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## How to Log in Using MFA

Jay-Ileen (Ai) - 2023-08-13 - [Getting Started](#)

Multi-Factor Authentication or MFA give VSee Clinic Organizations an extra layer of security as the Providers need to pass an additional verification step to access their VSee accounts.

*This feature is enabled upon request for Clinic organizations only (not solo-Providers), please contact [Sales](#) or your Account Manager to enable this feature in your Clinic.*

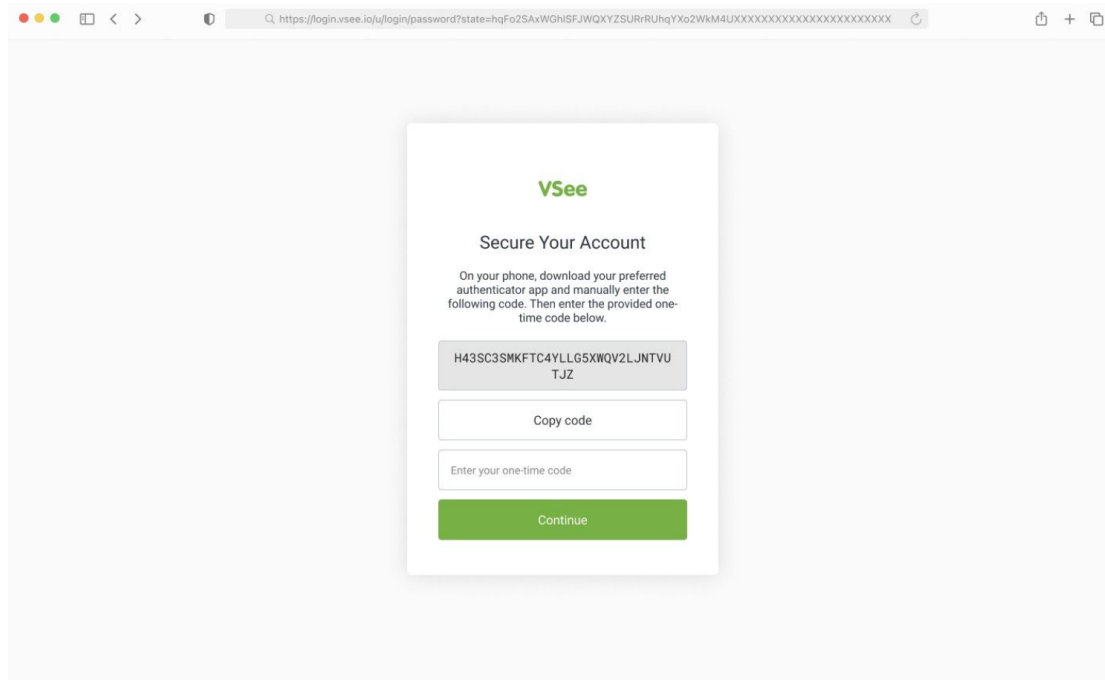
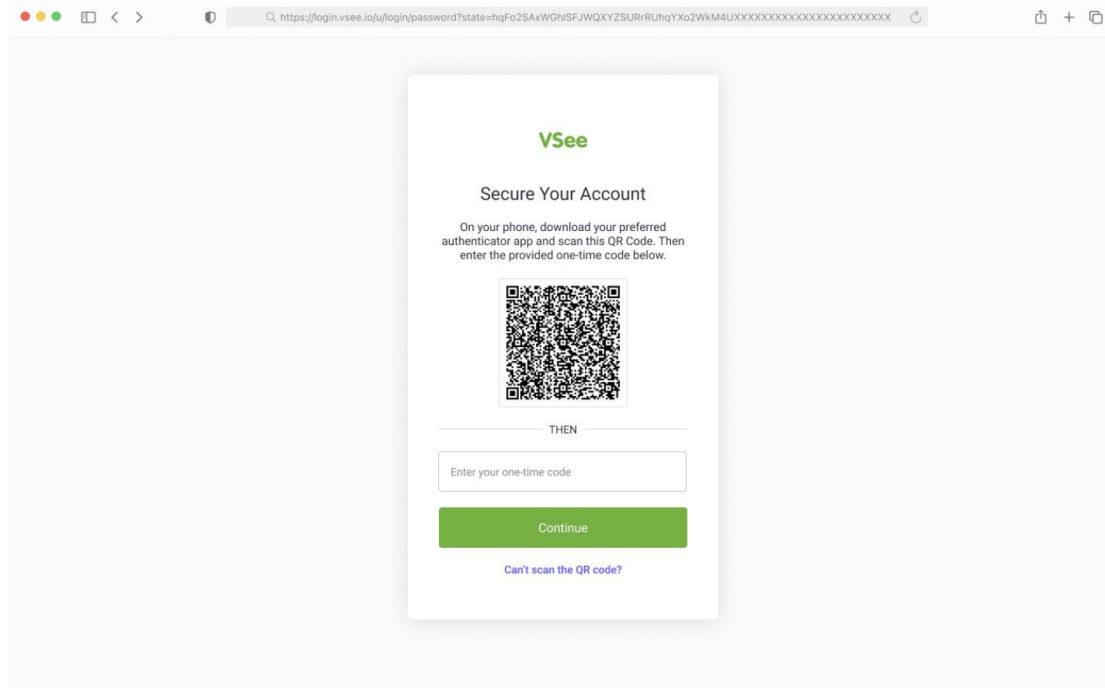
### Setting up MFA for the First Time

