



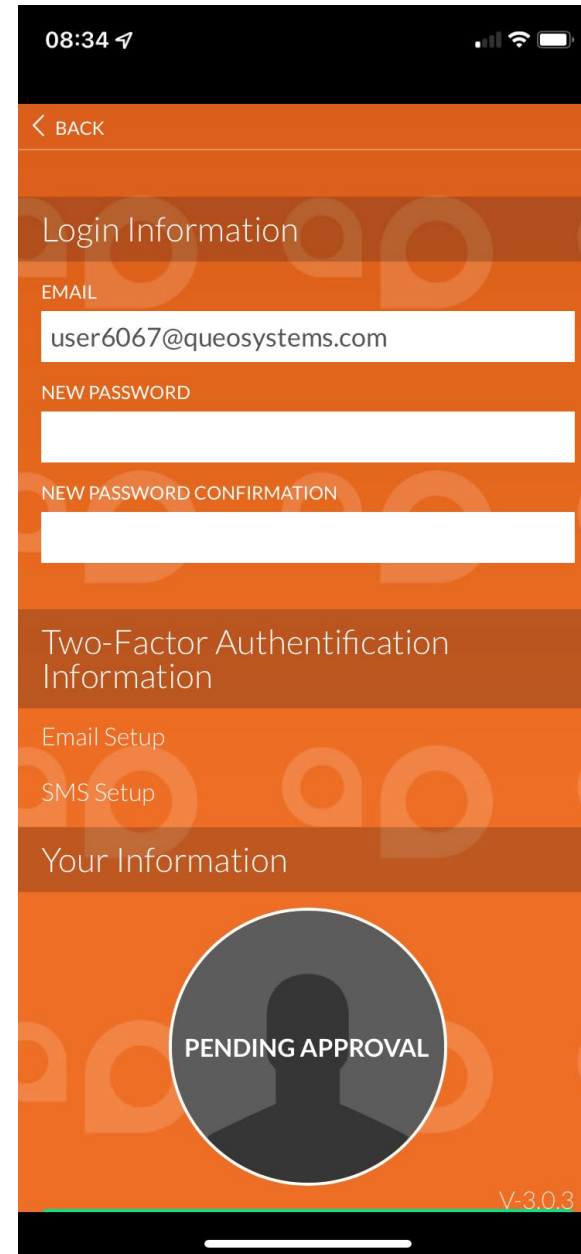
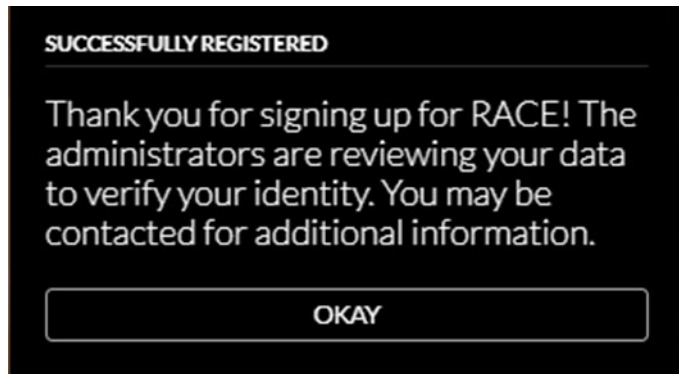
RACE App+



