



PointCare Multi Factor Authentication - MFA and PIN activation

Last Modified on 04/14/2026 9:29 am EDT

Policy:

Purpose:

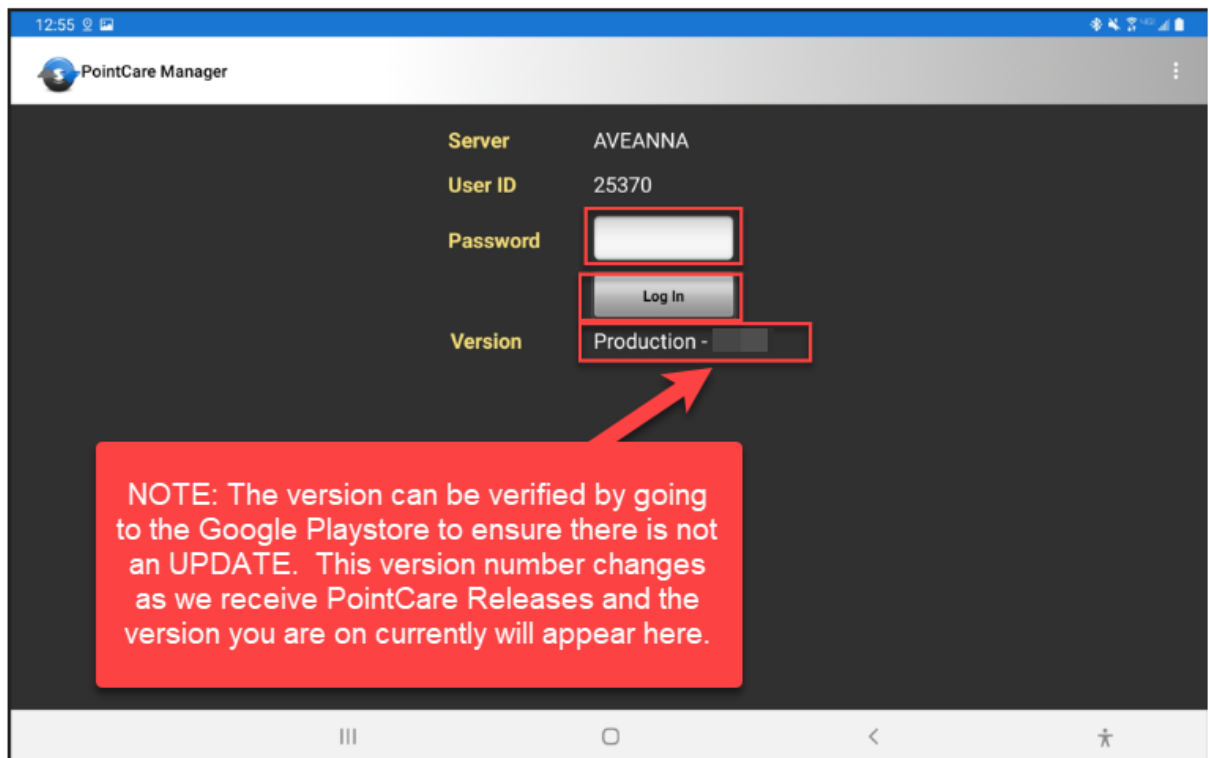
Regulation:

Measurement:

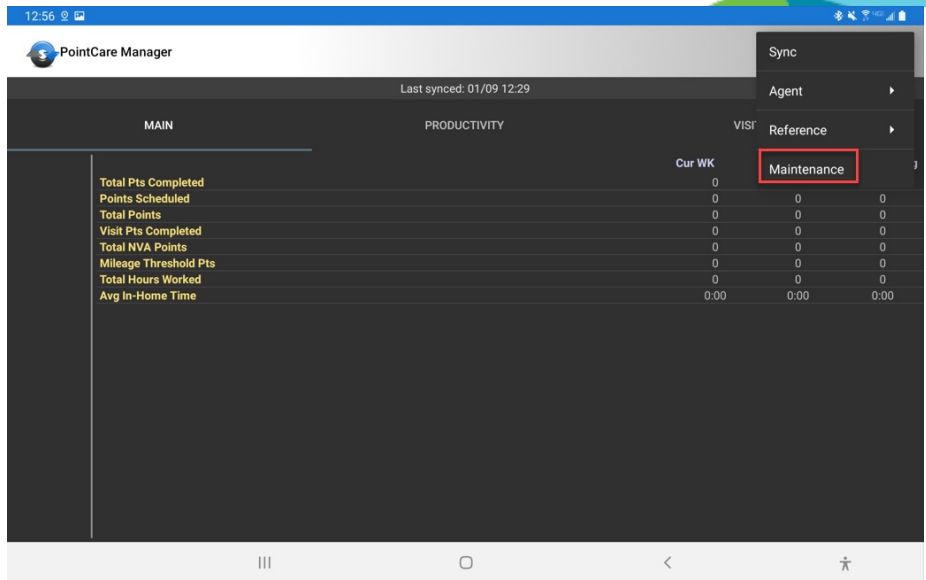
Video is available for this article online.

Process:

1. Ensure your correct User ID is entered.
2. Enter your password.
3. **NOTE: Ensure you are on the updated PointCare Version. If not or to verify, follow this process: [Updating a New Version of PointCare Through Google Play on Android Devices](#)**
4. Click on Log In