If your account belongs to an organization that requires MFA, you will have to set up your account.

*Note: This is a one-time setup process.*

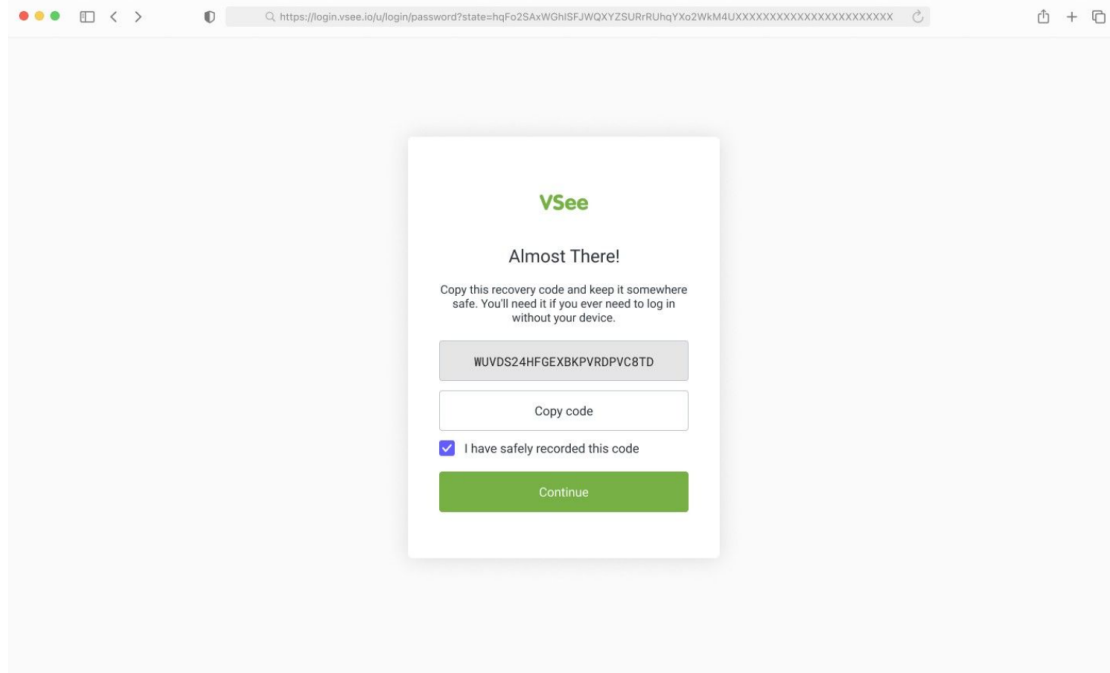
After logging in to your existing email address, you will need to download and use the Google Authenticator app or any similar authenticator app.

A screenshot of a web browser showing the VSee Clinic login page. The browser's address bar displays 'https://clinic.vsee.me'. The page has a green header with the 'VSee Clinic' logo on the left and 'Help' and 'Test Device' links on the right. The main content area is light grey and contains a white box with the heading 'PROVIDERS' and 'Log In'. Inside this box, there is a text input field with a person icon and the placeholder text 'Email address'. Below the input field is a green button labeled 'Continue'. At the bottom of the page, it says 'Powered by VSee'.



After successfully scanning the QR code or adding the manual code in the authenticator app, you will be asked to copy and safely store a recovery code.

