

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

07/08/2024 7:50 pm EDT

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](#) [General](#) [Email](#) [Medical Billing](#) [eRx Info](#) [Services](#) [Usage](#) [My Billing](#) [Sample Data](#) [Security](#) [Patient Payments](#)

Identity Confirmation

Your identity has now been confirmed. To adjust future EPCS permissions, visit the [EPCS Permissions Page](#)

ID.me Device Information

What happens to my MFA when I change my phone? [Update MFA Device](#)

Name	Option	Primary Device
android	Generate 2FA Key	Is Primary

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

ID.me MY ACCOUNT

OVERVIEW PROFILE **SIGN IN & SECURITY** MY WALLET

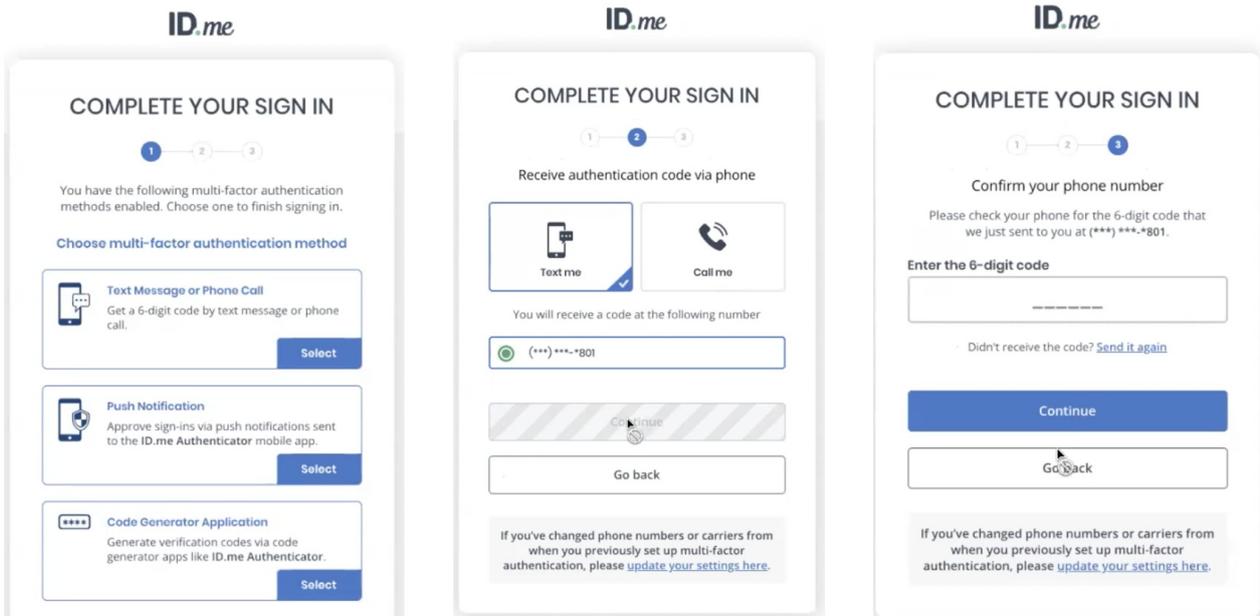
My Profile

Member Since October 2020
@gmail.com
[Manage Email](#)

