

Multi-factor authentication for EPCS

As part of Electronic Prescribing of Controlled Substances (EPCS), the Veradigm® View application requires users to provide signatures for prescriptions with multi-factor authentication (MFA).

This authentication consists of:

- A user's EHR password.
- A push notification or security code generated by an external app.

ID.me

The push notifications or security codes are derived from ID.me, which is an online identity platform.

Users must create ID.me accounts and complete an identity-proofing process on the website. Their device and the ID.me Authenticator app then become bound to their ID.me accounts. Essentially, users' devices represent their identities so that they can use the automatically generated time-sensitive, one-time passwords to provide signatures for controlled-substance prescriptions.

Currently the Veradigm View EPCS solution supports the ID.me Authenticator mobile app for security code generation. Users download it to different devices than the ones used for Veradigm View.

Multi-factor authentication for Veradigm View Account Set Up, Trusting New Browsers, and Password Reset

As part of the Veradigm® View account setup process—including trusting new browsers and resetting passwords—multi-factor authentication (MFA) via phone is required. The designated phone number must be accessible from any location and capable of receiving either voice or SMS verification codes.

During account creation or password reset, users will be prompted to enter a phone number for MFA. A verification code will then be sent to the provided number. To complete the login process, users must enter this code along with their password to access the EHR system.

Each time a user logs in from a new device or resets their password, a new verification code will be sent to the registered phone number to ensure secure access.