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

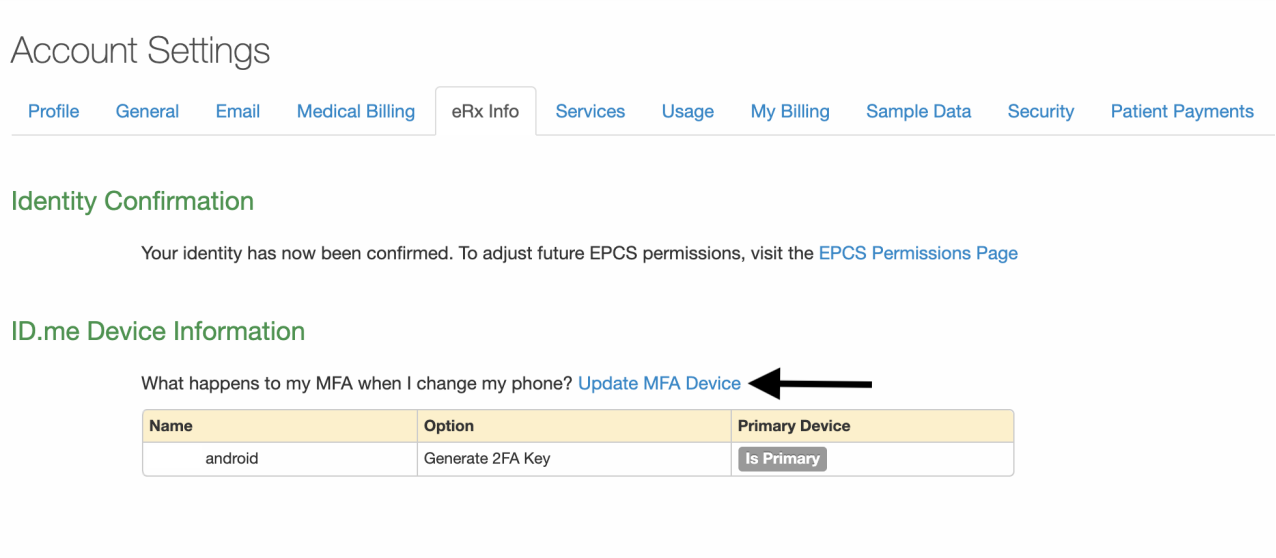
Last modified on 07/29/2025 2:48 pm EDT

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**.

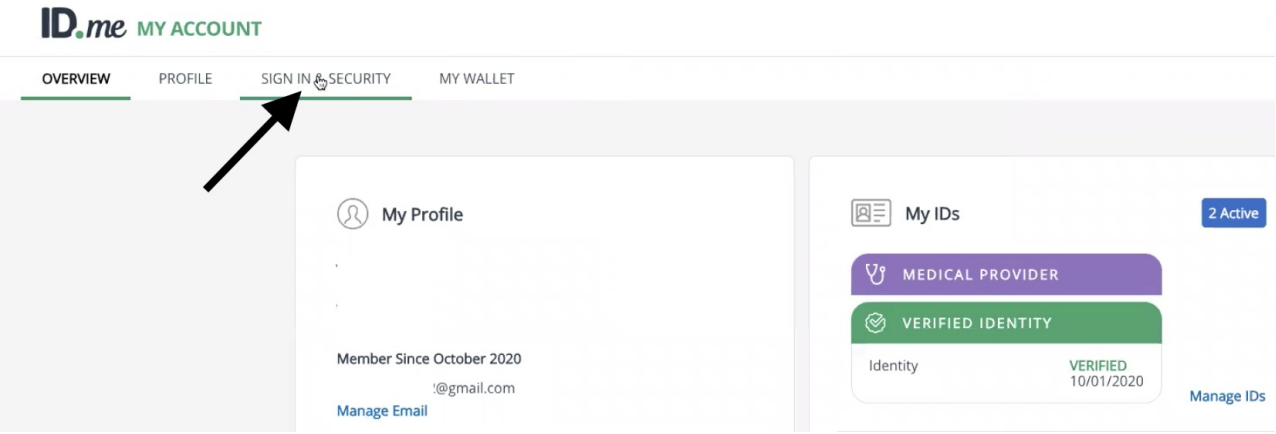
Setup

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.