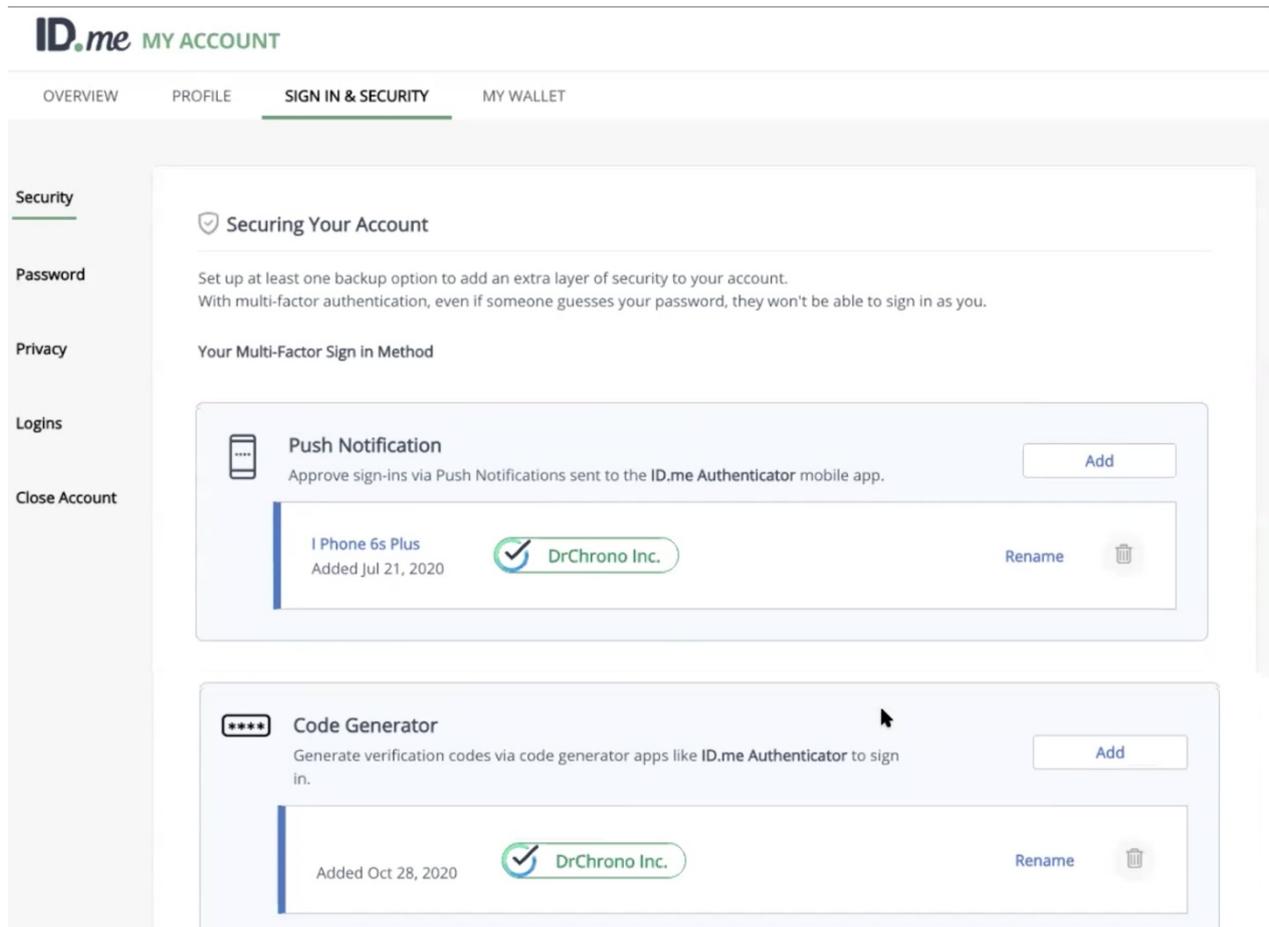
My IDs 2 Active

- MEDICAL PROVIDER
- VERIFIED IDENTITY
Identity VERIFIED 10/01/2020
[Manage IDs](#)

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



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.

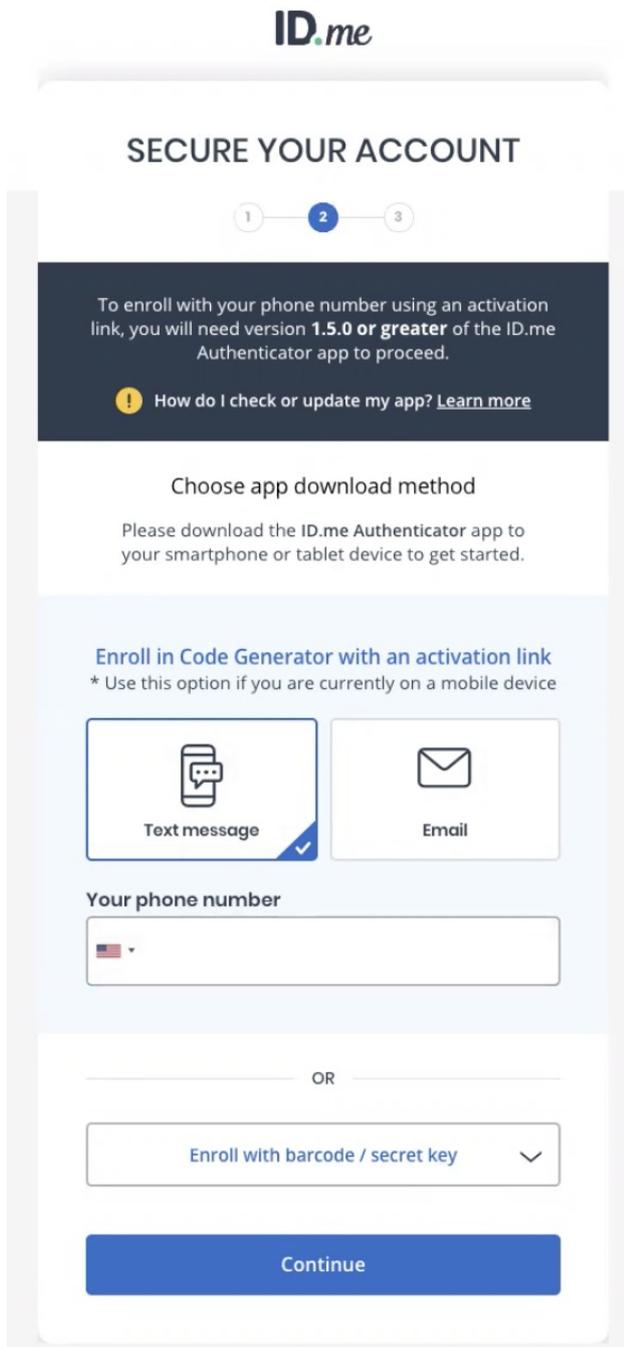


Click **Set Up**, to connect a new or additional (MFA) device.

******** **Code Generator**
Generate verification codes via code generator apps like **ID.me Authenticator** to sign in.

[Set Up](#)

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.



SECURE YOUR ACCOUNT



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

Name your device

 optional

If you choose the QR code, you will need to click on the (



) icon to scan the code from the authenticator app.



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.

Account Settings

[Profile](#) [General](#) [Email](#) [Medical Billing](#) [eRx Info](#) [Services](#) [Usage](#) [My Billing](#) [Sample Data](#) [Security](#) [Patient Payments](#)

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ID.Me Device Information

Name	Option	Primary Device
test for generator	Generate 2FA Key	Select as the primary device
I Phone Xs Max	Push Notification 2FA	Is Primary

Prescriber Info

State License Number

DEA Number

Prescribing Physician's Name The prescribing physician's name displayed in eRx. Leave blank if the same as user's name.

Physician Date of Birth

Medicaid Provider Number

[Update Entire Profile](#)

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.