

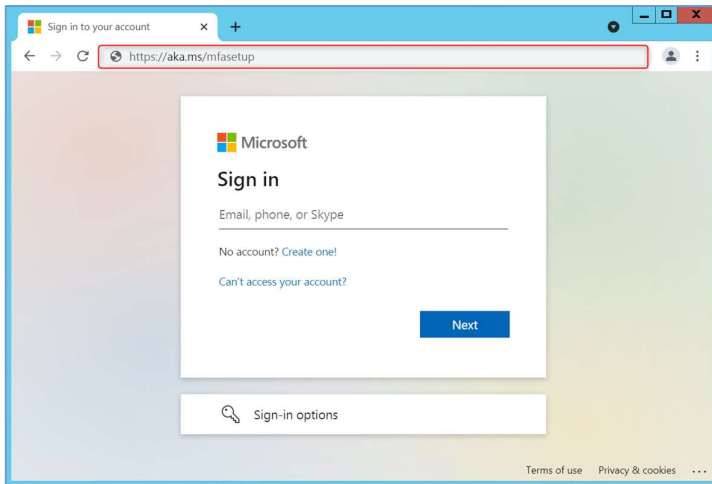
TrakCare External Access

This guide covers how to access TrakCare remotely.

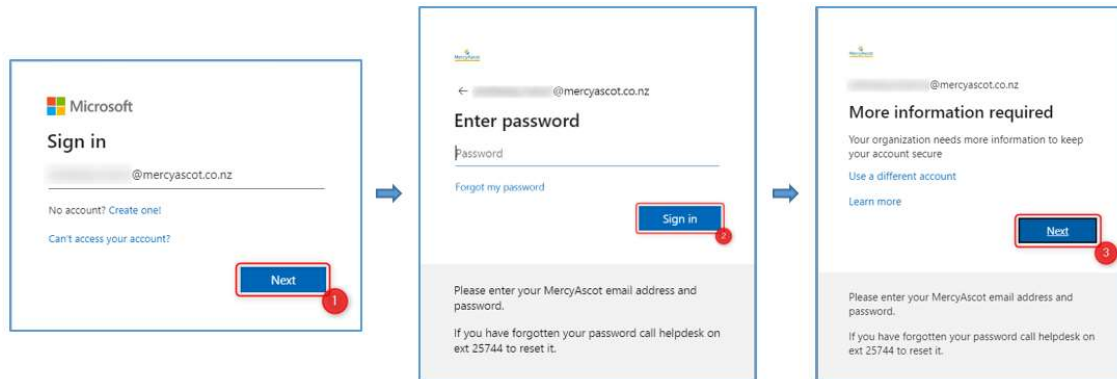
Enroll in MFA

If this is your first time accessing TrakCare remotely or you have never setup Multi-Factor Authentication (MFA) before, please follow the below steps:

Browse to <https://aka.ms/mfasetup>



1. Login with your MercyAscot user credentials: (firstname.lastname@mercyascot.co.nz)
2. Password: MercyAscot computer logon password
3. Click “Next” on the More information required page



4. Complete the “Additional security verification” page
 - A. Choose “Authentication phone”
 - B. Enter your mobile number
Confirm “Send me a code by text message” is selected
 - C. Click “Next”

The screenshot shows the 'Additional security verification' page. The title is 'Additional security verification'. Below it, a subtitle reads 'Secure your account by adding phone verification to your password. View video to know how to secure your account'. The main heading is 'Step 1: How should we contact you?'. There are three main input areas: a dropdown menu for 'Authentication phone' (labeled A), a dropdown for country code 'New Zealand (+64)' and a text input for the phone number '0225670771' (labeled B), and a radio button selection for 'Method' with 'Send me a code by text message' selected. A blue 'Next' button (labeled C) is at the bottom right. A footer note states: 'Your phone numbers will only be used for account security. Standard telephone and SMS charges will apply.'

5. A text message will be sent to your mobile to verify that the mobile number entered is correct.
 - D. Enter the number and select “verify”

The screenshot shows the 'Additional security verification' page at Step 2. The title is 'Additional security verification'. The subtitle is 'Secure your account by adding phone verification to your password. View video to know how to secure your account'. The main heading is 'Step 2: We've sent a text message to your phone at +64 022567 [redacted]'. Below this, it says 'When you receive the verification code, enter it here'. There is a text input field containing the code '890572' (labeled D). At the bottom right, there are two buttons: a grey 'Cancel' button and a blue 'Verify' button (labeled E).

6. Select “Done” on the next page and close the window

Access TrakCare

Open your browser and browse to <https://trak-trainIn.mercy.co.nz/trakcare/train02/web/csp/system.Home.cls#/Component/SSUserLogon>

7. Login with your MercyAscot email address e.g. firstname.lastname@mercyascot.co.nz then click “Next”
8. Password: *MercyAscot computer logon password* then click “Sign in”

The image shows two sequential screenshots of the login process. The first screenshot is titled "Sign in" and features a text input field for an email address ending in "@mercyascot.co.nz". Below the field is a link that says "Can't access your account?". A blue button labeled "Next" is positioned to the right. The second screenshot is titled "Enter password" and shows a password input field with a masked password (dots). Below it is a link that says "Forgot my password". A blue button labeled "Sign in" is positioned to the right. A blue arrow points from the "Next" button in the first screenshot to the "Sign in" button in the second screenshot. Both screenshots have a footer with the text: "Please enter your MercyAscot email address and password. If you have forgotten your password call helpdesk on ext 25744 to reset it."

9. You will receive a text message with a verification code – enter the code and click “verify”

The image shows a screenshot of the "Enter code" verification screen. At the top, there is a text input field for an email address ending in "@mercyascot.co.nz". Below this is the heading "Enter code". There are two checkboxes: the first is unchecked and says "We texted your phone +XX XXXXXXXX70. Please enter the code to sign in."; the second is checked and says "Don't ask again for 90 days". Below the checkboxes is a text input field containing the code "611". At the bottom of the form area are two buttons: a grey "Cancel" button and a blue "Verify" button. The footer text is identical to the previous screenshots: "Please enter your MercyAscot email address and password. If you have forgotten your password call helpdesk on ext 25744 to reset it."

10. The below TrakCare page will open – enter in your MercyAscot login credentials

Username = FirstnameL (e.g. BillG)

Password = MercyAscot computer logon password

