

# MFA for Patient Keeper

## What Users Need to Know



Go Live June 30th

Dear Patient Keeper Users,

**Effective June 30, 2026**

### **PatientKeeper Multi-Factor Authentication (MFA)**

To access Patient Keeper after June 30<sup>th</sup>, you must:

- Have an active eTenet account (no need to register for an additional account)
- Know your eTenet username/password
- Be enrolled in MFA through eTenet
- Have at least one MFA method configured
  - Okta Verify Push
  - Okta Verify Code
  - SMS Text

### **What will change?**

When you log into PatientKeeper/Commure, you will be prompted to complete MFA using your eTenet account.

### **What stays the same?**

You will continue using your normal PatientKeeper/Commure credentials first.

### **Need Help?**

Call Tenet Service Desk for eTenet registration help 800-639-7575

Call Informatics/Field Support for general MFA questions (please note local team does not have access to eTenet accounts other than TenetID)

To login eTenet: <https://login.etenet.com/>

To register for an eTenet: <https://secure.etenet.com/portalaccess/registration>

To reset password on eTenet: <https://secure.etenet.com/portalaccess/resetpassword/>