Register for Multi-factor Authentication

Multi-factor Authentication (MFA) is required to securely access iLinkBlue, our online self-service tool for providers.

NOTE:

Follow the steps of this guide to register for MFA.

Multi-factor Authentication Required for iLinkBlue Access

MFA is a security feature that delivers a unique identifier via email, text and other formats. MFA is required as part of the iLinkBlue logon process.

To set up MFA, you must register a device with PingID.

Note: The PingID app is available for free download through the app store on your mobile device.
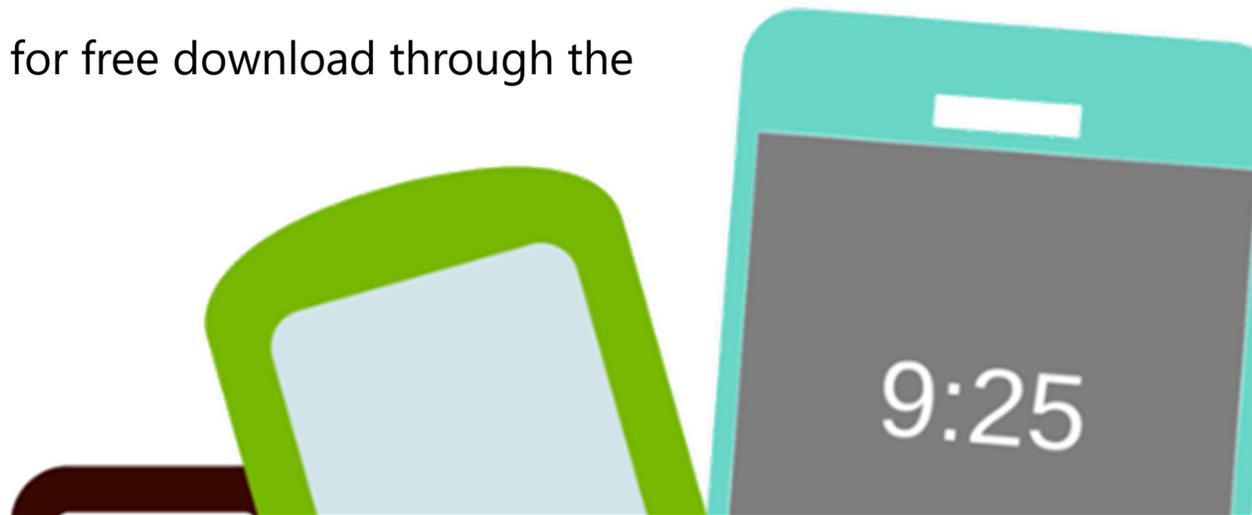
Register for Multi-factor Authentication

1.

- Access the iLinkBlue "Log in" page (www.bcbsla.com/ilinkblue).

- Enter your iLinkBlue username and password.

- Click the "Log In" button. If you have not registered for MFA, you will be shown the PingID registration process.

- Click the "Continue" button. This will redirect you to complete the authentication process through PingID.

Register for Multi-factor Authentication

2.

- The PingID screen includes multiple options for receiving an authentication passcode.

- We recommend registering two or more device options for account recovery.

The best option is to select Email (A) plus at least one of the following three methods:

- o   SMS text message (B)

- o   Voice call (C)

- o   PingID mobile app (D)

Register for Multi-factor Authentication

3.

- The above example selects the "SMS/Texting" option (A). An SMS is a short message service sent as a text message.

- Enter the mobile phone number you wish to receive the SMS Text message (B) and click "Next."

Register for Multi-factor Authentication

4.

- You will receive an SMS text message with a code.

- Enter the six-digit registration code into the PingID screen on your computer.

- Click the "Next" button (B) to authenticate your mobile device.

Register for Multi-factor Authentication

5.

- PingID will confirm you registered a device (A).

- After registering your first device, PingID will prompt you to register a second device.

- Click the "Register Another" button (B) to add another device option.

