

# Multi-Factor Authentication (MFA) Details

## MCHCP is improving account security with Multi-Factor Authentication (MFA) for myMCHCP.

MFA helps protect your account by requiring a second step—like entering a code or answering security questions—when you log in.

You can choose from three MFA options:

- Email
- Text message (SMS)
- Security questions

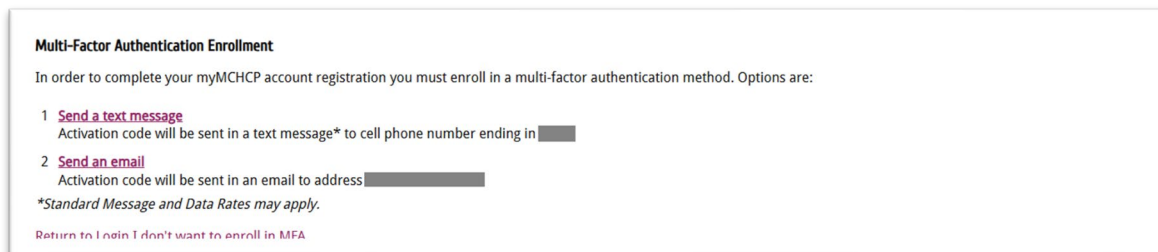
We also offer a “remember this device” feature, so you won’t need to use MFA again for 30 days when logging in from the same device.

Once you pick your preferred method, you’ll be prompted to use it at login. We recommend setting up more than one method in case one becomes unavailable - like if your phone is being repaired or you’re locked out of your email.

## 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.



**Multi-Factor Authentication Enrollment**

In order to complete your myMCHCP account registration you must enroll in a multi-factor authentication method. Options are:

- 1 [Send a text message](#)  
Activation code will be sent in a text message\* to cell phone number ending in [REDACTED]
- 2 [Send an email](#)  
Activation code will be sent in an email to address [REDACTED]

\*Standard Message and Data Rates may apply.

[Return to Login I don't want to enroll in MFA](#)

*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.*



**Enter Account Activation Code**

Your myMCHCP activation code has been emailed to [REDACTED]

DO NOT CLOSE THIS WINDOW OR REFRESH YOUR BROWSER.

Activation Code:   
[Resend Code](#)

[Return to Login](#)

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

**Security Questions Setup**

Question 1:

Answer:

Question 2:

Answer:

Question 3:

Answer:

[Return to Login](#)

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

## Existing Users

**Existing users can update their MFA settings by clicking “Security” in the User Settings Menu.** On the **“Security Settings”** screen, click “Edit” next to Multi-Factor Authentication to make changes. This screen also shows which MFA method you’re currently using.

**Security Information**

Username:  [Edit](#)

Password:  [Edit](#)

Multi-Factor Authentication: Email [Edit](#)

Email:  [Edit](#)

Texting Cell Phone: (573)  - Need texting consent [Edit](#)

First Question: What is your pet's nickname? [Edit](#)

Second Question: Name of a historical person you would like to have met?

Third Question: In what city did your parents meet?

## Logging In With MFA

**After entering your username and password, you will be prompted to enter an access code.** The code will be sent via text or email, depending on the method you selected. You may also choose a different MFA method on this screen to complete your login.

**Enter Account Access Code**

Your myMCHCP access code has been sent via text message to phone number ending in .

DO NOT CLOSE THIS WINDOW OR REFRESH YOUR BROWSER.

Access Code:

[Resend code](#)

[Email me my access code instead](#)

[Security Questions Instead](#)

☐ Register this device (Do not check if using a public computer.)

[Return to Login](#)