Account Activation & 2FA Guide

A simple step-by-step guide for ArchCare care members

Before you start: You will need TWO devices.
Use a **computer** to open ArchCare360 and display the QR code. Use your **mobile phone** to scan that QR code with an authenticator app. This is the easiest way to complete 2FA.

What is 2FA?

Two-factor authentication (2FA) is an extra security step that protects your ArchCare360 account. After entering your password, you will use an authenticator app on your phone to generate a temporary 6-digit code.

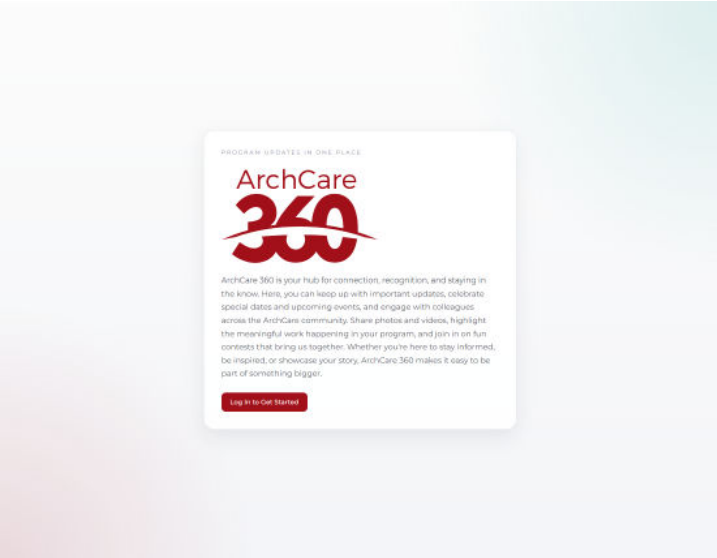
ArchCare-issued phone: Use the ESET Secure Authentication app already available on your device.
Personal phone: Use an authenticator app. We recommend Duo Mobile if you do not use a Google or Microsoft authenticator.

Part 1 | Activate Your ArchCare360 Account

1

Go to ArchCare360

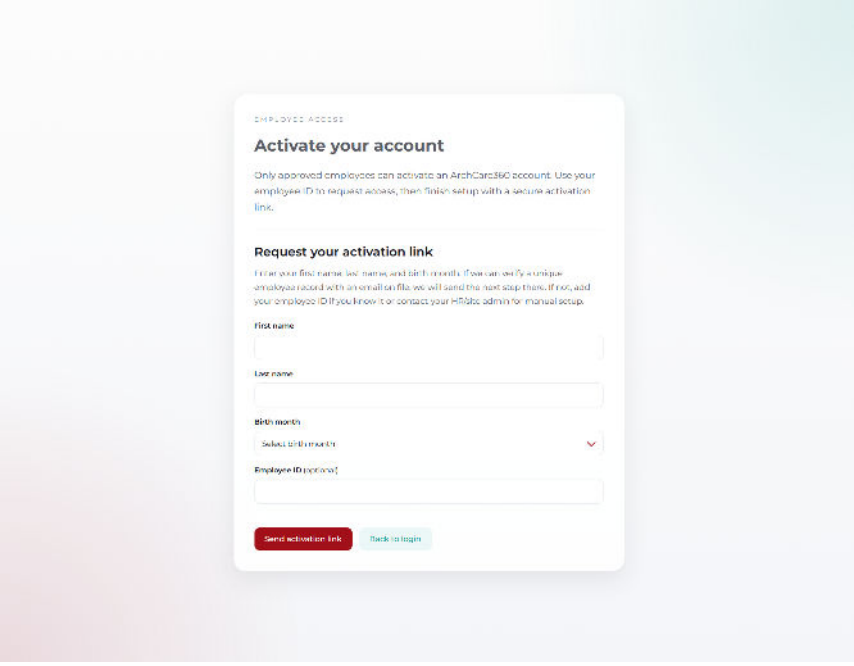
On your computer, go to **360.archcare.org** and select **Log In to Get Started**.



