

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

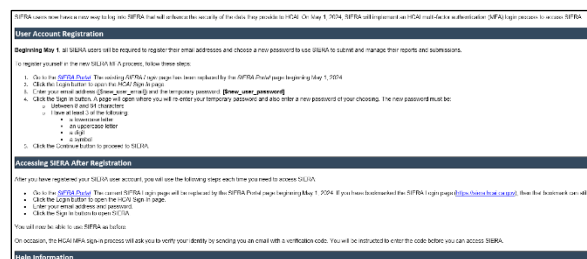
Step 1

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.

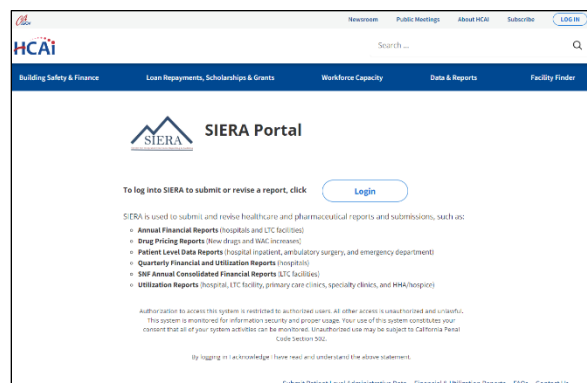
To proceed with registering your SIERA account in MFA, click [SIERA Portal](#).

*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

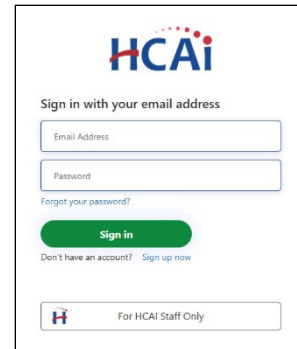
In the *SIERA Portal* page, click [Login](#) to open the *HCAI MFA Sign In* page.



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  to open the *HCAI MFA Change Password* page.

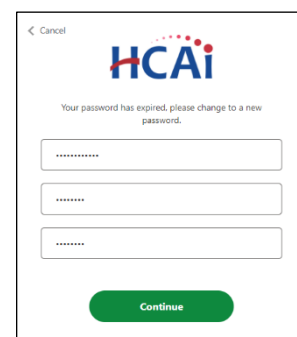


Step 4

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

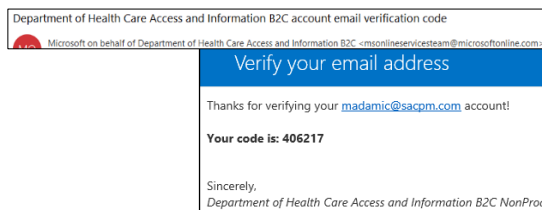
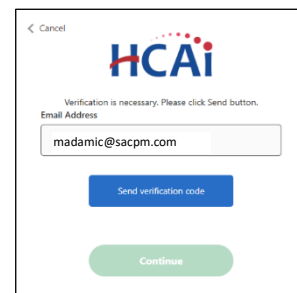


Click  to proceed to the *HCAI MFA Send Verification Code* page.

Step 5

In the *HCAI MFA Send Verification Code* page, enter your email address and click the  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.



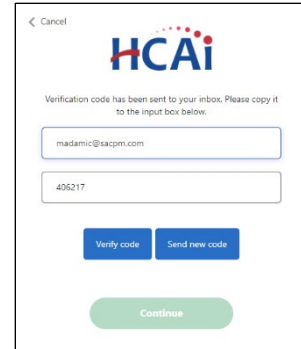
Note that the verification code emails will be sent by Microsoft and will look different than emails sent by SIERA.

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.

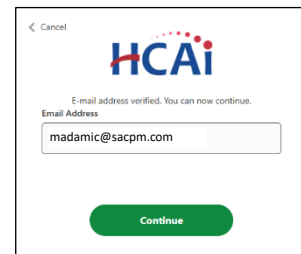


Step 7

The *HCAI MFA Email Verified* page will display.

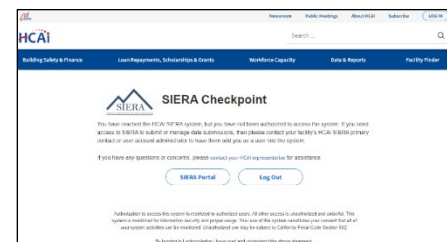
Click [Continue](#) to proceed to the *SIERA Home* page.

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](#).



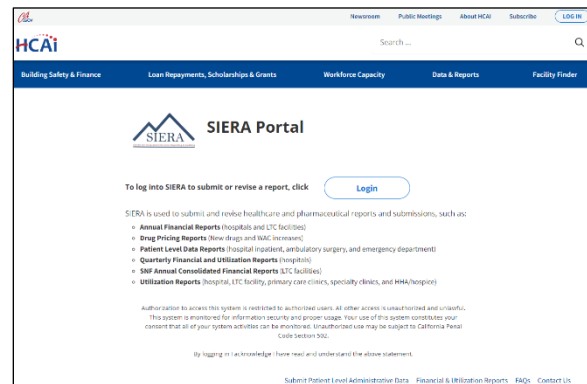
Alternative Registration Method

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.

