Under My Account, Click on Two-Factor Authentication

My Account

ℹ️ General Info

🏠 Addresses

📞 Contacts

👤 Characteristics

💲 My Dues

🔖 Service Ribbons

⊘ Security Clearance

👁️ Change Password

🔒 Two-Factor Authentication (2FA)

✏️ eServices PIN

🔲 Auto Renewal

⭐ Favorite Applications
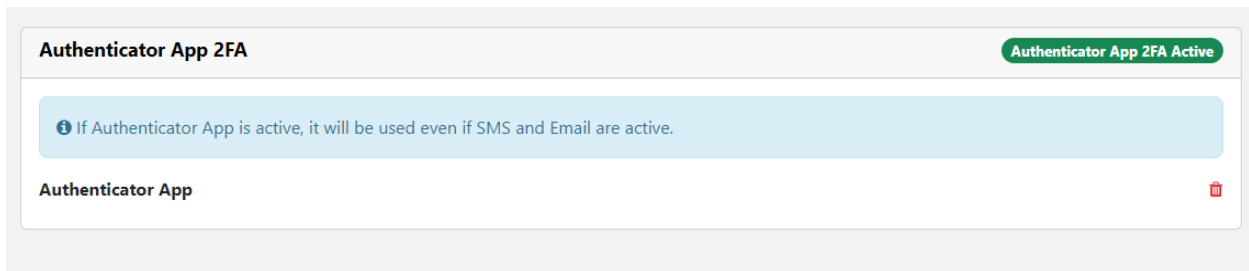
⏻ Logout
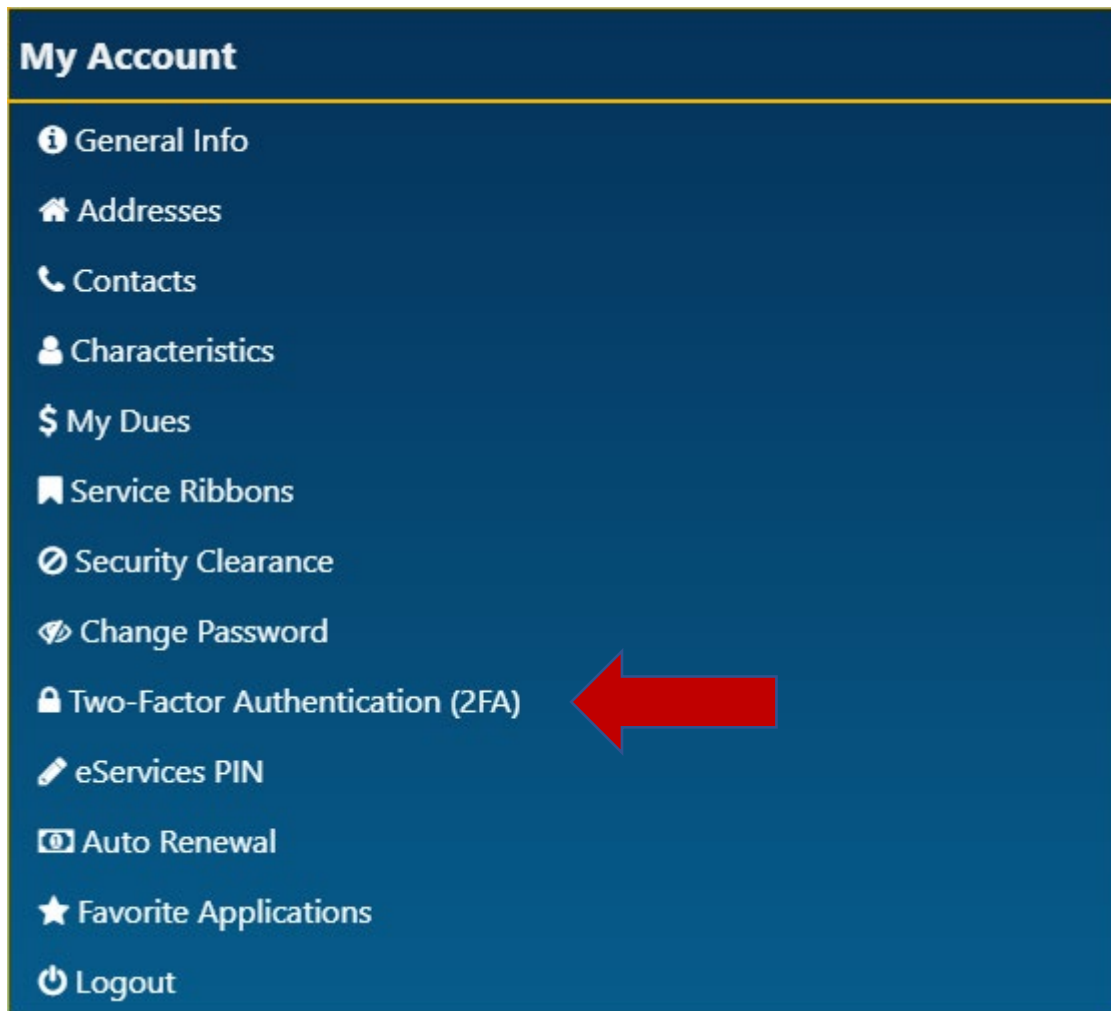
Use an authenticator application of your choice such as Microsoft Authenticator or Google Authenticator. You must download the authenticator application on your device prior to set up.