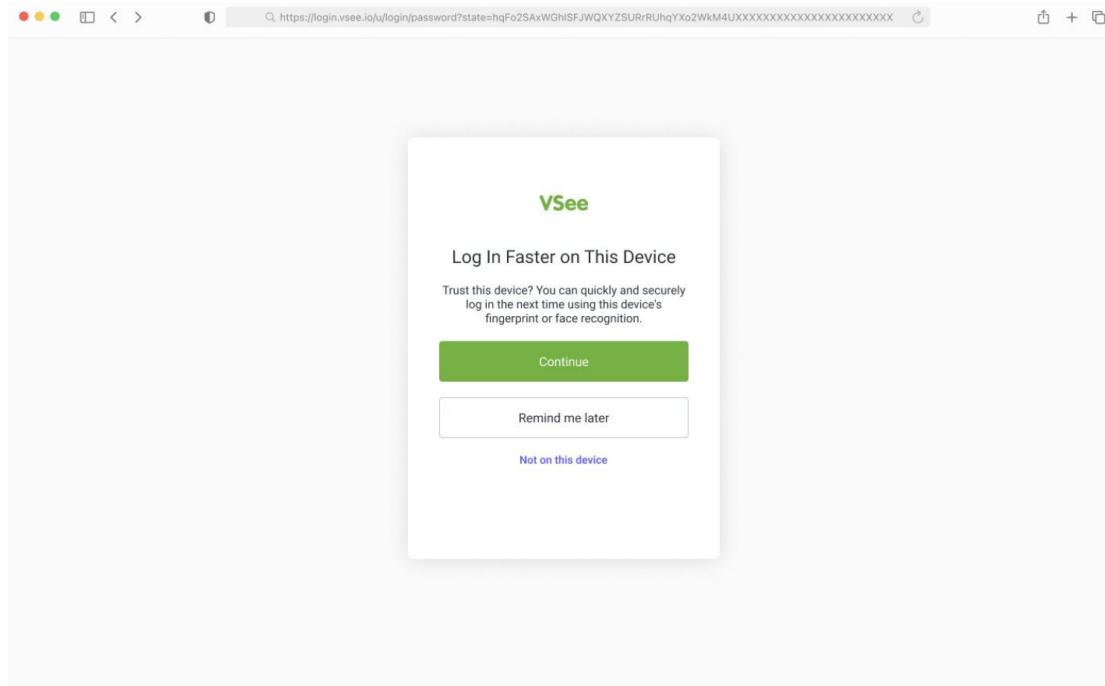
You will need this code if you lose access to the device where the authenticator app is installed.



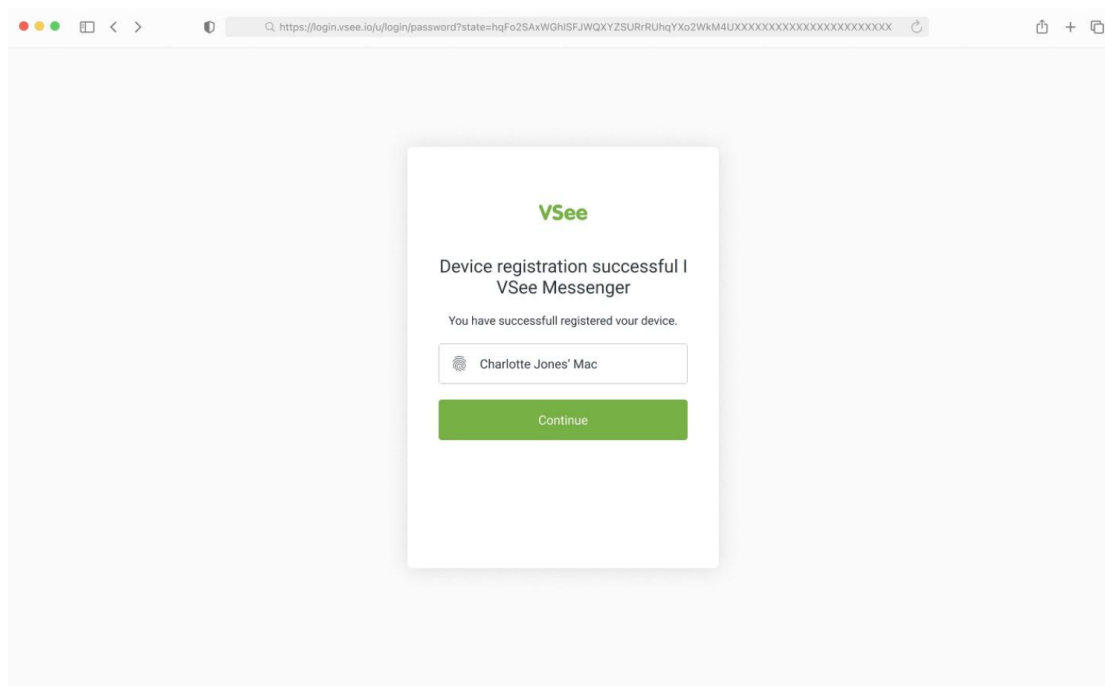
You will also be asked if you want to trust the device you're using to log in.

If you click **Continue**, you will be asked to create a passkey which will be stored in the current device and web browser that you're using.

