



Logging into the MedHub Mobile App 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 into MedHub by using an authentication code delivered to you via email or SMS text message.

Logging into the MedHub Mobile App

The MedHub mobile application is available for both Android and iOS and can be downloaded from the Google Play Store or Apple App Store, respectively.

If this is your first time logging into the MedHub mobile app, you must first complete your institutional login setup for your account using the full MedHub desktop site so your credentials can be used for the mobile app. Similarly, to receive the multi-factor authentication code via SMS text message, your phone number must first be entered and verified via the *MFA Preferences* feature on the MedHub desktop site.

Refer to the MedHub multi-factor authentication desktop login document (“Logging into MedHub using Multi-Factor Authentication”) for first-time login and phone number verification instructions using the full MedHub desktop site.



Multi-Factor Login Instructions

1. Open the MedHub mobile app on your phone.
2. Tap the “Choose Institution” menu and select your institution.
3. Tap to enter your MedHub username and password into the respective fields and tap the “Log In” button. Note that you must already have your MedHub login credentials set up via the full MedHub desktop site to log into the mobile app.

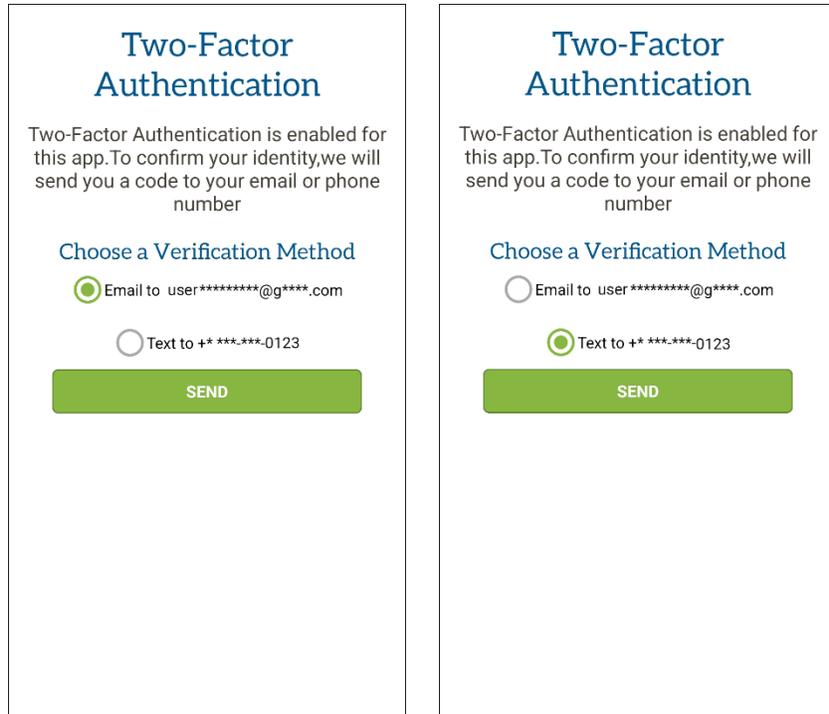
A screenshot of the MedHub mobile login screen. At the top, it says "Welcome to MedHub". Below this is a "Choose Institution" dropdown menu with "MedHub" selected. Underneath are two input fields: "MedHub Username" with the text "username" and "Password" with masked characters ".....". A green "LOG IN" button is at the bottom.

MedHub Mobile Login Screen

3. On the following “Two-Factor Authentication” screen, select the preferred authentication code delivery method, either email or text message. Note that your phone number must be added and verified via your *MFA Preferences* on the full MedHub desktop site to receive an authentication code via text message.

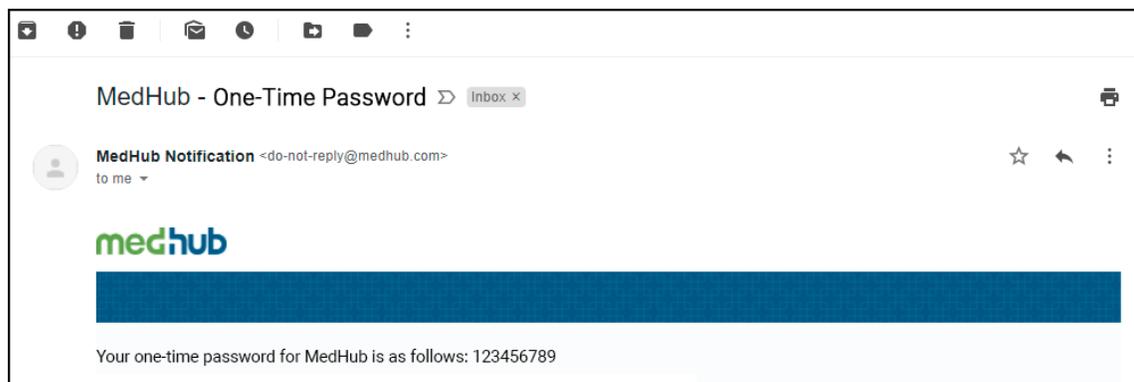
Confirm the (partially masked) email or phone number is accurate and tap the “Send” button to have the authentication code sent to you via the selected delivery method.

Note: Your email address and phone number are partially masked for security reasons. If the email displayed looks incorrect, contact your Program Administrator. If the phone number looks incorrect, review the phone number(s) validated for your account in your MFA Preferences on the full MedHub desktop site.



Email and Text Authentication Code Delivery Options

4. You will receive an email or SMS text with an authentication code to the email address or phone number displayed, depending on the selected delivery method.



Authentication Code Delivered via Email

5. Enter the provided authentication code into the “OTP” text field on the next screen. If the authentication code is incorrect, an error message will display and prompt you to re-enter the code. This authentication code is temporary and will expire after a given time.

If you need to resend the authentication code, tap the “Resend Verification Code” link. If you want to send the authentication code via a different method than currently selected, tap the “Change Delivery Method” link. Send a new authentication code once the appropriate options are selected.



An email with a verification code has been sent. Enter the code to continue

[Resend verification code](#)

[Change delivery method](#)

[LOG IN](#)

Authentication Code Entry

6. Once the correct authentication code is entered into the “OTP” text field, tap the “Log In” button to log in and begin using the MedHub mobile app.

Conclusion

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