Multi-factor Authentication (MFA)
Troubleshooting guide

What is MFA?

MFA is a security feature that requires a user to authenticate their identity using two or more verification methods (i.e. passcodes sent via email or text message) to access their account. By requiring multiple forms of verification, MFA significantly reduces the risk of unauthorized access.

For an extra layer of security, we require your email address and phone number. We'll send a passcode—via text message, voice call, or email—to your designated email or phone number so you can verify your identity. Unless you set up a device as a "trusted device" (one that doesn't require additional security checks), you must enter a one-time passcode every time you log in.

Most users do not have issues with MFA, but this guide offers tips for solving any issues that may occur.

General Tips

If you run into any issues with MFA, try one or more of the following:

- Clear your browser cookies and cache.

- Try a different browser or device.

- Wait a few minutes before clicking "resend" to generate a new passcode.
  — Use the most recent passcode if you receive multiple.

- Add the device as a trusted device to avoid entering a passcode the next time you login.
  — You can have up to three trusted devices.

What if I Don't Receive My MFA Passcode?

Verification Method	Tips
Email	If you don't receive a passcode via email: - Verify that your email address is correct. Check it has no spaces and the domain suffix (i.e. .com, .edu, .net, etc.) is included at the end. - Check your SPAM or junk folders. - If using a work email, company security might delay or block emails. Work with your employer to ensure these emails are allowed. - If the passcode is not working, try having it sent via text message or voice call.
Text or Voice Call	If you don't receive a passcode via text message or voice call: - Check your phone reception. A poor signal may delay text messages or voice calls. - Restart your mobile device. - Ensure notifications are turned on, and the phone calls and text app are allowed. - Unblock phone numbers. - Turn off Do Not Disturb. When this feature is on, notifications are blocked. — Disable third-party security apps that may block text messages and phone calls. Once disabled, send another verification code. - Check your phone carrier's site for maintenance messages or outages causing delays. - If the passcode is not working, try sending it via email. For more details, refer to your device's manual for instructions on how to enable or disable the above features.