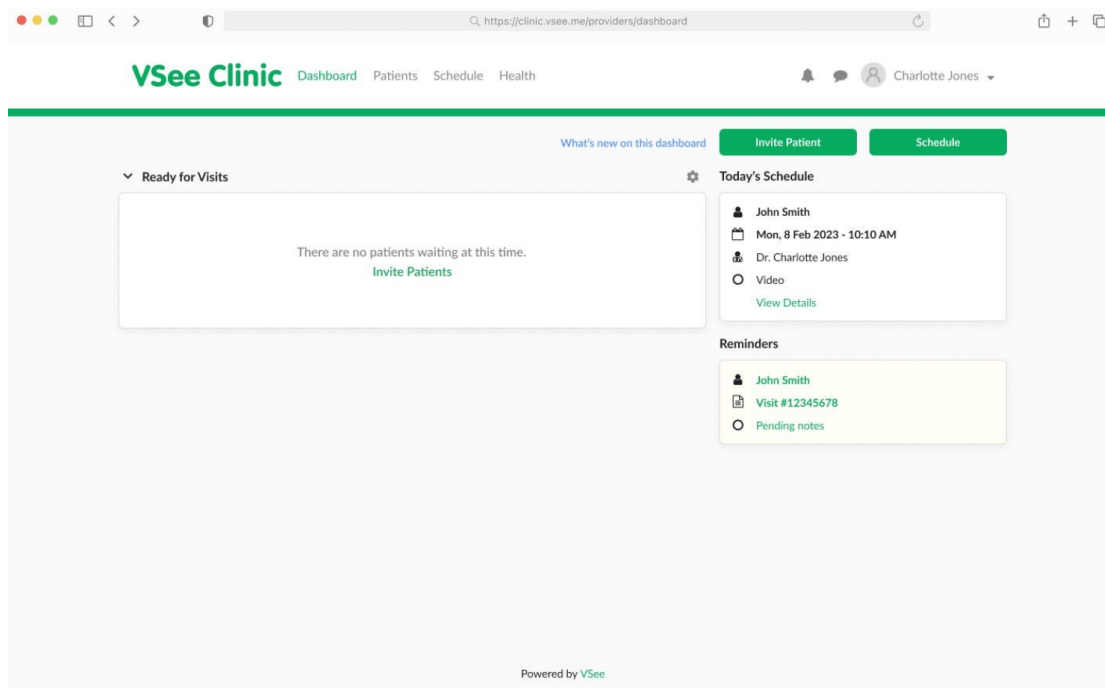




Storing this passkey will allow you to use your device's built IT biometric features such as touch ID (fingerprint) or face ID (facial recognition), instead of needing to type in the one-time code from your authenticator app each time you log in.



You will be automatically logged in after the MFA set-up steps are completed.



## Logging in after MFA Setup

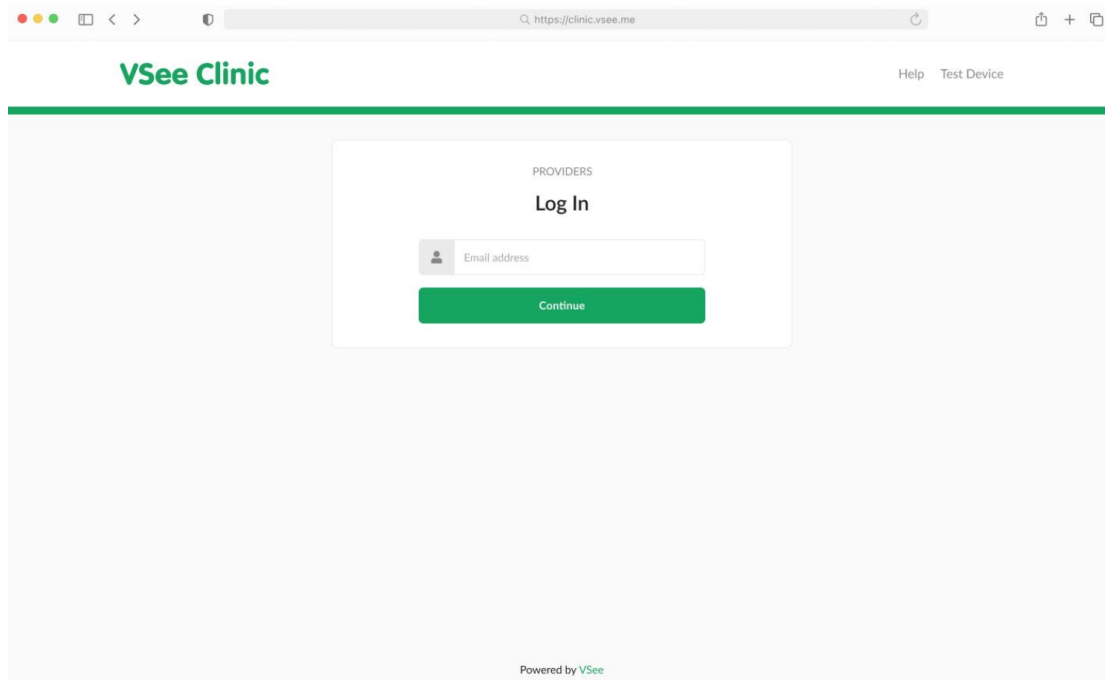
After you have successfully set up MFA for your account, the next time you

log in, you will have quicker and more secure options to log in to your Clinic.