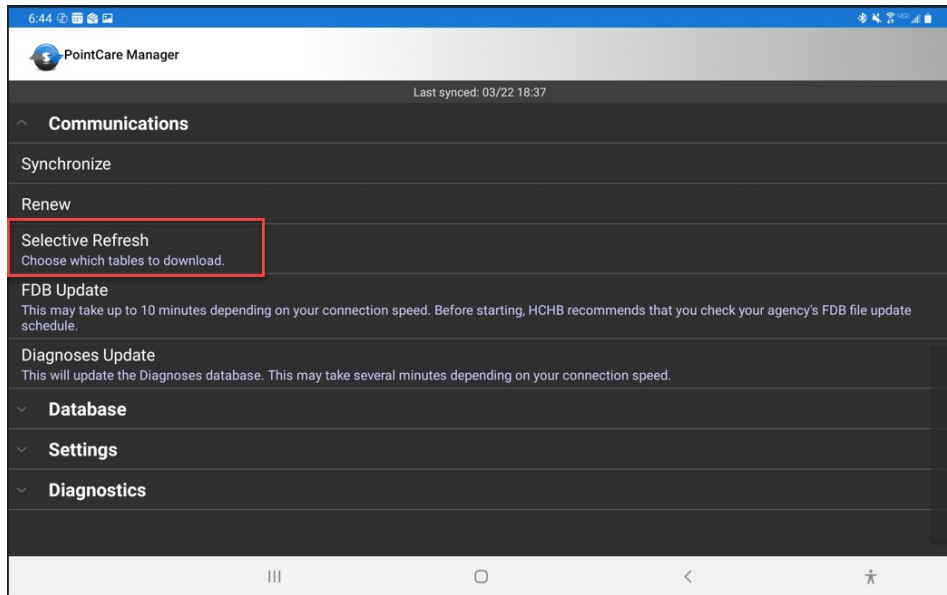


5. Click on the three dots in the upper right corner.
6. Choose Maintenance.



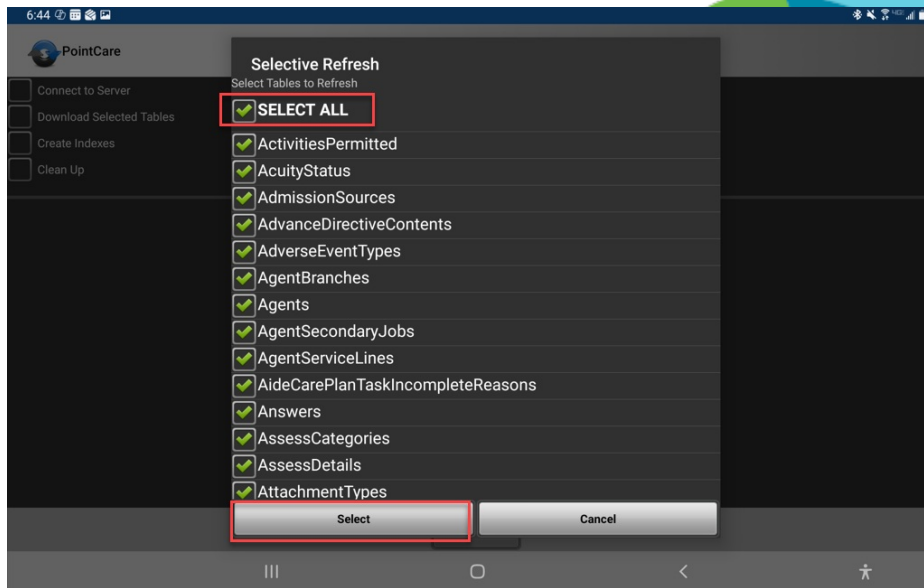
7. Click on Communications.

