Department of Vermont Health Access
Agency of Human Services
State of Vermont

Assister System Access Guide

Accessing resources as an Assister

CONTENTS
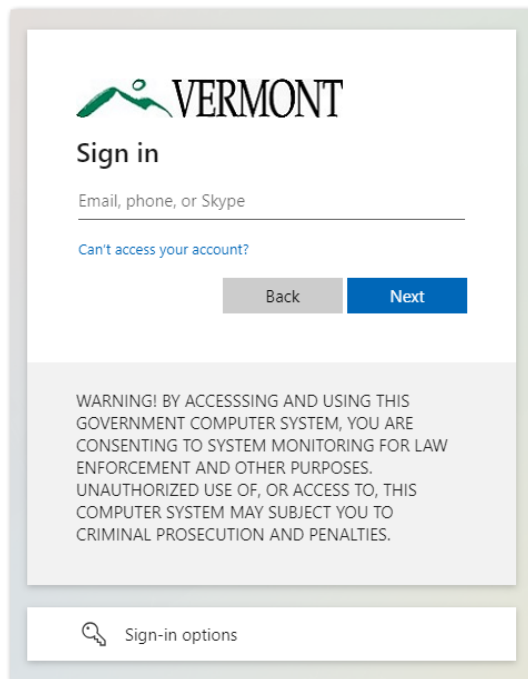
1.1   FIRST TIME LOGIN

Click on the following link for the Assister Resource Center (ARC):
https://vermontgov.sharepoint.com/sites/AHS-EXTDVHAAssisterResourceCenter/
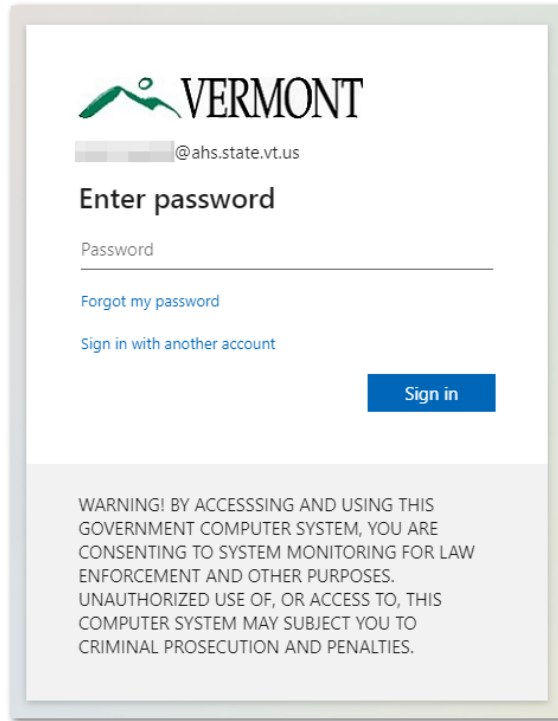
This will bring you to the following Vermont login page. Enter the username in your welcome email and click **Next**.
*HINT: Your username should be in the format **firstname.lastname@ahs.state.vt.us***

Enter the password from your welcome email and click **Sign in**.
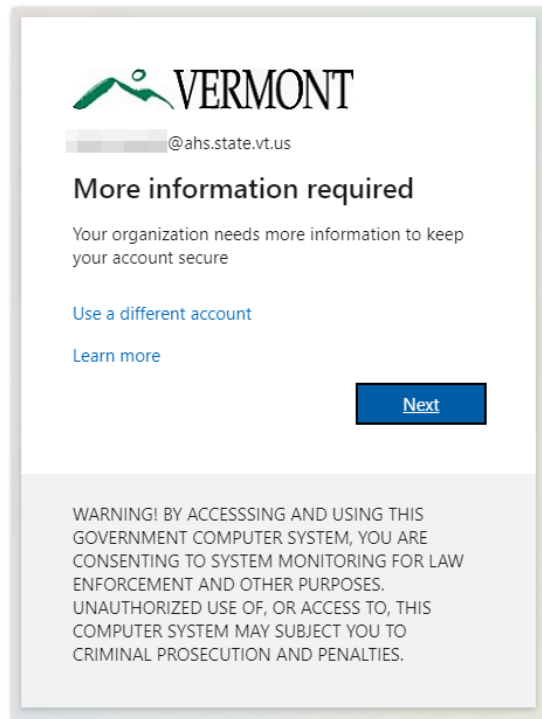
On the next screen, you will be prompted to set up your Multi-Factor Authentication (MFA) method. Click on **Next** to begin the process.

On this screen, you will need to enter your phone number. You can choose to receive the verification via text message or phone call. Enter your **phone number** and click **Next**.

NOTE: If you do not have a cell phone or direct office phone line, please reach out to AHS.DVHAAssisters@vermont.gov for assistance.

Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

Phone

You can prove who you are by answering a call on your phone or texting a code to your phone.
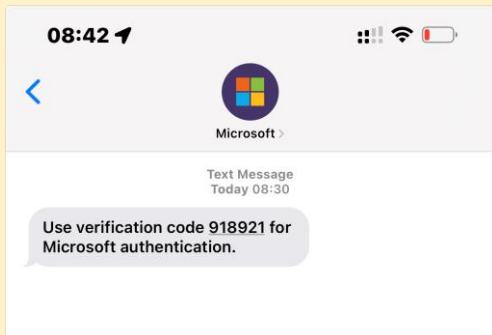
What phone number would you like to use?

United States (+1)	Enter phone number

◉ Text me a code

◯ Call me

Message and data rates may apply. Choosing Next means that you agree to the Terms of service and Privacy and cookies statement.

Next

If you selected **Text me a code**, you will receive a 6-digit code via text message.

08:42

Microsoft

Text Message
Today 08:30

Use verification code 918921 for Microsoft authentication.

Enter the code on the next screen and click **Next**.

Keep your account secure

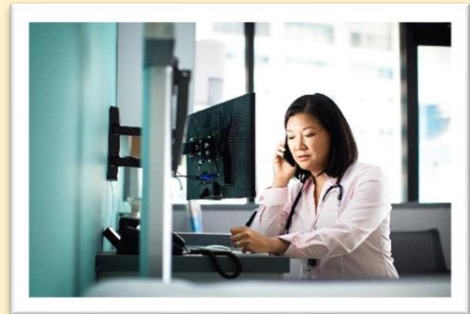Your organization requires you to set up the following methods of proving who you are.

Phone

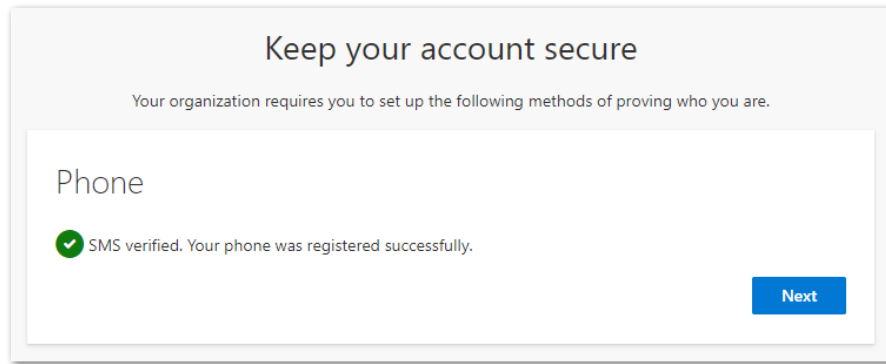We just sent a 6 digit code to +1 802   . Enter the code below.

Enter code

Resend code

Back   Next

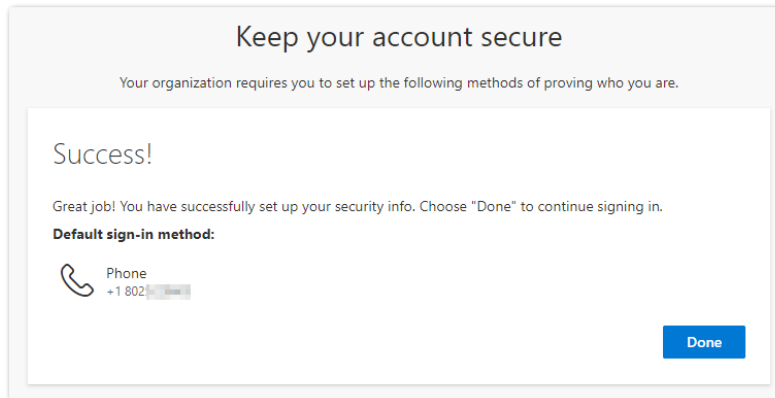If you selected **Call me**, you will receive additional instructions via phone call.
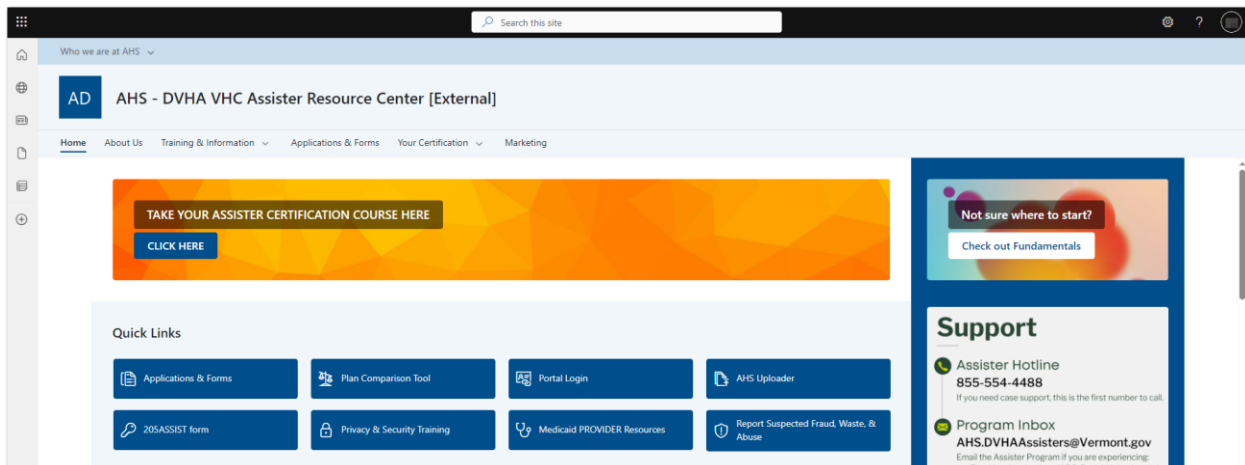
Follow the instructions provided.

