

Contents

Setting up MailGate multi-factor authentication (MFA) for the first time	1
How to clear browser cache and cookies.....	4
Clear your browser cache/cookies in Microsoft Edge	4
Clear your browser cache/cookies in Firefox	6
Clear your browser cache/cookies in Google Chrome	7
If you need further support after following the below steps, please contact your health plan’s Customer Service	

Setting up MailGate multi-factor authentication (MFA) for the first time

1. Sign in to MailGate

Welcome.

Email Address

Password

⚠ ATTENTION: Beginning May 6, 2024, Multi-Factor Authentication (MFA) will be required during the sign-in process. If you're having issues viewing or downloading content from this site, please clear your browser CACHE and cookies or try a different browser.

Sign In

[Forgot password?](#)

2. After signing in, you'll be prompted to set up an Authentication Method. Choose one method:
 - a. Email (Get a code sent to your email address)
 - b. SMS/text (Get a code sent to your mobile device)

Choose Authentication method.

Email

SMS

MailGate Multi-Factor Authentication

- c. If you choose SMS:
 - i. Enter your cell phone number (*be sure the Country code is set to US*)
 - ii. Click **Send Code**

MFA Enrollment.

Please enter a phone number on which to receive the MFA code.

+1 201-555-0123

Send Code

[Back](#)

- d. You will receive a code via text message. On the next screen, enter the code you received and click **Continue**.

MFA Enrollment.

Please enter an email on which to receive the MFA code.

Email Address

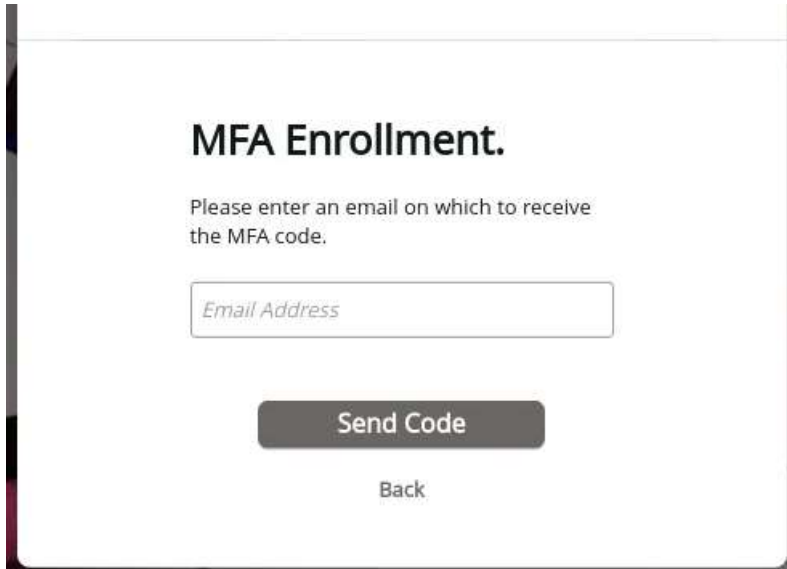
Send Code

[Back](#)

3. If you choose Email:
 - a. Enter the email address in which you received the Secure Message
 - b. Check your email

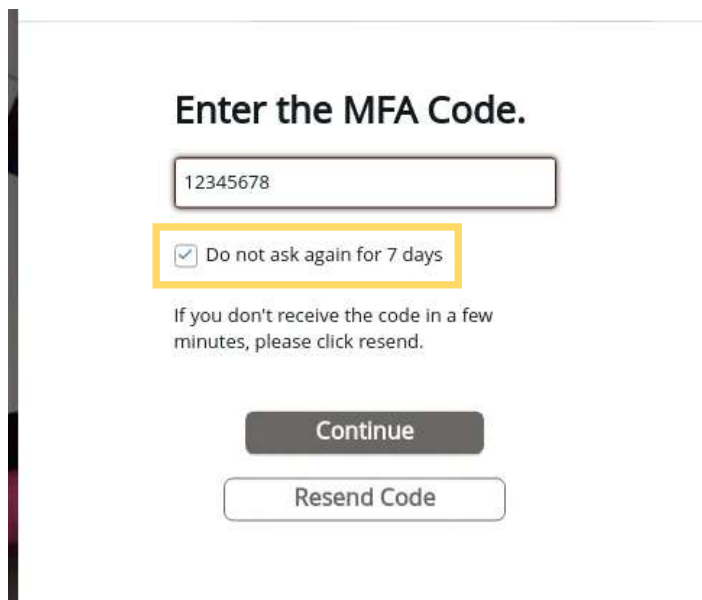
MailGate Multi-Factor Authentication

- c. Enter the code sent to your email



The screenshot shows a web page titled "MFA Enrollment." Below the title, there is a text prompt: "Please enter an email on which to receive the MFA code." A text input field with the placeholder "Email Address" is provided. Below the input field is a dark grey button labeled "Send Code". At the bottom of the page is a link labeled "Back".