8. Click on Selective Refresh.

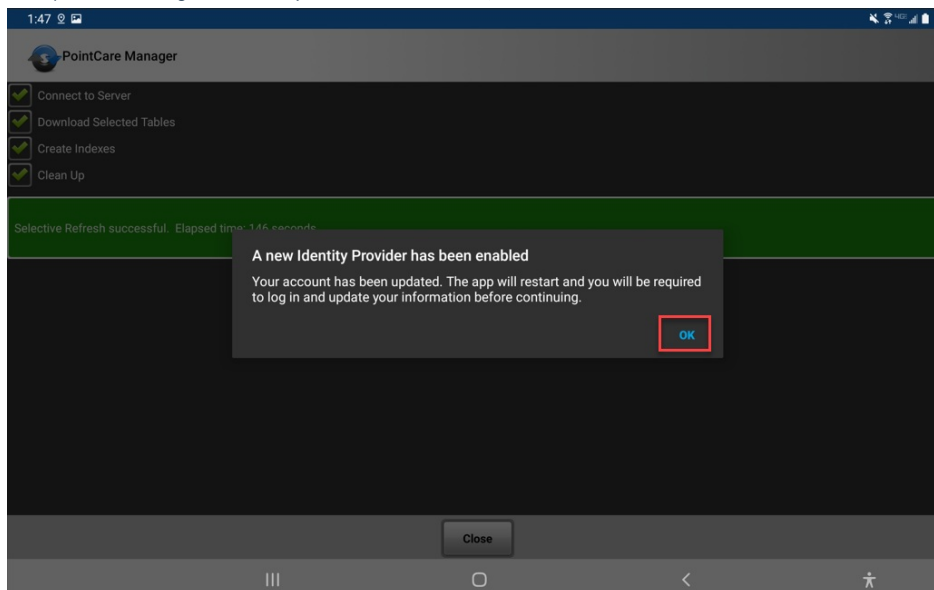


9. Check the top box "SELECT ALL".

10. Click on Select on the bottom of the screen.



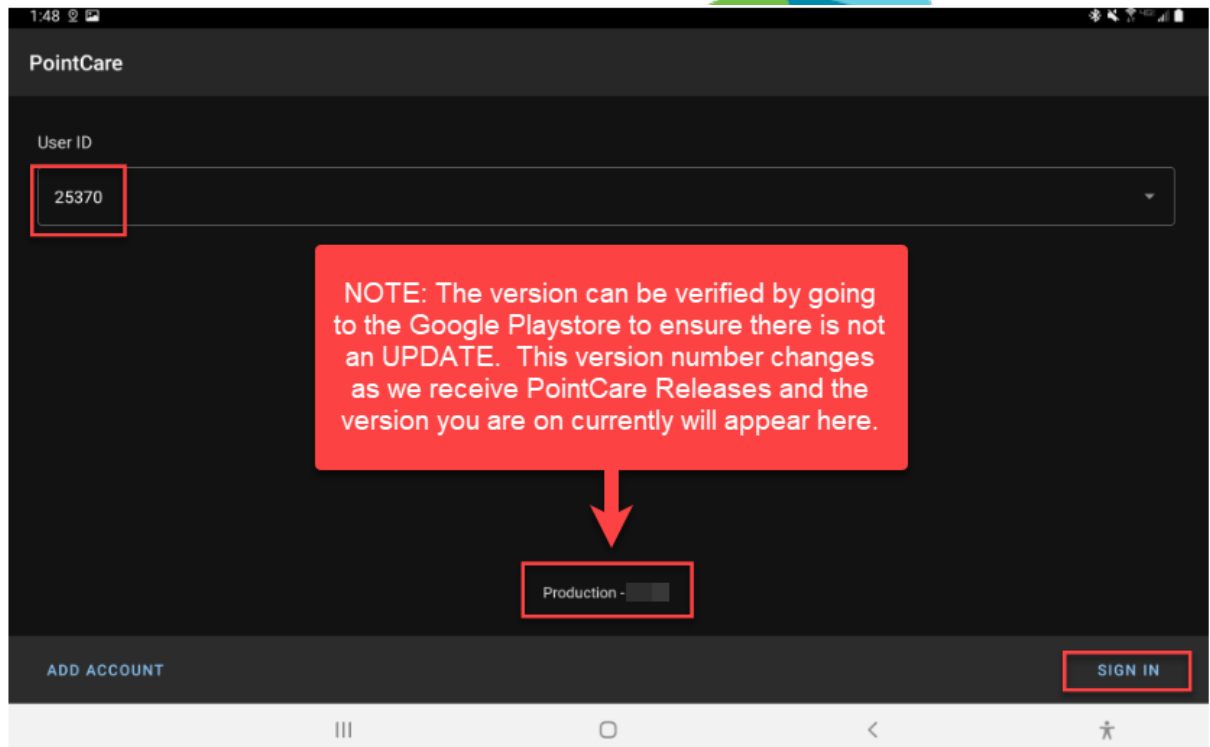
