

3 Important Tips When Using HCAI's Two-Factor Authentication

Two-factor authentication came into effect on April 11, 2022 for users with the **User Administrator** role who access the HCAI application at www.HCAI.ca. Here are our top three tips to ensure successful login.

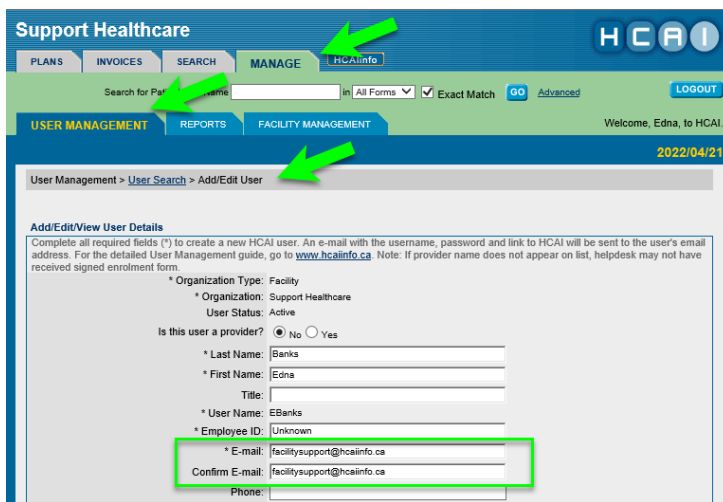
#1 Review Your Facility's User Accounts

Now is a good time to review your user accounts in HCAI. It's free and easy to set up individual user accounts for everyone at your facility who accesses HCAI. This will make it easy for them to log in because the verification code will be sent directly to the email address linked to their account. To learn how to create a new user account, visit HCAIinfo's [Add New User](#) page.

Remember: If your role is not to set up or modify users, you don't need the User Administrator role assigned to you. Visit the [Update User Role](#) page to learn how.

#2 Keep Your Email Address Up-to-Date

Ensure the correct email address associated with your user account is one you personally have access to. Your Authorizing Officer or another User Administrator can easily update your email address if required. Step-by-step instructions can be found on the [Update User Email Address](#) page.



Important: If you are an Authorizing Officer (AO), you must update your email address on your user account under *User Management* sub-tab and in the Authorizing Officer section on the *Facility Management* sub-tab. Visit [Change AO Email](#) page for more information.

#3 Ensure the Verification Code Entered is Valid

To complete the login process, **you must keep the HCAI verification code window open** while you retrieve your code from your email. The verification code expires after 60 minutes, after it is used once (whether successfully or unsuccessfully), or when you exit the HCAI window. If the verification code has expired or is entered incorrectly, you must return to the home page and log in again to generate a new code.

Learn more on HCAIinfo

Visit HCAIinfo's [Verification Code Help](#) page for more information and a helpful FAQ.