The next time you sign in to MailGate, you can choose the "Do not ask again for 7 days" by clicking the check box. You will not be asked for an MFA code for the next seven sign-ins (***unless you clear cache/cookies, Sign in on a different device or use a different browser***)

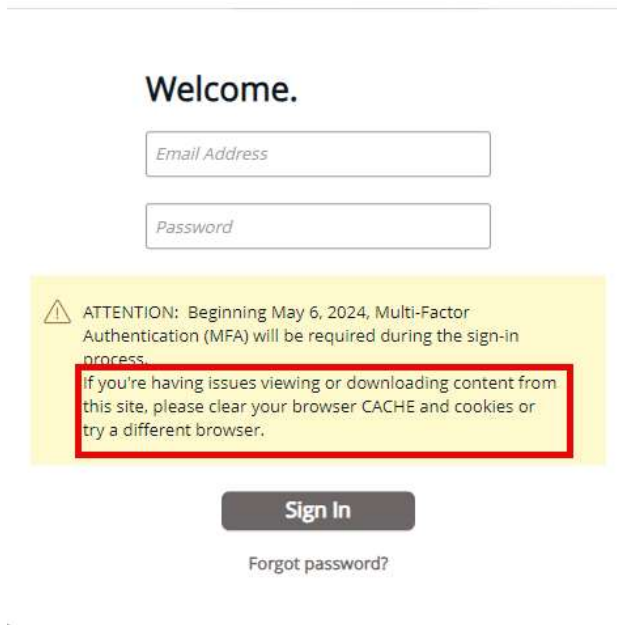


The screenshot shows a web page titled "Enter the MFA Code." A text input field contains the code "12345678". Below the input field is a checkbox labeled "Do not ask again for 7 days", which is checked and highlighted with a yellow border. Below the checkbox, there is a text prompt: "If you don't receive the code in a few minutes, please click resend." At the bottom of the page are two buttons: a dark grey button labeled "Continue" and a light grey button labeled "Resend Code".

MailGate Multi-Factor Authentication

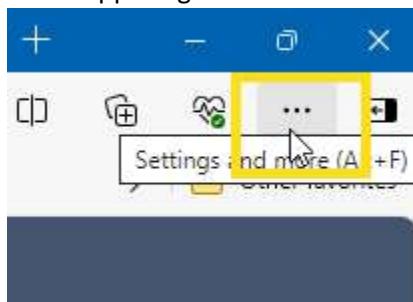
How to clear browser cache and cookies

If you've set up MFA and you are not able to sign in, you may need to clear your browser Cache/Cookies or sign in using a different browser.

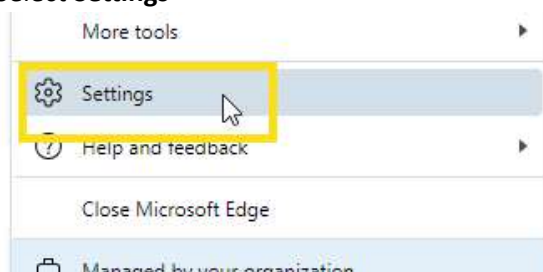


Clear your browser cache/cookies in Microsoft Edge

1. In the upper right corner of Microsoft Edge, click the three dots.

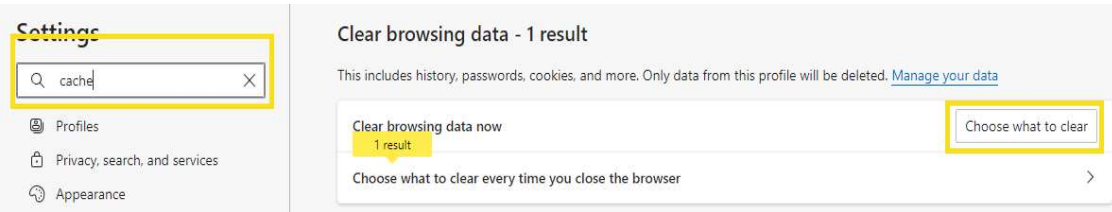


2. Select **Settings**



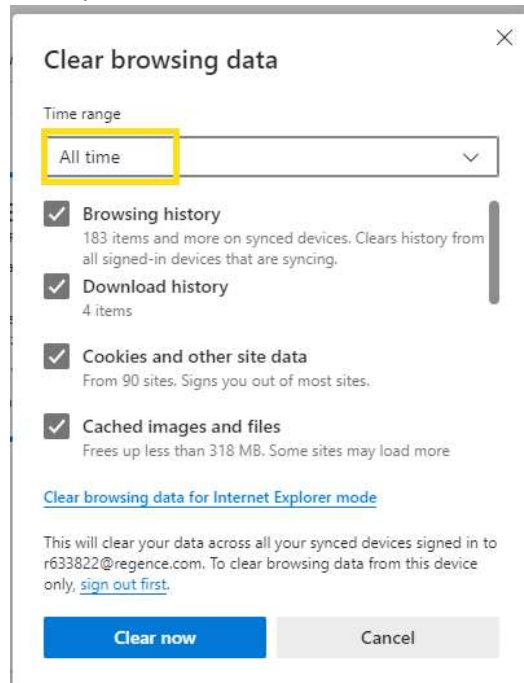
MailGate Multi-Factor Authentication

3. Search for Cache



4. Choose Time Range – All Time and select the following boxes:

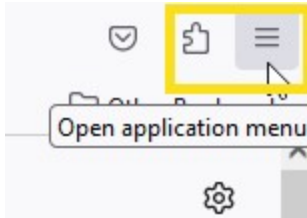
- a. Browsing History
- b. Cookies and other site data
- c. Site Permissions
- d. And in some cases – Passwords
- e. However, it doesn't hurt to clear everything from time to time.
- f. Click the Clear Now button.
- g. Close your browser and relaunch.