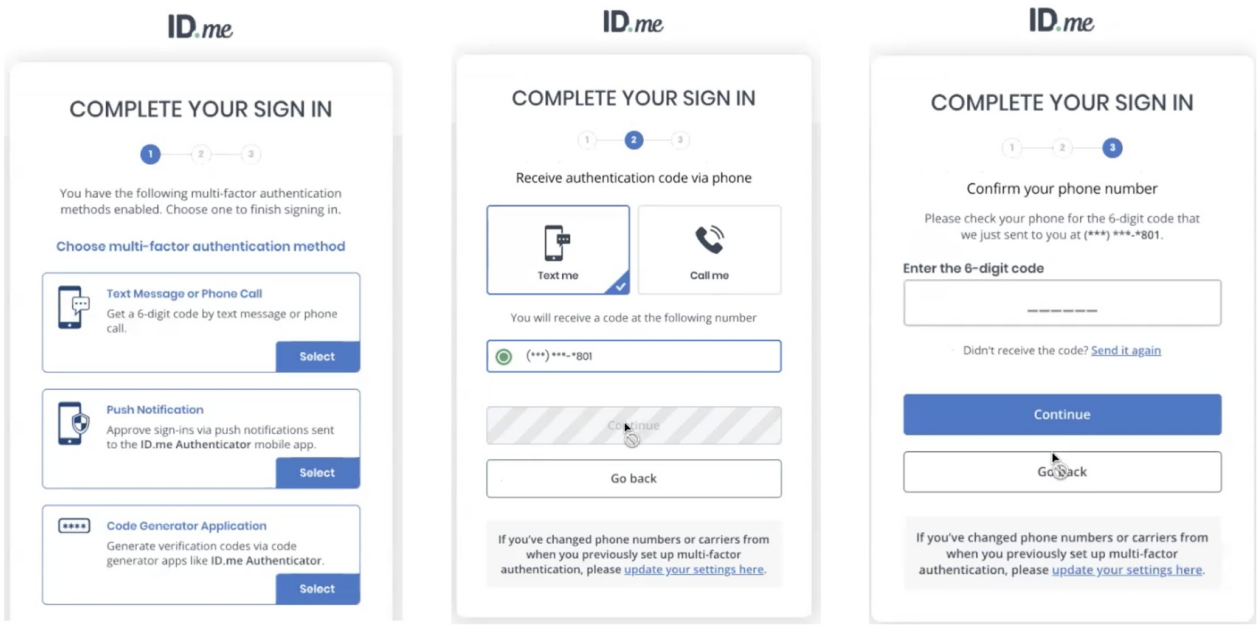
1. To set up a new device, you will need to complete the process in your ID.me account, or from DrChrono you can click on the link that says **Update MFA Device**.



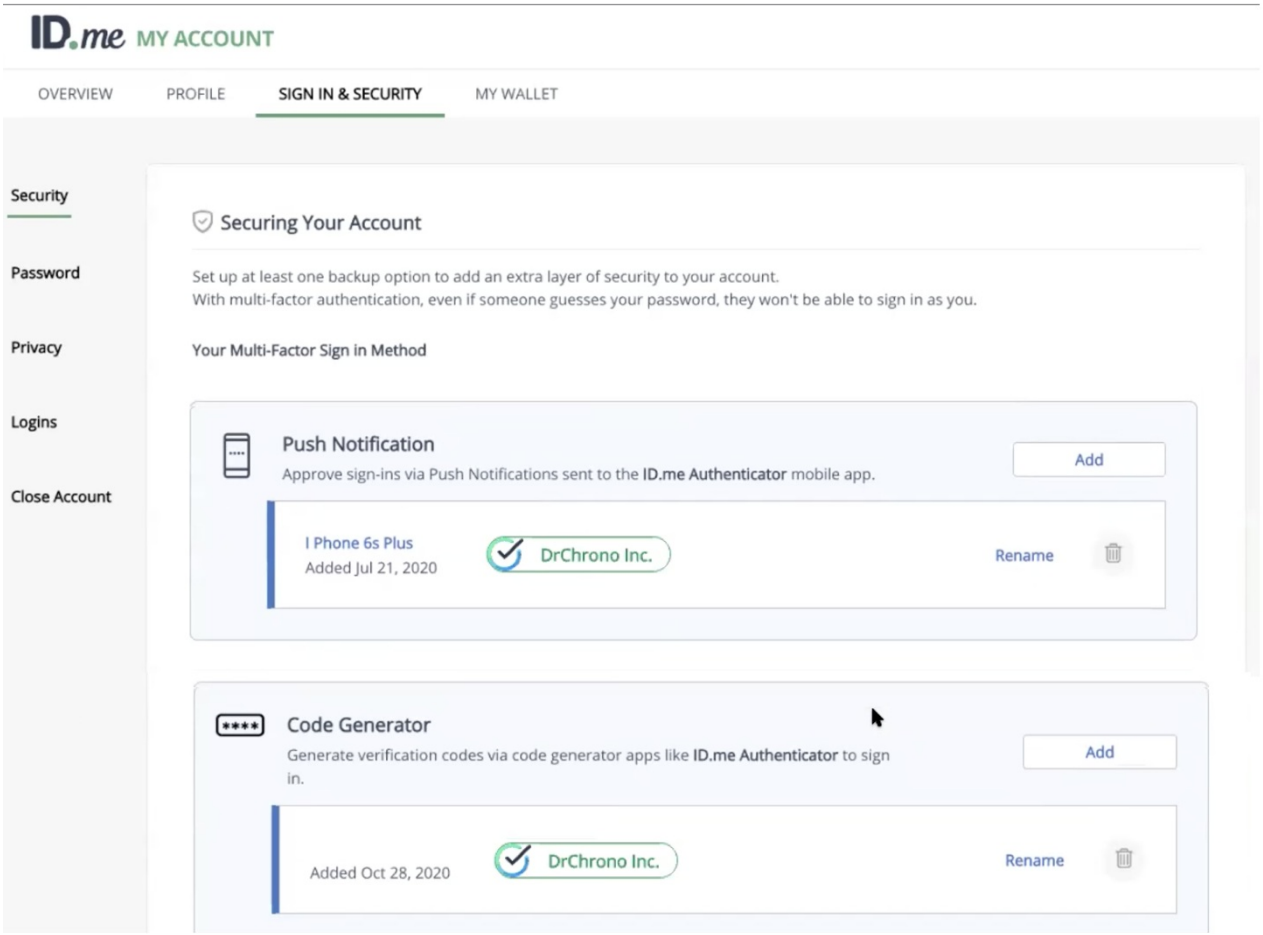
2. Once you have logged into ID.me, click on **Sign In & Security**.



