between HQI and our members, we use multifactor authentication (MFA) for the Hospital Quality Improvement Platform. MFA provides an extra layer of protection for your hospital's data by creating a two-step login process, which helps confirm that only authorized users are accessing their accounts. MFA is the standard for most web-based activities and transactions.

Before you Start:

Download **Google Authenticator** from your phone's app store ([Android](#)) or ([iOS](#)).

Instructions for Setting up MFA for the *First Time*:

1. Go to the [Hospital Quality Improvement Platform](#).
2. Log in with your **existing** username and password.
 - a. If you do not already have a username and password, click **Request Access**.
 - b. If you have forgotten your password, click **Forgot Password?**



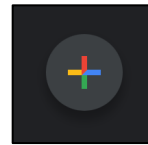
3. After entering your username and password, you will be prompted with this screen:

4. If you have not done so already download and install the **Google Authenticator** app from your phone's app store ([Android](#)) or ([iOS](#)).

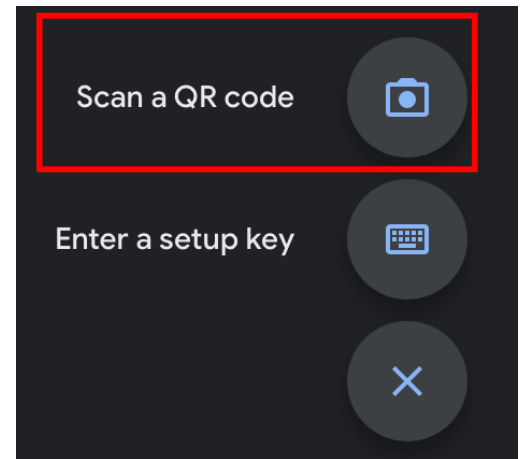
5. Open the Google Authenticator application on your phone.



6. Within the Google Authenticator app, locate and tap the + icon:



7. After tapping the + icon, tap on **Scan a QR Code**:



8. Scan the QR Code on your computer screen from Step 3 above using your phone's camera.

Important Note: Once you have completed Step 8, the Google Authenticator app will display a random six-digit code. Please keep in mind this code will auto refresh every 30 seconds and a different six-digit code will appear.



9. Enter the six-digit code displayed in the Google Authenticator app into the **One-time code** box on your computer screen.

10. Leave the **Device Name** box blank.

11. Click the **Submit** button.

3. Enter the one-time code provided by the application and click Submit to finish the setup.

Provide a Device Name to help you manage your OTP devices.

One-time code *

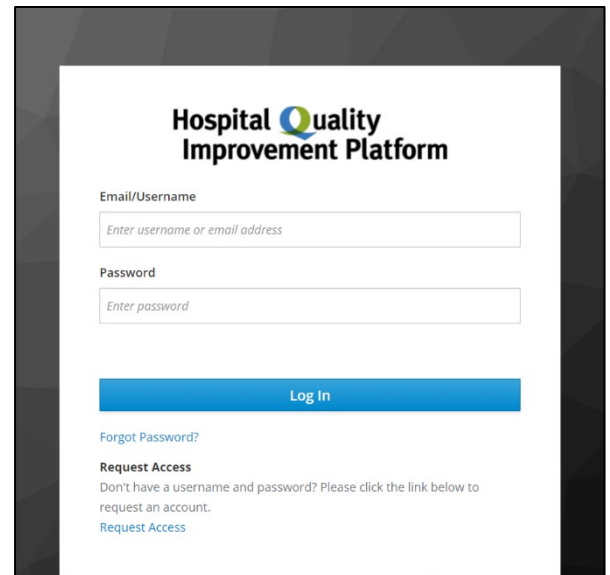
Device Name

Submit

You should now be logged in to the Hospital Quality Improvement Platform. Note that the six-digit code changes every 30 seconds, so you need to enter the code quickly. If you are experiencing problems, contact us at HQIAalytics@hqinstitute.org

Instructions for *Future* Log Ins:

1. Go to the [Hospital Quality Improvement Platform](#).
2. Enter your Username and Password.
3. Click the **Log In** button.

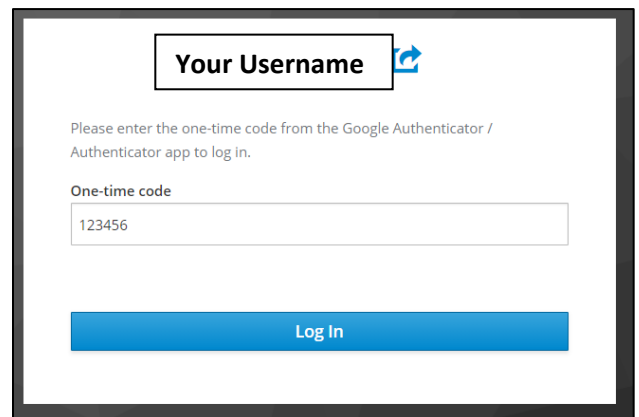


The screenshot shows the login page for the Hospital Quality Improvement Platform. At the top, the logo reads "Hospital Quality Improvement Platform" with a blue and green circular icon. Below the logo are two input fields: "Email/Username" with the placeholder text "Enter username or email address" and "Password" with the placeholder text "Enter password". A blue "Log In" button is positioned below the password field. At the bottom left, there are links for "Forgot Password?", "Request Access" (with a subtext: "Don't have a username and password? Please click the link below to request an account."), and another "Request Access" link.

4. A screen will appear on your computer screen asking for a **One-time code**. Open **Google Authenticator** on your phone.

5. Type the six-digit code displayed in the **Google Authenticator** app on your phone into the pop-up window that appears on your computer screen:

6. Click the **Log In** button.



The screenshot shows a verification screen titled "Your Username" with a blue refresh icon. Below the title, it says "Please enter the one-time code from the Google Authenticator / Authenticator app to log in." There is an input field labeled "One-time code" containing the number "123456". A blue "Log In" button is at the bottom.

You should now be logged in to the Hospital Quality Improvement Platform. Note that the six-digit code changes every 30 seconds, so you need to enter the code quickly. If you are experiencing problems, contact us at HQIANalytics@hqinstitute.org