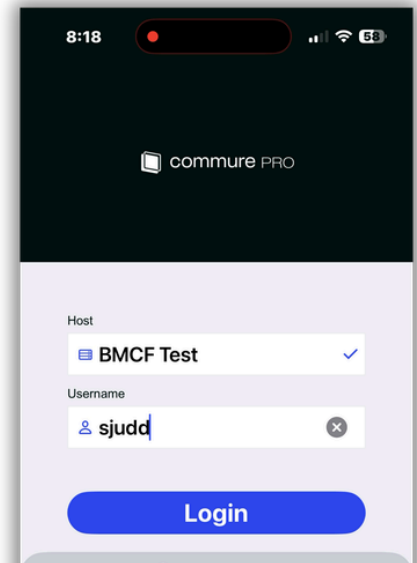


# Patient Keeper with Multi-Factor Authentication (MFA) Handheld Login

Before using this guide, you must have completed eTenet registration and MFA enrollment.

- Open Commure app on iPhone or Android
- Enter host name if Baylor Production not already populated
- Enter BMCF credentials (your normal PK username)
- Click Login
- You will be redirected to the eTenet sign-in page to complete MFA.
- Enter your Tenet User ID and password.
- To register for an eTenet account please visit <https://secure.etenet.com/portalaccess/registration/>
- If you need assistance with your eTenet account, you may USPI IT Support Center (866-921-9211) or email [TenetIdentityAccessManagement@tenethealth.com](mailto:TenetIdentityAccessManagement@tenethealth.com)

\*your phone biometrics will retain your Tenet credentials after the first login.



8:18

commure PRO

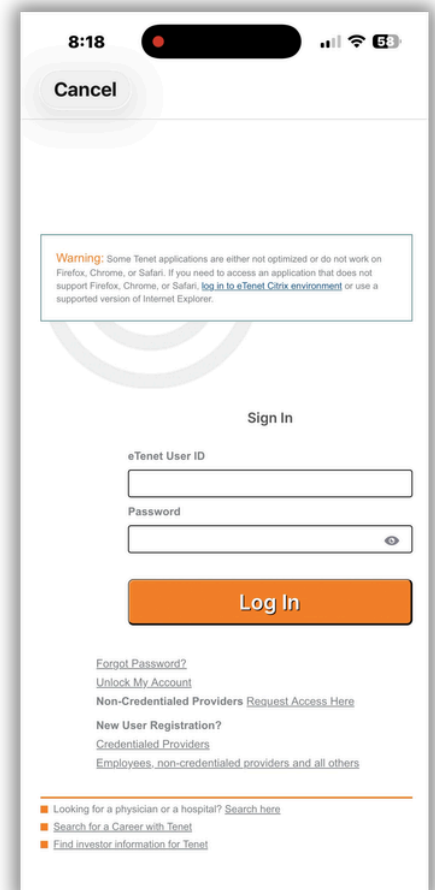
Host

BMCF Test ✓

Username

sjudd

Login



8:18

Cancel

Warning: Some Tenet applications are either not optimized or do not work on Firefox, Chrome, or Safari. If you need to access an application that does not support Firefox, Chrome, or Safari, [log in to a Tenet Citrix environment](#) or use a supported version of Internet Explorer.

Sign In

eTenet User ID

Password

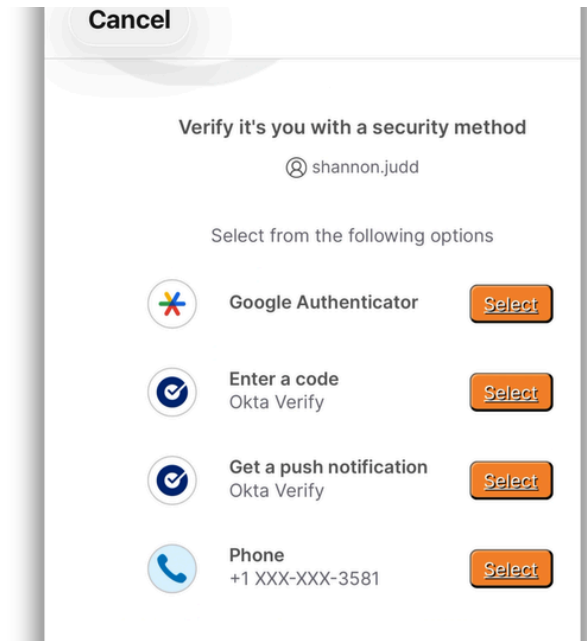
Log In

[Forgot Password?](#)  
[Unlock My Account](#)  
Non-Credentialed Providers [Request Access Here](#)  
New User Registration?  
[Credentialed Providers](#)  
[Employees, non-credentialed providers and all others](#)