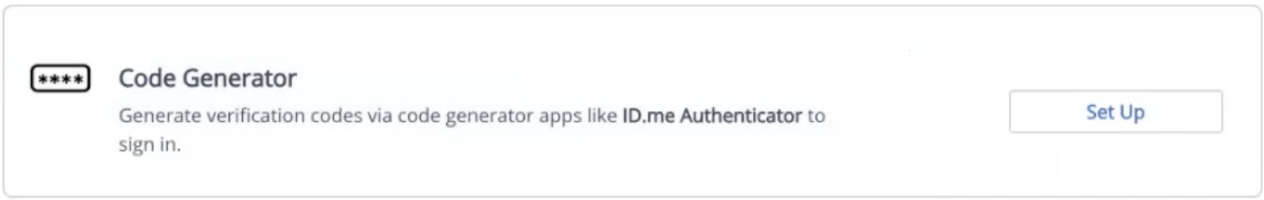
3. You will then be prompted to sign in using the **multi-factor authentication** (MFA) method which involves 3 steps.



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.

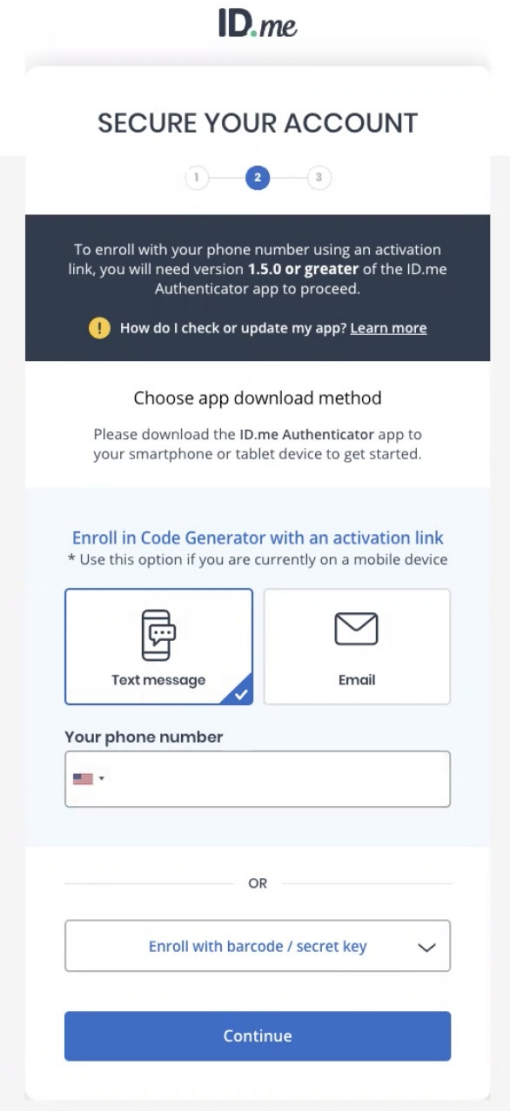


Click **Set Up**, to connect a new or additional (MFA) device.