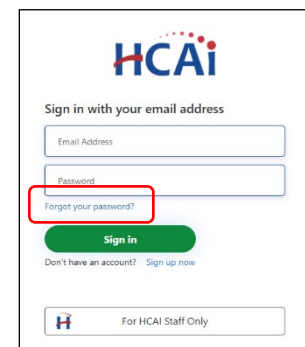
Follow the steps below to complete your registration.

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

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

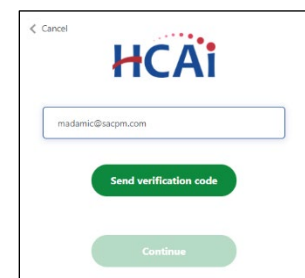


Step 3a In the *HCAI MFA Sign In* page, click the “Forgot your password?” link to open the *HCAI MFA Send Verification Code* page.

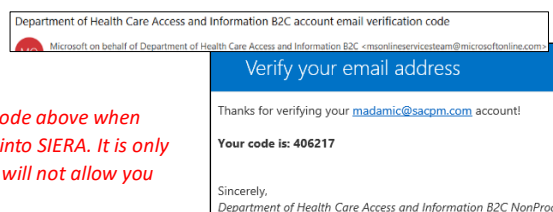


Step 4a In the *HCAI MFA Send Verification Code* page, enter your email address and click the [Send verification code](#) button to:

- 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.



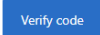
Do not use the code above when you are logging into SIERA. It is only an example and will not allow you to access SIERA.

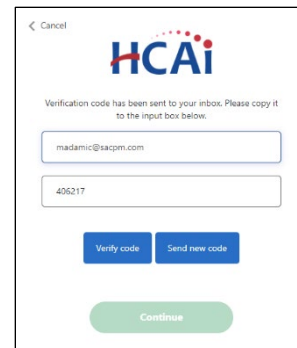


Note that the verification code emails will be sent by Microsoft and will look different than emails sent by SIERA.

Step 5a

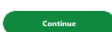
In the *HCAI MFA Enter Verification Code* page, enter the verification code from the email. The code will expire 5 minutes after receipt.

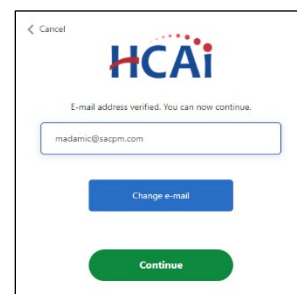
Click  to proceed.



Step 6a

The *HCAI MFA Email verified* page will display.

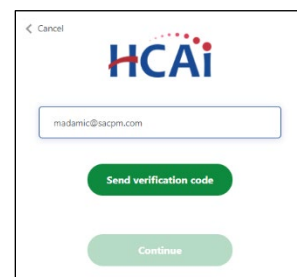
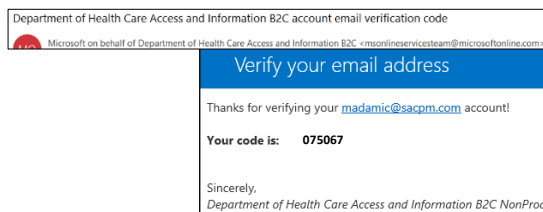
Click the  button to proceed to the *HCAI MFA Send Verification Code* page. **Note: The HCAI MFA process requires a second verification if you use the alternative registration method.**



Step 7a

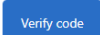
In the *HCAI MFA Send Verification Code* page, enter your email address and click the  button to:

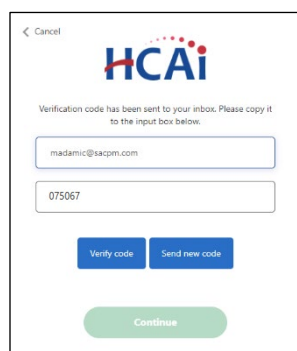
- 1) Open the *HCAI MFA Enter Verification Code* page, and
- 2) Receive an email containing a verification code needed in step 8a. The email should be in your inbox within a few minutes.



Step 8a

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

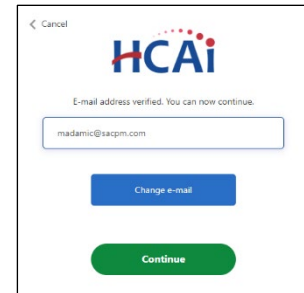
Click  to proceed.



Step 9a

The *HCAI MFA Email verified* page will display.

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



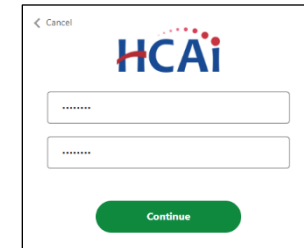
Step 10a

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.



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