2

Request your activation link

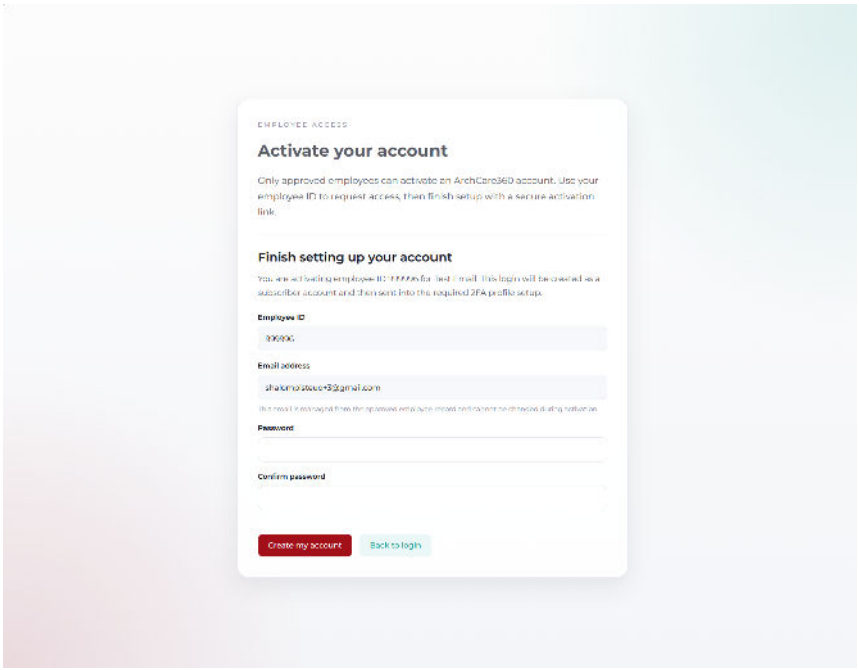
Enter your **first name, last name, and birth month**. Employee ID is optional. Select **Send activation link**.



Activation email not showing up?
Check both your **ArchCare email** (if you have one) and the **personal email used when you were onboarded**. Also check Spam/Junk. If you still cannot locate it, contact CORE at **archcarecore@archcare.org**.