Once you complete the verification, you will receive a confirmation notice. Click **Next** to continue.

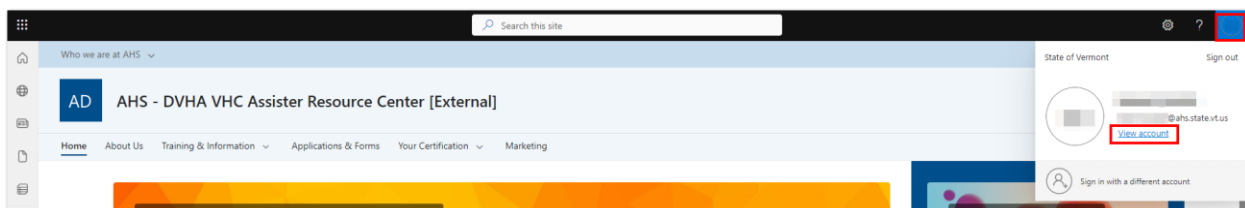Click on **Done** to be brought to the Assister Resource Center (ARC).

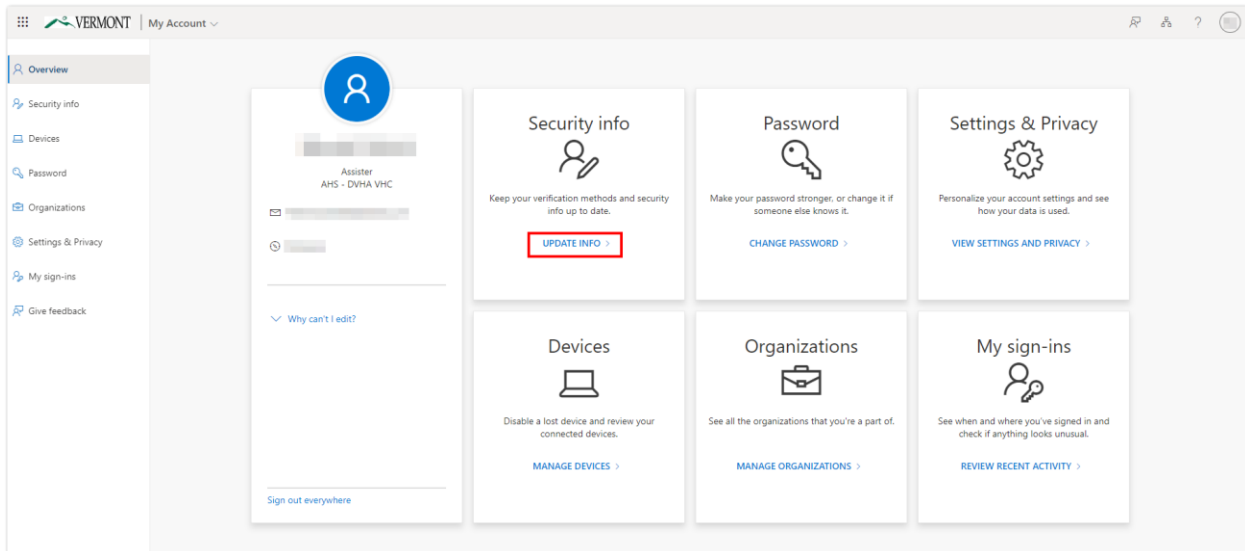You should now see the Assister Resource Center (ARC). 😄

