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How to Log in using MFA on VM Jay-Ileen (Ai) - 2023-07-12 - VSee Messenger (Providers and Patients)

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

*This feature is enabled upon request for Organizations only (not solo-Providers), please contact <u>Sales</u> or your Account Manager to enable this feature in your Organization.* 

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.







#### Secure Your Account

On your phone, download your preferred authenticator app and scan this QR Code. Then enter the provided one-time code below.



THEN

Enter your one-time code

Continue

Can't scan the QR code?



#### Secure Your Account

On your phone, download your preferred authenticator app and manually enter the following code. Then enter the provided onetime code below.

H43SC3SMKFTC4YLLG5XWQV2LJNTVU TJZ

Copy code

Enter your one-time code

Continue

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.



# VSee

#### Almost There!

Copy this recovery code and keep it somewhere safe. You'll need it if you ever need to log in without your device.

WUVDS24HFGEXBKPVRDPVC8TD

Copy code

I have safely recorded this code

Continue

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.



Continue

Remind me later

Not on this device

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 onetime code from your authenticator app each time you log in.

For Windows/Desktop users who have security PIN codes, you will need to input the security PIN code to proceed.





#### Device registration successful I VSee Messenger

You have successfull registered vour device.

Charlotte Jones' iPhone

Continue

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

9:41	.ul 🗢 🔳		
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Q Search Chats			
Group chat Good morning ever	yone! Let's talk abou	10:10 AM it our next st	>
• John Smith Ok thanks!		8:16 AM	>



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.

Log in with your existing email address.

You will see your VSee Messenger log-in page.

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



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.



# Verify Your Identity

Check your preferred one-time password application for a code.

Enter your one-time code

Continue

Try another method

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).



#### Use fingerprint or face recognition to login | VSee Messenger

Press the button below and follow your browser's steps to log in.

Continue

Try another method

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.



## VSee

# Verify Your Identity

We've sent an email with your code to

char\*\*\*\*\*\*\*\*@email\*\*\*\*

- Enter the code -

.....

Continue

Didn't receive an email? Resend

Try another method

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 VSee admin via VSee customer support to reset your account's MFA.



# Verify Your Identity

Enter the recovery code you were provided during your initial enrollment.

..........

Enter your recovery code –

Continue

Try another method

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

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Q Search Chats			
Good morning even	ryone! Let's talk abou	10:10 AM it our next st	>
John Smith Ok thanks!		8:16 AM	>



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 <u>help@vsee.com</u> or check out the <u>Help</u> section under the Profile Menu of your VSee Clinic.

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