Register for Multi-factor Authentication

6.
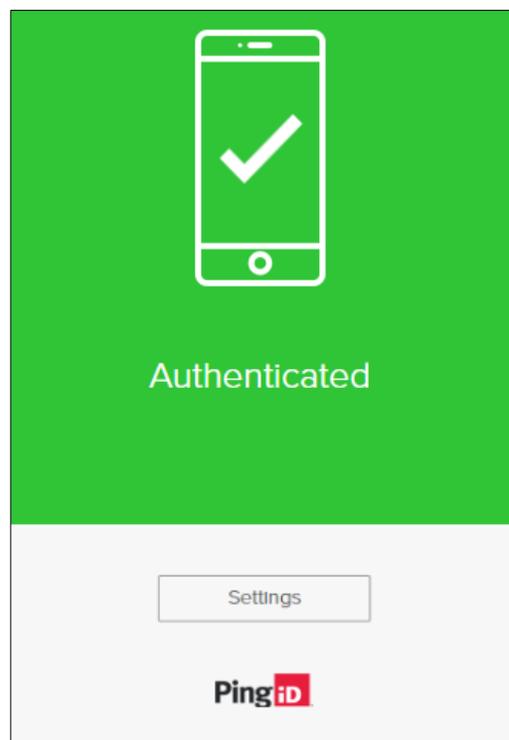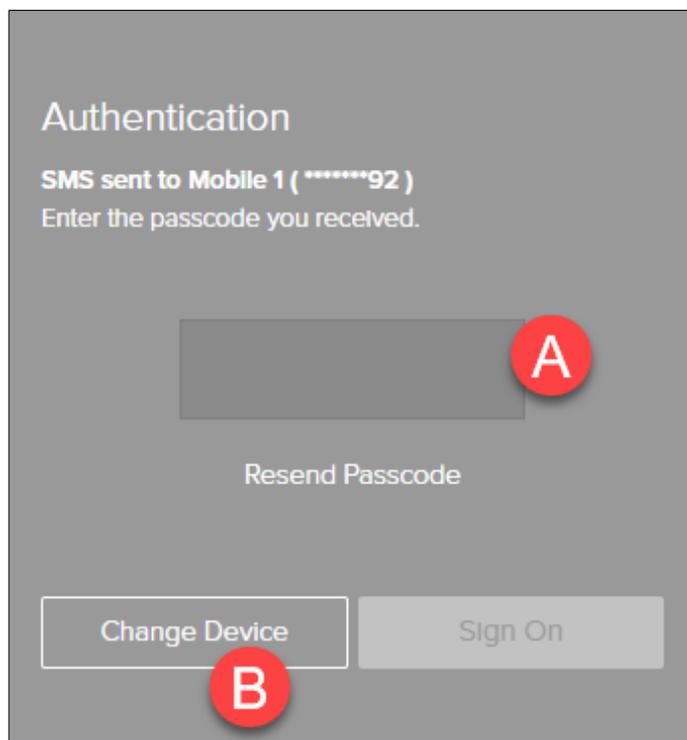
- After registering a second device, you can choose between the authenticating device options when you log into iLinkBlue. Click the "Change Device" button (B) to select a different device option to receive a passcode.

- PingID will send the selected device a passcode and prompt you to enter the passcode (A) on your computer.

- Enter the code and select "Sign On."

- The code authenticates you to complete the iLinkBlue login process.

Using the PingID Mobile App

7.

- If you select the PingID mobile app option for MFA verification, you must download the free app.

- Visit the applicable app store for your mobile device (A).

- Once downloaded, open the app on your mobile device.

- Pair the mobile app on your device by scanning the QR code (B) or entering the "Pairing Key" code (C).

