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:
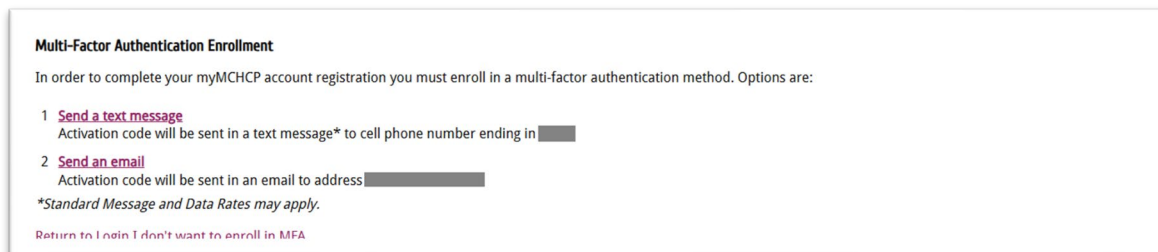
- Email

- 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.

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.

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 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.

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.