



PORTAL SUPPORT GUIDE

How to set up Multi-factor Authentication (MFA)

Desktop guide



Multi-factor authentication (MFA) adds an additional layer of security to your account by requiring a verification code when you sign in.

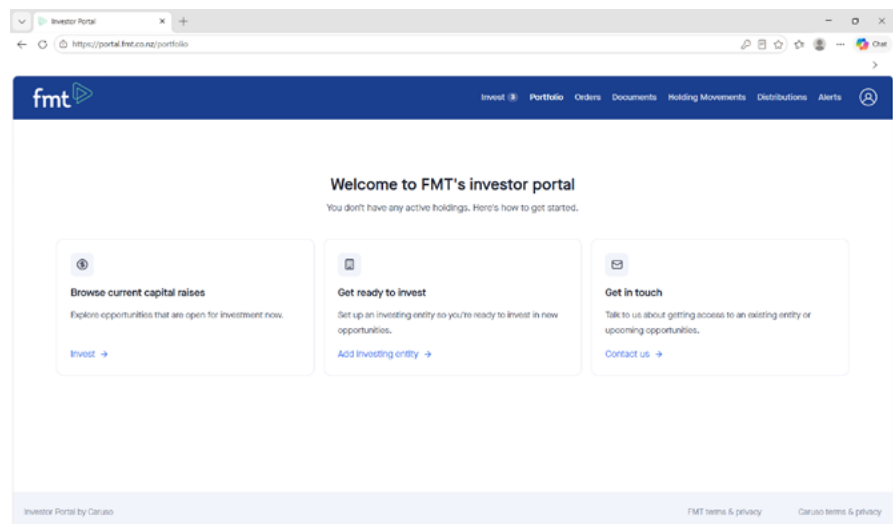
1

Download the Microsoft Authenticator on your smart phone or tablet from the App store.



2

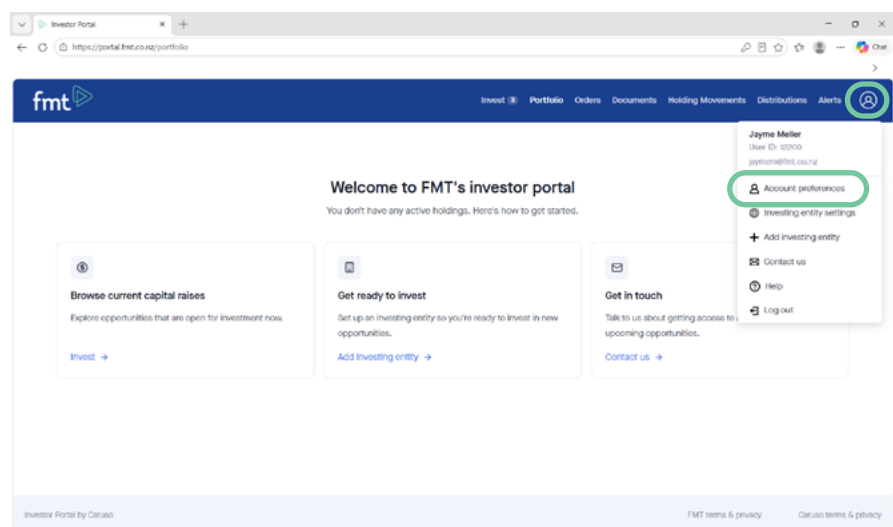
Login to the portal



3

Click the *person icon*.

