

## Frequently Asked Questions for Resetting or Setting Up Multi-factor Authentication (MFA) for EP Products

**Q: I've used MFA for EP products before. How do I reset MFA?**

A: We have a step-by-step guide to help:

[Resetting Multi-factor Authentication](#)

Need more help resetting? Contact EP Support at 818-955-6300.

**Q: I've never used MFA for EP products. How do I set up MFA for the first time?**

A: We have a step-by-step guide to help:

[Setting Up Multi-factor Authentication](#)

Need more help setting up? Contact EP Support at 818-955-6300.

**Q: Why do I have to use MFA?**

A: If you are prompted to use MFA, a project, studio, or product requirement is in place for your EP Account. Your EP Account is the email address and password you use to sign in to EP products. MFA makes your EP Account more secure. An extra step to verify your identity means more protection for your information, including personally identifiable information (PII) and intellectual property (IP).

If you need to reset or set up your MFA, we have step-by-step guides to help:

[Resetting Multi-factor Authentication](#) — Use if you already have MFA set up.

[Setting Up Multi-factor Authentication](#) — Use if you do not have MFA set up.

**Q: How do I know if I need to reset or set up MFA?**

A: You are prompted when you sign in to an EP Product if you are required to reset or set up MFA. If you don't receive a notification when signing in, you don't have to do anything.



If you do need to reset or set up your MFA, we have step-by-step guides to help:

[Resetting Multi-factor Authentication](#) — Use if you already have MFA set up.

[Setting Up Multi-factor Authentication](#) — Use if you do not have MFA set up.

**Q: I don't see anything telling me to reset or set up my MFA. Do I still need to do it?**

A: Most EP product users are not using MFA. If you don't see a prompt to reset or set up your MFA, there's nothing you need to do. All you will notice is a minor design change to your sign-in screen.

**Q: What authentication apps can I use for EP products?**

A: Use Authy desktop/mobile, Duo, Google Authenticator, PingID, or Okta Verify.

We also have step-by-step guides with screenshots for Google Authenticator, PingID Mobile App, PingID desktop app, and PingID using email.

[Resetting Multi-factor Authentication](#) — Use if you already have MFA set up.

[Setting Up Multi-factor Authentication](#) — Use if you do not have MFA set up.

**Q: Which authentication app is best for me?**

A: It comes down to preference. Here are some points to consider:

- EP products use the PingID workflow for MFA. PingID works with different authentication apps but favors the PingID Mobile App. This option has the fewest setup steps.
- Google Authenticator might be the best option if you used it before — the setup will be familiar to you.
- If you often work from a desktop and don't want to host an authentication app on a mobile device, Ping Desktop App is a good fit.
- If you don't want to host an authentication app on your desktop or mobile device, go for PingID using email.

**Q: Can I use SMS or voice-based authentication?**

A: These options are not available.

**Q: Should I use my personal device or my production-issued device?**

A: While you can use either, check with your studio/production on their preferences and requirements.

**Q: Do I have to set up MFA for each email address I use for accessing EP products?**

A: If you access EP products using different email addresses, you will need to set up MFA for each email.

**Q: My sign-in screen changed after I reset or set up my MFA. Can you help me understand why?**

A: EP made changes to your sign-in screen to keep how you access EP products seamless. With these changes, you sign in once with your email address. After that, your email address automatically displays when you sign in for seven days. This means you won't need to enter your email address as often.

Here's how it works: From your sign-in screen, click to choose your account (select your email address). Or click the link to use another one. Enter your password and then click **Sign in** to access your EP product.

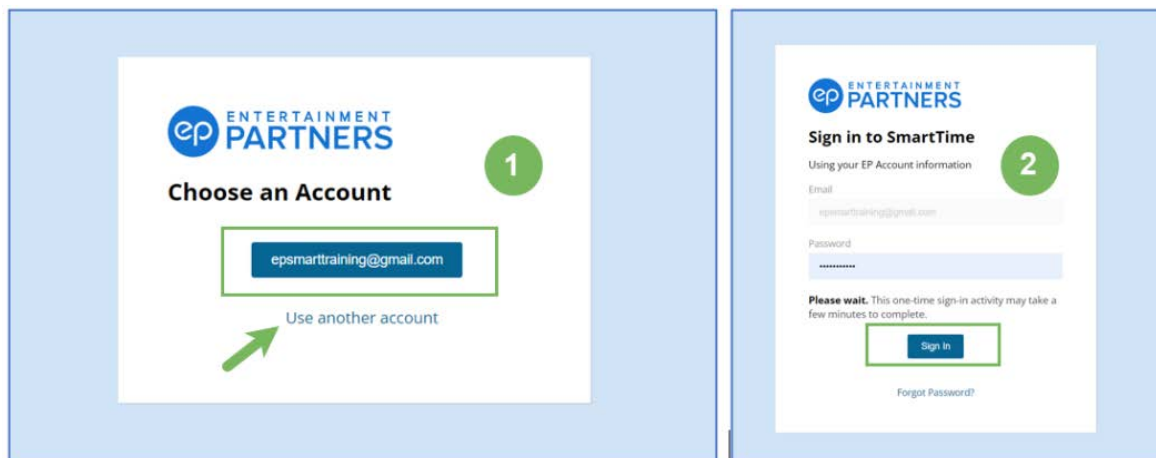


Figure 2: Sign-in screen