1.2 ADDING A SECONDARY MULTI-FACTOR AUTHENTICATION (MFA) METHOD
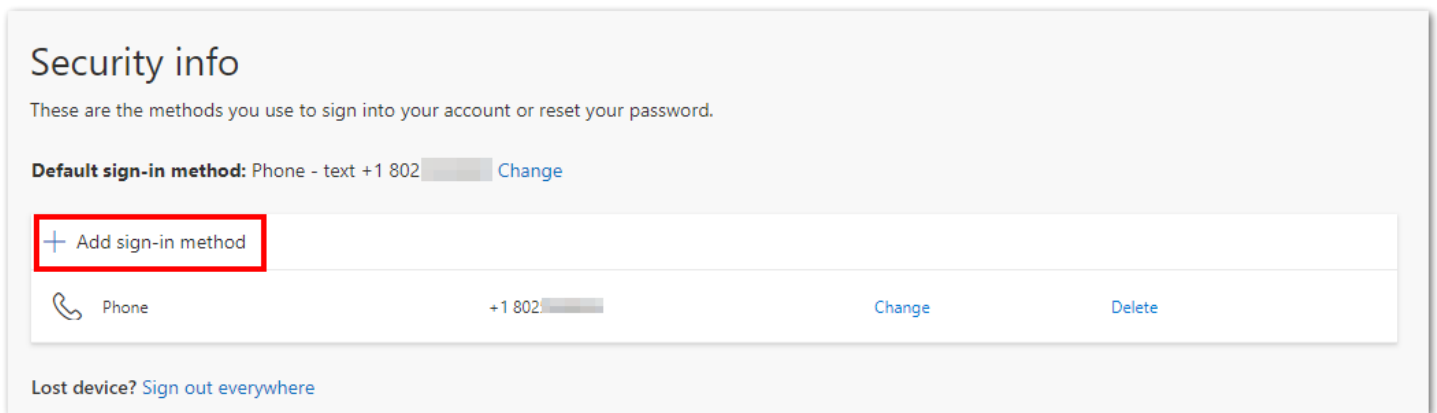
Once logged into the Assister Resource Center (ARC), click on your **initials** in the upper right corner of the site and then click **View Account**.

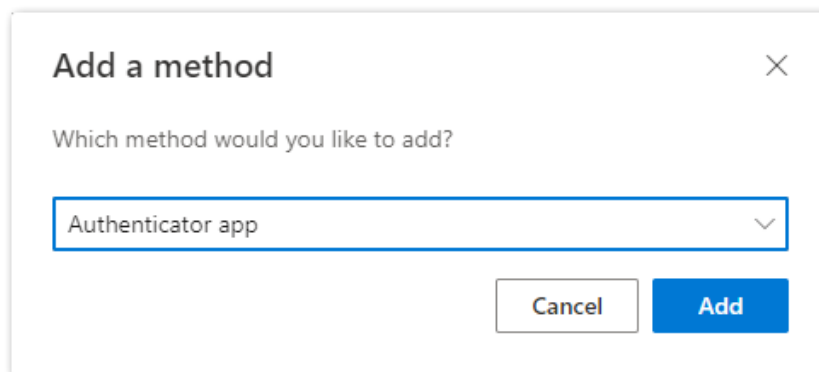On the My Account page, click on **UPDATE INFO** under Security info.
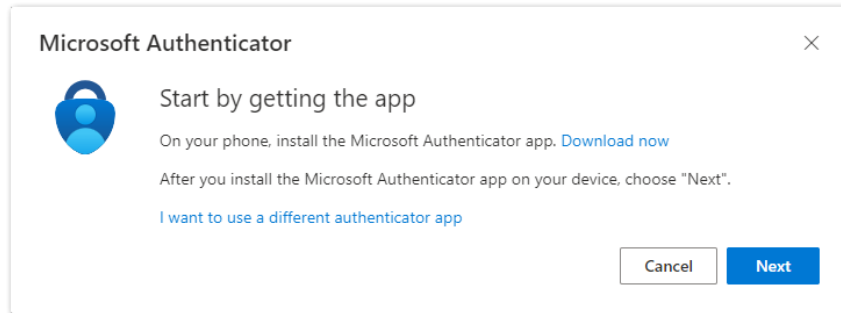

Click on **Add sign-in method**.