Click *Account preferences*



4

Click **Account Security**

5

Click **Set up authenticator app**

6

Enter your password again

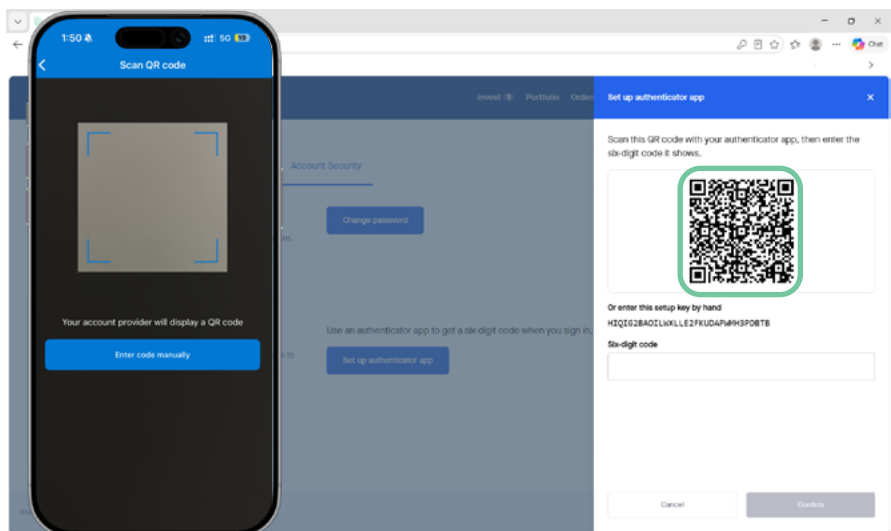
7

Open the Microsoft Authenticator app on your smartphone or tablet device.
Tap the round QR code in the bottom right corner



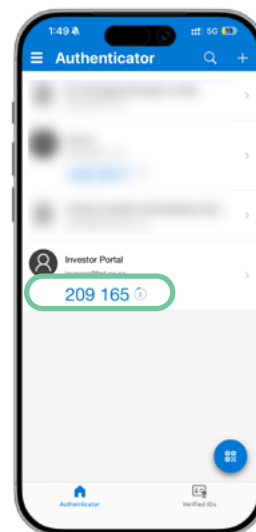
8

Scan the QR code shown on your desktop



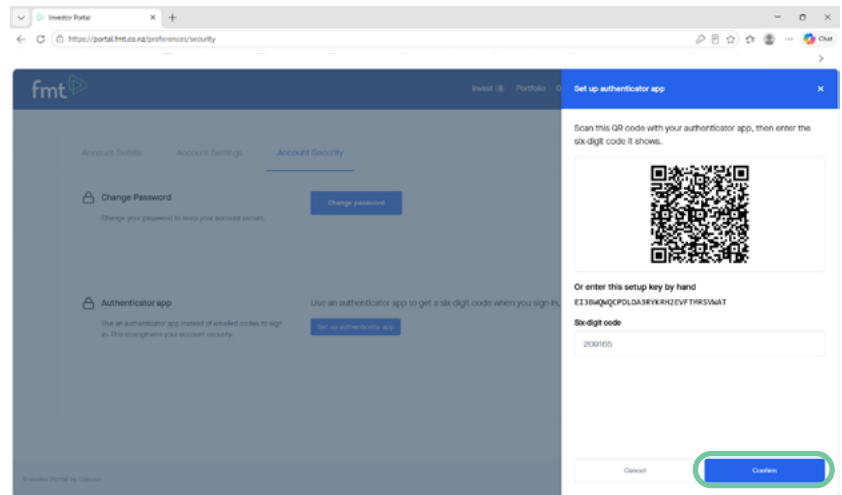
9

Your unique code will appear.
Important: This code updates every 30 seconds for security purposes.
Simply enter the code you see in the app



10

Enter the code on your desktop and click **Confirm**

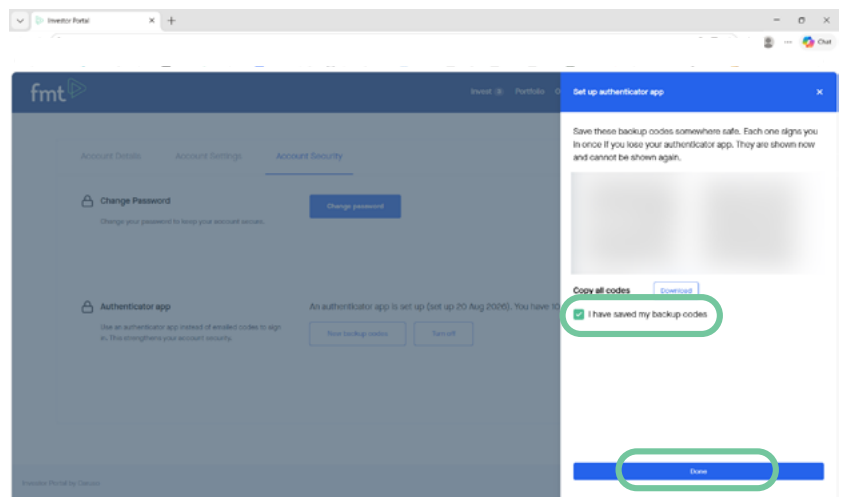


11

Tick the *I have saved my back up codes* box.

Then click **Done**

You're all set!



Note: You don't need to download your backup codes. If you are ever locked out of your account, please contact us and we can reset MFA for you.

Need help?

If you experience any issues setting up multi-factor authentication, please contact our support team for assistance.

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