Log in with your existing email address.

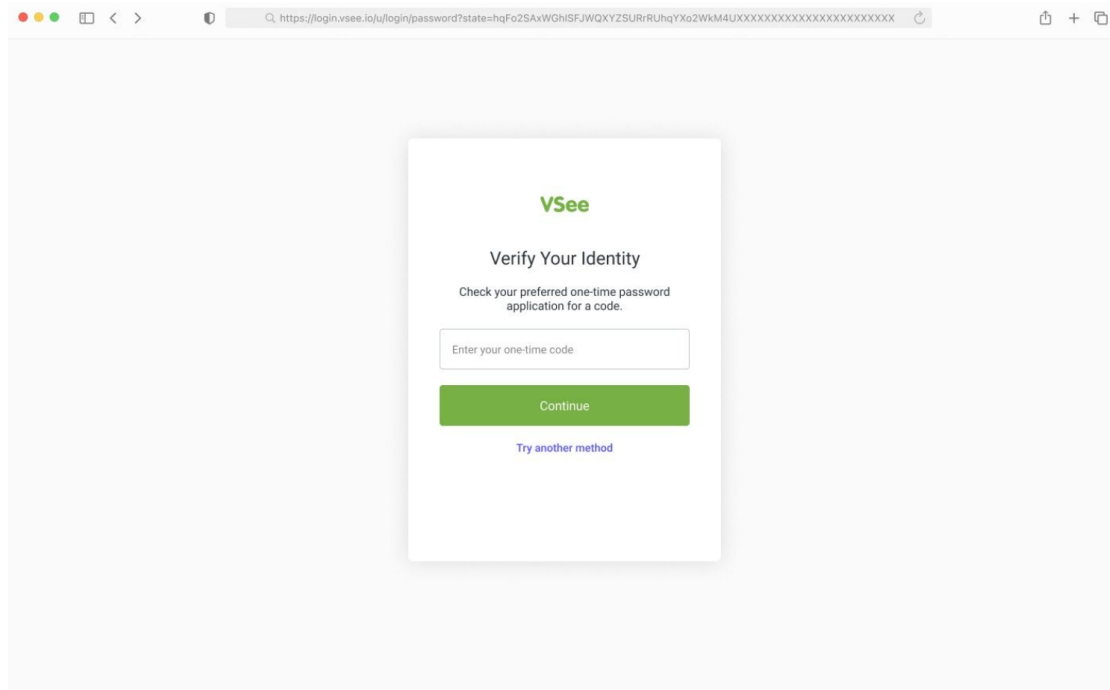
You will see your VSee Clinic log-in page.

You may enter your Username (email) and then click the **Continue** button to go through the login flow.