Two Factor Authentication (2FA) - Registration & Log In Instruction Manual

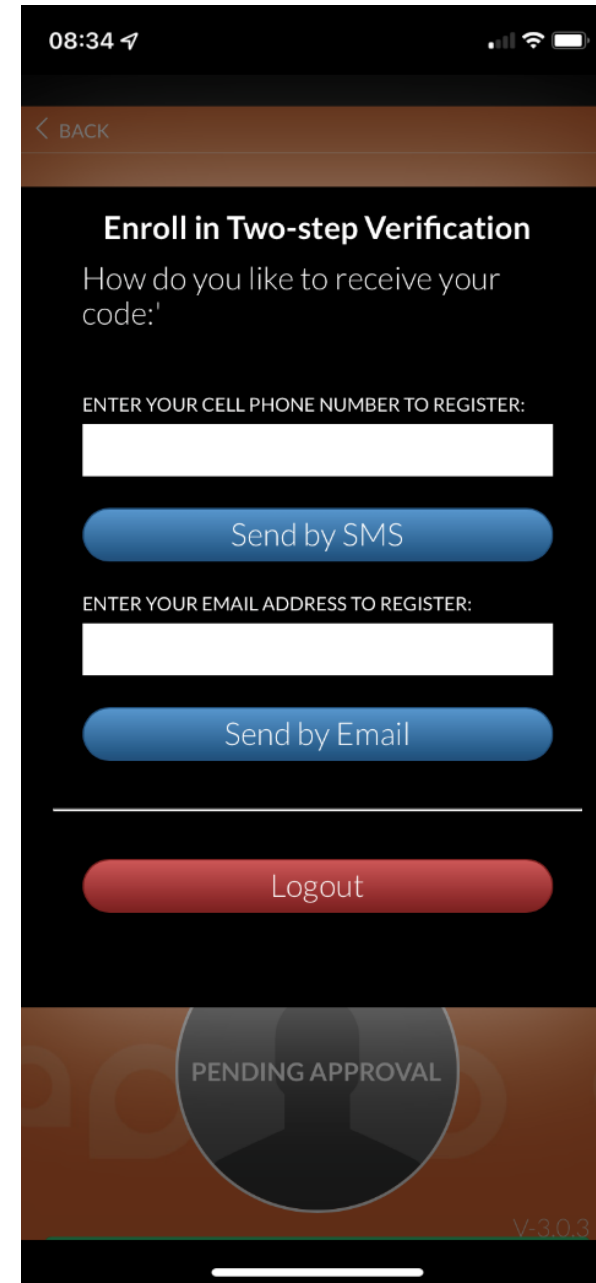
Creating a RACE App Account

1. Fill in your account information to register for a RACEApp Account. Please wait for an email confirming the approval of your RACEApp account. All accounts are generally approved within 24 business hours of your profile submission.



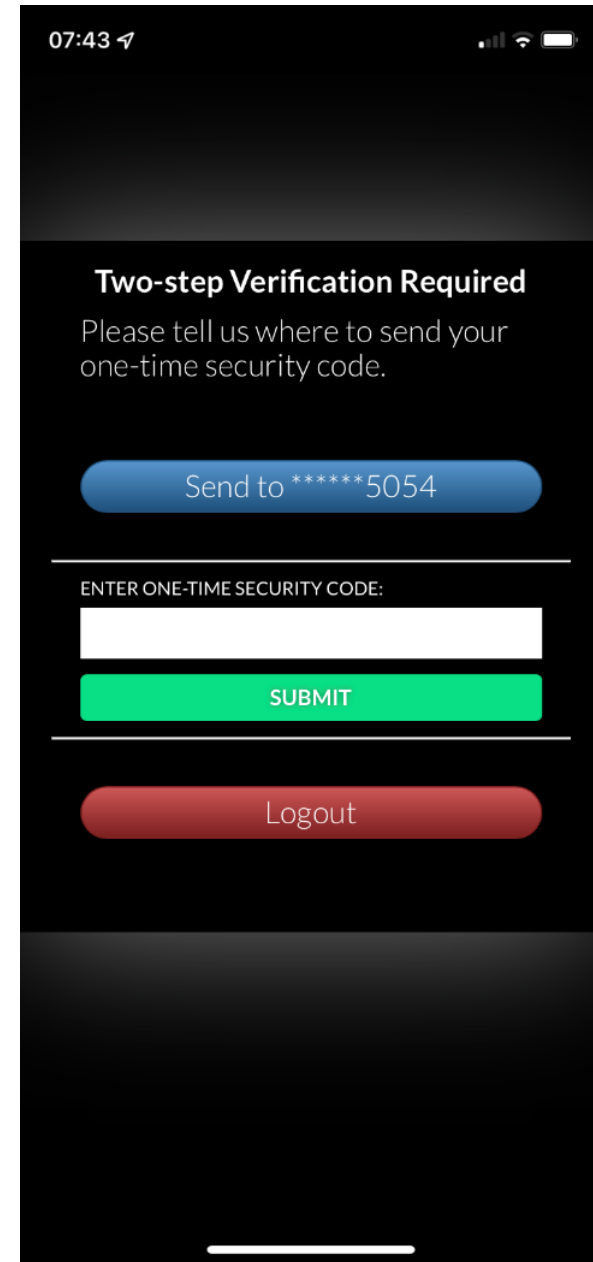
Register for Two Factor Authentication (2FA)