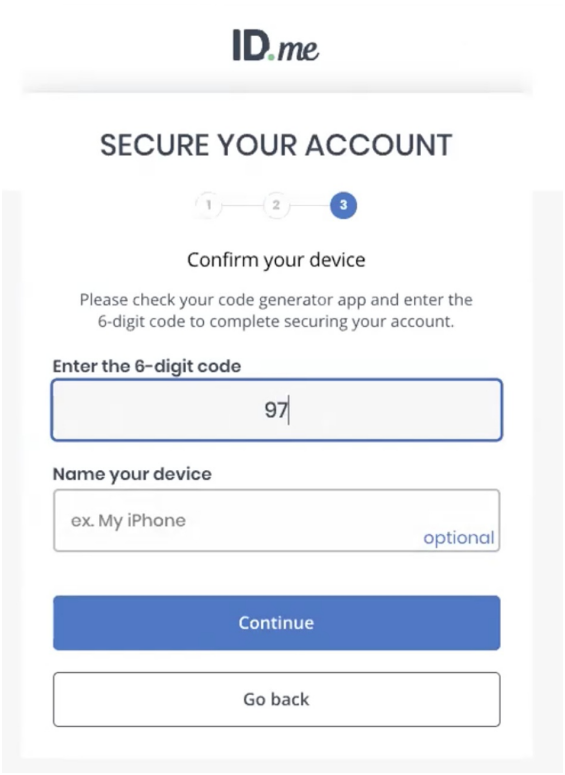


5. Next you will need to secure your account with a text message, email, or with a barcode (QR code) key.

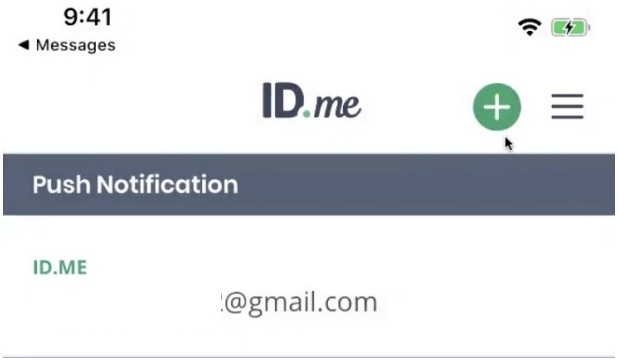
If the QR code fails to function, use the text message option as an alternative method.



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



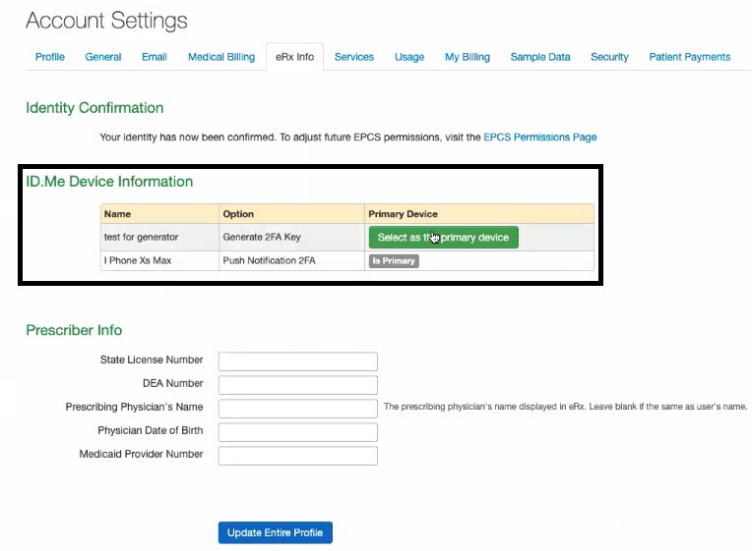
If you choose the QR code, you will need to click on the (⊕) icon to scan the code from the authenticator app.



6. After adding your device, return to DrChrono and navigate to **Account > Provider Settings > eRx Info**.

Locate the device you want to designate as your primary method for two-factor authentication (2FA/MFA), and click **Select as Primary Device** next to it.

This will set the chosen device as the main source for your authentication codes.



Registering Multiple Devices for MFA Code Generator

You can register multiple devices to use as code generators for multi-factor authentication (MFA). When more than one device is set up, you will be prompted to select which device to use during authentication.

As a best practice, assign a unique nickname to each registered device (e.g., *MyiPhone*, *OfficeiPhone*, *MyiPad*, *OfficeiPad*) during setup. This helps you easily identify and select the correct device when prompted.

Each Code Generator produces a unique 6-digit code that refreshes every 30 seconds. Because each device will generate a different code, it's important to designate one as your primary device. Using nicknames allows you to quickly recognize the correct device associated with the authentication code required—especially when submitting a prescription.

Additional Questions?

For more information visit ID.me's support article for more information.