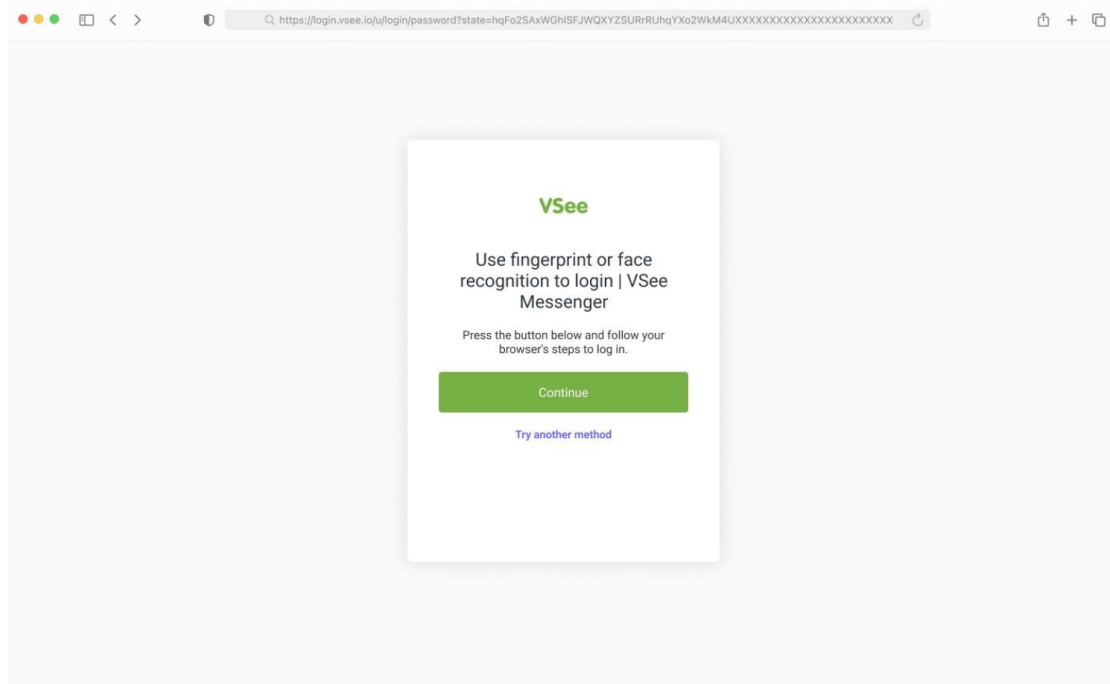
A screenshot of a web browser displaying the VSee Clinic login page. The browser's address bar shows the URL "https://clinic.vsee.me". The page has a green header with the "VSee Clinic" logo on the left and "Help" and "Test Device" links on the right. The main content area is light gray and contains a white login box. Inside the box, the text "PROVIDERS" is at the top, followed by "Log In". Below this is a text input field with a person icon on the left and the placeholder text "Email address". A green "Continue" button is positioned below the input field. At the bottom of the page, there is a small text link that says "Powered by VSee".

You will be asked to verify your identity using your default authentication option before logging in.

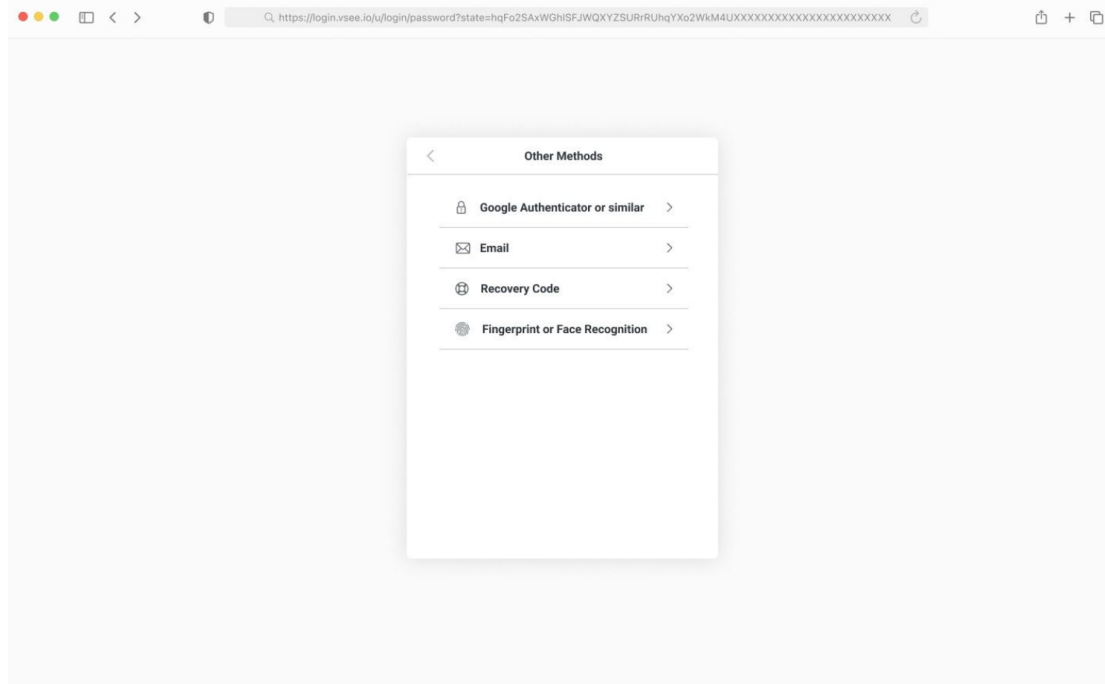
Get the one-time code by opening your preferred authenticator app.



In case you've added this device as a trusted device, the default authentication option would be your device's biometrics feature such as touch ID (fingerprint) or face ID (facial recognition).



