# Quick Start Guide: Registering SIERA Accounts 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 and choose a new password to use SIERA to submit and manage their reports and submissions. The steps in the process are described below.
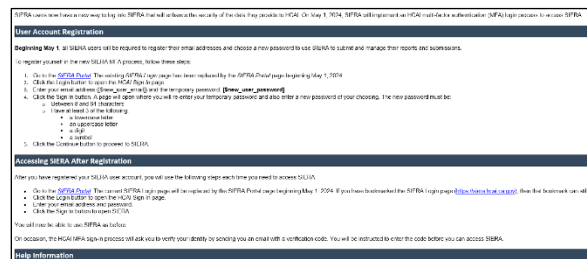
## Registering SIERA Accounts in the MFA System

**Step 1**

All active SIERA users will receive an email from HCAI with the subject "HCAI SIERA - User Account Registration Begins May 1".

The email contains a temporary password for registering SIERA accounts in HCAI's new multi-factor authentication (MFA) system.
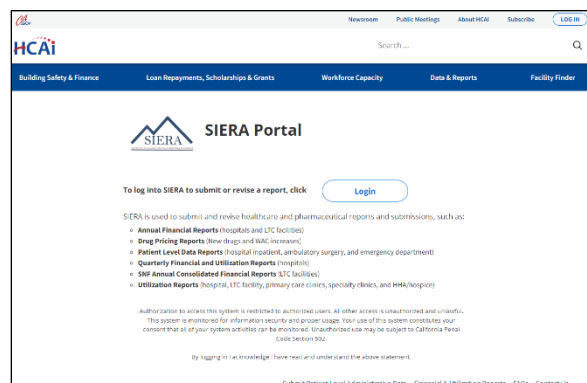
To proceed with registering your SIERA account in MFA, click *SIERA Portal*.

*Alternative: If you did not receive an "HCAI SIERA - User Account Registration Begins May 1" email, then you can use the "Forgot your password?" option starting at **step 1a** in the Alternative Registration Method section below.*

**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 the temporary password listed in the "HCAI SIERA - User Account Registration Begins May 1" email.

Click [ Sign in ] to open the *HCAI MFA Change Password* page.

**Step 4**    In the *HCAI MFA Change Password* page, enter the temporary password again, and then enter a new password of your choosing twice in the page.
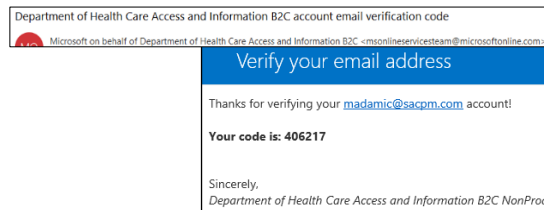
Your new password must be:

- 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 [ Continue ] to proceed to the *HCAI MFA Send Verification Code* page.

**Step 5**    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 6. The email should be in your inbox within a few minutes.
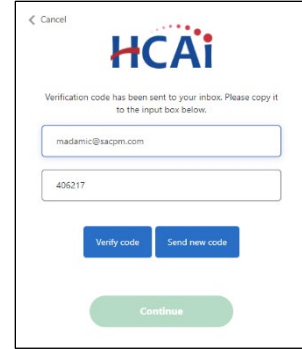
Department of Health Care Access and Information B2C account email verification code
Microsoft on behalf of Department of Health Care Access and Information B2C <msonlineservicesteam@microsoftonline.com>

Verify your email address

Thanks for verifying your madamic@sacpm.com account!

**Your code is: 406217**

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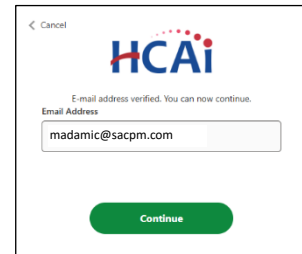
Click [Verify code] to proceed.

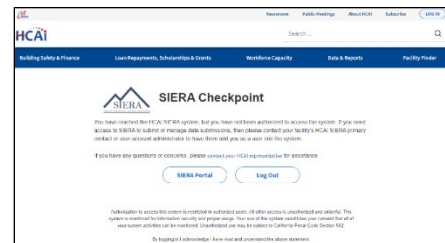**Step 7**    The *HCAI MFA Email Verified* page will display.

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 completed your registration 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.
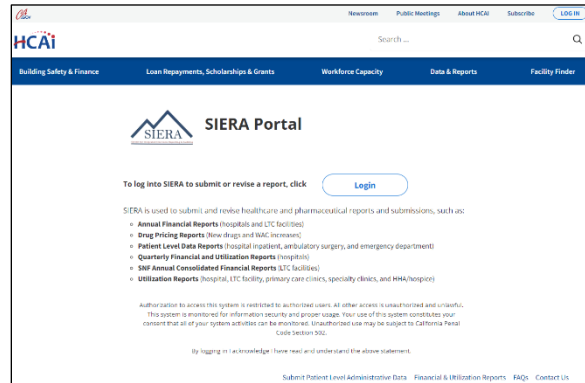
## Alternative Registration Method

If you do not have or did not receive a "SIERA User Account Registration Begins May 1" email, then you can use the "Forgot your password?" function to register your SIERA account in the HCAI MFA system.
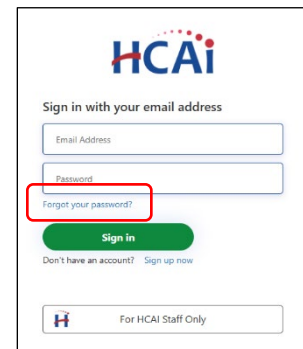
Follow the steps below to complete your registration.