2. After your account has been approved by the RACE Admin Team, you can register and enroll in Two-Factor Authentication. If you login, a pop-up will appear where you can enter in your cell phone number or email address to receive your one-time verification code.



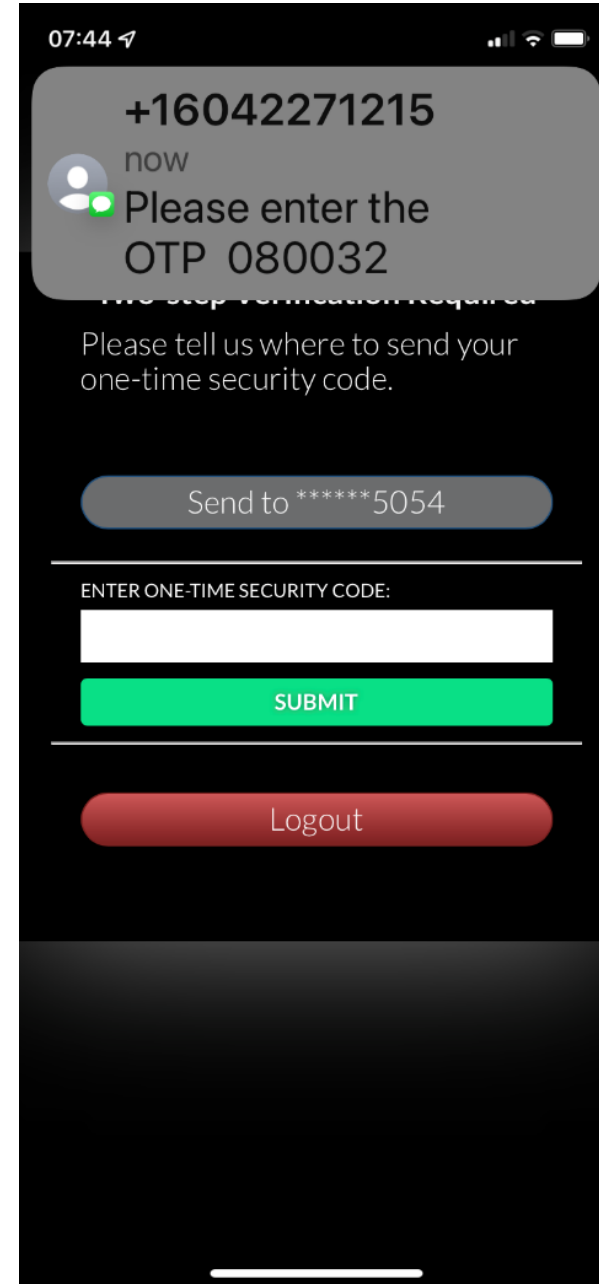
Send Your 2FA Verification Code

3. After registering, with your cell phone number or email address press the “Send to *****” to receive your verification code.



