



RDS MFA Reset

Quick Start Guide

for Apple devices

1 Visit RDS Website

On your desktop, go to the Retiree Drug Subsidy public website.

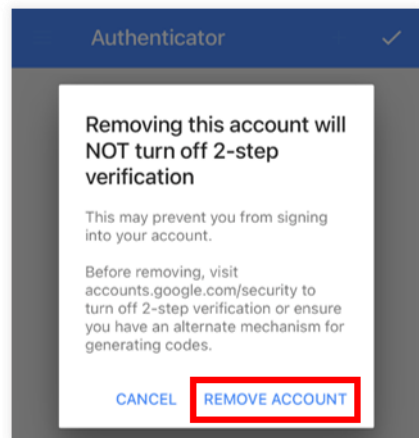
www.rds.cms.hhs.gov

Select **Manage MFA Settings** in the upper right corner of the page.



6 Confirm Delete

Click **Remove Account** on the dialog box to confirm the removal of your existing MFA account.



Click the **Checkmark icon** to exit edit mode if the Begin Setup screen does not immediately appear.

2 Validate Information

Verify your RDS account by entering your **registered** account information. Click **Continue**.

Note: If your account is Inactive, refer to [Verify Email Address](#) to resolve your account issue.

3 Manage MFA Settings

On the Manage MFA Settings page, click **Setup Google App**.



This will take you to the Activate MFA Settings page, where you will establish a new Multi-Factor Authentication code. This new Google Authenticator code will replace your previous code.

Keep this page open for Step 7.

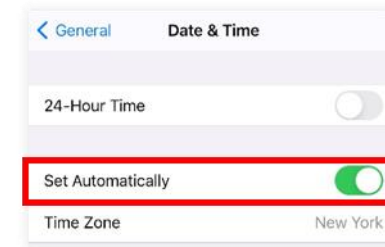
4 Install App & Sync Time

On your mobile device, open the Google Authenticator app from the App Store.



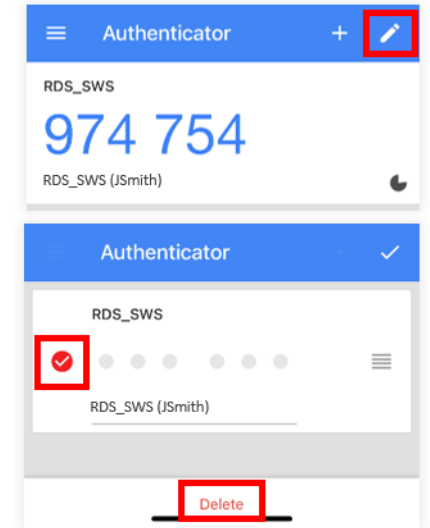
Configure automatic time update/sync from within your device settings:

- Select **Settings**
- Select **General**
- Select **Date & Time**
- Toggle on **Set Automatically**



5 Delete Existing RDS Entry

In Google Authenticator, click the **Pencil icon** to edit your entries. Select your existing RDS MFA entry and click **Delete**.



7 Set Up Secure Key

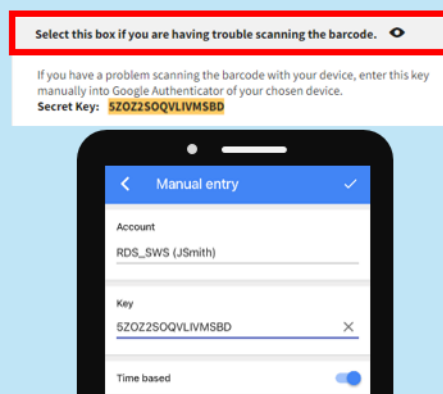


Use the Google Authenticator app on your device to **scan the QR code** displayed on your desktop (found on the Activate Multi-Factor Settings page).

- Click the **Plus icon** and select **Scan a barcode**
- Aim your device's **camera** at the screen so the QR code fits inside the viewfinder
- Google Authenticator will scan it automatically

Trouble scanning? Try manual setup:

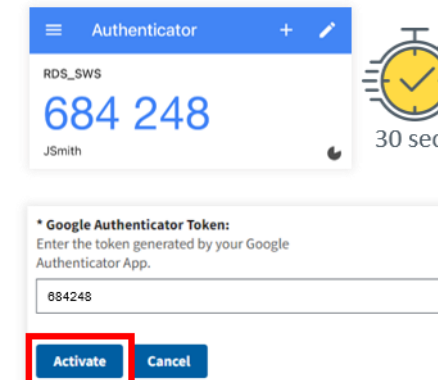
1. On your desktop, click the **gray box** to reveal your Key
2. In Google Authenticator, select **Manual Entry**
3. Enter **RDS_SWS (your RDS username)** in the Account field
4. Enter **your Key** into the Key field
5. Keep the **Time Based** toggle on
6. Click the **Checkmark icon** to add



8 Use Secure Key

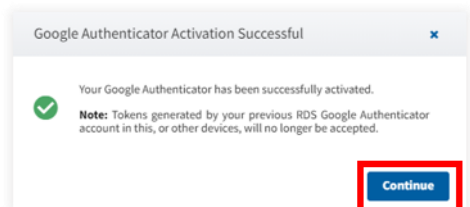
On your desktop, **enter the 6-digit code** shown in the Google Authenticator app. The code will change every 30 seconds.

Click **Activate** *before it changes*. If the code changes, simply re-enter the new code and click Activate.



