



## Logging into MedHub using Multi-Factor Authentication

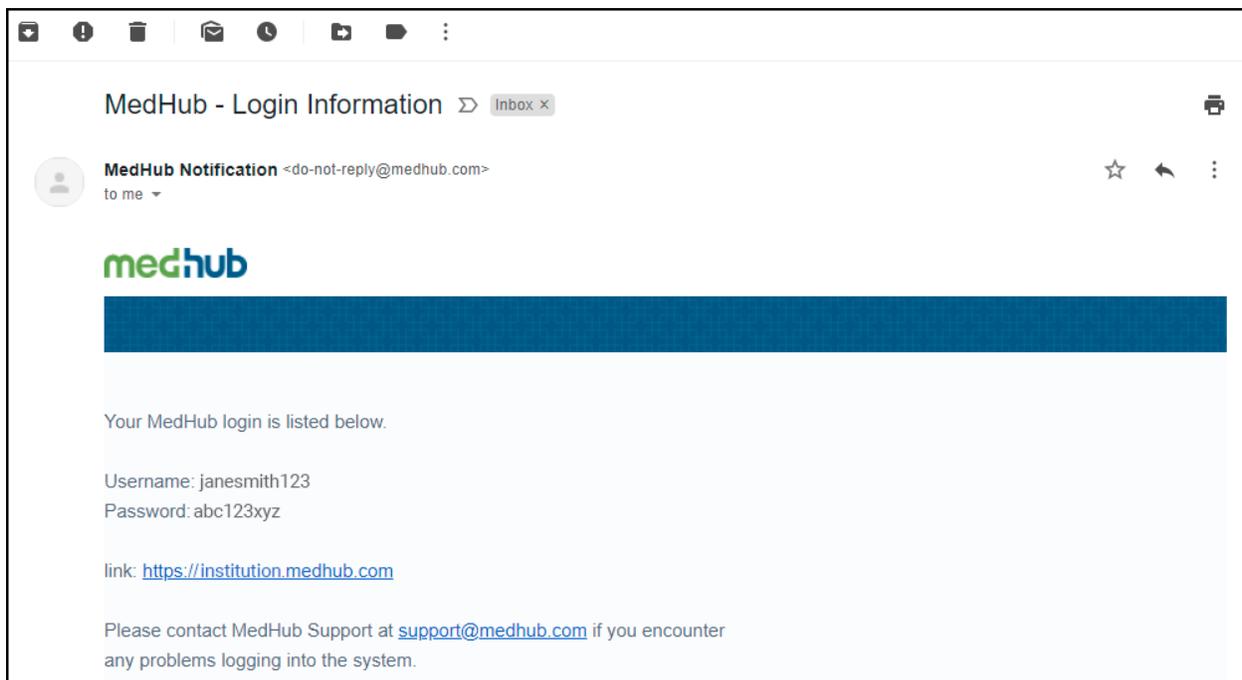
### Overview

**Multi-Factor Authentication (MFA)** is a means of providing an extra level of security by confirming the identity of the individual attempting to log in to a website or software platform. If your institution has multi-factor authentication enabled, you will be required to confirm your identity each time you log in to MedHub by using an authentication code delivered to you via email.

### Logging into the MedHub Site

If this is your first time logging into MedHub, you will receive an email with your MedHub username and a temporary password when your account is created. The email will also contain a URL link to your institution's MedHub site.

*Note: Check your spam or junk email folders if you do not initially receive the credentials email. If you did not receive the email, contact your Program Administrator or GME Office for assistance.*



If this is not your first time logging into MedHub, use your existing username and password to log in and proceed with multi-factor authentication.

### Multi-Factor Login Instructions

1. Click the supplied email link or navigate to your institution's MedHub site.
2. Enter your username and password into the respective text fields and click the "Login" button.



Welcome to the Singapore (Pilot) Residency Management System.  
This resource provides SGP residents with the ability to plan their rotation schedules, keep track of their educational progress, and communicate with other residents, faculty members, and administrators.  
If you need access, please contact your program administrator.

