

Click to jump to the instructions that apply to you.

[I already use MFA on other EP products](#)

[I need to set up MFA for the first time](#)

Signing in to SmartAccounting (Citrix) Using Existing MFA

Follow the steps below or watch the video guide.



Video guide:
(51 sec)

- Step 1** Go to <https://connect.ep.com> or follow the links provided in the email if you received an Action Required email from EP at products_no_reply@ep.com.

Note: Depending on your territory, your usual sign-in link might be <https://connect-eu.ep.com/> or <https://connect-au.ep.com/>. Refer to your emailed links.

- Step 2** You'll find the same sign-in screen that you use for your other EP products. Enter the email address associated with your EP Account and click **Continue**.

- Step 3** On the second screen, enter your password and click **Sign In**.



Figure 1: Sign-in screen before, Sign-in screen now



Step 4 On the MFA prompt screen, enter the MFA passcode generated by the same authentication method you use for your other EP products.

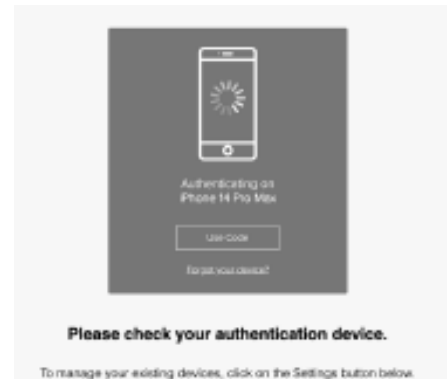


Figure 3: MFA prompt screen

Step 5 Your sign-in proceeds as usual.

First Time MFA for SmartAccounting (Citrix)

Follow the steps below or watch the video guide.



Video guide:
(1 min 29 sec)

Step 1 Go to <https://connect.ep.com> or follow the links provided in the email if you received an Action Required email from EP at products_no_reply@ep.com.

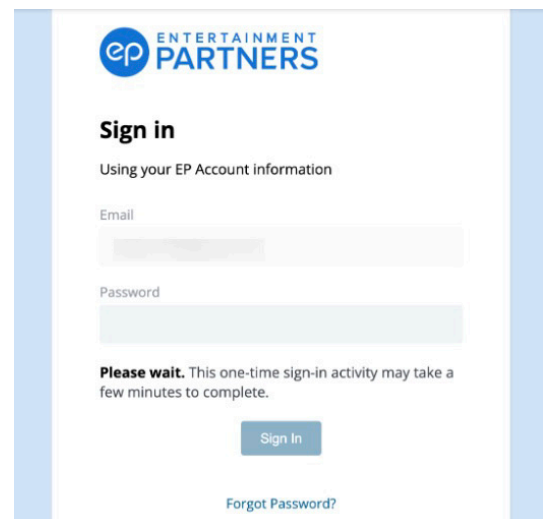
Note: Depending on your territory, your usual sign-in link might be <https://connect-eu.ep.com/> or <https://connect-au.ep.com/>. Refer to your emailed links.

Step 2 You'll find the same sign-in screen that you use for your other EP products. Enter the email address associated with your EP Account and click **Continue**.



Figure 1: Sign-in screen before, Sign-in screen now

Step 3 On the second screen, enter your password and click **Sign In**.



Enter Password, Sign In



Step 4 The Welcome screen displays. Click **START** to begin your MFA setup.

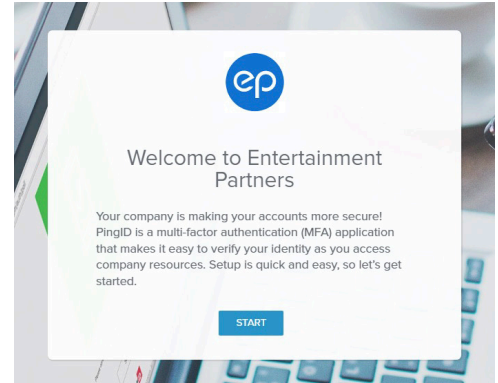


Figure 3: Welcome screen

Step 4 On the Add Device screen, choose your method for generating your MFA passcode. Use the PingID Mobile app (default) or select another option under Other Authentication Methods. For detailed setup instructions for each option, go to www.ep.com/mfa/general

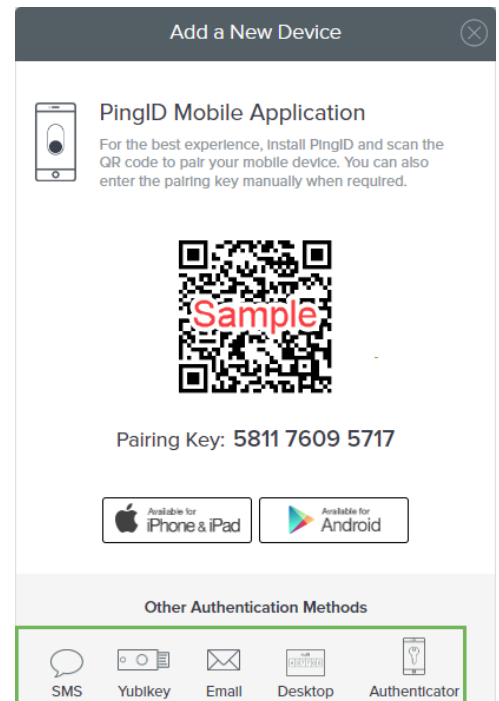


Figure 4: Add a New Device screen sample