**Step 1a**　　Click *SIERA Portal*.

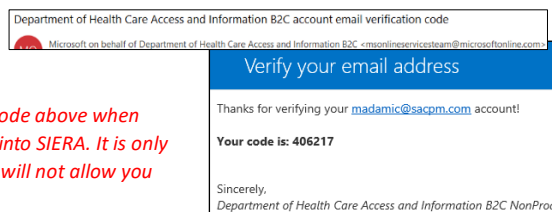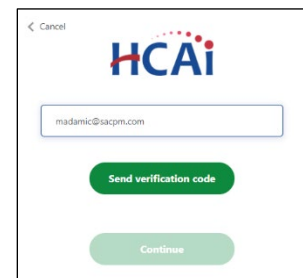**Step 2a**　　In the *SIERA Portal* page, click ⬤Login to open the *HCAI MFA Sign In* page.

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

**Step 4a**　　In the *HCAI MFA Send Verification Code* page, enter your email address and click the ⬤Send verification code button to:

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

　　　　2) Receive an email containing a verification code needed in step 5a. The email should be in your inbox within a few minutes.
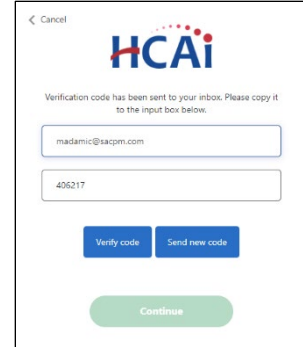
*Do not use the code above when you are logging into SIERA. It is only an example and will not allow you to access SIERA.*

*Note that the verification code emails will be sent by Microsoft and will look different than emails sent by SIERA.*
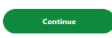
**Step 5a**    In the *HCAI MFA Enter Verification Code* page, enter the verification code from the email. The code will expire 5 minutes after receipt.
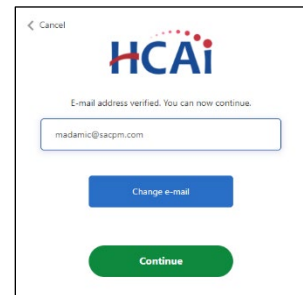
Click [Verify code] to proceed.

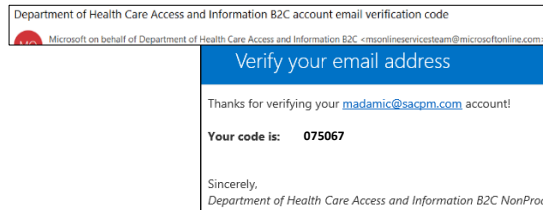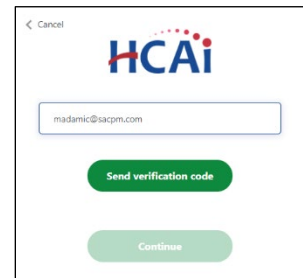**Step 6a**    The *HCAI MFA Email verified* page will display.

Click the [Continue] button to proceed to the *HCAI MFA Send Verification Code* page. Note: The HCAI MFA process requires a second verification if you use the alternative registration method.

**Step 7a**    In the *HCAI MFA Send Verification Code* page, enter your email address and click the [Send verification code] button to:
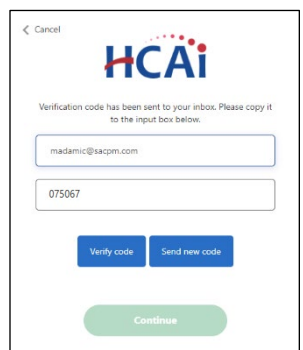
1) Open the *HCAI MFA Enter Verification Code* page, and

2) Receive an email containing a verification code needed in step 8a. 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 <msonlineserviceteam@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*

**Step 8a**    In the *HCAI MFA Enter Verification Code* page, enter the verification code from the email.
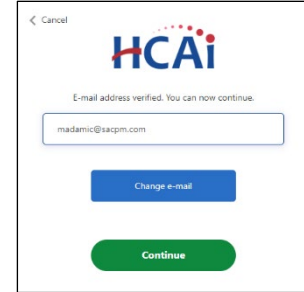
Click [Verify code] to proceed.

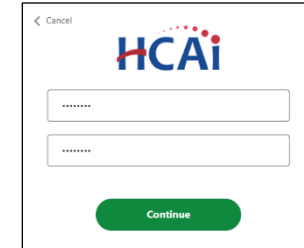**Step 9a**   The *HCAI MFA Email verified* page will display.

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

**Step 10a**   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 ( 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 completed your registration 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.