LOGGING INTO CAREWARE 6
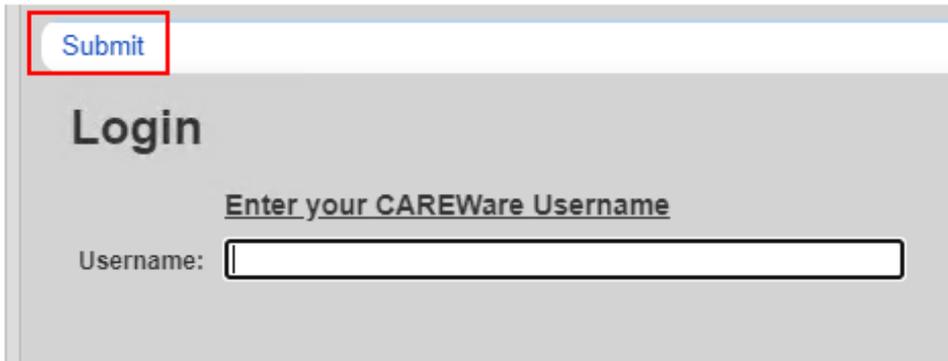
01   Open your browser and go to lacan.ixn.com

02   Enter your CAREWare username and click **Submit**.
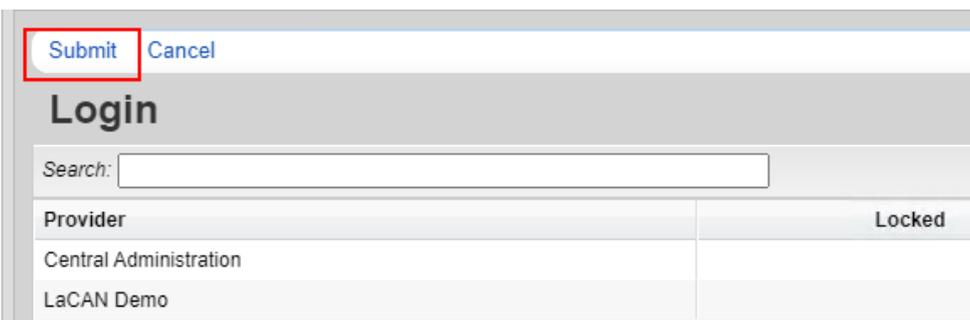

03   Enter your CAREWare password and click **Submit**.
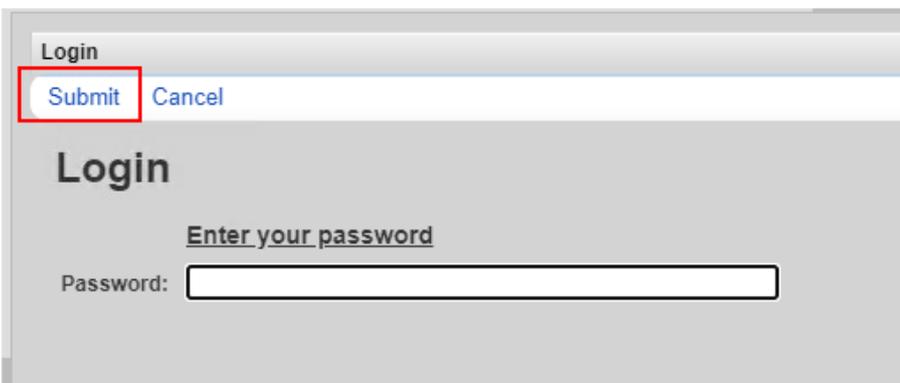
04   (If Applicable) Select the Domain you would like to use and click **Submit**.

RESETTING PASSWORDS

After three failed login attempts your account will be locked.

01 Click **Email Reset Code**

02 Check your email for the Reset Token.

03 Enter the Reset token and click **Submit.**
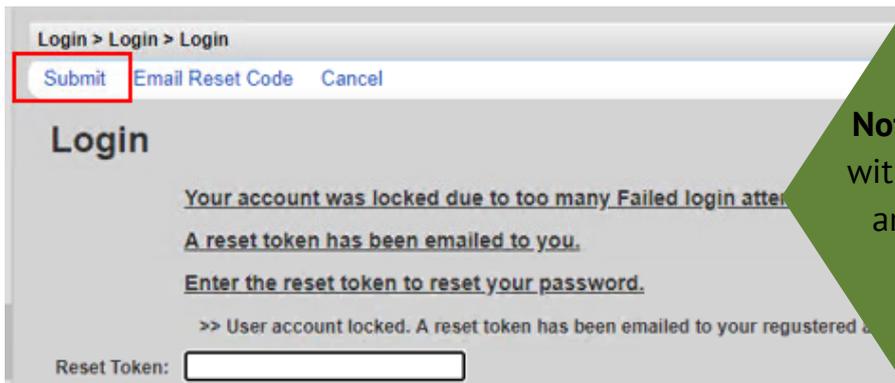
Note: If you do not receive an email with the token, please contact SHHP and we can reset your password.