11. When you see the message "A new Identity Provider has been enabled", Click on OK.



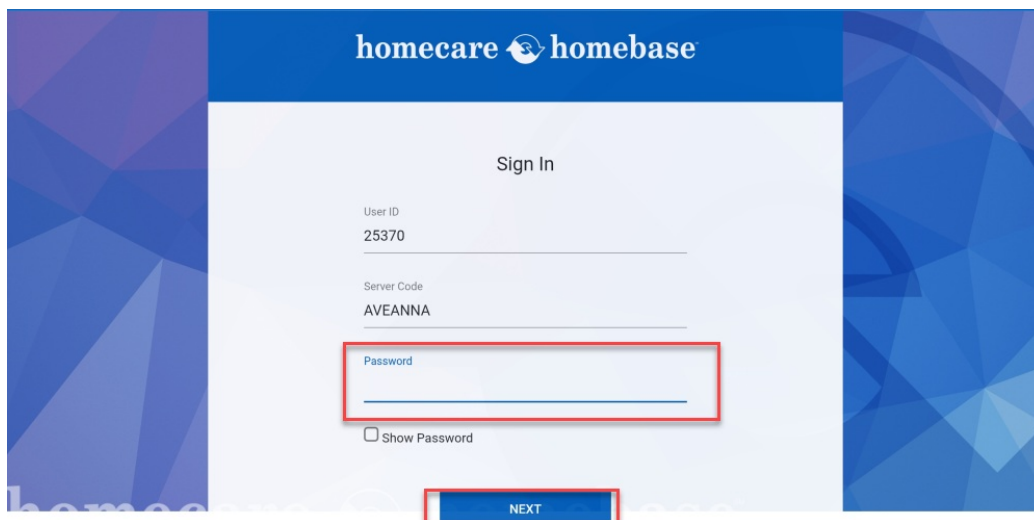
12. This screen will appear as your new log in screen. Ensure User ID and PointCare Version are correct.