Looking for a physician or a hospital? [Search here](#)  
Search for a Career with Tenet  
Find investor information for Tenet

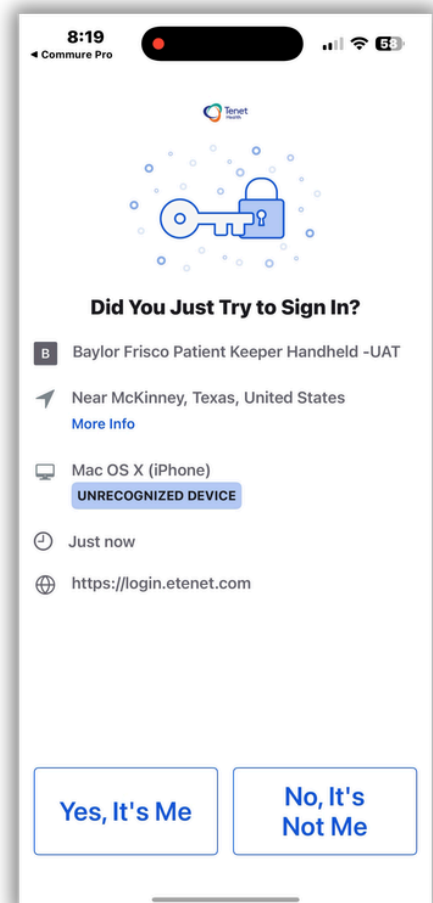
# Patient Keeper with Multi-Factor Authentication (MFA) Handheld Login

- Chose how you want to receive your MFA notification



## Option: OKTA Push

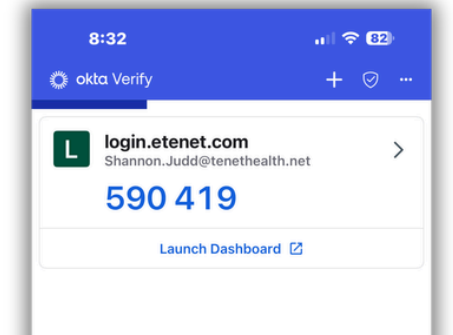
- Navigate to OKTA app to confirm your sign in.



# Patient Keeper with Multi-Factor Authentication (MFA) Handheld Login

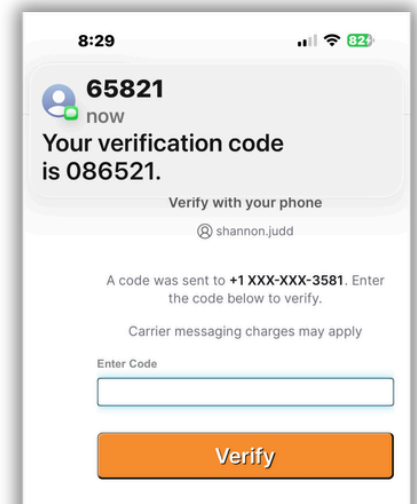
## Option: OKTA Code

- Navigate to Okta app, click on code to copy. Navigate back to Commute app to paste the code



## Option: SMS Text

- Retrieve code from text message. Paste or enter the code.



# Patient Keeper with Multi-Factor Authentication (MFA)

## Who To Contact

Issue	Who to Contact	How to Contact
MFA Enrollment problem	Tenet Service Desk	800-639-7575 <a href="mailto:TenetIdentityAccessManagement@tenethealth.com">TenetIdentityAccessManagement@tenethealth.com</a>
Forgot eTenet Password	Tenet Service Desk	800-639-7575 <a href="mailto:TenetIdentityAccessManagement@tenethealth.com">TenetIdentityAccessManagement@tenethealth.com</a>
Not received MFA code	Tenet Service Desk	800-639-7575 <a href="mailto:TenetIdentityAccessManagement@tenethealth.com">TenetIdentityAccessManagement@tenethealth.com</a>
Patient Keeper/Commure functionality issue	Informatics/Field Support	214-407-5999
Clinical Workflow questions	Informatics	214-407-5999