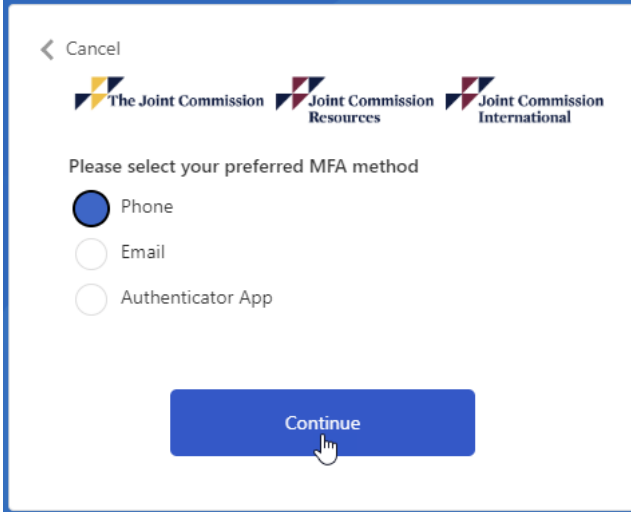


Multifactor Authentication Phone Instructions

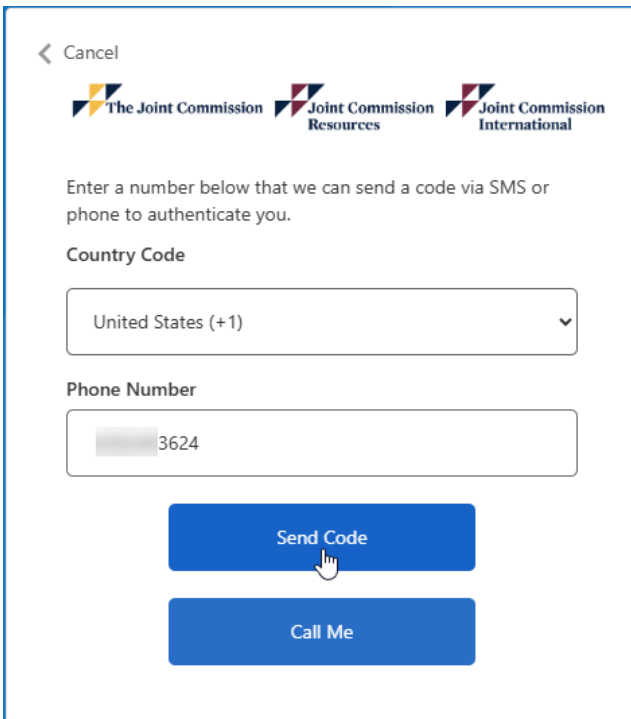
Phone



A screenshot of a mobile application interface for Multifactor Authentication (MFA). At the top left is a back arrow and the word "Cancel". Below this are three logos: "The Joint Commission", "Joint Commission Resources", and "Joint Commission International". The main text reads "Please select your preferred MFA method". There are three radio button options: "Phone" (which is selected), "Email", and "Authenticator App". At the bottom center is a blue button labeled "Continue" with a hand cursor pointing to it.

"Send Code" (Texts a code to the entered phone number)

1. Select Country Code (defaulted to United States), enter the phone number and click "Send Code."



A screenshot of a mobile application interface for sending a code. At the top left is a back arrow and the word "Cancel". Below this are the same three logos as in the previous screen. The main text reads "Enter a number below that we can send a code via SMS or phone to authenticate you." There are two input fields: "Country Code" with a dropdown menu showing "United States (+1)" and "Phone Number" with a text input field containing "3624". At the bottom are two blue buttons: "Send Code" (with a hand cursor) and "Call Me".

2. Enter the code and click "Verify Code."

< Cancel

Enter a number below that we can send a code via SMS or phone to authenticate you.

3624

Enter your verification code below, or [Send a new code](#)

002559

Verify Code

“Call Me” (Calls the entered phone number)

1. Select Country Code, enter the phone number and click “Call Me.”

< Cancel

Enter a number below that we can send a code via SMS or phone to authenticate you.

Country Code

United States (+1)

Phone Number

3624

Send Code

Call Me

2. The voice on the phone says, “If you are trying to login, please press pound (#).”
3. Press pound.