Adding or Changing a Device for Multi-Factor Authentication with ID.me

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After you have had your identity verified through ID.me and been approved in DrChrono, you can send electronic prescriptions for controlled substances (EPCS). With ID.me there are two ways you can perform multi-factor authentication (MFA) to send prescriptions: a **push notification** or a **code generator**.

Under **Account** > **Provider Settings** > **eRx Info** you can see which option of 2-factor authentication (2FA/MFA) is set up for your account. You can set up both types but only one can be used as the primary device.

1. To set up a new device, you will need to complete the process in your ID.me account, or from DrChrono you can click on the link that says **Update MFA Device**.

Account Settings									
Profile G	ieneral Email	Medical Billing	eRx Info	Services	Usage	My Billing	Sample Data	Security	Patient Payments
-	onfirmation Your identity has vice Informatio	now been confirm	ed. To adjust	future EPCS	permission	s, visit the EPC	CS Permissions Pa	age	
What happens to my MFA when I change my phone? Update MFA Device									
	Name		Option			Primary Device			
	android	(Generate 2FA K	еу		Is Primary			

2. Once you have logged into ID.me, click on Sign In & Security.

OVERVIEW PROFILE	SIGN IN & SECURITY MY WALLET		
	() My Profile		2 Active
		U MEDICAL PROVIDER	
		S VERIFIED IDENTITY	
	Member Since October 2020 @gmail.com Manage Email	Identity VERIFIED 10/01/2020	Manage ID

3. You will then be prompted to sign in using the multi-factor authentication (MFA) method which involves 3 steps.

ID.me	ID.me	ID.me				
COMPLETE YOUR SIGN IN	COMPLETE YOUR SIGN IN	COMPLETE YOUR SIGN IN				
You have the following multi-factor authentication	(1) — (2) — (3) Receive authentication code via phone	(1)				
methods enabled. Choose one to finish signing in.		Please check your phone for the 6-digit code that we just sent to you at (***) ****801.				
Text Message or Phone Call Get a 6-digit code by text message or phone	Text me Call me You will receive a code at the following number	Enter the 6-digit code				
Call.	(***)***-*801	Didn't receive the code? Send it again				
Push Notification Approve sign-ins via push notifications sent to the ID.me Authenticator mobile app.	Continue	Continue				
Select	Go back	Go®ack				
Code Generator Application Generate verification Codes via code generator apps like ID.me Authenticator. Soloct	If you've changed phone numbers or carriers from when you previously set up multi-factor authentication, please <u>update your settings here</u> .	If you've changed phone numbers or carriers from when you previously set up multi-factor authentication, please <u>update your settings here</u> .				

4. Next, if you need to add a new device (for example, if you purchased a new phone), you can click the trash can (

) icon to delete the old device.

VERVIEW	PROFILE SIGN IN & SECURITY MY WALLET
urity	Securing Your Account
sword	Set up at least one backup option to add an extra layer of security to your account. With multi-factor authentication, even if someone guesses your password, they won't be able to sign in as you.
vacy	Your Multi-Factor Sign in Method
gins	Push Notification Add Approve sign-ins via Push Notifications sent to the ID.me Authenticator mobile app. Add
se Account	I Phone 6s Plus Added Jul 21, 2020 DrChrono Inc. Rename
	Code Generator Generate verification codes via code generator apps like ID.me Authenticator to sign Add
	in. Added Oct 28, 2020 Chrono Inc. Rename

Click **Set Up**, to connect a new or additional (MFA) device.



5. Next you will need to secure your account with a text message, email, or with a barcode (QR code) key.



With the text message, you will need to enter the code generated by the link sent to you.

ID .me
SECURE YOUR ACCOUNT
(1)3
Confirm your device
Please check your code generator app and enter the 6-digit code to complete securing your account.
Enter the 6-digit code
97
Name your device
ex. My iPhone optional
Continue
Go back
choose the QR code, you will need to click on the (to scan the code from the authenticator app. 9:41
essages
ID.me

ю.ме @gmail.com

6. Once the device has been added, you will need to return to DrChrono, and go to Account > Provider Settings > eRx Info. Click Select as the Primary Device, next to the device you would like to use as your primary method of 2-factor authentication (2FA/MFA) is set up for your account.

Acco	unt Set	ting	S							
Profile	General	Email	Medical Billing	eRx Info	Services	Usage	My Billing	Sample Data	Security	Patient Payments
Identity	Confirmat Your Iden		now been confirme	ed. To adjust	t future EPCS	permission	ns, visit the EP	CS Permissions I	Page	
ID.Me D	Device Info	rmatio	on							
	Name		Option		Prin	mary Devic	e			
	test for g	enerator	Generate	2FA Key	s	elect as th	primary devi	ice		
	I Phone X	s Max	Push Noti	fication 2FA	ls l	Primary				
Prescrib	State Lice	DEA Nu	mber			The prescrib	ing physician's r	name displayed in ef	Rx. Leave blank	if the same as user's name
	Physician Medicaid Prov									

Please see ID.me's support article for more information.

Note: You can have multiple devices registered for the code generator for MFA. If multiple devices are set up, you will be prompted to select which device you would like to use at the moment. As a best practice, we recommend you use a nickname for each device when registering them (ex. MyiPhone, OfficeiPhone, MyiPad, OfficeiPad, etc.). A single Code Generator generates a 6-digit code that changes every 30 seconds. The provider will need to choose which device to have as the primary because the codes on each device will be different. Device nicknames can help you remember which one you selected for the authentication code for the prescription you are sending.