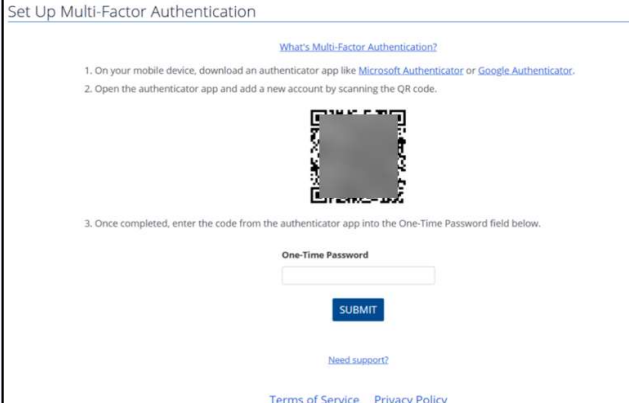# Multi-Factor Authentication Information

General Information

- You will need an authenticator application on your device (phone/tablet). We recommend Google or Microsoft.
- A recovery code can be used if you have misplaced your device. It is imperative to update the device with your new one as soon as possible. Please see (D) for assistance.
- Please note that if you enter the incorrect MFA code aka the One-Time Password incorrectly 5 times, you will be logged out and must start over again by entering your company portal password
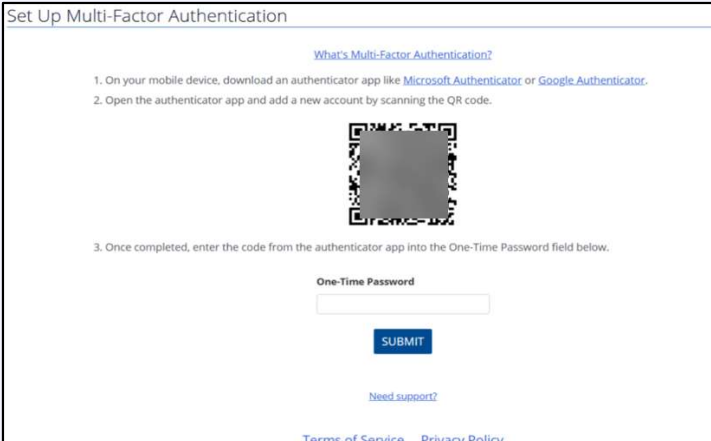

(A) Brand New Users:

1. Register as a First Time User which allows you to set up a password for this company portal
2. Fill in requested information and click Submit
3. Verify/Activate the new login email
4. Set up Multi-Factor Authentication
5. Open your Authenticator App
6. Scan QR code (the one on your screen which is unique to you)
7. Enter code in the app into the One-Time Password field
8. Click Submit
9. Download your Recovery Codes on the next screen (save them in a good/safe place)
10. Click Ok and then you will be full logged into the portal
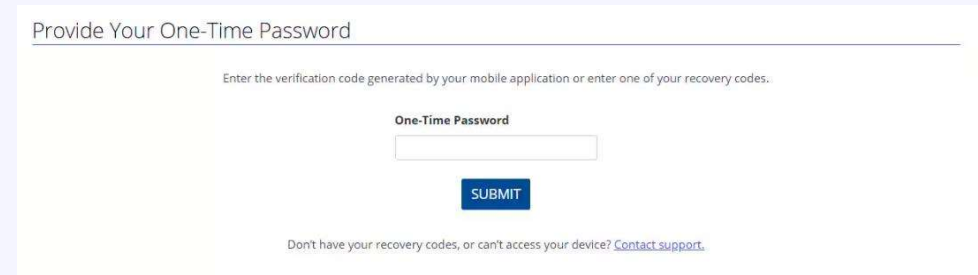

(B) Returning Users needing to setup MFA:

1. Login using your email and password for this company portal.
2. Set up Multi-Factor Authentication
3. Open your Authenticator App
4. Scan QR code (the one on your screen which is unique to you)
5. Enter code in the app into the One-Time Password field
6. Click Submit
7. Download your Recovery Codes on the next screen (save them in a good/safe place)
8. Click Ok and then you will be fully logged into the portal

(C) Returning Users that have MFA setup:

1. Login using your email and password for this company portal.
2. Open your Authenticator App
3. Enter code in the app into the One-Time Password field
4. Click Submit and then you will be fully logged into the portal

Provide Your One-Time Password

Enter the verification code generated by your mobile application or enter one of your recovery codes.
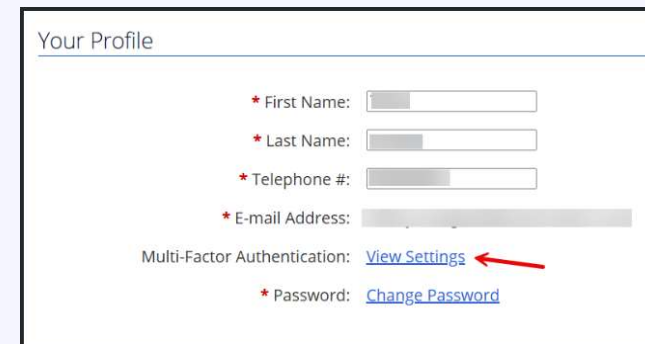
One-Time Password

SUBMIT

Don't have your recovery codes, or can't access your device? Contact support.

(D) Managing your MFA Device:

1. Login using your email and password for this company portal.
2. Open your Authenticator App
3. Enter code in the app into the One-Time Password field
4. Click Submit and then you will be fully logged into the portal
5. Click on Edit Profile (top right)
6. Select 'View Settings'
7. Re-enter your user login password for this company portal
8. View your current device
9. If you have a new device, you can add it here
10. Once fully added, you can remove the old device
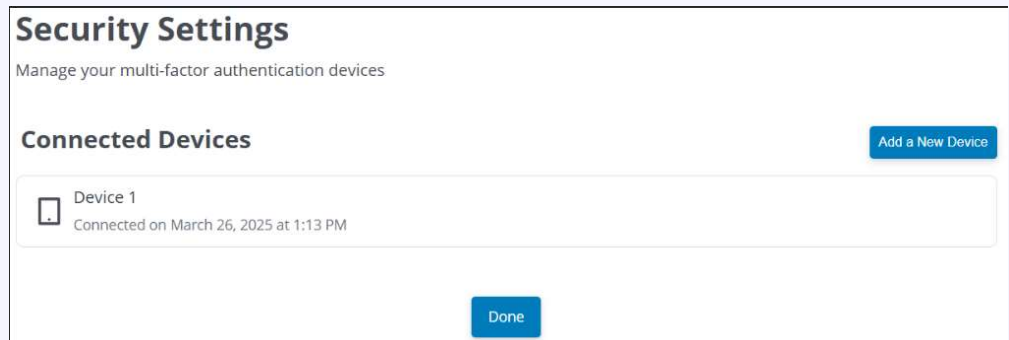
Your Profile

* First Name:
* Last Name:
* Telephone #:
* E-mail Address:
Multi-Factor Authentication: View Settings
* Password: Change Password

Please note: If sharing a login with a colleague of your organization, multiple devices can be used. You can walk the colleague through the same steps to link MFA for the login account to their device.
*It is also recommended that you remove the old connection in your authenticator app on your old device as you will not be using it anymore.

Security Settings

Manage your multi-factor authentication devices

Connected Devices

Add a New Device

Device 1
Connected on March 26, 2025 at 1:13 PM

Done