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Date: May 28, 2025

To: All Community Based Organizations

Subject: Enabling Multi Factor Authentication Must complete by June 13, 2025

AC Health is implementing MFA on July 14th for all non county users. MFA, or [Multi-Factor Authentication](#), is an industry standard security method that requires users to verify their identity with more than just a username and password. This typically involves two or more distinct factors, like something you know (password) and something you have (phone). Utilizing MFA significantly strengthens account security and makes it difficult for a threat actor to gain application access. To enable this enhanced security, we will need to collect information from all AC Health application users (SmartCare, Clinicians Gateway, etc.). Please utilize the link below to complete a short questionnaire. Should you have any questions regarding this request, please reach out to our service desk at hcsasupport@acgov.org or give us a call at 510-817-0076.

[AC Health MFA Form](#)

Sincerely,

Jaime Perez

Supervising HIPAA Security Officer

Alameda County Health