**Recommended Browsers**  
Supported Versions of:  
Google Chrome  
Mozilla Firefox  
Apple Safari  
Microsoft Edge  
Internet Explorer

## Log in

Username

Password

[Forgot my password](#)

remember me

[Help](#)

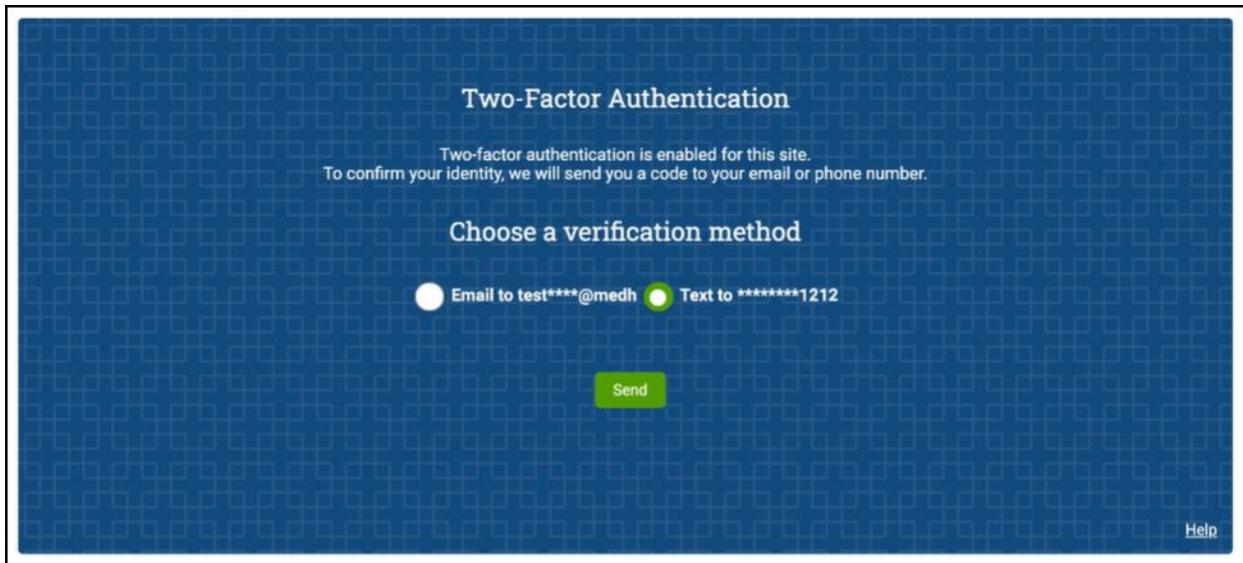
3. On the “Two-Factor Authentication” page, select the preferred authentication code delivery method, either email or text message. If this is your first time logging in with multi-factor authentication, you will be required to use email delivery until a phone number can be added to and validated for your account (refer to the “Phone Number Validation Instructions” section for validating a phone number for the text-based delivery of the authentication code).

Confirm the (partially masked) email or phone number is accurate and click the “Send” button to have the authentication code sent to you via the selected delivery method. The delivery method selected will be stored as your authentication code delivery preference for the next time you log into MedHub.

*Note: Your email address and phone number are partially masked for security reasons. If the email displayed looks incorrect, contact your Program Administrator or GME Office to confirm or update the email address for your account. If the phone number looks incorrect, review the phone number(s) validated for your account in account preferences.*