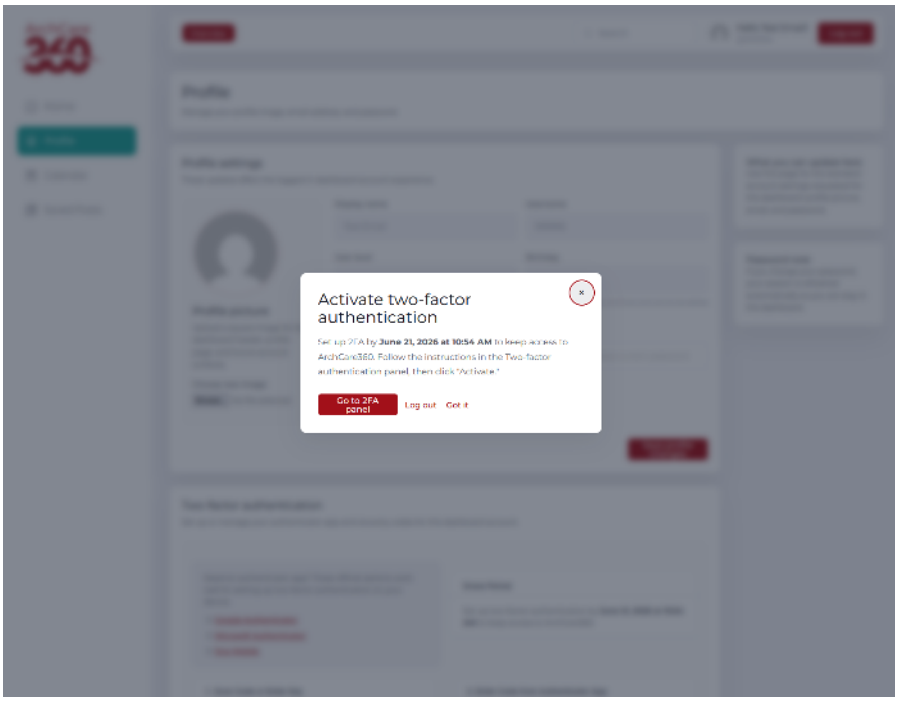
3 Create your password

Open the activation email and follow the link. Create and confirm your password, then select **Create my account**.



Part 2 | Set Up Two-Factor Authentication (2FA)

After your account is created, ArchCare360 will prompt you to activate 2FA. Select **Go to 2FA panel**.



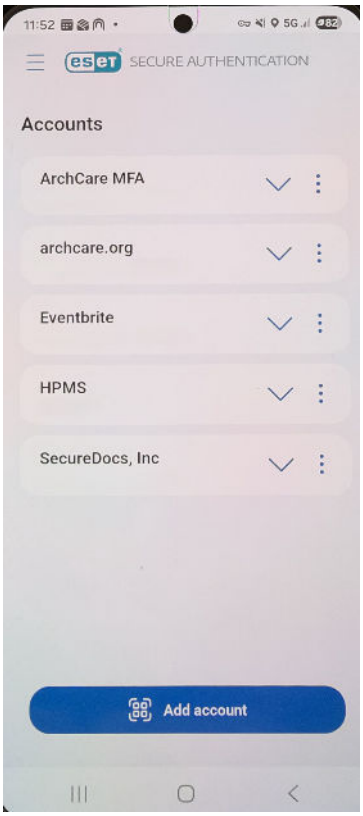
Important
Keep ArchCare360 open on your **computer**. You will use your **phone** to scan the QR code displayed on the computer.

Option A | ArchCare-Issued Phone (ESET)

1

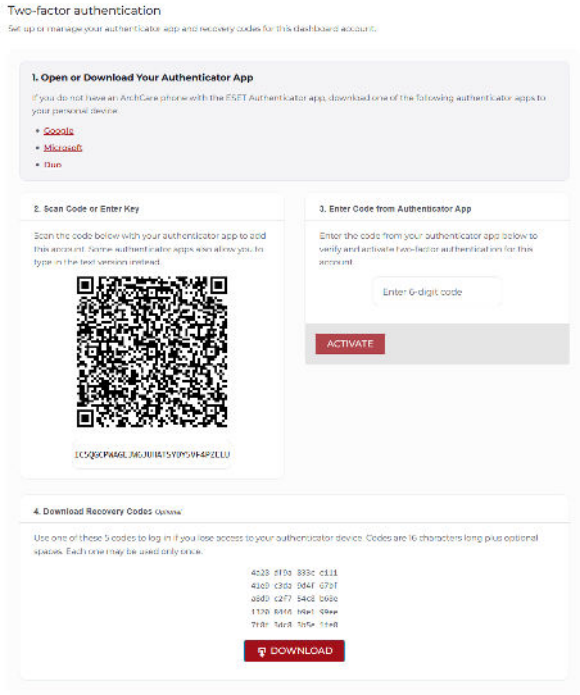
Open ESET on your ArchCare phone

Open **ESET Secure Authentication**. On the Accounts screen, select **Add account**.



2 Scan the ArchCare360 QR code

On your computer, the 2FA panel will display a QR code. Use ESET on your phone to scan the QR code from the computer screen.



3 Enter the 6-digit code

ESET will create an account for ArchCare360 and display a temporary 6-digit code. Enter that code in the **Enter 6-digit code** field on your computer, then select **ACTIVATE**.