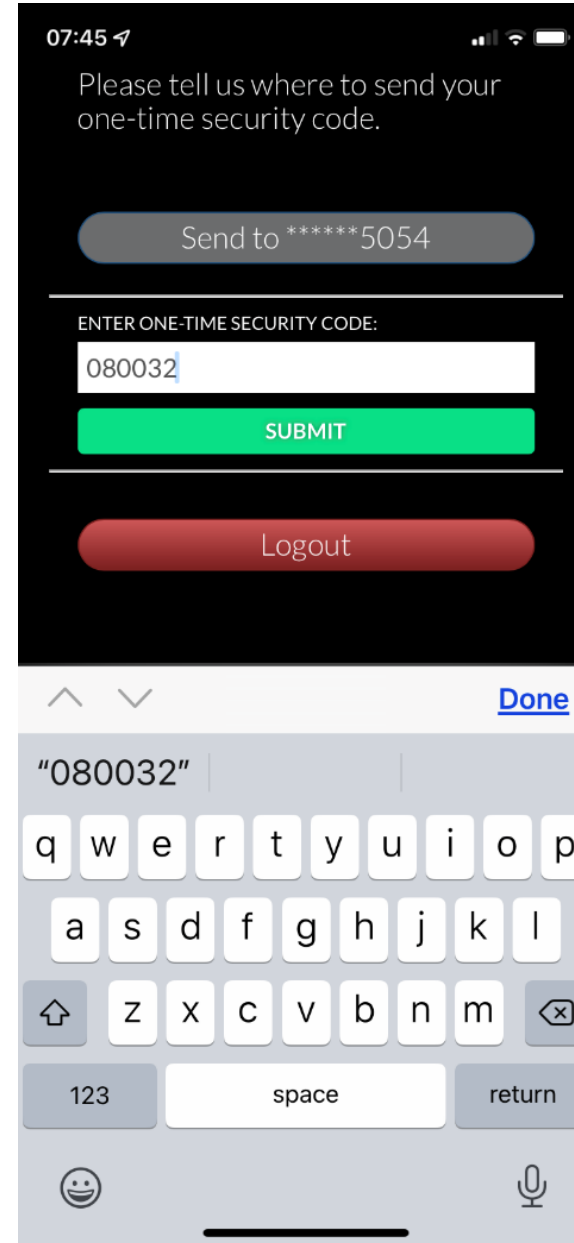
Receive Your 2FA Verification Code

4. After you send your 2FA code, you will receive an email or text message with your “OTP” verification code. An example of what the text message looks like can be found to the right.



Enter Your 2FA Verification Code

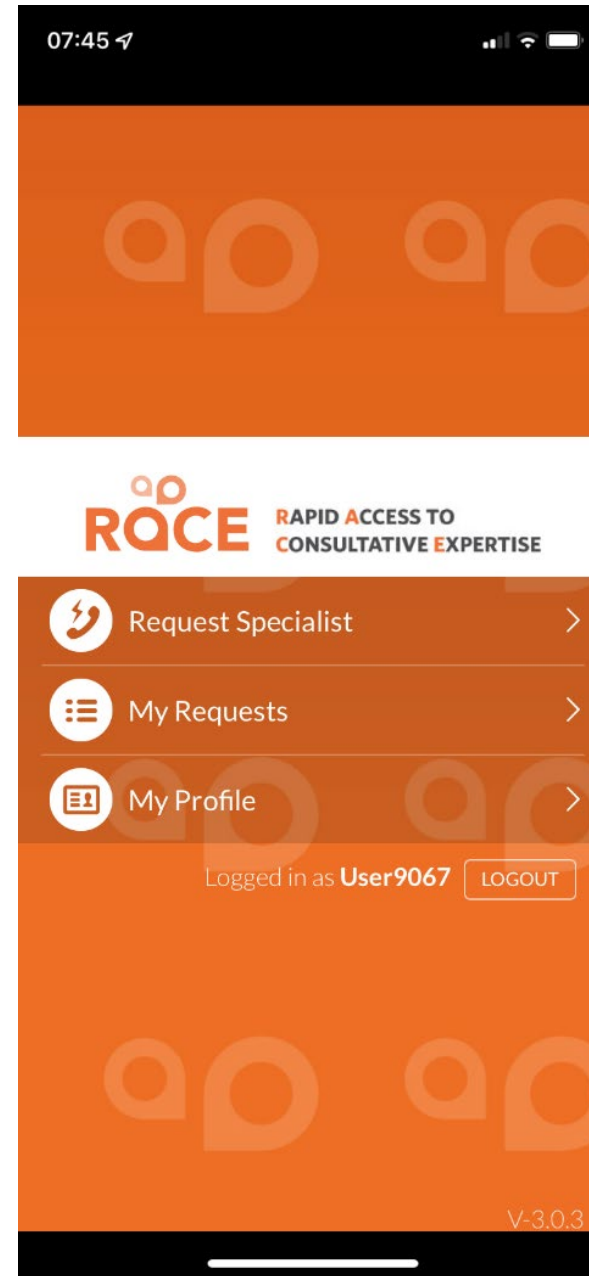
5. After you receive your verification code, enter it in the “ENTER ONE-TIME SECURITY CODE:” text box and press “Submit”.