1. **NOTE:** Ensure you are on the updated PointCare Version. If not or to verify, follow this process: [Updating a New Version of PointCare Through Google Play on Android Devices](#)

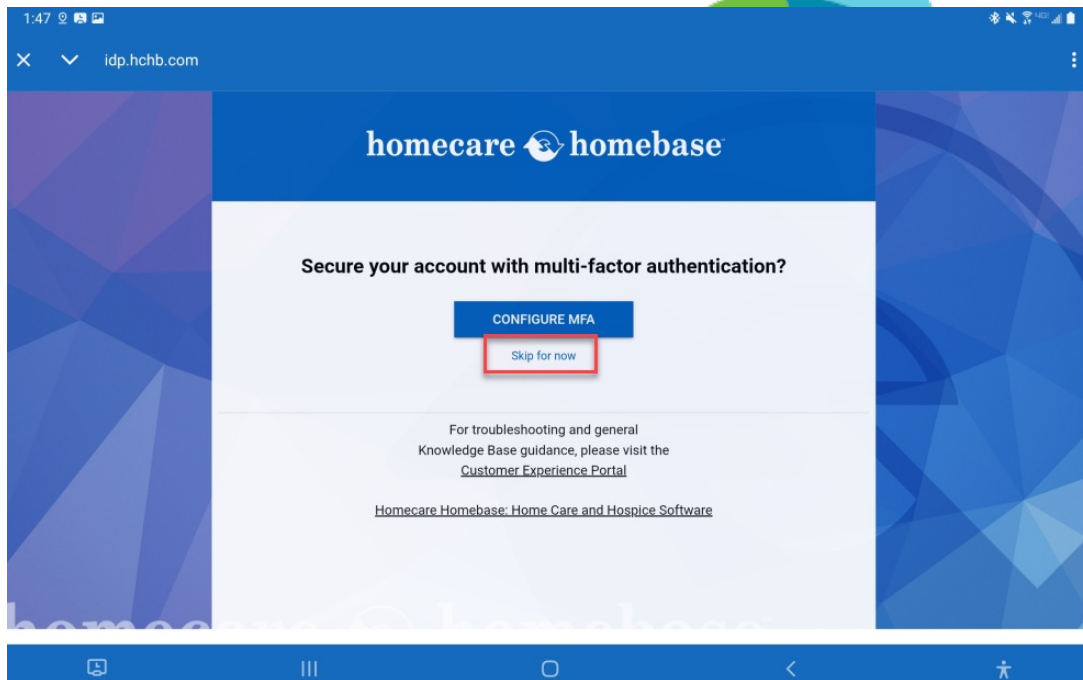
13. Click on Sign In



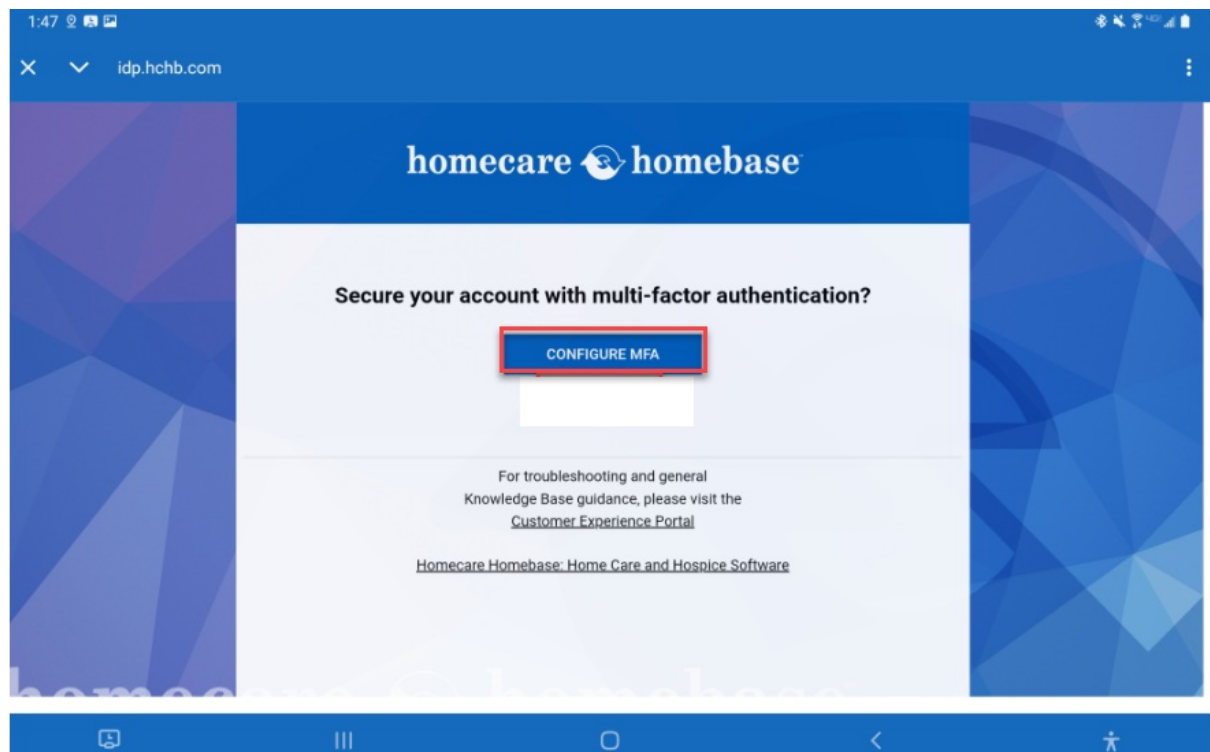
14. The login screen will appear differently. It will have your User ID and Server Code information filled out.
15. Enter your password for PointCare.
 1. If your password needs to be reset, you will need to contact the office to provide you with a setup code or contact IT
 1. [PointCare Password Reset using Multi-Factor Authentication - MFA - NOT SSO](#)
16. Click on Next.



