



MFA FAQs

1. What is MFA?

Multi-factor authentication (MFA) is a multi-step account login process that requires users to enter more information than just a password. For example, along with the password, users might be asked to enter a code sent to an authenticator application, answer a secret question or scan a fingerprint.

2. Why does DHIN use MFA?

The security of patient data is a top priority for DHIN. Leveraging MFA and requiring a second form of authentication is an industry Best Practice and can help prevent unauthorized access to the CHR.

3. How do I use MFA?

Please reference the step-by-step MFA guide with photos on dhin.org/chr.

4. How often do I need to use MFA when logging into the new CHR?

Currently, you will be asked to authenticate using MFA every time you log in to the CHR. In the future, we are developing a solution so that you will only have to authenticate once per day when logging into the CHR.

5. I already use MFA. If I download Google authenticator, will that shut down the MFA authenticator I'm already using?

No. Your existing MFA app and Google Authenticator should not affect each other. Please note, if you have an existing MFA app, you can use it for the CHR's MFA instead of Google Authenticator.

6. Can I use a browser extension to authenticate?

Yes. Instructions to do so can be found on dhin.org/chr.

7. Do I have to use Google authenticator for MFA?

No, you can use most authenticator applications.

8. What happens if I lose access to my MFA app and need to go through the MFA set-up process again?

Please contact the DHIN Service Desk to have your MFA reset.

9. We have shared computers in our practice. Will each person have to authenticate before they access the new CHR?

Yes. Each user needs to authenticate every time s/he logs in to the new CHR. In the future, we are developing a solution so that you will only have to authenticate once per day when logging into the CHR.



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10. We use multiple computers in our practice. Will I have to authenticate on every computer I use to access the new CHR or will the QR codes work for multiple computers in one practice?

Each user will need to authenticate upon every login, regardless of device.

11. What do I do if my MFA codes are not accepted by the CHR?

Please check your mobile device and ensure that your date/time are set to update automatically. You can find instructions for that on dhin.org/chr.

12. What happens if I forgot my phone/don't have my phone with me after I've already logged on to the new CHR?

You will not be able to access the CHR in this situation. If need additional help, the DHIN Service Desk is available Monday through Friday 8:00 a.m. – 10:00 p.m. EST by calling 302-480-1770 or via email at servicedesk@dhin.org.

13. Who do I contact if I need help with MFA or the new CHR?

The DHIN Service Desk is available Monday through Friday 8:00 a.m. – 10:00 p.m. EST by calling 302-480-1770 or via email at servicedesk@dhin.org.