Quick Start Guide: Logging into SIERA with HCAI MFA

SIERA users have a new way to log into SIERA that will enhance the security of the data they provide to HCAI. On May 1, 2024, SIERA implemented an HCAI multi-factor authentication (MFA) login process to access SIERA.
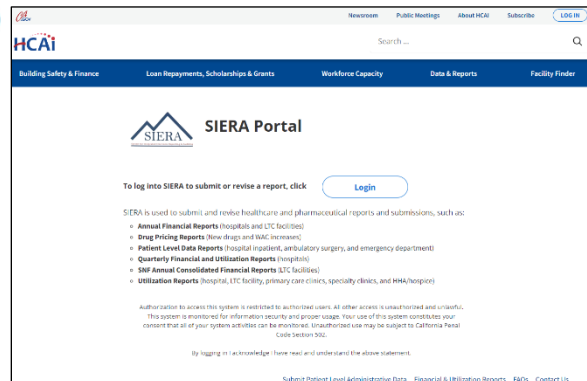
All SIERA users will be required to register their email address (one-time) and choose a new password before accessing SIERA.

After registering, the HCAI MFA system will require you to log into SIERA following the steps below.

Logging into SIERA with MFA Validation

Step 1   To log into SIERA, click *SIERA Portal*.

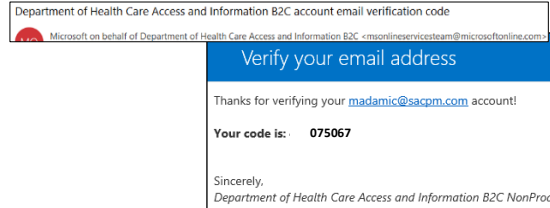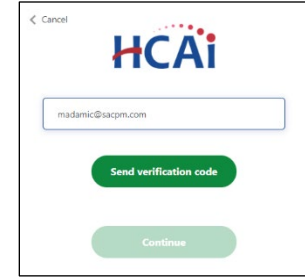**Step 2**   In the *SIERA Portal* page, click [Login] to open the *HCAI MFA Sign In* page.

Step 3   In the *HCAI MFA Sign In* page, enter your email address and password.

Click [Sign in] 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 the verification code needed in step 5. The email should be in your inbox within a few minutes.

Department of Health Care Access and Information B2C account email verification code

Microsoft on behalf of Department of Health Care Access and Information B2C <msonlineservicesteam@microsoftonline.com>

Verify your email address

Thanks for verifying your madamic@sacpm.com account!

Your code is: 075067

Sincerely,
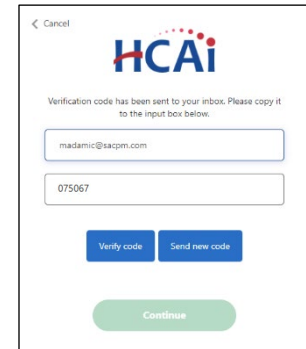Department of Health Care Access and Information B2C NonProd

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

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

Step 5   In the *HCAI MFA Enter Verification Code* page, enter the verification code from the email. The code will expire 5 minutes after receipt.
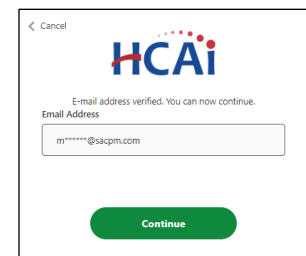
Click [Verify code] to proceed.

Step 6   The *HCAI MFA Email Verified* page will display.

Click [Continue] 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 logged into SIERA using the new 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.