03 Enter your new password, then retype it and click **Submit**.

04 You will then be asked to log in with your new password.
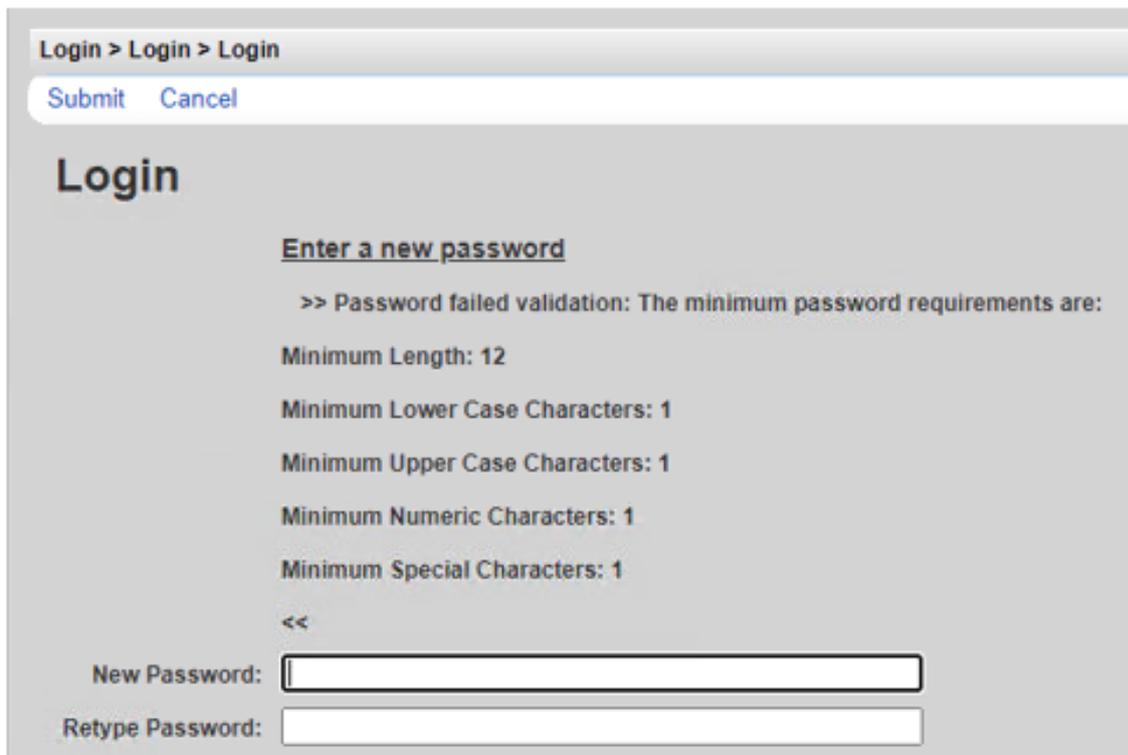
A C C E S S I N G   C A R E W A R E   6

TWO-FACTOR AUTHENTICATION IN CAREWARE

WHAT IS TWO-FACTOR AUTHENTICATION?

Two-factorauthentication (2FA) is a type of multi-factor authentication which is a way to protect access to data systems by requiring both something the user knows, like a password, and something the user possesses, such as a code or token to log in. Use of 2FA is required in your organization's installation of CAREWare. This document will instruct you on how to enroll in 2FA with either your mobile device or with an authenticator application that stays on your desktop or computer.

WHAT WILL CHANGE WITH TWO-FACTOR AUTHENTICATION?

CAREWare users will be able to get the two-factor code from one of two places:
- Username
- Password
- Two factor code from the WinAuth application or the Google Authenticator App

TWO-FACTOR AUTHENTICATION OPTIONS

CAREWare users will be able to get the two-factor code from one of two places:
- The Google Authenticator (available free in iOS App Store and the Google Play app store)
- The WinAuth application (available free online)

The WinAuth app is the easier of the two options to use. Using the WinAuth application will require your IT staff to install a program and configure it in order to receive codes to use during the login process.