17. An MFA screen will appear.
18. Choose **"SKIP FOR NOW"** (This can be chosen until 04/28/2026)



19. On 04/29/2026, click on CONFIGURE MFA



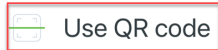
20. Open your authenticator app on your phone.

1. **NOTE:** Only available 2 factor authenticator options app-based, such as Google Authenticator or Microsoft Authenticator can be used. There is no option for receiving a text message with the security code.

21. When you add an account, Scan the QR code that appears on your tablet into your authenticator app. *The example below is a screenshot from DUO but any 2 factor authenticator options that are app-based can be used.*

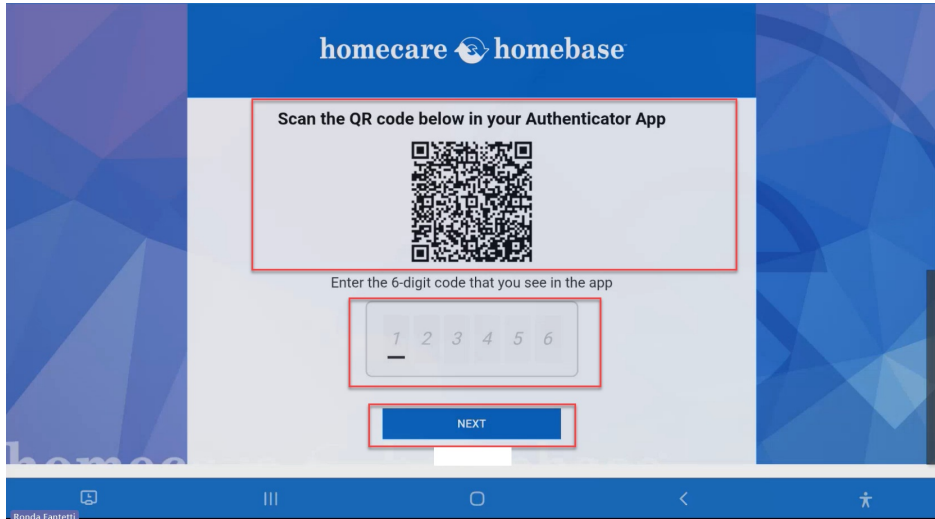


Add account



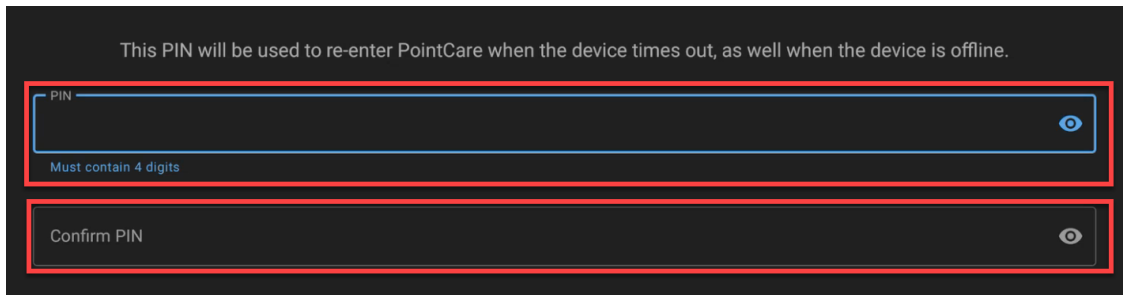
- 22. Your authenticator app will provide you with a 6-digit code to enter into PointCare.
- 23. Click on NEXT.

1. **NOTE: Next time you log in, under the 6-digit code, there will be a box that states "Trust this Device". Once you click on the box, you will not need to add a code from MFA for 7 days. After 7 days, you will need to add the code again, but you can click on "Trust this Device" to bypass the code for another 7 days.**

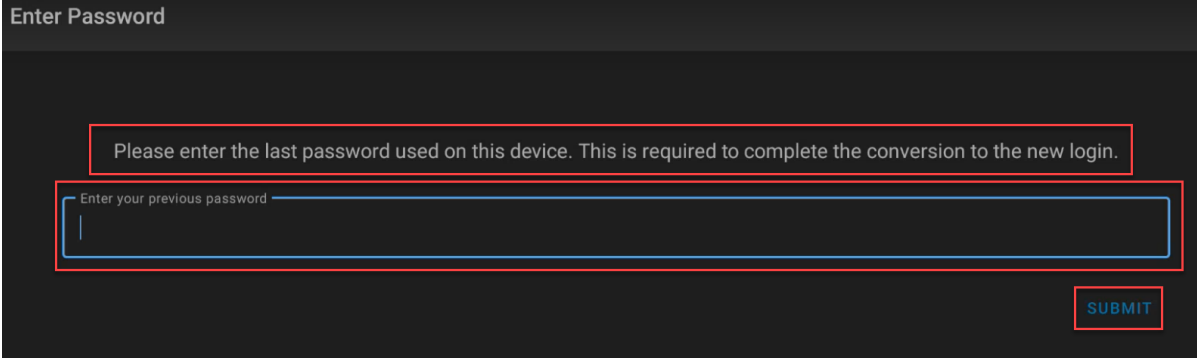


- 24. You will receive a screen asking you to **set up a PIN. (This will only occur one time).** The PIN will be used to log in for the next 12 to 24 hours. PointCare will require you to login using your password after that time is passed. Once your password is entered, the device will request you to add your PIN for another 12 to 24 hours.
- 25. Enter a 4-digit PIN.
- 26. Confirm a 4-digit PIN.
 - 1. Your PIN can only be reset by you.
- 27. Click on Enter or DONE on your keyboard