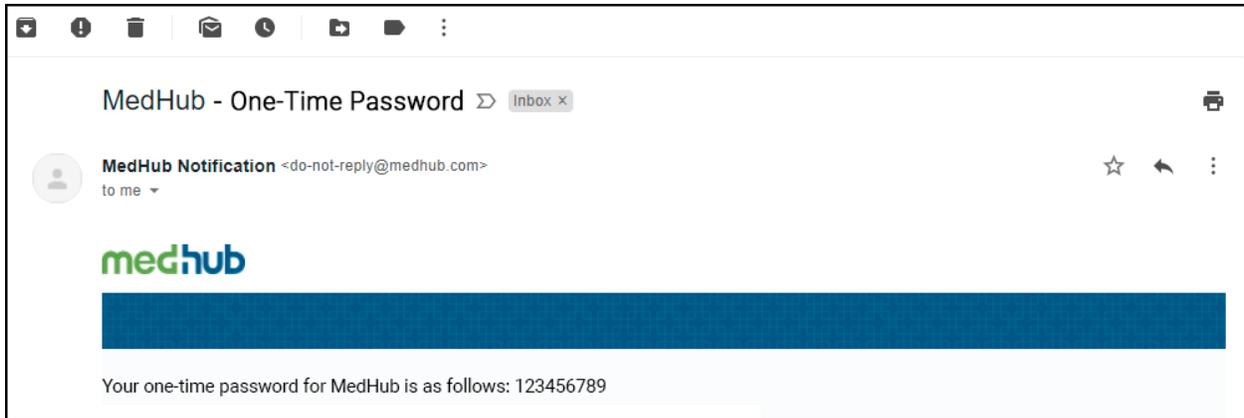
1-Email-only MFA



2-Email or SMS MFA

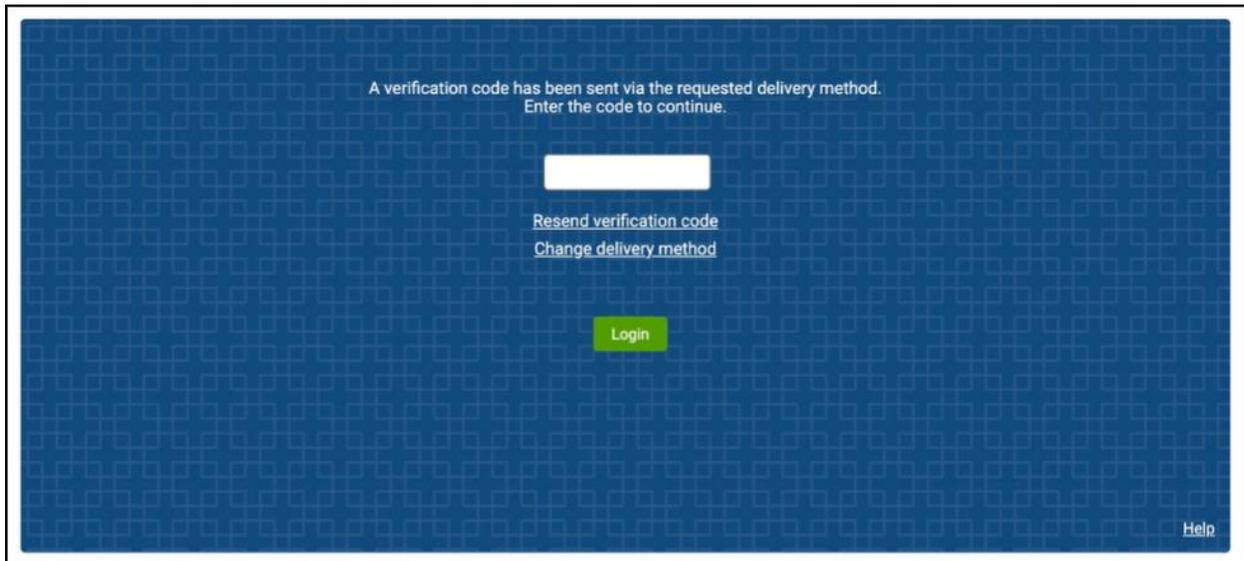
4. You will receive an email or text with an authentication code to the email address or phone number displayed, depending on the delivery method selected. This authentication code is temporary and has a default expiration period of ten minutes.

*Note: The expiration period can be changed based on the institution's preference. Contact MedHub Support for assistance.*



5. Enter the provided authentication code in the text field on the next page. Once the code is entered into the text field, click the "Login" button to proceed. If the authentication code is incorrect, an error message will display and prompt you to re-enter the code.

