Two-Factor Authentication (2FA) FAQ

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Turn on two-factor authentication (2FA) to protect your DrChrono account. 2FA is available on all plan types for all user accounts.

What is two-factor authentication?

Two-factor authentication is a security method that requires two forms of identification to access resources and data (for example, a password and an authentication code). 2FA safeguards your DrChrono login credentials by requiring a password and a second form of verification to access your account.

Your mobile device is linked to your login credentials and used to generate or receive an authentication token, which you must enter when you log in.

Why should I turn on 2FA?

Usernames and passwords are no longer sufficient to ensure online account security. Protect your DrChrono account by using 2FA, which reduces the risk of unauthorized access, even if your password is compromised. 2FA safeguards against phishing attempts and other security threats, protecting sensitive patient data.

What can I use to receive the second authentication factor?

The mobile version of the Authy app is the only authorized method for DrChrono.

Do I have to enter the second authentication factor every time I log in?

Yes. For security purposes, you must enter the second authentication factor every time you log in to your DrChrono account from a new device or browser, or after a certain period of inactivity. When you enter your Authy two-factor token code, you can save the token for 30 days.

What if I lose access to the device or method used for the second authentication factor?

It's essential to keep your backup codes or alternative authentication methods in a secure place.

Can I turn off 2FA if I no longer want to use it?

Yes. You can turn off 2FA in **Account** > **Account Settings** > **Security** tab; however, we recommend you keep it on for enhanced security.

How do I set up 2FA?

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

How do I use 2FA?

How does Two-Factor Authentication (2FA) work in DrChrono?

Where do I find help for Authy?

Go to Authy's Support site or the Twilio Help Center for Authy.