OPTION 1: GOOGLE AUTHENTICATOR APP ENROLLMENT

01   In the App Store or the Google Play app Store, search for and download Google Authenticator.

02   Sign into CAREWare as usual. You will be asked to set up your 2-factor app and then enter the code or token to verify that you are the appropriate user of the account.

03   On your mobile device open the Google Authenticator app and select **Begin Setup.**

04   Select **Scan Barcode**. You may be prompted to allow access to the camera or other resources on your phone. **Allow access**.

05   With your phone, in the Google Authenticator app, take a picture of the QR code to enroll your device.

06   You should now see a six-digit number and a countdown. IMPORTANT: Wait until the countdown ends and a new number appears before proceeding to the next step.

07   Once the number regenerates, type the six-digit number into CAREWare and press **Submit.**
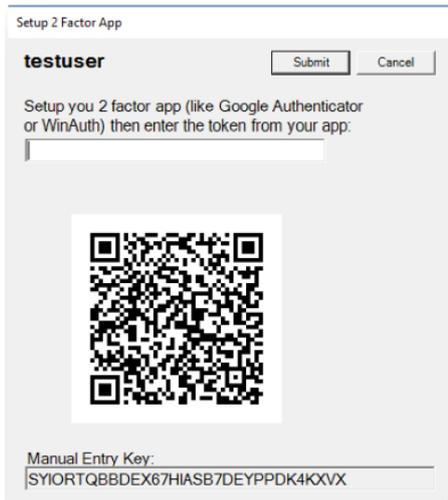
08   You should now be logged into CAREWare.

REGULAR LOGIN PROCESS WITH THE GOOGLE AUTHENTICATOR APP

Once you have enrolled your device with the Google Authenticator app, when you log into CAREWare, you will get a code from this application every time you log in and will need to enter it each time you want to access CAREWare.

IMPORTANT: Wait until the countdown ends and a new number appears before entering the six-digit code into CAREWare.

Login process: Username> Password > Authenticator Code

01   Start CAREWare as normal. Log in with your usual username and password.

02   When prompted for the code, open your Google Authenticator app and wait for the current code to be replaced by a new code.

03   When the new code appears, enter the six-digit number into CAREWare and submit it. You should be logged in.

OPTION 2: WINAUTH AUTHENTICATOR APP ENROLLMENT

**01**   Your IT staff will need to install and set up a shortcut for you to use WinAuth

02   Sign in to CAREWare as usual. You will be asked to set up your 2 factor app, then enter the token to verify that you are the appropriate user of the account

Manual Entry Key:
SYIORTQBBDEX67HIASB7DEYPPDK4KXVX
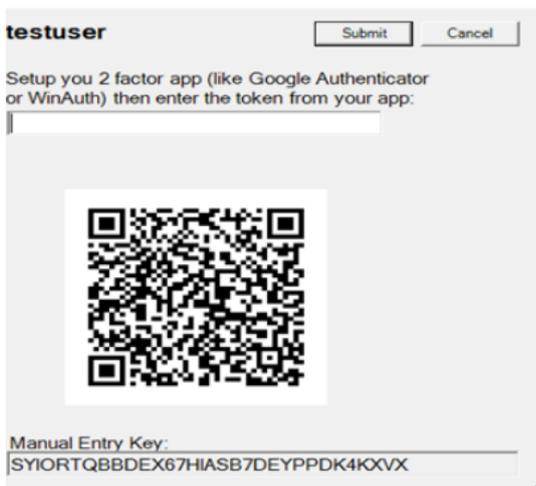
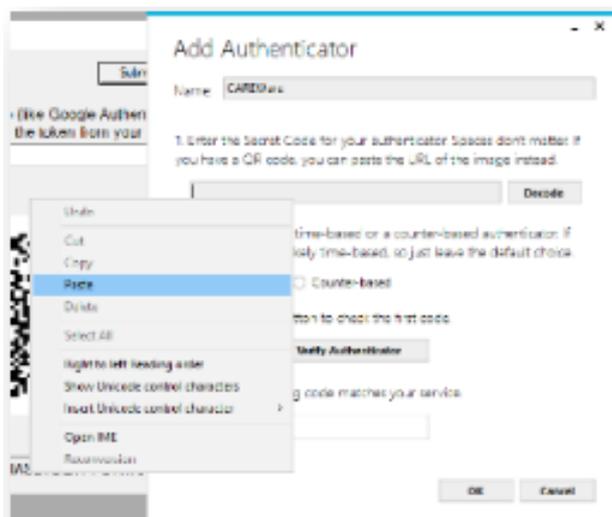**03** Launch WinAuth. Click **Add** to set up the CAREWare authenticator. Select the top option—Authenticator.
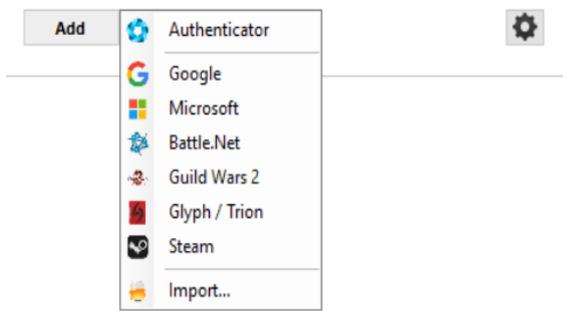