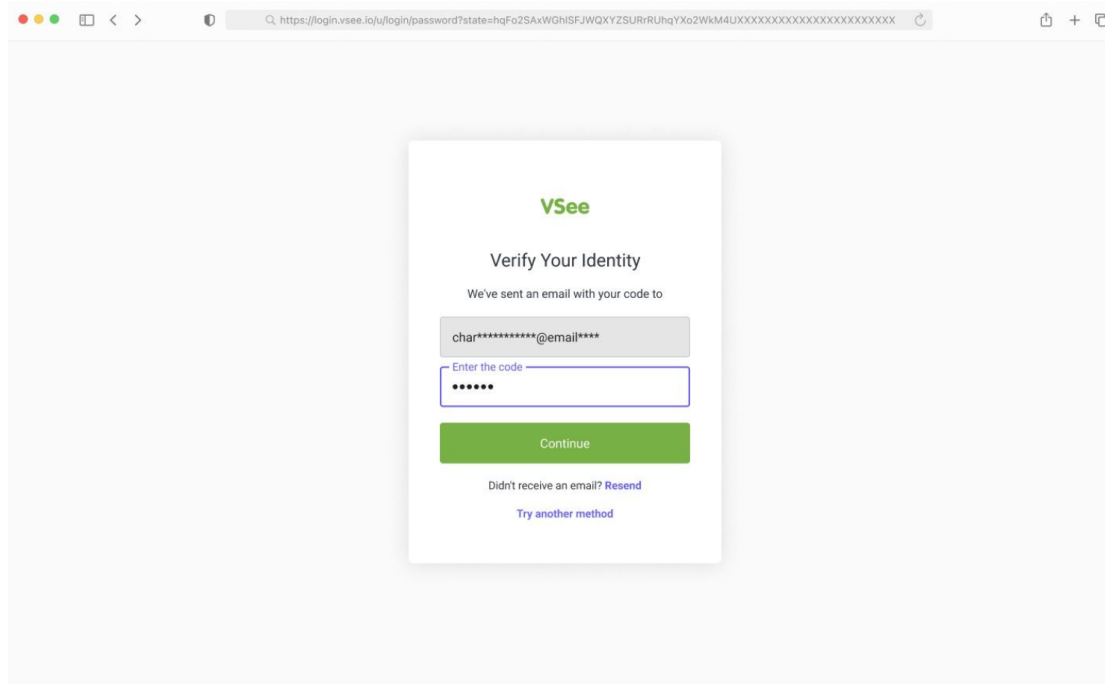
In case you wanted to try verifying using another method, you may click **Try another method** to see a list of other available factors they may use to continue the verification.



If you click **Email** as a method that you would like to use to verify, here is the page that you will see.

You will receive the one-time code in your account's registered email.

You will then need to copy and paste or type in the one-time code (Usually a 6-digit code) in the field below. And you may also try to click the Resend button if you didn't receive the code.

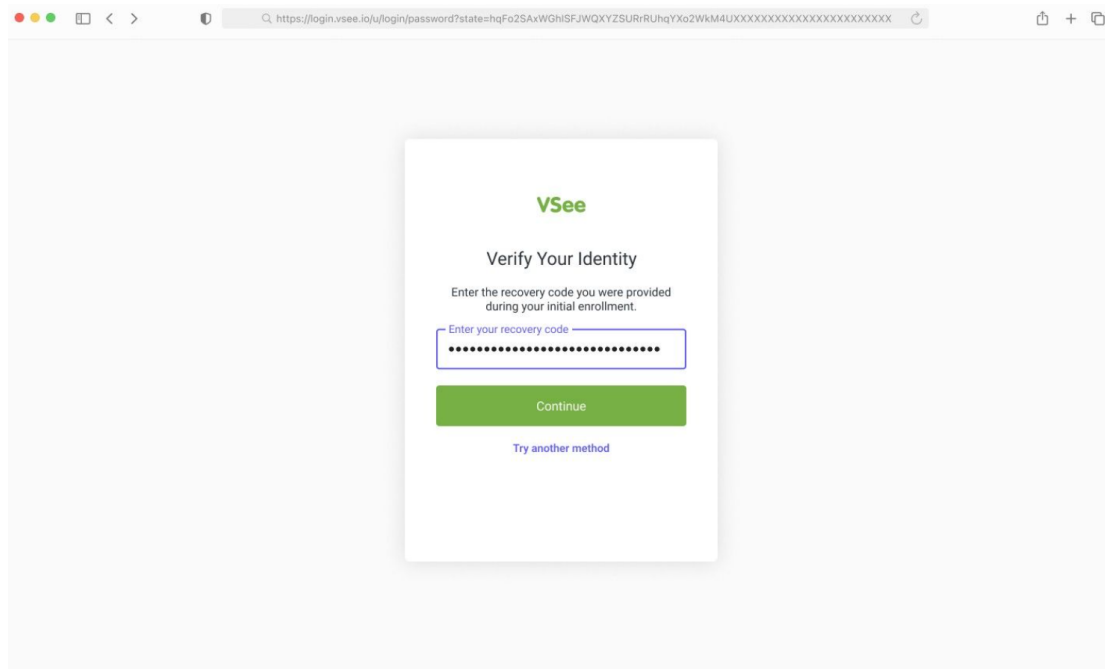


If you click **Recovery code** as a method that you would like to verify, here is the page that you will see.



