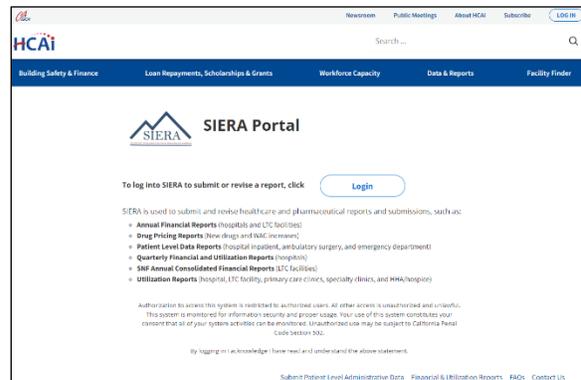


# Quick Start Guide: Changing HCAI MFA Passwords

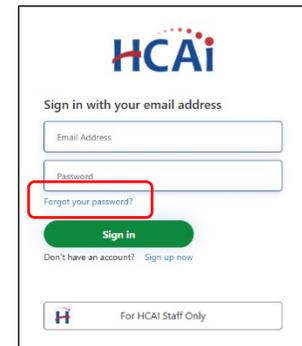
If you need or want to change the password you use to log into the HCAI multi-factor authentication (MFA) process to access SIERA, then please follow these steps.

**Step 1** Click [SIERA Portal](#).

**Step 2** In the *SIERA Portal* page, click [Login](#) to open the *HCAI MFA Sign In* page.

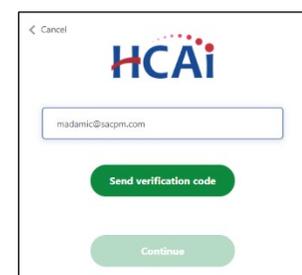


**Step 3** In the *HCAI MFA Sign In* page, click the “Forgot your password?” link to open the *HCAI MFA Send Verification Code* page.

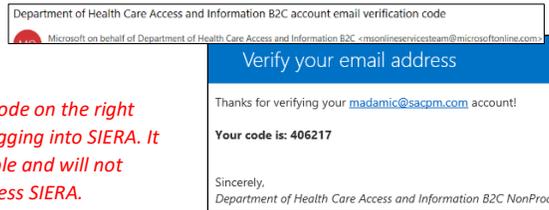


**Step 4** In the *HCAI MFA Send Verification Code* page, enter your email address and click the [Send verification code](#) button to:

- 1) Open the *HCAI MFA Enter Verification Code* page, and



- 2) Receive an email containing a verification code needed in step 5. The email should be in your inbox within a few minutes.



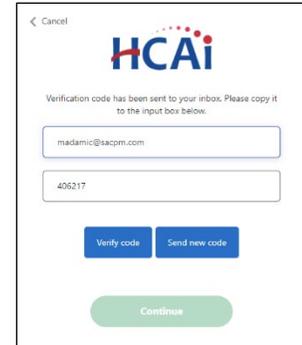
*Do not use the code on the right when you are logging into SIERA. It is only an example and will not allow you to access SIERA.*

*Note that the verification code emails will be sent by Microsoft and will look different than emails sent by SIERA.*

### Step 5

In the *HCAI MFA Enter Verification Code* page, enter the verification code from the email. The code will expire five minutes after receipt.

Click Verify code to proceed.



### Step 6

The *HCAI MFA Email verified* page will display.

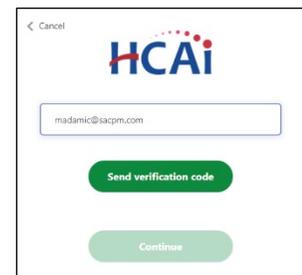
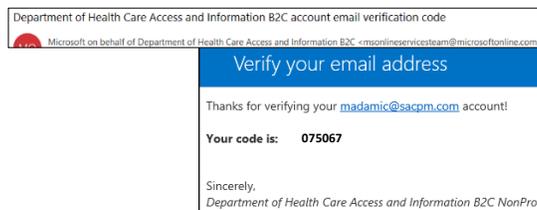
Click the Continue button to proceed to the *HCAI MFA Send Verification Code* page. **Note: The HCAI MFA process requires two verifications when you change your password.**



### Step 7

In the *HCAI MFA Send Verification Code* page, enter your email address and click the Send verification code button to:

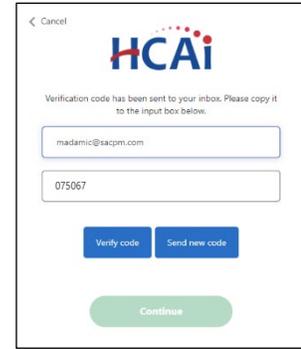
- 1) Open the *HCAI MFA Enter Verification Code* page, and
- 2) Receive an email containing a verification code needed in step 8. The email should be in your inbox within a few minutes.



## Step 8

In the *HCAI MFA Enter Verification Code* page, enter the verification code from the email.

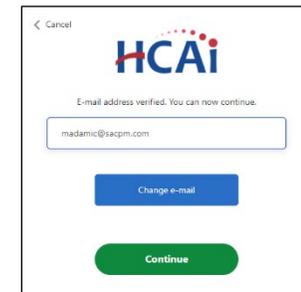
Click  to proceed.



## Step 9

The *HCAI MFA Email verified* page will display.

Click the  button to proceed to the *HCAI MFA Enter New Password* page.



## Step 10

In the *HCAI MFA Enter New Password* page, enter a new password twice in the page. Your new password must be:

- Different than the temporary password
- Between 16 and 64 characters
- At least 3 of the following:
  - a lowercase letter
  - an uppercase letter
  - a digit
  - a symbol

Click  to proceed to the *SIERA Home* page.

Once the *SIERA Home* page opens, you can work in SIERA as you have before.



**Congratulations!** You have successfully changed your password in the HCAI MFA system.

If the *SIERA Checkpoint* page opens instead of the *Home* page, then there may be an issue with your SIERA profile. Please contact your [HCAI representative](#).

