



Browser Second Factor Questions and Answers

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Use this quick link to view an OneHealthPort Tutorial on Browser Second Factors at <http://www.onehealthport.com/tutorials/b2f.wmv>

[What is Browser Second Factor?](#)

Browser Second Factor is a new online security feature from OneHealthPort that provides additional protection against lost or stolen passwords resulting in unwanted access to personal health information and your organization's billing or other private information. OneHealthPort is offering Browser Second Factor to participating sites that are looking for enhanced security as a part of their HIPAA security strategy.

[Why do I need to use Browser Second Factor?](#)

Browser Second Factor will allow us to recognize you as the true owner of your account by

recognizing not only your login information but also your computer. If we don't recognize your computer, we will request additional information that is known only by you.

How does Browser Second Factor work?

You will need to add extra security to each computer that you use when accessing OneHealthPort sites that require Browser Second Factor. This can be done easily from the Provision Browser Second Factor option on the Subscriber Administration page at: <https://saml.onehealthport.com/TACS-AG/subscriberSelfAdminMenu.do> . Whenever you login from a computer you have added extra security to, you will automatically have additional protection, and will notice no difference in the way you login. However if you login from a different computer than the one you added security to, you will be asked for additional information in order to login.

Please note that if you use multiple browsers within the same computer you will need to add extra security to each browser separately. In order to do this you will need to log in with each browser and go through the steps to add extra security protection.

How do you recognize my computer?

When you add extra security to your computer, a secure cookie is placed on your computer. This secure cookie is unique, and when used in combination with your login information, creates a unique way to identify you to the OneHealthPort system. For every login attempt after you add extra security to one computer, this secure cookie is validated along with the login identification you normally enter. This secure cookie is only used by OneHealthPort to validate your identity and does not contain any personal information.

What will adding extra security protection do for me?

Adding extra security protection to your computer allows us to recognize your computer along with your normal login information, which helps give you additional protection from unauthorized access to your accounts. If someone were to get your login information and try to access your account from their computer, they would not be able to gain access to the site because they would be asked for information that only you know.

Why am I asked for Browser Second Factor only at some OneHealthPort sites?

OneHealthPort is making Browser Second Factor available for any participating site that wishes to enhance their login security. This is an optional way to increase security and each site will evaluate when or if they wish to require this extra login security at their site.

What can I do to make logging in easy?

To make it easy to login to OneHealthPort sites that require Browser Second Factor, we recommend that you add extra security protection to each computer that you regularly use. Remember that until you add extra security to a computer, we will ask you for additional information that only you can answer before giving you access to the site. You will then have the option to add extra security to that computer, and avoid being asked for this extra information

again.

How does Browser Second Factor protect me?

Browser Second Factor allows us to know that it's really you logging into your account. We know it's you because we recognize your computer AND your login information. If we do not recognize your computer, then you will be asked for additional information that is known only by you.

Can I login from multiple computers and browsers?

Yes, you can login from as many different computers and browsers as you like. If you login from a computer that you haven't added extra security to, you will be asked for additional information so that we can verify that it's really you. You will then have the option to add extra security to that computer, and avoid being asked for this extra information again.

Please note that if you use multiple browsers within the same computer you will need to enroll each browser separately.

Can I still login to my account from anywhere?

Yes, the Browser Second Factor security feature does not prevent you from logging in from any computer. If we do not recognize the computer that you are using, we will simply ask for additional information that only you know before allowing you access the site. You can select the “temporary” cookie option for computers you do not plan to use more than once.

Why do I keep getting asked for extra information when I login from a computer that I have already added extra security to?

This is probably happening because the secure cookie that was placed in your browser is getting deleted or you selected the “temporary cookie” option. Some computers are set up to regularly delete cookies. Deleting cookies is a common method that Spyware blocker software uses to remove potentially risky items from your computer. These solutions typically remove ALL cookies as a precaution, even though very few cookies are actually security risks. In order to use the OneHealthPort Browser Second Factor security feature without being asked for additional information at each login, the secure cookie that we use to identify your computer must stay within your browser. We recommend that you do not delete these cookies to avoid being asked for additional information at each login. If your company regularly deletes cookies, we recommend that you select the Browser Certificate option. This option installs a certificate on your computer which is not cleared like cookies can be.

What if I delete my cookies regularly?

If you delete your cookies regularly and do not want to be asked for additional information at each login, we recommend that you select the Browser Certificate option. This option installs a certificate on your computer which is not cleared like cookies can be.

I share my computer with someone who also uses OneHealthPort. Can both of us still login from the same computer?

Yes. You can use the same computer to safely login to your individual accounts; you will not be

able to access each other's information. This is because your secure cookie is linked to your User ID and Password. There is no limit as to how many secure cookies can be installed on the same computer. Just remember to never share your User ID or Password with anyone.

What browser and operating systems are compatible with the Browser Second Factor options?

Browser Second Factor Cookie option:

- Microsoft IE 5.01, 5.1, 5.0, 6.0 on Windows XP, Windows 2000 Pro, Windows 2000 SP4
- Microsoft IE 7.0, 8.0 on Windows XP, Windows Vista, Windows 7
- Firefox 1.5 on Windows XP, Windows 2000 Pro, Windows 2000 SP4, Mac OS 10, Linux
- Firefox 2.0, 3.0, 3.1 on Windows XP, Windows Vista, Mac OS 10, Linux
- Safari 1.2, 2.0 on Mac OS 10
- Safari 3.0 on Mac OS 10, Windows XP, Windows Vista
- Google Chrome 3.0 on Windows XP, Windows Vista and Windows 7

Browser Second Factor Certificate option:

- Microsoft IE 5.1, 5.0, 6.0 on Windows XP, Windows 2000 Pro, Windows 2000 SP4
- Microsoft IE 7.0, 8.0 on Windows XP, Windows Vista, Windows 7
- Firefox 1.5 on Windows XP, Windows 2000 Pro, Windows 2000 SP4, Mac OS 10, Linux
- Firefox 2.0, 3.0, 3.1 on Windows XP, Windows Vista, , Mac OS 10, Linux
- Safari 1.2, 2.0, 3.0 on Mac OS 10