

EPCS: Multi-Factor Authentication Enrollment; Google Authenticator: New, Change, or Issues

Background

To be able to prescribe controlled substances, you must have multi-factor authentication. Virginia Mason Health System's authenticator is the Google Authenticator smart phone app.

How to enroll or re-enroll:

There are 3 scenarios in which you will need to enroll or re-enroll:

1. **New enrollee:** You have *not yet* had your multi-factor authentication set up for EPCS.
2. **Phone change:** You *have a new phone*.
3. **Application issues:** You are *experiencing issues* with the app.

There are several options for you to get enrolled. Depending on your work location, you can choose your best fit option below. Primary work locations are Seattle Downtown Clinics (Buck, Lindeman), Seattle Downtown Hospital and Emergency Department, and Regional Medical Centers.

Prior to your appointment:

1. Download the **Google Authenticator** app on your smart phone.
2. Review the [EPCS training documents here](#).
3. Bring your **Virginia Mason badge** and a **state or federal ID** to set up your phone.

Who to contact for your enrollment appointment:

Seattle Downtown Clinics (Buck and Lindeman):

- **New enrollee:** Please call the Help Desk to arrange an appointment. Providers, you can call for an individual appointment. Managers, you may call for a small group if you have a time and place for more than one provider to be enrolled.
- **Phone change or application issues:** Please go to Telecom in the Buck basement or call the Help Desk to arrange an appointment with Telecom or another team member.

Seattle Downtown Hospital and Emergency Department:

New, change, or issues: Please call the Help Desk to arrange an appointment *or* reach out to one of the appropriate team members on the [EPCS Provider Provisioning Admins list here](#).

Regional Medical Centers:

New, change, or issues: Please reach out to your clinic director for the name of the individual at your clinic who can assist you *or* reach out to one of the appropriate team members on the [EPCS Provider Provisioning Admins list here](#).