

My Account Multi-factor Authentication (MFA)

Reset and Activate within My Account

Reset MFA within My Account

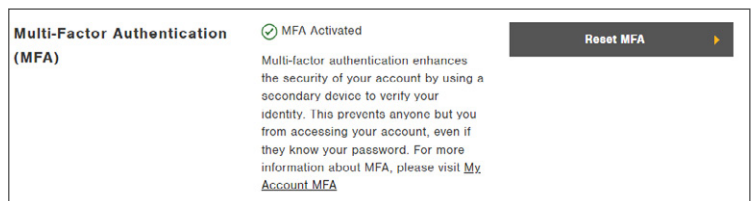
If you have changed the email address or phone number being used for one of your MFA options, you will need to Reset MFA and start over again.

NOTE: If you can no longer access the email or phone, you will not be able to login to My Account, please contact us at 1-877-362-7434 Monday to Friday 8:00 a.m. to 6:00 p.m. EST (closed holidays).

1. Login to My Account and click the **Manage My Account** tab.

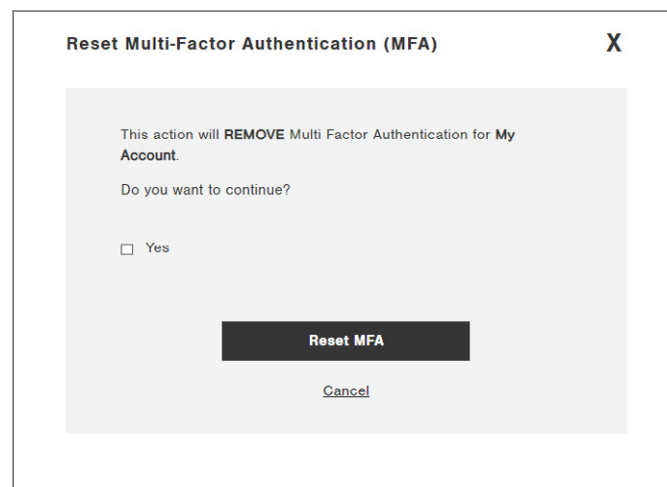
2. Scroll down to the **Multi-Factor Authentication** section.

3. Click **Reset MFA**.

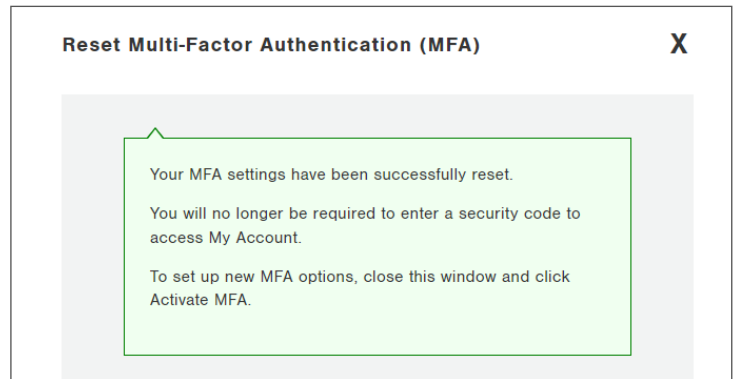


4. Click the **Yes** button to confirm you would like to reset your MFA settings.

5. Click **Reset MFA**.



6. A confirmation message will appear.



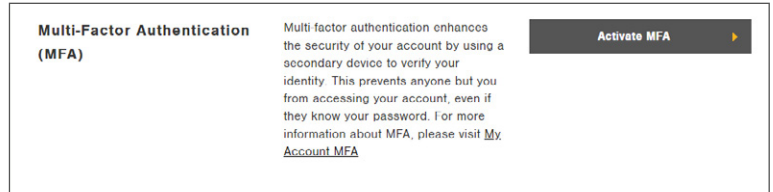
7. To set up MFA again, click the **Activate MFA** button.

