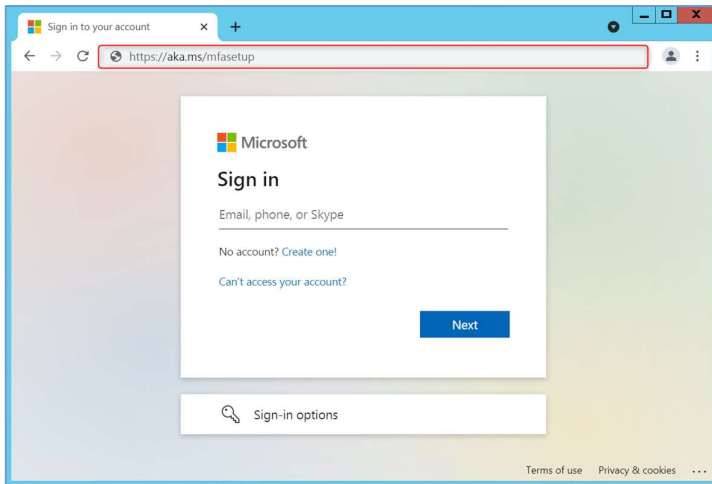# TrakCare External Access

This guide covers how to access TrakCare remotely.

<u>Enroll in MFA</u>

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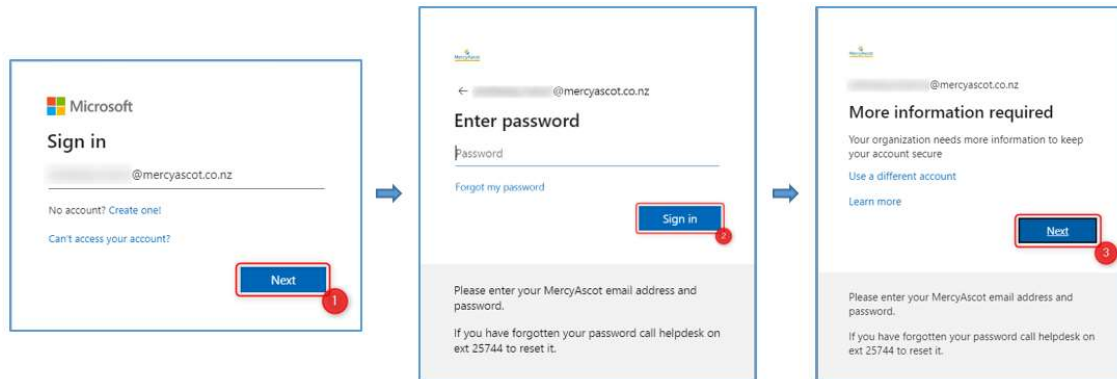
4. Complete the "Additional security verification" page
   A. Choose "Authentication phone"
   B. Enter your mobile number
      Confirm "Send me a code by text message" is selected
   C. Click "Next"

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"

6. Select "Done" on the next page and close the window

Access TrakCare

Open your browser and browse to https://trak-traincln.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"

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

10. The below TrakCare page will open – enter in your MercyAscot login credentials
   Username = FirstnameL (e.g. BillG)

   Password = MercyAscot computer logon password