

Two-Factor Authentication: How it Works

HCAI's two-factor authentication process only applies to **User Administrators** who are using the HCAI application (www.hcai.ca) and is not applicable to users logging into a Practice Management Software (PMS).

A single-use verification code is a numeric code that HCAI emails you when you sign into HCAI. This login process is referred to as **two-factor authentication – an additional layer of security**.





The User Admin signs into www.hcai.ca by entering their username and password.

Do not exit the HCAI login window. Open a separate window to access your email.

If you exit HCAI, it will invalidate the verification code and you will need to log in again to generate a new code.

A verification code email is sent to the email address linked to the User Admin's HCAI user account.

The verification code email will be sent immediately.

Please note that verification codes can only be used once and expire after 60 minutes.

The User Admin enters in the verification code and successfully logs into the HCAI application.

If the verification code is entered incorrectly or is expired, you must log in again to generate a new code. Older verification codes cannot be used.