

Two-Factor Authentication & Passkeys

Your account holds Protected Health Information, so signing in uses a second layer of security. You can use a passkey, an authenticator app, or a text-message code — whatever works best for you.

Option 1 · Passkey (recommended)

A passkey lets you sign in with your fingerprint, face, or device PIN — the same way you unlock your phone. It's faster than typing a code, and it's safer, because a passkey stays on your device and can't be phished or stolen.

Setting one up

1. When you log in, you'll see a screen asking if you want to create a passkey.
2. Tap *Create a passkey*, then follow your device's prompt.
3. That's it — it takes about ten seconds.

Not ready? Tap *Continue without passkeys* and use one of the options below. You can set up a passkey any time later.

Option 2 · Authenticator app

An authenticator app generates a one-time code for you to enter each time you log in. Here's the full setup.

Step 1 · Log back in to set up 2FA

After you set up your login information via the onboarding link, log back in to complete onboarding. Enter the email and password you created. You'll then be prompted to set up 2FA — either by scanning a QR code or by clicking *Trouble Scanning*, which produces a text string you can enter manually.

Step 2 · Download an authenticator app

Open your preferred authenticator app. If you don't have one, download a free one on your mobile or desktop device — we recommend **Google Authenticator** or **Authy**. (Note: RSA is not compatible with our portal.)

Step 3 · Add the ResolvMD token

In the app, select *import token*, *add token*, or the "+" button. Then either scan the QR code on screen, or use the text string from *Trouble Scanning*.

Scanning on the same device? If you're setting up 2FA on your phone and the QR code is on that same phone, the camera can't scan it — click *Trouble Scanning* and enter the text string instead. The same applies on desktop: use the text string rather than the QR code. If you close the screen before finishing, log back in and this step will appear again.

Step 4 · Enter the one-time code

With the ResolvMD token set up, enter the code the app generates to finish onboarding or, once that's done, to enter the physician portal (mybilling.resolvmd.com). You'll enter a fresh code each time you log in.

Option 3 · Text-message code

If you'd rather not use an authenticator app, you can receive your login code by text message instead. Choose this option when prompted during login, and we'll send a code to your phone each time you sign in.

Changing or lost devices

If you lose your phone or the authenticator app, download the app again and send a note to support@resolvmd.com so we can reset it for you. You can then repeat the setup steps above.

Need help?

If you have any trouble signing in, reach us at support@resolvmd.com.

REVIEWER NOTE

Confirm the Ontario sign-in support details: whether support@resolvmd.com is correct for ON, and whether to add an Ontario phone number (the Alberta line 403-902-1526 was removed). Also confirm the Ontario onboarding/portal URLs — this version uses mybilling.resolvmd.com for the portal.

