Multi-Factor Authentication (MFA) Details

MCHCP is adding new functionality to increase security and better support our members. Multi-Factor Authentication for myMCHCP increases account security by requiring members to enter a code or answer security questions to access their account.

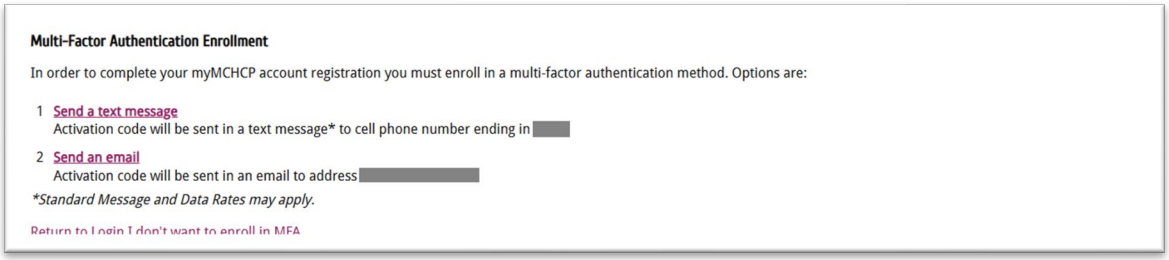
Three methods will be available for MFA – email, SMS text messaging, and security questions. We will also offer a "remember this device" option that will allow the user to bypass MFA for the next 30 days when logging in using the same device.

Once users have selected their primary MFA method, they will automatically be prompted to enter the code or question responses at login. We recommend users set up multiple MFA methods so they will have options if one becomes unavailable, such as a cell phone being out for screen repair or getting locked out of their email account.

Setting Up MFA

New Users

When registering a new user, you will be required to set up at least 1 MFA option, seen in the screenshots here.



Choose an MFA option to set up. Your email and/or cell phone number will show here, which will be used for your selected option. Account activation codes will still be sent via email to the listed email address for email verification and are required for initial account set up.

On this screen, you will enter the code sent by text or email, depending on the option you chose on the previous screen.

Here, you can choose security questions and enter your answers for later use as an MFA option.

Existing Users

Existing Users can add or change MFA options through the “Security” link in the User Settings Menu. On the “Security Information” screen, cheese “Edit” next to Multi-Factor Authentication. This screen will also show your currently selected method of MFA.

Logging In With MFA

After entering your Username and Password, you will be presented with the following screen where you will be asked to enter your Access Code. This code will be sent by text or email, based on your selected option. You can also choose, on this screen, to use a different MFA method to complete your log in.