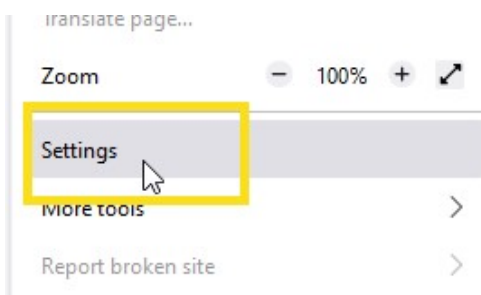
MailGate Multi-Factor Authentication

Clear your browser cache/cookies in Firefox

1. In the upper right corner of Firefox, click on the three lines:



2. Select **Settings**



3. Search for Cache and click **Clear Data**

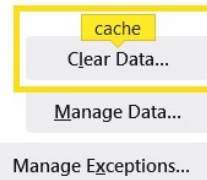


Search Results

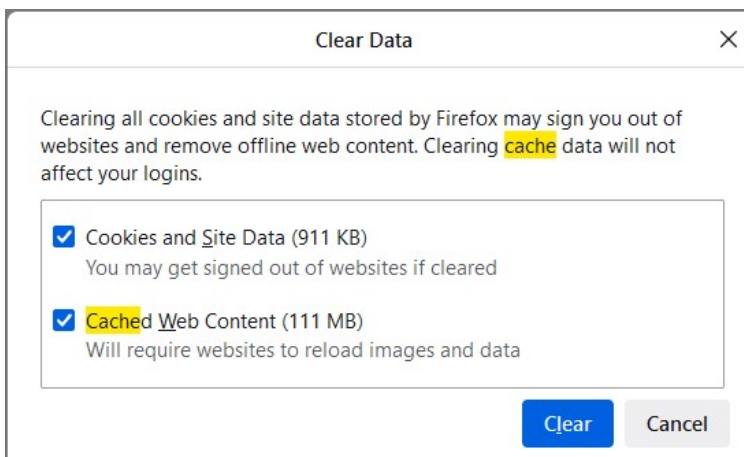
Cookies and Site Data

Your stored cookies, site data, and **cache** are currently using 112 MB of disk space. [Learn more](#)

Delete cookies and site data when Firefox is closed



4. Check both boxes to clear cache and cookies and click **Clear**



5. Close your browser and relaunch.

MailGate Multi-Factor Authentication

Clear your browser cache/cookies in Google Chrome

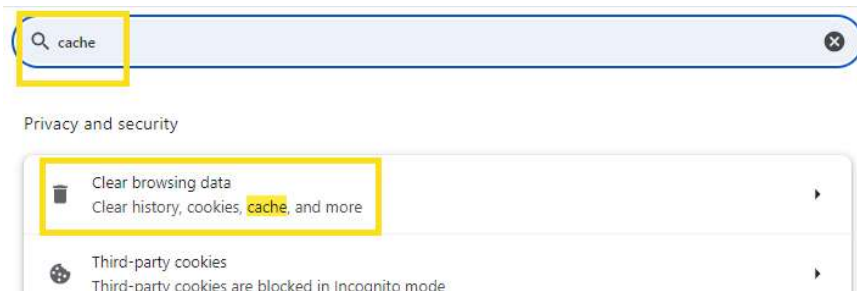
1. In the upper right corner of Chrome, click the three dots.



2. Select **Settings**

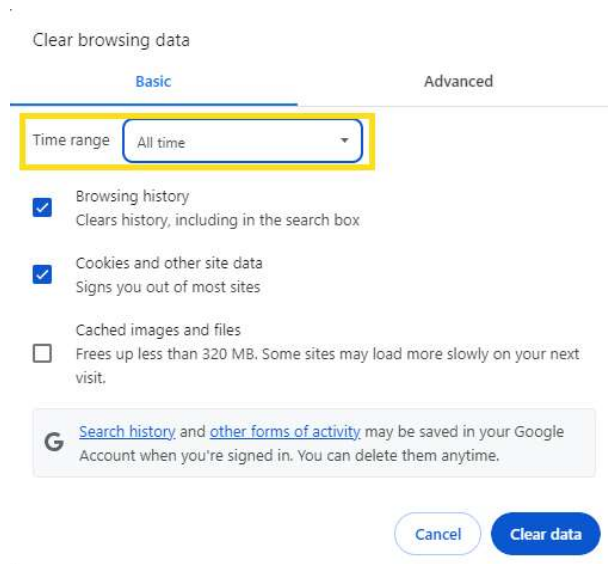


3. Search for Cache



4. Choose Time Range – All Time.

- a. Click the **Clear data** button



- b. Close your browser and relaunch.