

# Multi-Factor Authentication 2FA

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## Portal

As part of the [IRS](#)'s initiative to ensure tax professionals are protecting their client data, the IRS began mandating the use of multi-factor authentication on critical infrastructures. Setting up multifactor authentication adds an extra layer of security to your Portal account. MFA makes it more difficult for someone else to sign in with just a stolen password. It is designed to protect both tax professionals and taxpayers, multi-factor authentication means the returning user must enter two pieces of data to securely access the Portal.

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**Multi-Factor Authentication is now REQUIRED to access the Portal. You can use an authenticator application or receive an authentication code sent by email. It is important to complete the following directions for proper setup.**

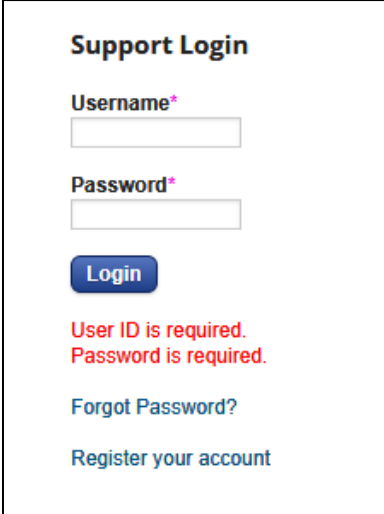
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## Setup Multi-Factor Authentication Application

You will need to download an authentication application; we recommend the Google Authenticator which can be found IOS App Store or the Google Play Store

### Use Google Authenticator Application

1. Use one of the links below to install the Google Authenticator application to your smartphone:
  - a. **Click the link** to use the [iOS App Store](#)
  - b. **Click the link** to use the [Google Play store](#)
2. Navigate to the Portal login screen:
  - a. **Enter** Username
  - b. **Enter** Password
  - c. **Click the Login Button** to generate your unique QR Code. **Note:** the QR code appears on initial login only or until it has been added to your Google App.
3. **Launch the Google Authenticator app** from your smartphone and **tap +** to add a new account.



**Support Login**

Username\*

Password\*

**Login**


User ID is required.  
Password is required.


[Forgot Password?](#)

[Register your account](#)

4. **Tap Scan a QR Code** on the app and align your phone's camera to scan the QR code that appears.
5. Once the QR Code is Scanned and Saved in Google Authenticator, **Click Continue to Login** button, the verify your account window will open.

**We need to verify your account:**

  Enter a code from an App

 Get a code emailed to:  
 email@company.com

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**\*\* IMPORTANT NOTE:** If you lose access to your two-factor authentication app, please call Tech Support.

6. **Select Enter code from an app** and **Click Continue**.
7. **Enter** the 6-digit code that is generated on the Google Authenticator app and **Click Continue**, you are now logged into the Portal. **Note:** that a new code is generated every 30 seconds.

**Enter the code from the app**

Confirmation Key

Having issues? [Google 2FA Support Page](#)


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## Use Email to Receive Multi-Factor Authentication Code

1. Navigate to the Portal login screen:
  - a. **Enter** Username
  - b. **Enter** Password
  - c. **Click the Login Button** scroll to the bottom of the screen and **Click Continue to Login.**
2. From the verify your account window, **Select Get code emailed to:** and **Click Continue**

We need to verify your account:

  Enter a code from an App

 Get a code emailed to:

email@company.com

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**\*\* IMPORTANT NOTE:** If you lose access to your two-factor authentication app, please call Tech Support.

8. **Enter** the 6-digit code that was emailed and **Click Continue**, you are now logged into the Portal. **Note:** that a new code is generated every 30 seconds.

3.

### Enter the code from the app

Confirmation Key

Having issues? [Google 2FA Support Page](#)

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