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**.

Account Settings										
Profile G	eneral 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 K	ey		Is Primary				

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

OVERVIEW PROFILE SI	GN IN & SECURITY MY WALLET			
	() My Profile	My IDs		2 Active
		V MEDICAL PROVIDE	R	
		S VERIFIED IDENTITY		
	Member Since October 2020 :@gmail.com	Identity	VERIFIED 10/01/2020	Manage II

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
(2)—(3) You have the following multi-factor suther traction	Receive authentication code via phone	(1)(3) Confirm your phone number
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 call.	Text me Call me You will receive a code at the following number	Enter the 6-digit code
Select	(***)***-*801	Didn't receive the code? <u>Send it again</u>
Push Notification Approve sign-ins via push notifications sent to the ID.me Authenticator mobile app.	Coxinue	Continue
Select	Go back	Ga∰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
- (1) icon to delete the old device.

OVERVIEW	PROFILE SIGN IN & SECURITY MY WALLET
urity	Securing Your Account
ssword	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
se Account	Approve sign-ins via Push Notifications sent to the ID.me Authenticator mobile app. I Phone 6s Plus Image: Comparison of the instruction of the
	••••• Code Generator Generate verification codes via code generator apps like ID.me Authenticator to sign in. Add
	Added Oct 28, 2020 DrChrono 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.

If the QR code fails to function,	use the text message option as an alternative method.
ID.me	
SECURE YOUR ACCOUNT	
1-2-3	
To enroll with your phone number using an activation link, you will need version 1.5.0 or greater of the ID.me Authenticator app to proceed.	
() How do I check or update my app? <u>Learn more</u>	
Choose app download method	
Please download the ID.me Authenticator app to your smartphone or tablet device to get started.	
Enroll in Code Generator with an activation link * Use this option if you are currently on a mobile device	
Text message Email	
Your phone number	
•	
OR	
Enroll with barcode / secret key	
Continue	

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

ID.m	e
SECURE YOUR	ACCOUNT
(1)(2)	3
Confirm your	device
Please check your code genera 6-digit code to complete sec	ator app and enter the curing your account.
Enter the 6-digit code	
97	
Name your device	
ex. My iPhone	optional
Continu	e
Go back	(

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

9:41 ◀ Messages		?
	ID.me	€ =
Push Notifica	tion	
ID.ME	@gmail.com	

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.

Profile Gener	ral Email	Medical Billing	eRx Info	Services	Usage	My Billing	Sample Data	Security	Patient Payments
Identity Conf	irmation	now been confirm	ed. To adjust t	future EPCS	permission	s, visit the EP	CS Permissions P	age	
ID.Me Device	e Informatio	on						٦	
N	ame	Option		Prin	mary Devic	,			
te	est for generator	Generate	2FA Key	s	elect as th	primary devi	ce		
12	Phone Xs Max	Push Not	fication 2FA	la	Primary				
Prescriber Ini	fO ate License Nu DEA Nu	mber							

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.