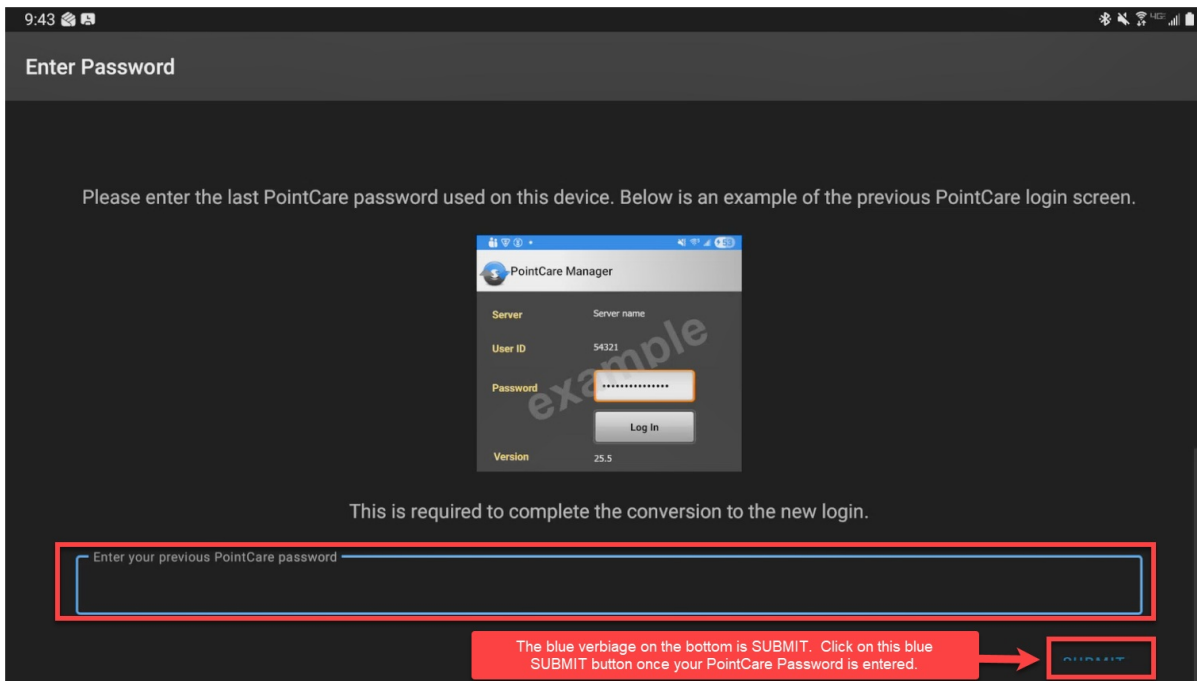
1. **NOTE: Logging on using the PIN will last for 12 to 24 hours. When the pin timer expires a password login will be required to log back in. The user will need to authenticate via login and MFA (requires connectivity). A pin can be reset by the user if the user forgets their pin (requires connectivity).**



- 28. When you first log in, you will receive a screen that states "Please enter the last password used on this device. This is required to complete the conversion to the new login." - **Enter the last password used to log into PointCare (not DUO).** **NOTE: If your screen does not look like this, look at the screenshot in STEP 26 below this step.**



29. NOTE: Your screen may look like the one below and you can barely see the word SUBMIT on the bottom right. Still, after entering your last PointCare password, you will click on SUBMIT as shown below:

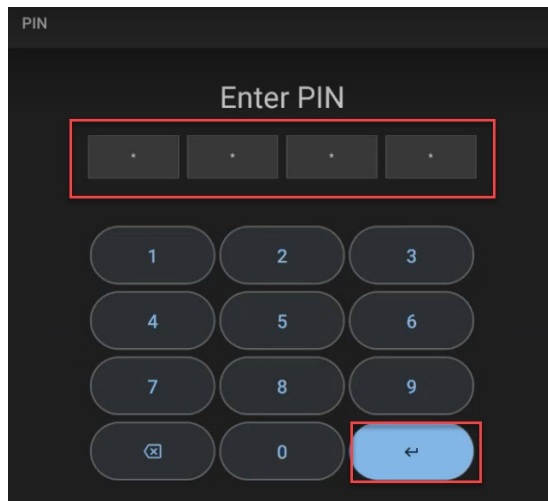


30. You will then be logged into PointCare.

	Cur WK	Pri WK	Pri 4Wks Avg
Total Pts Completed	0	0	0
Points Scheduled	0	0	0.25
Total Points	0	0	0.25
Visit Pts Completed	0	0	0
Total NVA Points	0	0	0
Mileage Threshold Pts	0	0	0
Total Hours Worked	0	0	0
Avg In-Home Time	0:00	0:00	0:00

31. Once you "Sync", when you log back into PointCare for the next 12 to 24 hours, you will just enter your PIN as your password.

1. After 12 to 24 hours, you will be required to enter your password to log in.
2. Enter your 4-digit pin.
3. Click on the blue arrow.



32. If you are unsure of your PIN number, you will reset your own PIN (see process below). The PIN will not change unless you change it.

1. [Resetting Your PIN in PointCare - Multi Factor Authentication - MFA](#)

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