1.2.1 USING AN AUTHENTICATOR APP

On the pop-up, select **Authenticator app** from the drop-down menu and click **Add**.
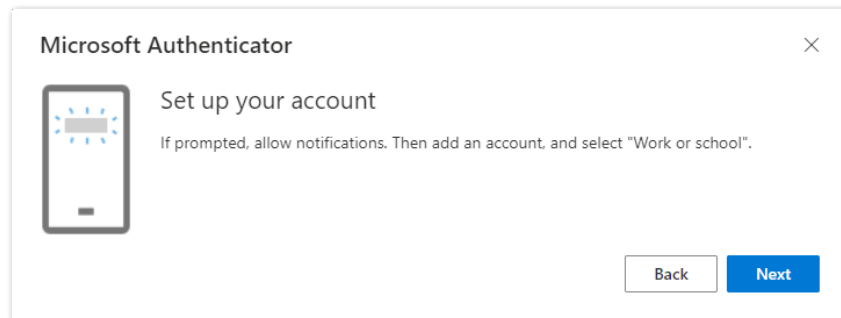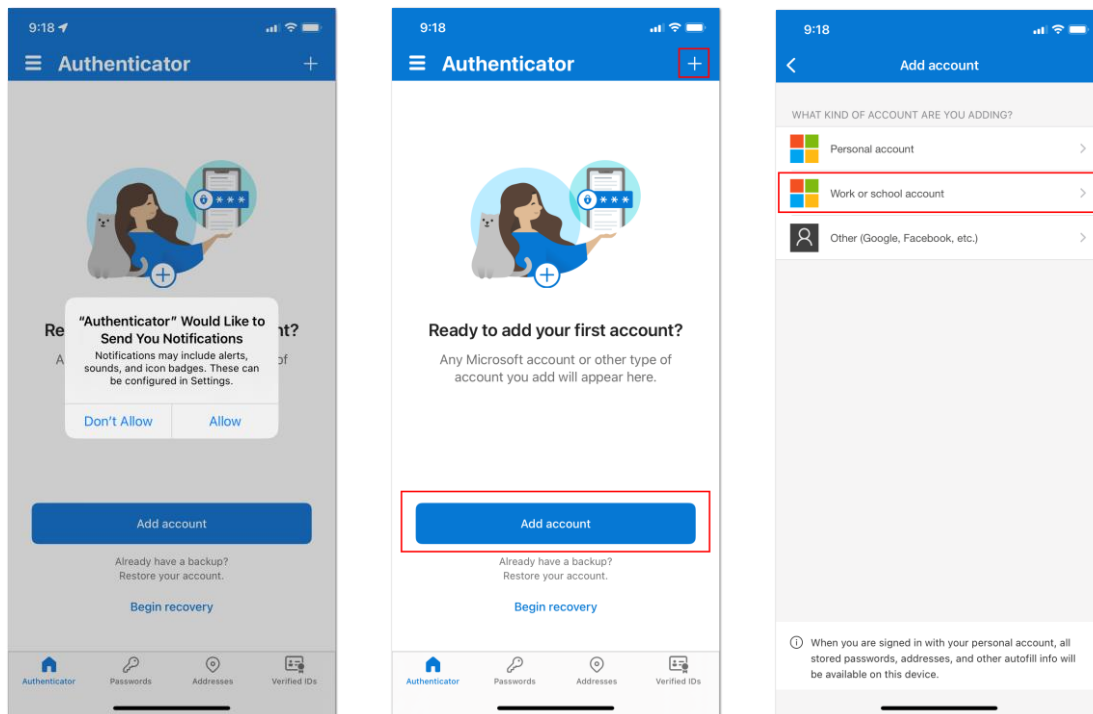

1.2.1.1 THE MICROSOFT AUTHENTICATOR APP

You can install the Microsoft Authenticator app by clicking **Download now**. Once the app is installed, click on **Next**.
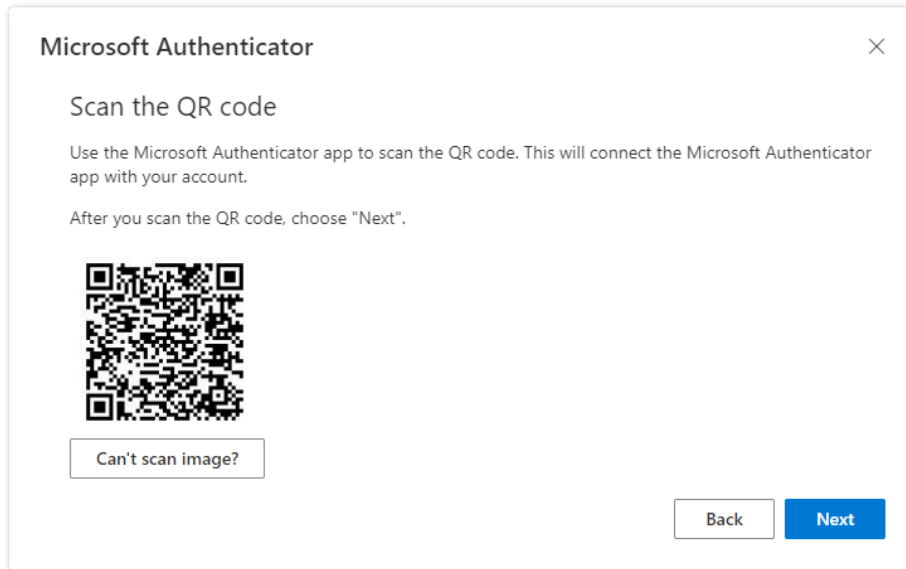

On your computer screen, you will see the following instructions:

Follow these instructions on your mobile device, and then click **Next** on your computer screen.
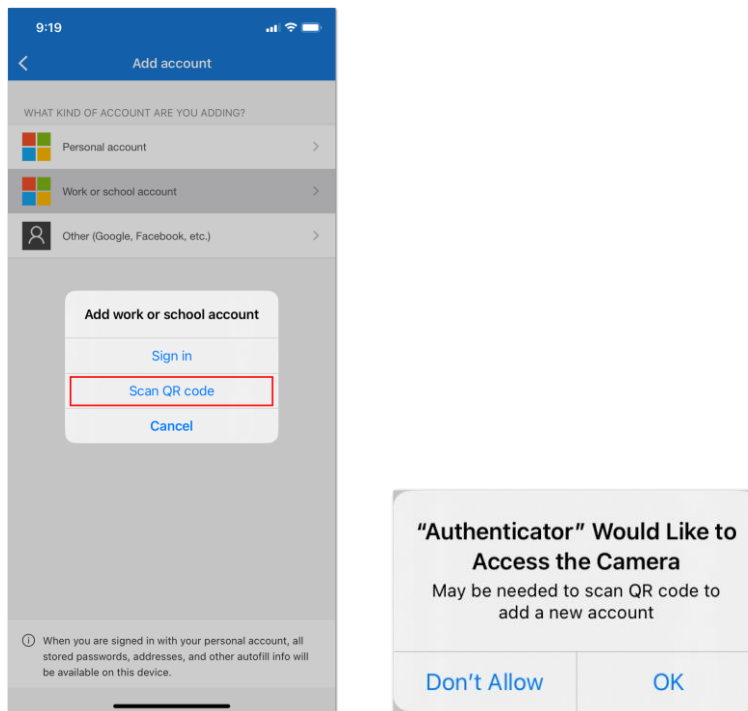

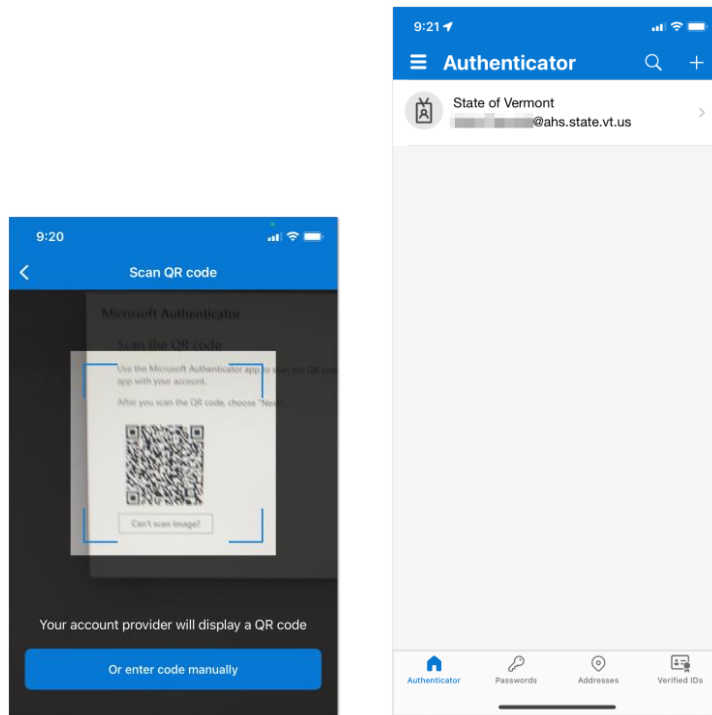The next window will show a QR code for you to scan with your mobile device:

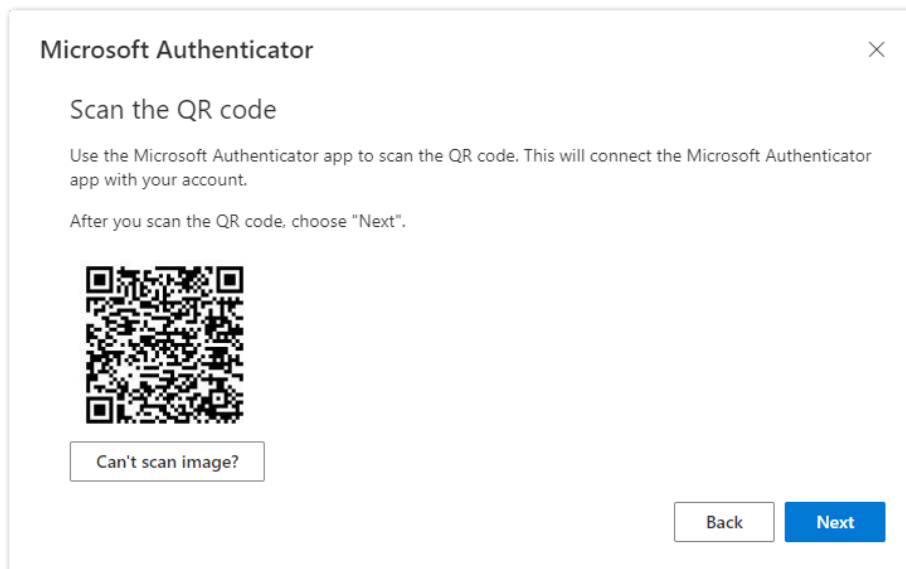Select **Scan QR code** on your mobile device.
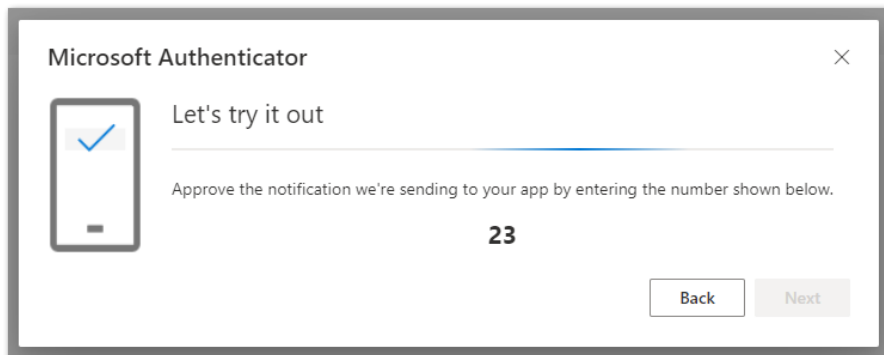*NOTE: You may have to grant the app access to your phone's camera.*