Watch the timer

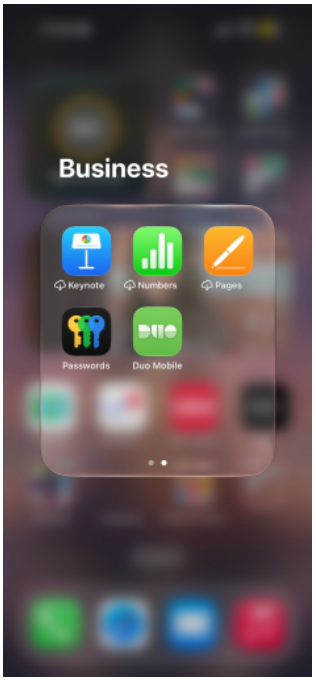
The 6-digit code refreshes about every **30 seconds**. If the code changes before you submit it, enter the newest code shown on your phone.

Option B | Personal Phone (Duo Mobile)

1

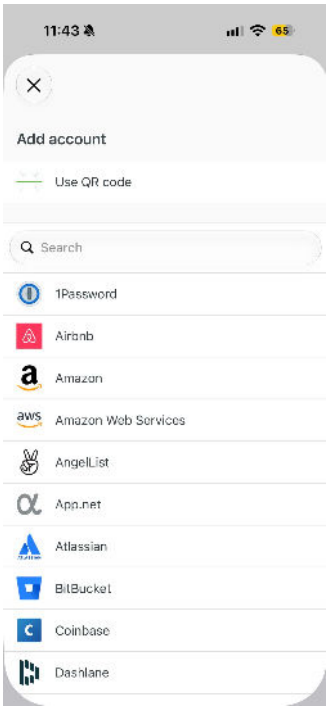
Download Duo Mobile

On your personal phone, open the Apple App Store or Google Play Store and download **Duo Mobile**. You may need your Apple ID/Google account password, Face ID, fingerprint, or device authentication to complete the download.



2 Add an account

Open Duo Mobile. Tap **Add** or the **+** button, then choose **Use QR code**.



3 Scan the QR code from your computer

Point your phone at the QR code displayed in the ArchCare360 2FA panel on your computer.



4

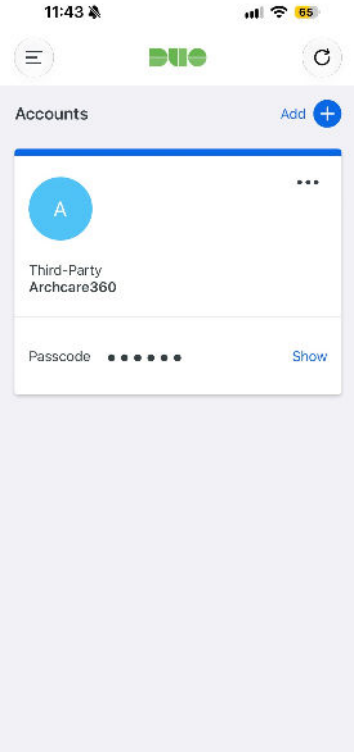
Name the account 360

After scanning, Duo will create an ArchCare360 account. If the name is not already populated, name the account **360** so it is easy to recognize later.

5

Open the 360 account and get your code

Tap the ArchCare360/360 account in Duo to display the 6-digit passcode.



6

Enter the code on your computer

Enter the current 6-digit code into ArchCare360 and select **ACTIVATE**. Remember: the code refreshes about every 30 seconds. If it changes, use the newest code.

