How do I set up Two-Factor Authentication (2FA) for a staff member?

07/24/2024 4:25 pm EDT

You can set up a Two-Factor Authentication (2FA) requirement for staff on your account.

As prerequisites to enable 2FA for a staff member, you must have the Manage Accounts permission enabled with your permission set, **and** the staff member for whom you are setting up 2FA must have a cell phone number under their account set up.

Permissions for Sample Admin	×		
Manage Accounts 6		Edit Office Sta	aff
Show Patient Balance 0		First name	Jason
Show Billing Tab 0	Z	Last name	Sample
Show Billing Summary 0		Primary Provider	Dr. James Smith ~
Add new referring sources 6		Email address	sample@sample.com
Access Institutional Billing 1		Username	jasonofficemanager
Access All Messages for Practice Group 1		Cell phone	() (303) 555-5555
Billing Administrator 1			
		Send daily billing report?	
Disable Send to All Patients Option ()		DrChrono App Unlock PIN	
Break the Glass Review 0		Restrict offices?	
Single Patient EHI Export 0		Use new dashboard?	
Bulk Patient EHI Export 6			
Close	Save Permissions		Save staff account

To set up 2FA for a staff member, go to **Account** > **Staff Members** and select the **Staff** tab. Click Set Up next to the staff member to set up 2FA.

Providers Staff	Consultants	Groups						
Staff								
Login	Name	Email	Primary Provider	Cell	Home	Emer Acs	2-Fac Sec*	
samplestaff	Sample Staff	samplestaff@sample.com	Dr. James Smith	303-555- 5555		~	Setup	
jasonofficemanager	Jason Sample	sample@sample.com	Dr. James Smith	303-555- 5555		*	Inactive Setup	 Edit Delete

Next, enter your password (not the password of the staff member) and click Confirm.

.drchrono.com says

Two-Factor Authentication is successfully set for the selected staff.



You will see a success message at the top of the screen.

Authy Confirmation	×
Jason Sample's account will be tied to his or her email and cell phone (only one authy account per email or cell phone).	
Email to use: sample@sample.com Cell phone to use: 303-555-5555 Current password	
Click "Confirm" to enable two-factor authentication	
Confirm	n

Under the **2-Fac Sec** column, you will see **Active**.

Providers Staff	Consultants 0	Groups						
Staff								
Login	Name	Email	Primary Provider	Cell	Home	Emer Acs	2-Fac Sec*	
samplestaff	Sample Staff	samplestaff@sample.com	Dr. James Smith	303-555- 5555		*	Active: 944497812	EditDelete
jasonofficemanager	Jason Sample	sample@sample.com	Dr. James Smith	303-555- 5555		*	Inactive Setup	EditDelete

When the user logs in, they will be prompted to enter a security code. The staff member can click **Request Token via SMS** and the code will be sent to the cell phone listed in the staff profile. Or they can set up the Authy app described in our article How do I set up 2-factor authentication in my account?

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Log in to your EHR

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Two-Factor Login		Carrier III Filters	Today	c	11. 65 AM		====+ Q +	
Enter your security token from your Authy app on your mobile phone. You can also request a security token via text message.		90/13/2	C, Search Appointment 2016 The Chrisey Bright 15/13 10:60AM	Dan 4	Amanda Jones (Fensor Association Options 5 Appointment Details	e 1 99 1 08/23/1977) - upor Bill - Vitals	() Start Val	-
Authy Two-Factor Token * Request Token via SMS		1	Dennis Martin Toria ID Idea Generativist Amanda Jones	Econ 7 In Sension Cone 1	10/13 1142AM General Pregnancy Checkup Appointment profile Pregnancy Checkup Exem Room	Appointment Status None Selected Doctor Dr. Heng Li		2
Request Token via Sins	-		Alex Hae Toris 12 1974	e Esan 1 Amer	Billing Type ICD-10 Billing Details Payment profile	Barg		0
Save token for 30 days. (Not on public computers!)		0	Jenny Harris Iort3 otto0PA New Patient / Initial Visit Evan James Iort3 on -ISPA	Dan 1	Payment Type Credit Card	Payment 90.00 Payment Ope	-	
Log In Forgot password?		a	de chrono	Complete	Patient Flags (1) Velow Patient Flag CDG Matches (3) CDG Matches (3)	• <u>a</u>		
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