04 On the next screen, add the name CAREWare for the Name.

05 Select the **Manual Entry Key** from the Setup 2 Factor App screen in CAREWare, right click and copy it. Right click and select paste in the field to the left of the Decode button in WinAuth.

06 The Time-based option is the default and should not be configured differently that it is.

07 Press Verify Authenticator. A six-digit code should appear at the bottom of the screen with a green timer that shrinks as it expires.

IMPORTANT: Wait until the countdown ends and a new number appears before proceeding to the next step.

08 Once the number regenerates, type the six-digit number into CAREWare and press **Submit**.

09 You should now be logged into CAREWare.

10 In WinAuth, press **OK**. This brings you to a "Protection" Screen where you can create a password to protect your code generator for CAREWare.

11 Do not select the "Encrypt to only be useable on this computer" nor "Lock with a YubiKey"

12 Press **OK**.

13 On the code generation window, right click and make sure **Auto Refresh** is checked.
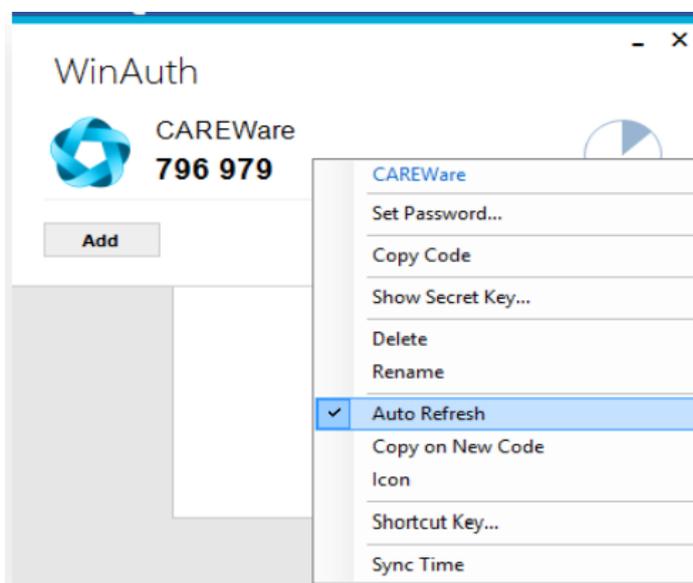
When you launch WinAuth, you will be prompted for the password you created in step 10 above and you will see this window containing your CAREWare 2FA code.

REGULAR LOGIN PROCESS WITH THE WINAUTH AUTHENTICATOR APP

Once you have enrolled with the WinAuth authenticator app, when you login to CAREWare, you will get a code from it every time you login and must enter this code in order to proceed.

IMPORTANT: Wait until the countdown ends and a new number appears before entering the six-digit code into CAREWare.

Login process: Username > Password > WinAuth Code

01   Start CAREWare as normal. Login with your usual username and password.

02   When prompted for the code, open your WinAuth authenticator app and wait for the current code to be replaced by a new code.

03   When the new code appears, enter the six-digit number into CAREWare and submit it. You should be logged in.

HOW TO GET ASSISTANCE WITH TWO-FACTOR AUTHENTICATION

If you have specific questions regarding the CAREWare application, WinAuth application, or Google Authenticator, please contact the CAREWare Help Desk by:
- Completing a help desk ticket at: https://louisianahealthhub.org/careware-submission-form/