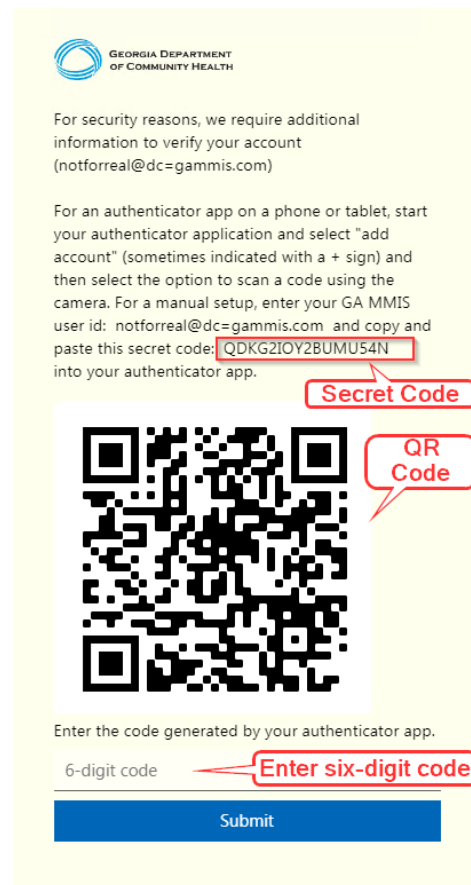


FAQ for Troubleshooting GAMMIS Multifactor Authentication (MFA) Issues

1. How do I know ahead of time if my authenticator app will work with GAMMIS?

If you have an authenticator app on your phone, you can open it and then add this QR code as a test:



The screenshot shows the Georgia Department of Community Health's MFA setup page. It includes instructions for adding an authenticator app account. A red box highlights the secret code 'QDKG2IOY2BUMU54N', with a callout 'Secret Code' pointing to it. Below the instructions is a QR code, with a callout 'QR Code' pointing to it. At the bottom, there is a text input field labeled '6-digit code' and a blue 'Submit' button. A red callout 'Enter six-digit code' points to the input field.

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For security reasons, we require additional information to verify your account (notforreal@dc=gammis.com)

For an authenticator app on a phone or tablet, start your authenticator application and select "add account" (sometimes indicated with a + sign) and then select the option to scan a code using the camera. For a manual setup, enter your GA MMIS user id: notforreal@dc=gammis.com and copy and paste this secret code: **QDKG2IOY2BUMU54N** into your authenticator app.

Secret Code

QR Code

Enter the code generated by your authenticator app.

6-digit code **Enter six-digit code**

Submit

It will come across with the name notforreal@dc=gammis.com

The secret code for this example is: QDKG2IOY2BUMU54N

We recommend that you delete this account on your authenticator app once you've verified that it works.

Don't mix this one up with the ones for your real GAMMIS MFA account. We recommend you delete this account on your authenticator app once you've verified your authenticator app will work with it.

- 2. I opened my camera and pointed it at the QR code, and it seemed to work, but now I can't find the GAMMIS MFA account.**

Instead of opening your camera app, open the authenticator app that you want to use for GAMMIS. Indicate that you want to add a new account using a QR code. The way you do this depends on the app you are using. If the app asks for permission to use your camera, you may grant it permission or type in the secret code that is displayed (see image in #1 above). If you grant it permission to use your camera, point the camera lens on your phone at the QR code. This will add the GAMMIS MFA account to your authenticator app.

- 3. The camera on my phone doesn't work or I'm using an authenticator app on a device that doesn't have a camera built into it. How do I add my GAMMIS MFA account?**

The QR code is not the only way to set up MFA on your GAMMIS user ID. The same screen that displays the QR code also displays a "secret code" that you can type into your authenticator app instead of using the QR code (see image in #1 above).

- 4. I used my authenticator app and scanned the QR code on my phone and it seemed to work. But when I type in the six-digit code it displays, it doesn't work.**

Check your phone's time to see if it is correct to the minute. Most phones receive a signal through the cellular network to set their time, but if your phone is older or if it's connected to Wi-Fi instead of to a cellular network, the time might not be correct. You can check the current time at <https://www.time.gov/>. If the time on your phone is not correct, then you will need to change the time on your phone. The way to do this varies depending on the phone model, but on most phones, this can be done through Settings.

- 5. When I try to add the GAMMIS account to my authenticator app, it wants to know what type of account I'm adding: Personal, Work or School, or Other. What should I choose?**

You should choose "Other" for the type of account to add for GAMMIS.

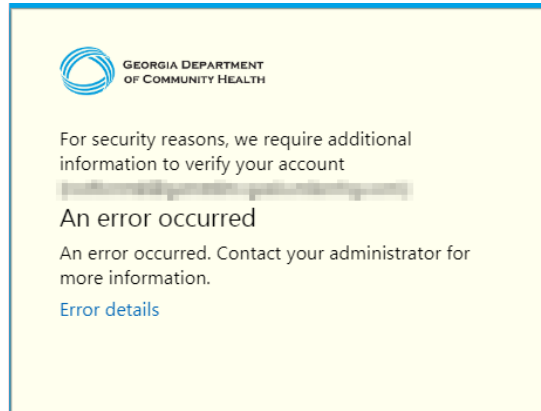
- 6. I used my authenticator app and added my GAMMIS account to it, but when I enter the six-digit code it displays, the screen blanks out the code I entered.**

This means the six-digit code is not correct for this GAMMIS account. The authenticator apps change the six-digit code every 30 seconds. Wait until it changes and then try the next code that your authenticator app displays.

If that still doesn't work, write that code down and wait another 30 seconds. Don't enter the code it shows now; enter the one you wrote down and see if it works.

All of these are signs that your device's clock doesn't match the real time. See troubleshooting question 4 above.

7. I tried entering my six-digit code a few times and then I received an error window, as shown below.



This window is displayed when you enter the incorrect six-digit code too many times.

Helpful Hints:

- Close all your browser windows, even the ones that have nothing to do with GAMMIS. That will clear the browser memory and you can try logging in again.
- Make sure you are looking at the correct account in your authenticator app.
- Check the clock on your phone or other authenticator app device. If it doesn't match the correct time, then the six-digit codes it generates will not be correct. See troubleshooting question 4 above.