Authenticator App 2FA   Authenticator App 2FA NOT Active

> ⓘ If Authenticator App is active, it will be used even if SMS and Email are active.

<div align="center">Set up Authenticator App</div>
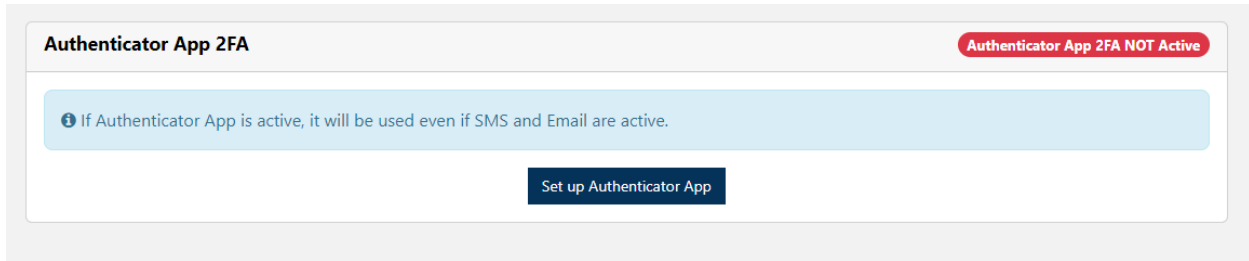
Open your authenticator application and either scan in the QR Code or Copy the code to enter manually. The authenticator application should return a six-digit code to enter in the eServices Authenticator modal. Click Verify.

Authenticator App   ✕

SCAN CODE IN AUTHENTICATOR APP

-OR-

COPY CODE AND ENTER IN AUTHENTICATOR APP

JGGAWGN2XPY4GEHY7HNONW2TVC...