Scan the QR code with the app. You will immediately see a new item in your MFA list.
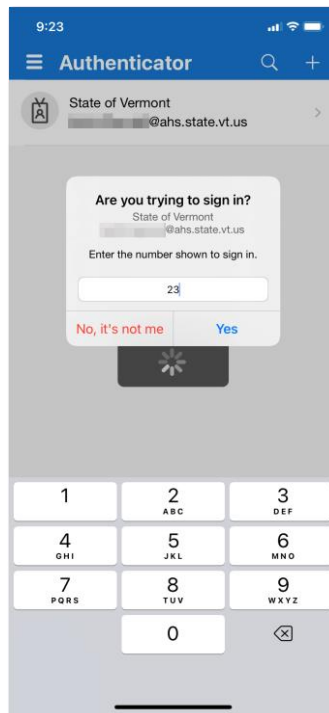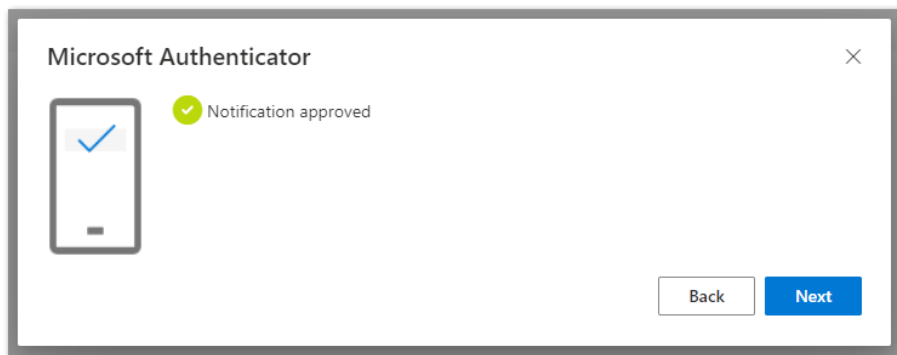
Go back to your computer and click next:

You will see the following window displaying a two-digit number:

On your mobile device, enter the two–digit number and select **Yes**.

You should receive a confirmation that your MFA request has completed. Click **Next** to complete the process.
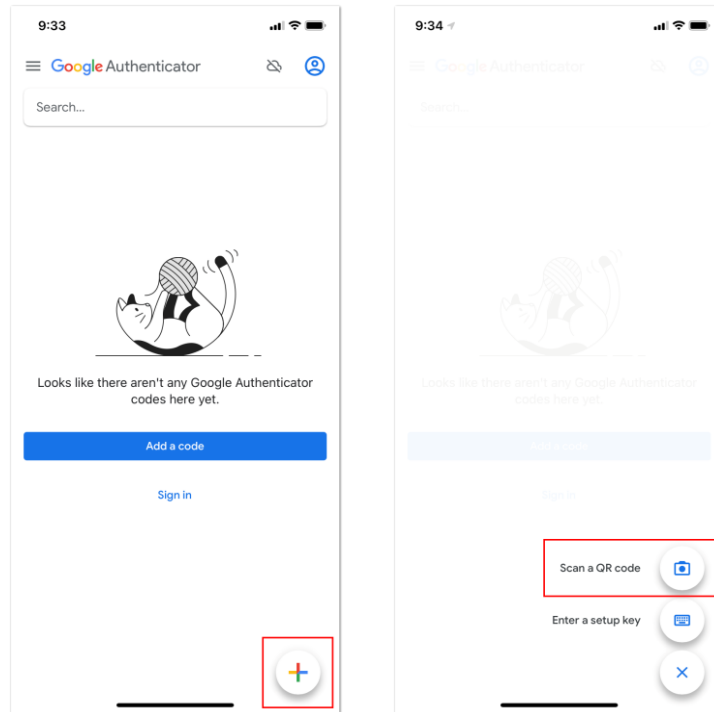