If you need to resend the authentication code, click the "Resend Verification Code" link. If you want to send the authentication code via a different method than currently selected, click the "Change Delivery Method" link (a phone number for sending authentication codes for text must be validated to use text).



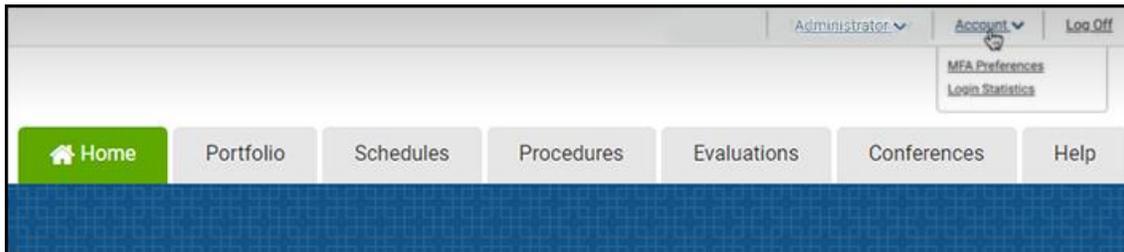
If this is your first time logging into MedHub, you will be required to set a new/preferred password and accept the MedHub User Agreement. If this is not your first time logging into MedHub, you will not be required to complete those steps (unless your password has expired or the user agreement has not yet been accepted).

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## Phone Number Validation Instructions

To receive a temporary multi-factor authentication code via text message, a phone number must first be added to and validated for your account.

1. Log into your MedHub account. If using multi-factor authentication, use the email delivery method to obtain the authentication code to log in.
2. Once logged in, hover over or click on the “Account” menu at the top right-hand portion of your MedHub page and click on the “MFA Preferences” or “Multi-Factor Authentication” link, respectively, to add a multi-factor authentication phone number to your account. This can be done at any time when logged into MedHub.



3. Select the Country Code related to your phone number, enter your phone number in the Phone Number text field, and click “Add New Phone Number” to attempt to validate that phone number.

A screenshot of the "MultiFactor Authentication Preferences" form. The form has a title "MultiFactor Authentication Preferences". Below the title, there is a section "Current MFA Phone Numbers" with the text "You currently have no phone numbers configured." Below this is a section "Add New MFA Phone Number". This section contains two input fields: "Country Code:" with a dropdown menu showing "United States (+1)" and "Phone Number:" with a text input field. To the right of these fields is a green button labeled "Add New Phone Number".

If the number is a valid phone number, a success message is displayed, and a validation code is sent to that phone number. If it is not a valid number, an error message stating the number could not be validated is displayed. If the number is not validated, it cannot be used to deliver multi-factor authentication codes via text.



4. Enter the validation code sent to the valid number entered and click “Validate Phone Number” to validate and save that number for future use in multi-factor logins for MedHub.

A screenshot of a web form titled "Validate MFA Phone Number". At the top, a green banner with a white checkmark icon contains the text "A confirmation code has been sent to +17345551212." Below this, the instruction "Enter the code sent to +17345551212 to validate that phone number." is displayed. A text input field is provided for the user to enter the code. To the right of the input field is a green button labeled "Validate Phone Number". Below the input field, there are two links: "Re-send Validation Code" and "Return to MultiFactor Authentication Management".

To resend the validation code, click the “Re-send Validation Code” link. To pause the validation of the number, click the “Return to Multi-Factor Authentication Management” link. Doing so will not validate the phone number and will hold that number at “Pending” status until a correct validation code for that number is entered. To validate a pending number, click on the “Validate” action link to get a new validation code sent to that number via text. Repeat the steps for phone number validation to complete the setup.

You now have a validated phone number to select and use for text-based authentication codes for multi-factor login to MedHub.

*Note: More than one phone number can be added to an account depending on a root setting. Contact MedHub Support for assistance in configuring this setting.*

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## Conclusion

This completes the multi-factor authentication of your MedHub login credentials, and you will now be able to access your institution’s MedHub site using either email or text as your method of authentication for logging into MedHub. If you continue to have problems logging into MedHub, contact MedHub Support for assistance.

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