

Multi-factor Authentication is coming...

To enhance security, starting October 20, 2025, all Delta Dental portals will require multi-factor authentication (MFA) to log in.

What will change for you?

It's a small change now for greater protection in the long run.

- Each Delta Dental portal, regardless of state, will require MFA.
- During login, you'll complete one additional verification step – typically by entering a one-time passcode sent via text message or email.

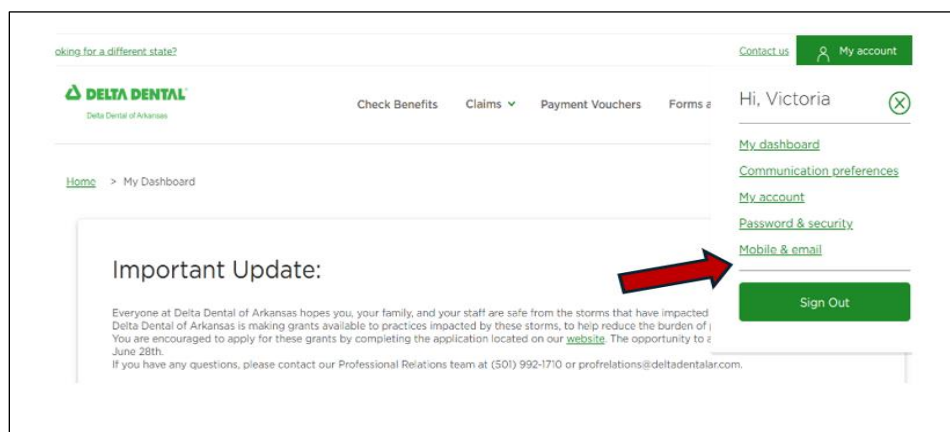
How to prepare

Start planning now:

- Ensure that each team member using the provider portal has their own account and login. You can set up individual accounts now and add MFA in September.
- Decide which MFA method works best for your team – email verification or text-capable cell phone (highly recommended) and update your contact information.

Steps to Update Your Contact Information

From your homepage, select Mobile & Email to update your contact info. This will ensure that a text-capable cell phone that you have access to is listed as the mobile number and an email that you have access to is listed.



Follow the instructions to update your contact information

[Home](#) > [My account](#) > Manage Phone & Email

Manage Phone & Email

Please update your Phone or Email by selecting one of the options below

Mobile Number

This is the phone number we will use to send you a code for secure two-factor authentication

Email Address

stormlake@familyfirstdental.com

This is the e-mail address we will use for communication and to recover your account username or password if you get locked out

Manage your mobile number

To update your mobile number please update your details below. You will then be asked to verify your mobile number with a code sent to your mobile number.

New Mobile Number

(501)804-8648

[Cancel](#) [Verify Mobile Number](#)

Once you verify your mobile number, if necessary, you will complete the same process for updating your email.

Verify your mobile number

We have sent your verification code to your mobile number. Please enter it below.

Thanks! We have sent an SMS to (501)247-8625 with your 6 digit verification code.

[Didn't get the code? Resend it now.](#) [Wrong mobile number? Change it here.](#)

Verification Code

230677

[Cancel](#) [Verify](#)

Important Reminders

- MFA setup is optional from September 18 to October 20, but we encourage early enrollment to avoid disruptions.
- You'll be prompted at every login until MFA is completed.
- After October 20, MFA will be required to access the Provider portal.

We are happy to help! If you need assistance, please call us at 1-800-462-5410.

Look for more information from Delta Dental of Arkansas in the coming weeks.