

CAPSLink MFA Troubleshooting Guide

Issue	Potential Cause	Actions
Email or MFA codes not being sent by the system.	> Local IT blocking/filtering email capslink_support@capspharmacy.com	→ Request local IT to whitelist domain @capspharmacy.com
	> A bad or incomplete email address is entered during registration	→ CAPSLink administrator clicks the “Reset MFA” button in the user profile (CAPSLink user management)
	> Weak cell signal to receive email/text	→ Connect the mobile device to WIFI
	> Delayed receipt of MFA code via email	→ MFA email code may take up to 3 minutes, click the button “Click here to receive login code by email” to resend the MFA code
Users who access multiple accounts must register multiple times	> N/A	→ Consolidate multiple accounts to one account. Visit info-capsordersonline.com and download the GSO application form to sign up for Group-Sign On (GSO)
User needs to receive MFA codes from multiple channels	> The user moved to a new location/pc that doesn't have email setup	→ CAPSLink administrator clicks the “Reset MFA” button in CAPSLink user management. User will choose other options (email/text/mobile app). Recommendation to use a smartphone authenticator app if policy allows.
	> Company policy limits mobile device usage	
New users created with the Admin permission do not see the MFA options to enable/disable MFA or click the “Reset MFA” button.	> A system bug to be resolved in a future release of CAPSLink.	→ Please escalate this issue to your local Pharmacy or CAPS representative with Administrative access for assistance.