-THEN-

Enter six-digit code

Verify   Close
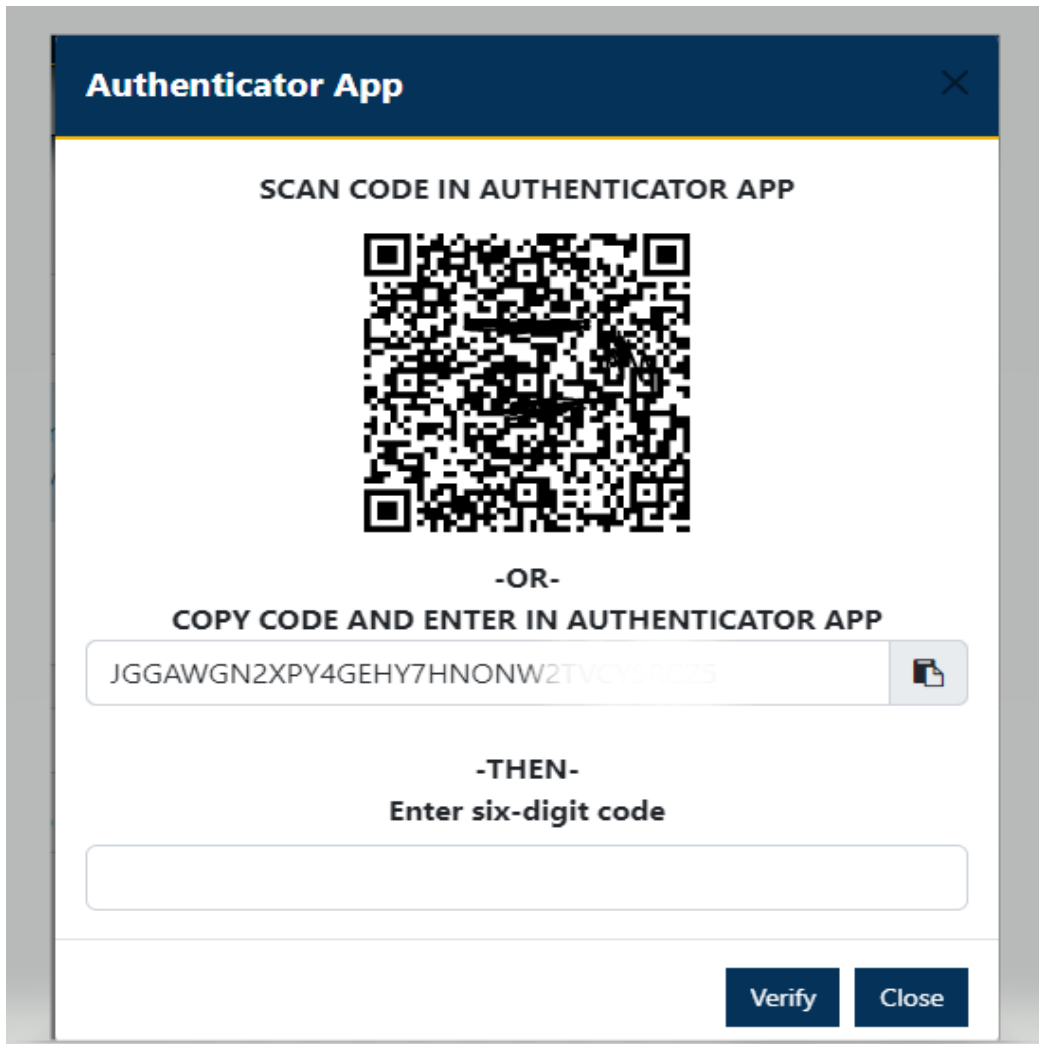
Once verified, the Authenticator App 2FA should turn Active.