Activate MFA within My Account

1. Login to My Account and click the **Manage My Account** tab.

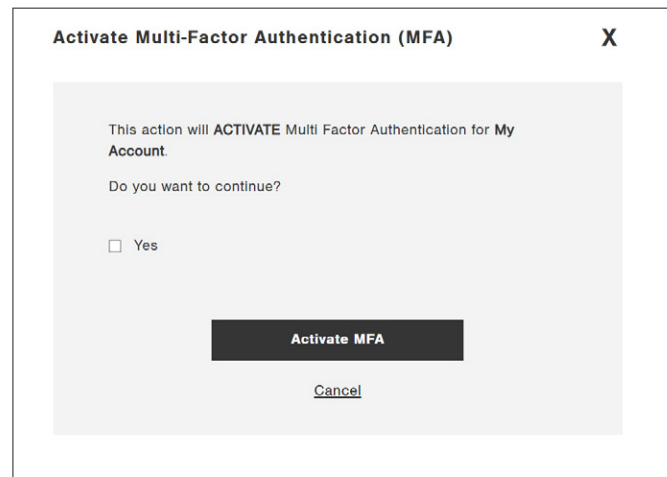
2. Scroll down to the **Multi-Factor Authentication** section.

3. Click **Activate MFA**.



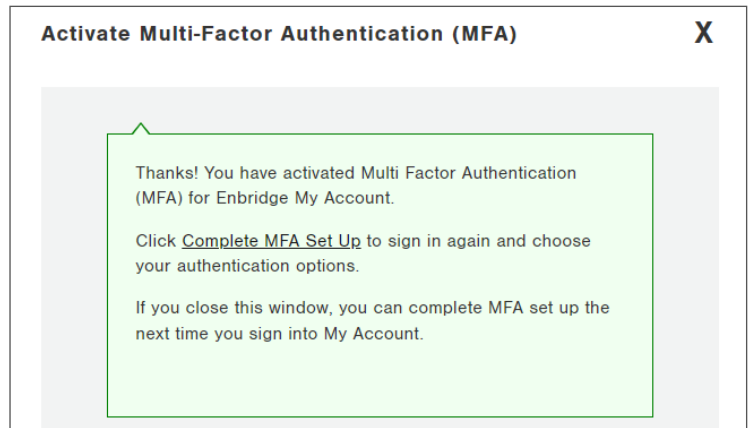
4. Click the **Yes** button to confirm you would like to reset your MFA settings.

5. Click **Activate MFA**.

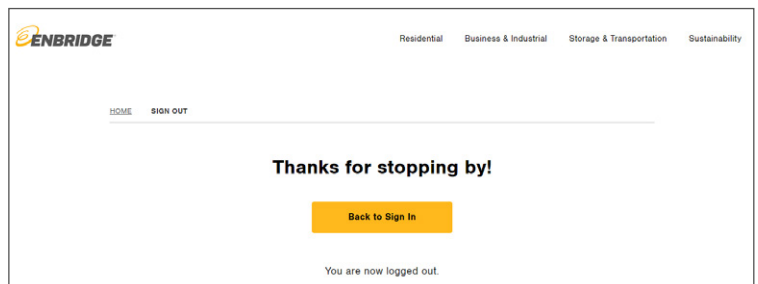


6. Click the **Complete MFA Set Up** link within the confirmation message to logout and set up your MFA options.

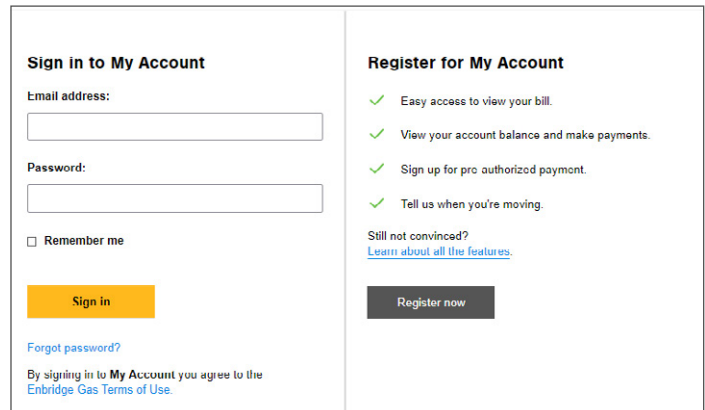
7. Click the **X** to return to My Account. You will be required to set up your MFA options the next time you log in.




8. Click **Back to Sign In**.




9. Login again.







10. You will be prompted to set up at least one of the four MFA options.

 My Account



Set up multifactor authentication

Your company requires multifactor authentication to add an additional layer of security when signing in to your Okta account

-  **Okta Verify**
Use a push notification sent to the mobile app.
-  **Google Authenticator**
Enter single-use code from the mobile app.
-  **SMS Authentication**
Enter a single-use code sent to your mobile phone.
-  **Email Authentication**
Enter a verification code sent to your email.