Successfully Logged In

6. You now should be successfully logged into the RACE App.

- To place a request, press “Request Specialist”
- To view your requests, press “My Requests”
- To view your account information, press “My Profile”

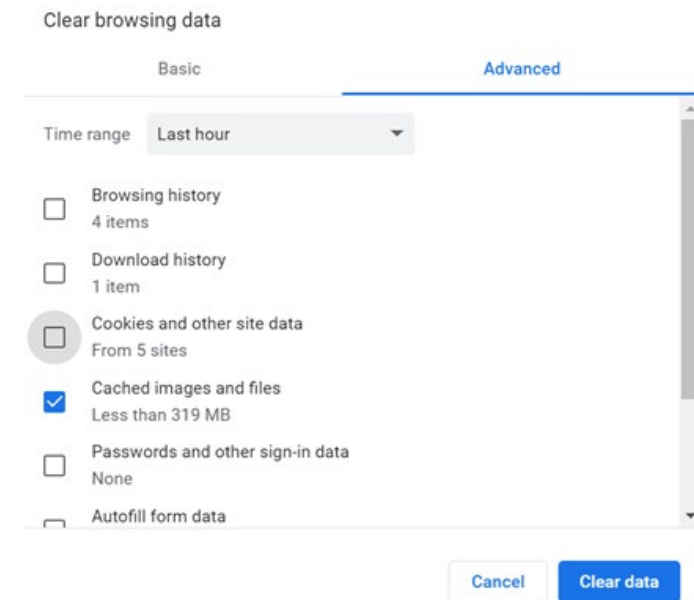
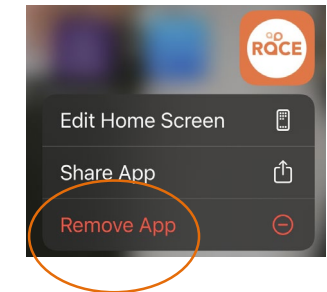
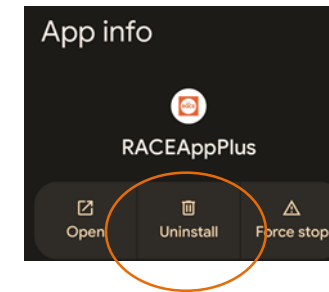


Technical Troubleshooting Tips

Problems setting up two-factor authentication? Try these tips:

- Ensure there are no dashes or spaces when you enter your phone number.
- Check to make sure you have the latest version of the app installed.
- Uninstall and reinstall the app from your mobile device.
- Close the app and restart your mobile device.
- Register two-factor authentication on the web browser version at www.raceapp.ca
- Exit the website, clear your web browser's cache, and log in again.

If you need additional help, please contact RACE@providencehealth.bc.ca. If possible, please include a screenshot of the issue.





**RAPID ACCESS TO
CONSULTATIVE EXPERTISE**

Thank you for using RACE!

Any Questions?
RACE Administration Team
Virtual Health & Shared Care
Providence Health Care
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RACE@providencehealth.bc.ca