Adding Phone Number – Add a phone number and click the plus button to send verification text
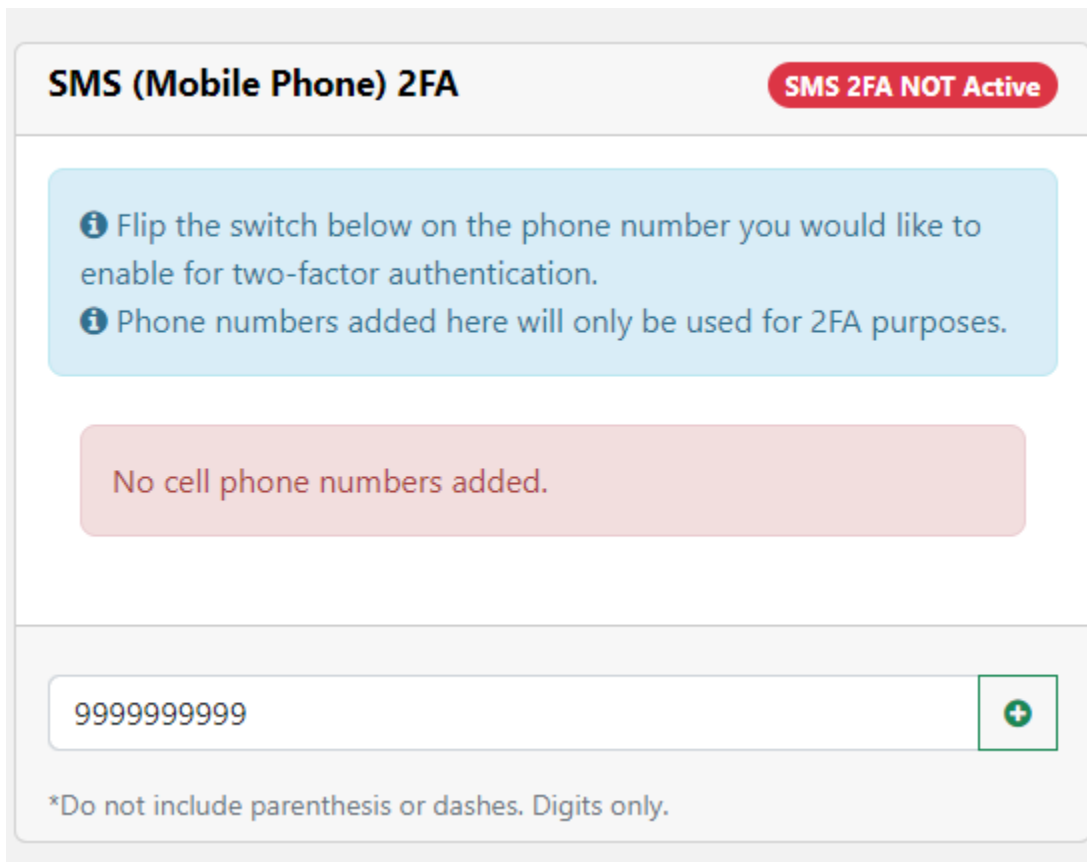
Enter the code send via text in the modal

Enter the code sent to your mobile phone below to confirm your phone number?

Verification Code

You can resend the code in 58 seconds   Confirm

There will be a red triangle next to the phone number until it is verified

SMS (Mobile Phone) 2FA   SMS 2FA NOT Active

ⓘ Flip the switch below on the phone number you would like to enable for two-factor authentication.
ⓘ Phone numbers added here will only be used for 2FA purposes.

⚠ **(***) ***-9999**   🗑
Resend Verification Code

*Add New Mobile Phone Number   ⊕

*Do not include parenthesis or dashes. Digits only.

Once verified the phone number can be enabled, disabled, or deleted for 2FA

SMS (Mobile Phone) 2FA

SMS 2FA Active

ⓘ Flip the switch below on the phone number you would like to enable for two-factor authentication.
ⓘ Phone numbers added here will only be used for 2FA purposes.

🔵 (***) ***-9999   🗑

*Add New Mobile Phone Number   ⊕

*Do not include parenthesis or dashes. Digits only.

Adding an email Address – Add an email address and click the plus button to send verification text

Email 2FA

Email 2FA NOT Active

ⓘ Flip the switch below on the email addresses you would like to enable for two-factor authentication.
ⓘ Emails added here will only be used for 2FA purposes.

No email addresses added.

Test@email.com   ⊕

An email will be sent with a link to verify the email address

Email 2FA   Email 2FA NOT Active

ⓘ Flip the switch below on the email addresses you would like to enable for two-factor authentication.
ⓘ Emails added here will only be used for 2FA purposes.

⚠   t****t@email.com   🗑

Add New Email Address   ➕

After clicking the link in the email, the email address can be enabled, disabled, or deleted for 2FA

Email 2FA   Email 2FA Active

ⓘ Flip the switch below on the email addresses you would like to enable for two-factor authentication.
ⓘ Emails added here will only be used for 2FA purposes.

🔵 t****t@email.com   🗑

Add New Email Address   ➕

Logging in – After clicking sign in on the login page, you will be asked to select a 2FA option. If only one verified contact has been setup, the code will automatically be sent to that contact.

Select an option below to send the MFA code.

○ t****t@email.com

○ (***) ***-9999

Submit

Enter the code sent to the contact selected. Remember this device option is good for 30 days.

A verification code was sent to (***) ***-9999. Enter the code below.

Enter Code

☐ Remember this device. Do not check this box if this is a shared computer.

Submit   Resend Code