

# Tenant Portal

## Multifactor Authenticator User Guide

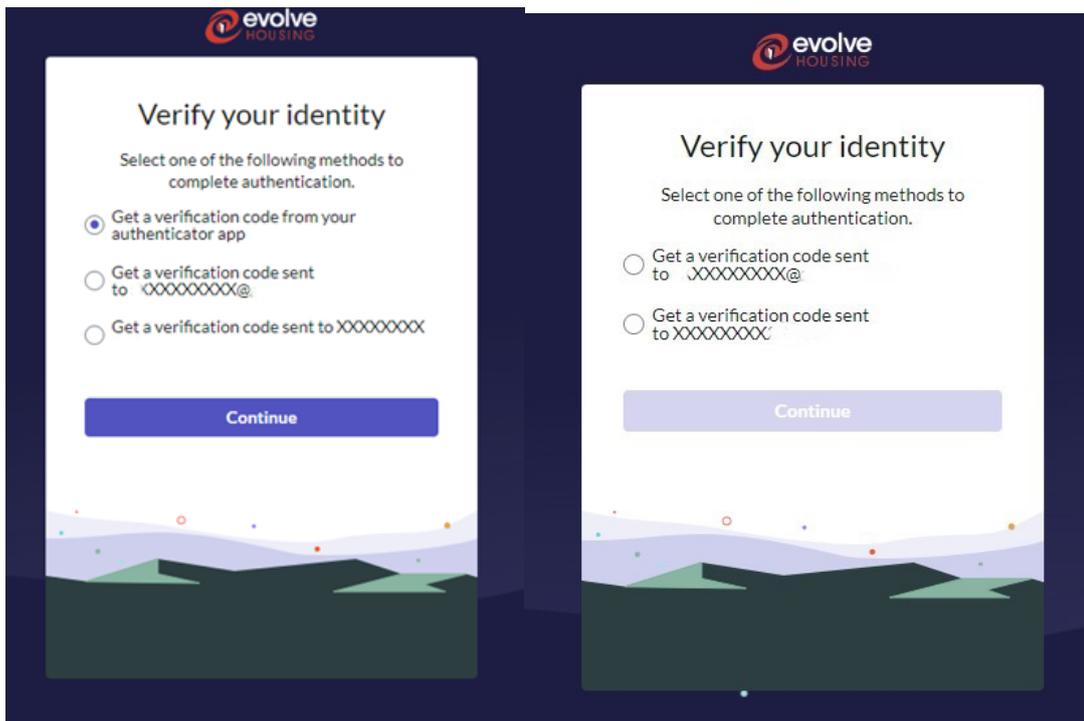


It is best practice these days to have a double layer of security when accessing personal information on the internet. We have installed multi-factor authentication on the Tenant Portal.

You can verify your identity using 1 of 3 methods

1. Using the authenticator app
2. Receive a verification code sent to your email account
3. Receive a verification code sent to your mobile phone

Residents who have been using the Tenant Portal for some time now and who have set up the authenticator app will see the screen on the left. Those who are new to using the Tenant Portal will see the screen on the right where only mobile phone and email options are available.



Screen on the left is for those residents who have set up the MFA App (option 1 in the list)

Screen on the right is for those residents who are new to the Portal (MFA via mobile or email only)

# Tenant Portal

## Multifactor Authenticator User Guide



### What you need to do

- Choose which the option from the list you prefer. The easiest option is to receive a code to your mobile phone or email account.
- Type in the code you receive into the field 6 digit verification code.
- Once you enter the code, you will gain access to the Tenant Portal and the homepage will display.

Some notes on the different methods of authentication.

### Authenticator app

If you choose 'Get a verification code from your authenticator app', the below window will be displayed. You can choose to stay logged in for 8 hours by checking the box highlighted below.

A screenshot of the Evolve Housing Multifactor Authenticator verification screen. The screen has a dark blue header with the Evolve Housing logo. Below the header, the text "Verify your identity" is centered. Underneath, it says "Enter the code displayed on your authenticator app". There is a label "6-digit verification code" above a text input field containing "XXX - XXX". Below the input field is a checkbox with a yellow highlight, labeled "Do not challenge for MFA on this browser for the next 8 hours". A blue "Verify" button is positioned below the checkbox. At the bottom, there is a link that says "Try another way to verify". The bottom of the screen features a decorative graphic of stylized hills in shades of green and blue.

### Mobile phone

# Tenant Portal



## Multifactor Authenticator User Guide

If you choose 'Get a verification code sent to <your phone number>', the below page will be displayed and you will get a 6-digit code on you registered mobile number.

Please note that the code is valid for 5 minutes, as displayed in the message at the top of the screen.

A 30-second counter started just below the verification code box. Please note that this counter is only for receiving the SMS code. If you don't receive the code within 30 seconds, you can click 'Resend Code', to receive another code, which will be valid for the next 5 minutes.