9 You're all set!

You have successfully reset Multi-Factor Authentication for your RDS account!



Select **Continue** to log in.



Use the unique code displayed in Google Authenticator on your device **each time** you log in to the RDS Secure Website.



RDS MFA Reset

Quick Start Guide

for Android devices

1 Visit RDS Website

On your desktop, go to the Retiree Drug Subsidy public website.

www.rds.cms.hhs.gov

Select **Manage MFA Settings** in the upper right corner of the page.



2 Validate Information

Verify your RDS account by entering your **registered** account information. Click **Continue**.

Note: If your account is Inactive, refer to [Verify Email Address](#) to resolve your account issue.

3 Manage MFA Settings

On the Manage MFA Settings page, click **Setup Google App**.



This will take you to the Activate MFA Settings page, where you will establish a new Multi-Factor Authentication code. This new Google Authenticator code will replace your previous code.

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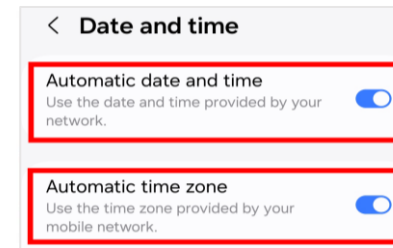
4 Install App & Sync Time

On your mobile device, open the Google Authenticator app from the App Store.



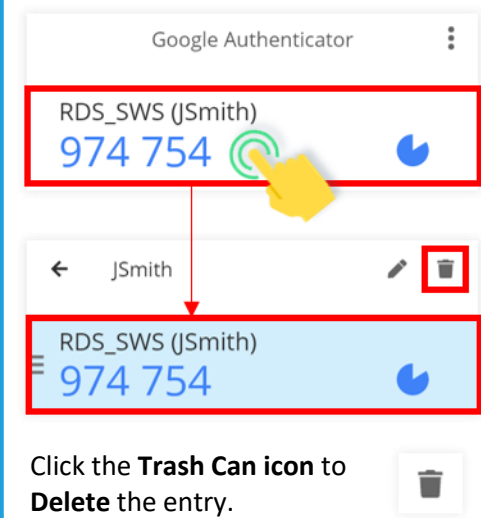
Configure automatic time update/sync from within your device settings:

- Select **Settings > General Management > Date and time**
- Toggle on **Automatic date and time** and **Automatic time zone**



5 Delete Existing RDS Entry

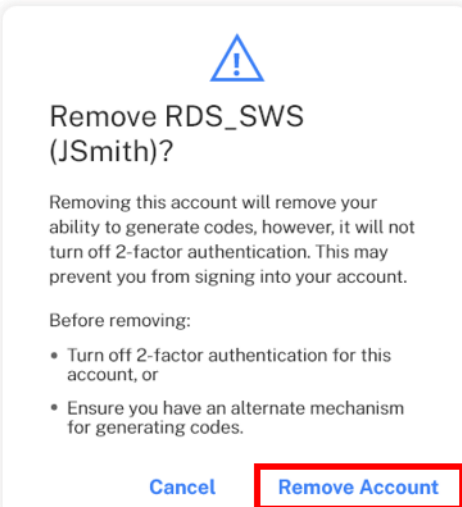
In Google Authenticator, **long-press** your existing RDS MFA entry for 3-5 seconds until the item becomes highlighted.



Click the **Trash Can icon** to **Delete** the entry.

6 Confirm Delete

Click **Remove Account** on the dialog box to confirm the removal of your existing MFA account.



7 Set Up Secure Key

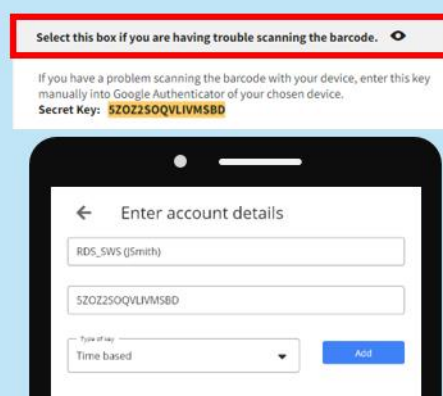


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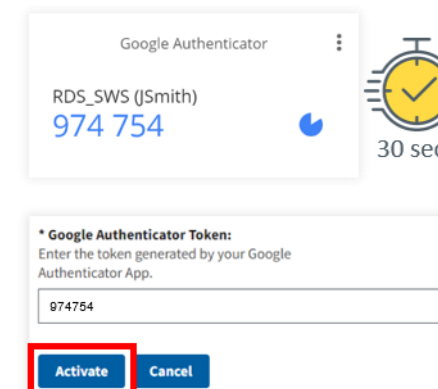
- On your desktop, click the **gray box** to reveal your Key
- In Google Authenticator, select **Enter a setup key**
- Enter **RDS_SWS (your RDS username)** in the Account field
- Enter **your Key** into the Key field
- Select **Time Based** from the drop down
- Click **Add**



8 Use Secure Key

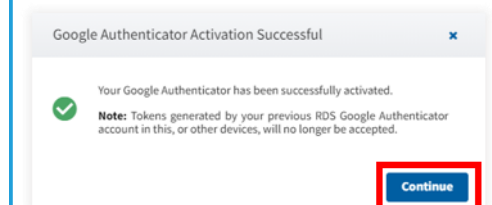
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