If you see “Authenticator code is incorrect”

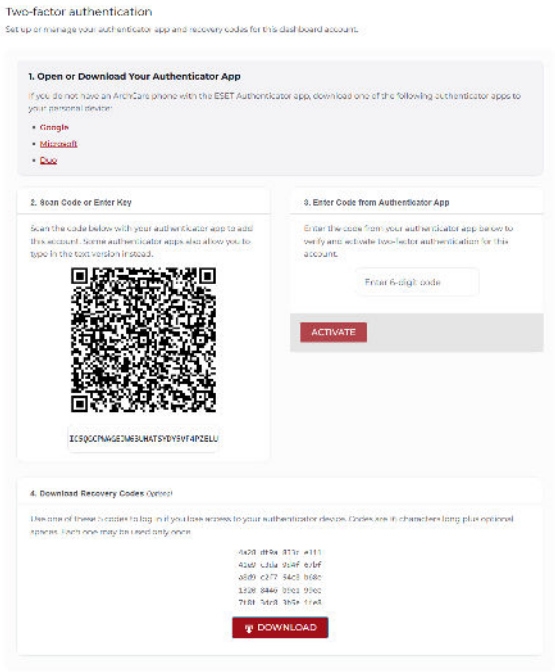
Make sure you are entering the **current live code**. If needed, remove any old ArchCare360/Wordfence entry from the authenticator app, confirm your phone Date & Time is set to automatic, return to the 2FA panel, scan the currently displayed QR code once, and enter a fresh code immediately.

Part 3 | Finish Setup & Start Connecting

1

Recovery codes are optional

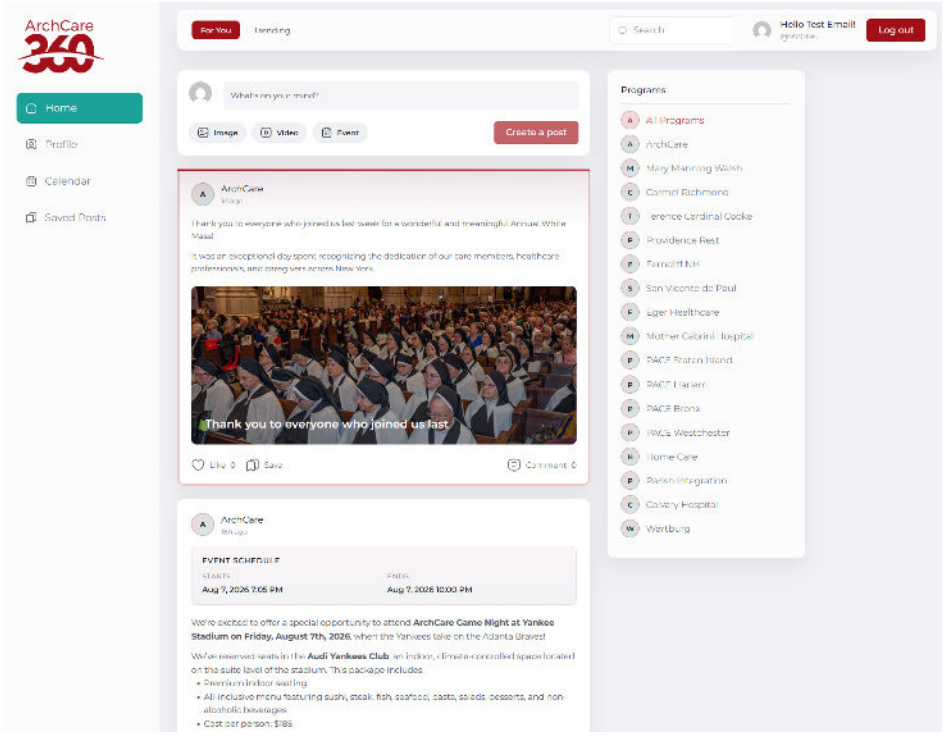
After 2FA is activated, ArchCare360 may offer recovery codes. You can download and securely save them as a backup, or close the message to continue.



2

You are in!

Select **Home** to visit the ArchCare360 main feed and see what fellow care members and programs are sharing.



Make ArchCare360 yours

Add a **profile picture** and create your **first post**. Introduce yourself, share something you are excited about, or highlight something happening at your program.

Need help?

Contact the CORE Team at **archcarecore@archcare.org**.

ArchCare360: Connect. Share. Celebrate Care.