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

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You can set up a Two-Factor Authentication (2FA) requirement for staff on your account.

As prerequisites to enable 2FA for a staff member, you must have the Manage Accounts permission enabled with your permission set, **and** the staff member for whom you are setting up 2FA must have a cell phone number under their account set up.

Permissions for Sample Admin	×		
Manage Accounts 6		Edit Office Sta	aff
Show Patient Balance 0		First name	Jason
Show Billing Tab 0	Z	Last name	Sample
Show Billing Summary 0		Primary Provider	Dr. James Smith ~
Add new referring sources 6		Email address	sample@sample.com
Access Institutional Billing		Username	jasonofficemanager
Access All Messages for Practice Group 6		Home phone	()
			(000) 000-0000
		Send daily billing report?	
Disable Send to All Patients Option ()		DrChrono App Unlock PIN	
Break the Glass Review 0		Restrict offices?	
Single Patient EHI Export 0		Use new dashboard?	
Bulk Patient EHI Export 0			
Close	Save Permissions		Save staff account

To set up 2FA for a staff member, go to **Account** > **Staff Members** and select the **Staff** tab. Click Set Up next to the staff member to set up 2FA.

Providers	Consultants	Groups						
Staff								
Login	Name	Email	Primary Provider	Cell	Home	Emer Acs	2-Fac Sec*	
samplestaff	Sample Staff	samplestaff@sample.com	Dr. James Smith	303-555- 5555		~	Setup	EditDelete
jasonofficemanager	Jason Sample	sample@sample.com	Dr. James Smith	303-555- 5555		~	Inactive Setup	

Next, enter your password (not the password of the staff member) and click Confirm.

.drchrono.com says

Two-Factor Authentication is successfully set for the selected staff.



You will see a success message at the top of the screen.

Authy Confirmation	×
Jason Sample's account will be tied to his or her email and cell phone (only one authy account per email or cell phone).	
Email to use: sample@sample.com Cell phone to use: 303-555-5555	
Click "Confirm" to enable two-factor authentication	
Confirm	n

Under the **2-Fac Sec** column, you will see **Active**.

Providers Staf	Consultants	Groups						
Staff								
Login	Name	Email	Primary Provider	Cell	Home	Emer Acs	2-Fac Sec*	
samplestaff	Sample Staff	samplestaff@sample.com	Dr. James Smith	303-555- 5555		*	Active: 944497812	EditDelete
jasonofficemanage	r Jason Sample	sample@sample.com	Dr. James Smith	303-555- 5555		~	Inactive Setup	EditDelete

When the user logs in, they will be prompted to enter a security code. The staff member can click **Request Token via SMS** and the code will be sent to the cell phone listed in the staff profile. Or they can set up the Authy app described in our article How do I set up 2-factor authentication in my account?

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Log in to your EHR

Two-Factor Login			er≢ #na Today-	c	11114	елан С +	
Enter your security token from your Authy app on your mobile phone. You can also request a security token via text message.		10	C, Search Appointmen V13/2016 Thu Chrissy Bright Isri3 1046544	t Dan Jene	Amanda Jones (Fense) 29 (58/23/1677) - Appointment Dations Appointment Dations Appointment Dations	() Start Vall	-
Authy Two-Factor Token * Request Token via SMS			Amanda Jones Amanda Jones	tan P teas Dar	Glerent Ingenery Christop Appointere print @ Novo Selected Dom Rom Dom Rom Dom Rom Co-to Co-to	a	6
Save token for 30 days. (Not on public computers!)	1		Jensy Harris Terts cooper Terts cooper New Paciet (Note Visit	bar /mi Dar	Bling Details Payment perifie Bling Coh Blinker Co-Pay Payment Store Payment Type Payment Opt Codd Cod		1
Log In Forgot password?	4		Terts ce-4530 New Packet / With Viet	Dan Conpe	Patient Rage (1) Velow Patient Ring CDS Matches (1) CDS Matches (1) The Matches (1) Th		
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