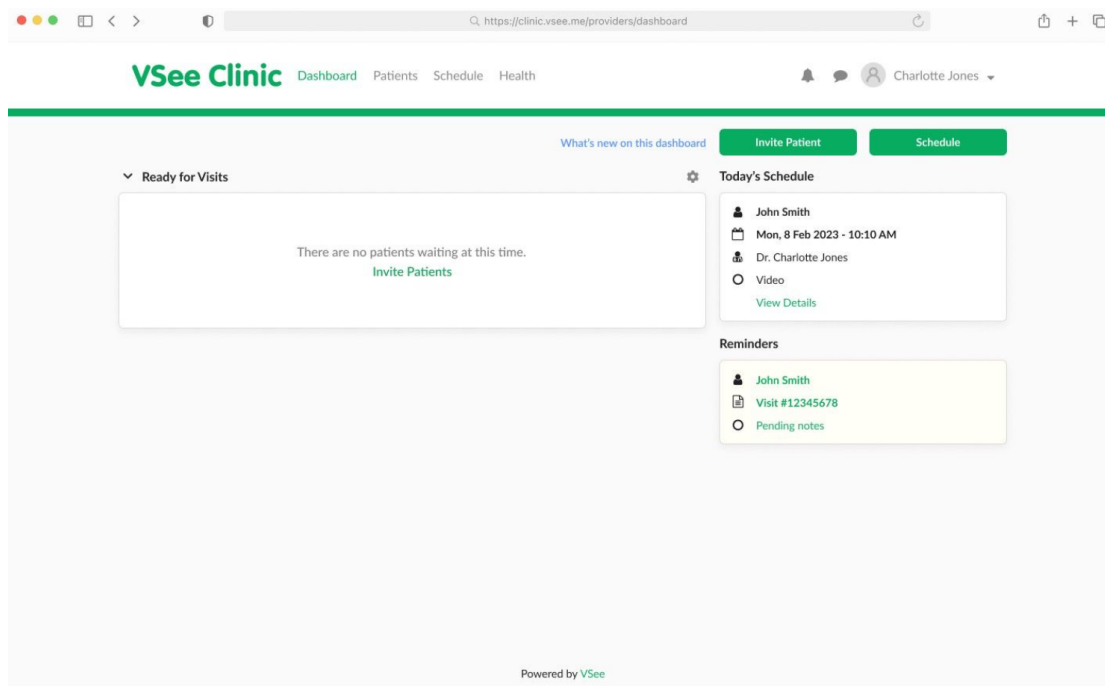
You will need to input the recovery code which was given to them during the 1st time you set up MFA, and click **Continue**.

In case you've run out of methods or have completely lost access to any of their registered factors, you will need to request VC admin via VC customer support to reset your account's MFA.



A screenshot of a web browser showing the VSee login page. The URL in the address bar is <https://login.vsee.io/u/login/password?state=hqFo2SAxWGhSFJWQXYZSURrUhgYXo2WkM4UXXXXXXXXXXXXXXXXXXXXX>. The page features the VSee logo at the top, followed by the heading "Verify Your Identity". Below this, a message states: "Enter the recovery code you were provided during your initial enrollment." A text input field is labeled "Enter your recovery code" and contains a series of dots. Below the input field is a green "Continue" button. At the bottom, there is a link that says "Try another method".

You will be automatically logged in after the MFA set-up steps are completed.



A screenshot of the VSee Clinic dashboard. The top navigation bar includes the VSee Clinic logo and links for Dashboard, Patients, Schedule, and Health. The user's name, Charlotte Jones, is displayed in the top right corner. The main content area is divided into several sections. On the left, there is a "Ready for Visits" section with a message: "There are no patients waiting at this time." and a green "Invite Patients" button. On the right, there is a "Today's Schedule" section showing a patient named John Smith with a visit scheduled for Monday, 8 Feb 2023, from 10:10 AM. Below this, there is a "Reminders" section for John Smith, showing a visit #12345678 and a "Pending notes" status. At the bottom of the dashboard, it says "Powered by VSee".

*Note: Users will see the normal login page if their account belongs to an*

*organization that does not require MFA. They may log in normally, the same as before.*

Need more assistance? Send us an email at [help@vsee.com](mailto:help@vsee.com) or check out the [Help](#) section under the Profile Menu of your VSee Clinic.

This article was last updated on: 29 May 2023

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