Using the PingID Mobile App

8.
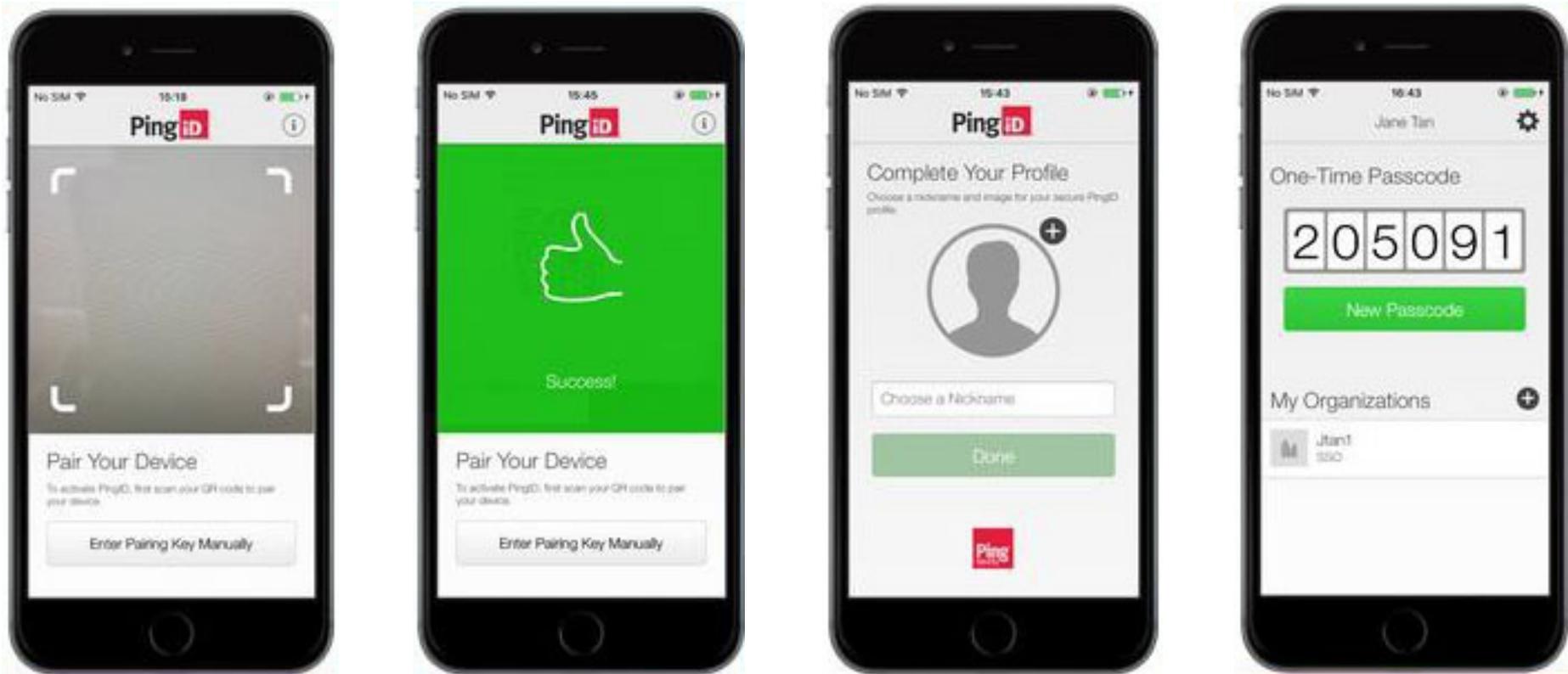
- After scanning the QR code or entering the pairing key code, you will receive a "Success!" message.

- To finish paring, complete the PingID profile setup on your mobile device.

- You will receive a one-time passcode on the mobile app.

Using the PingID Mobile App

9.
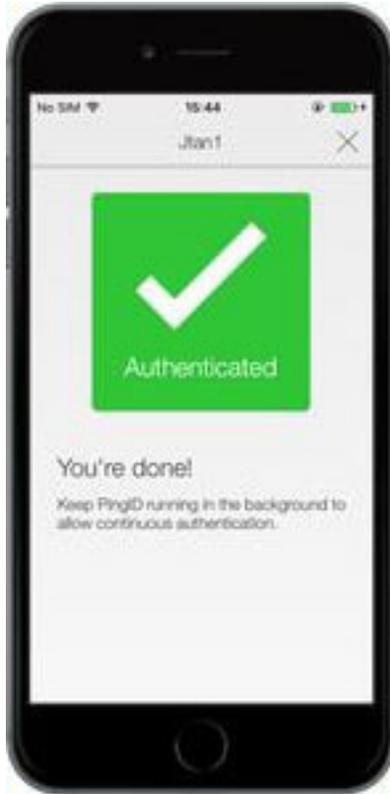
- Enter the passcode into the PingID screen on your computer.

- The one-time passcode verification authenticates you. The following window will appear on your PingID mobile app.

- You can close the app on your phone and return to logging into iLinkBlue on your computer.