1.2.1.2 A DIFFERENT AUTHENTICATOR APP

NOTE: For this example, we are using the Google Authenticator app, but the instructions should be similar for all other Authenticators.
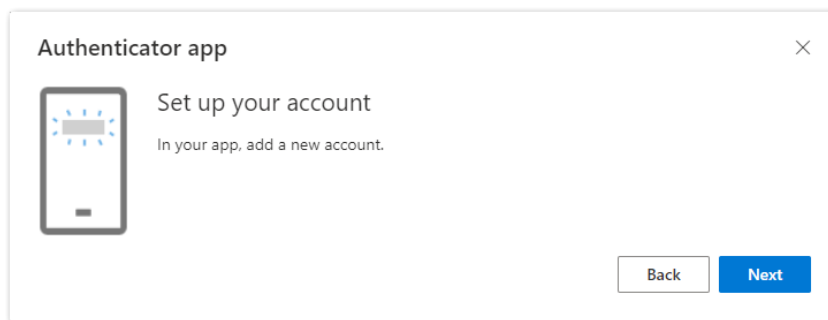
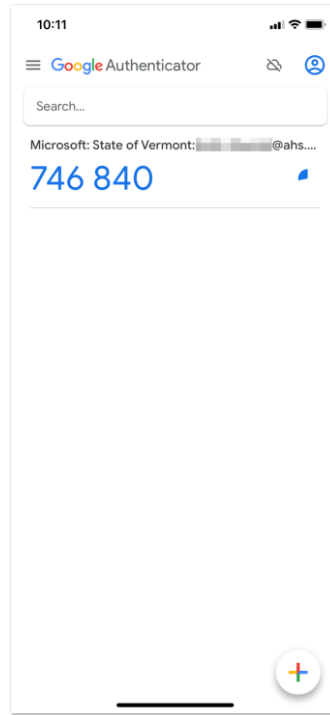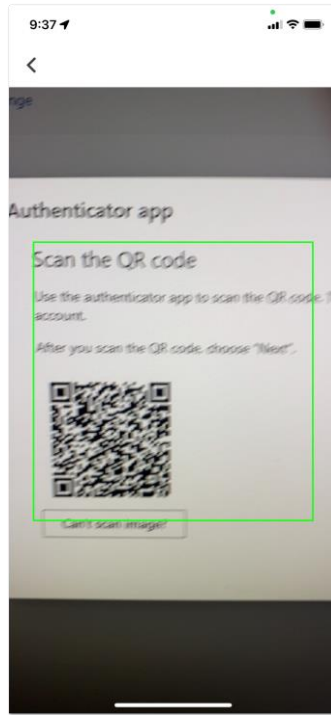On the Authenticator screen, click on **I want to use a different authenticator app**.
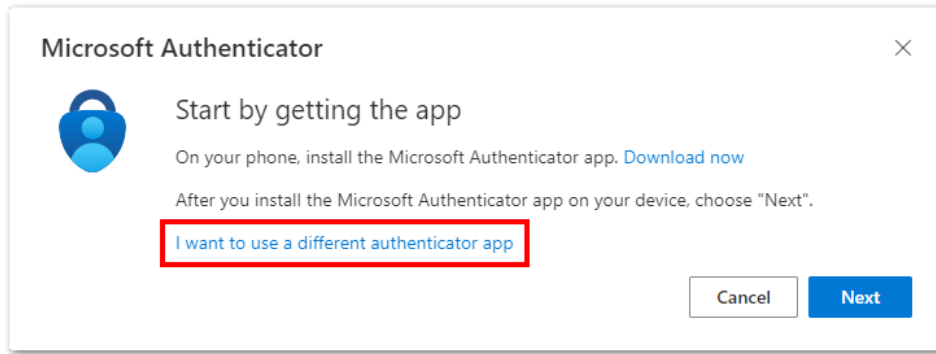
On your mobile device, click on **New account** and select the option to **Scan a QR code**.
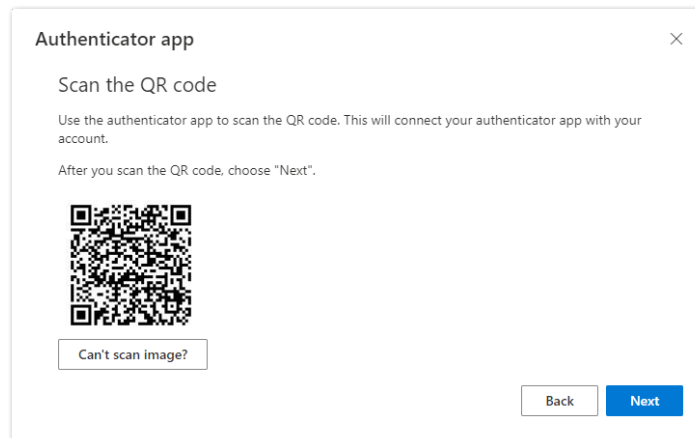

Click on **Next** on your computer.

Using your mobile device, scan the QR code that is on your computer screen. You should immediately see a time-sensitive code start to generate.

Click on **Next** on your computer.

Enter the code from the Authenticator app and click on **Next**.

You should now see **Authenticator app Time-based one-time password (TOTP)** as a listed MFA method.

System	Username	Password
SharePoint	first.last@ahs.state.vt.us	Same Password
AHS Uploader	Your organization email	