

Click to jump to the instructions that apply to you.

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

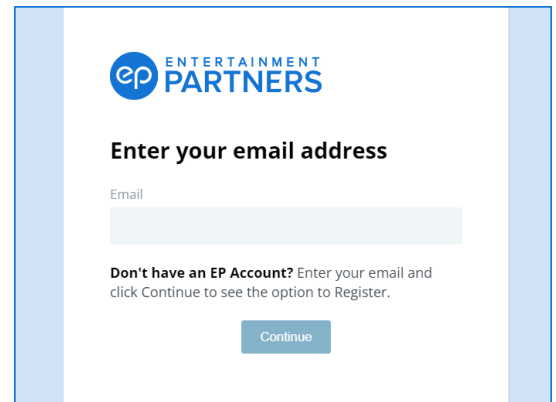
[I need to set up MFA for the first time.](#)

Signing in to EPOL and EP Live using existing MFA

Step 1 Sign in to EPOL and EP Live via your Amazon Appstream 2.0 (AWS) desktop icon, or follow the links provided by EP Support during setup.

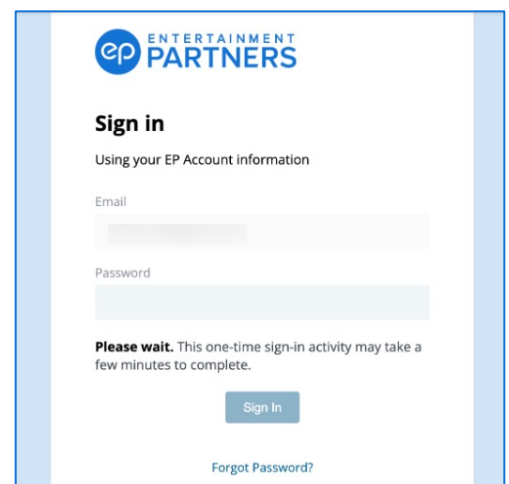
Step 2 You'll find the same sign-in screen that you use for your other EP products. Enter the email address associated with your EP Account and click Continue.

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



The screenshot shows the Entertainment Partners sign-in interface. At the top left is the 'ep ENTERTAINMENT PARTNERS' logo. Below the logo, the heading 'Enter your email address' is displayed. Underneath is an 'Email' input field. A note below the field reads: 'Don't have an EP Account? Enter your email and click Continue to see the option to Register.' At the bottom center is a blue 'Continue' button.

Figure 1: Enter email address



The screenshot shows the Entertainment Partners sign-in interface. At the top left is the 'ep ENTERTAINMENT PARTNERS' logo. Below the logo, the heading 'Sign in' is displayed, followed by the sub-heading 'Using your EP Account information'. There are two input fields: 'Email' and 'Password'. Below the fields is a note: 'Please wait. This one-time sign-in activity may take a few minutes to complete.' At the bottom center is a blue 'Sign In' button. At the bottom right is a link for 'Forgot Password?'.

Figure 2: Enter Password

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

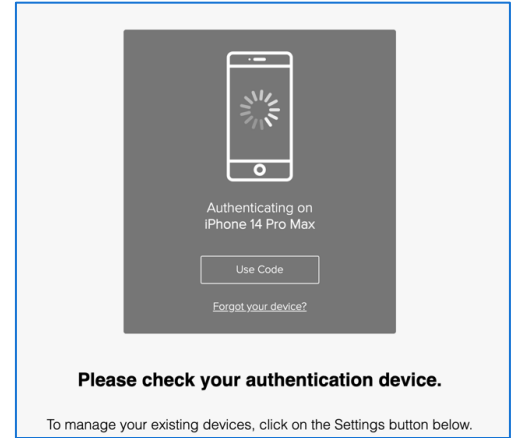


Figure 3: MFA prompt screen

Step 5 Your sign-in proceeds as usual.

📍 First Time MFA for EPOL and EP Live

Follow the steps below or watch the video guide.



Video guide:
(1 min 11 sec)

Step 1 Sign in to EPOL and EP Live via your Amazon Appstream 2.0 (AWS) desktop icon, or follow the links provided by EP Support during setup.

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**.

Don't have an EP Account? Go to <https://www.ep.com/support/login> for more information.

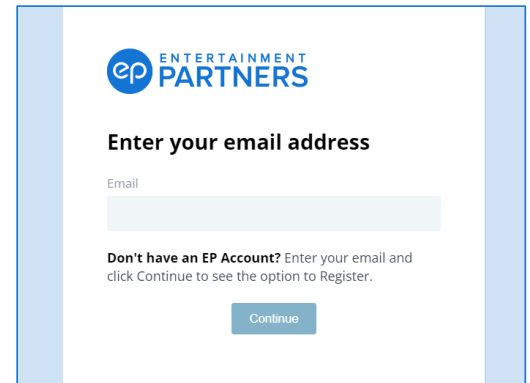


Figure 1: Enter email address

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

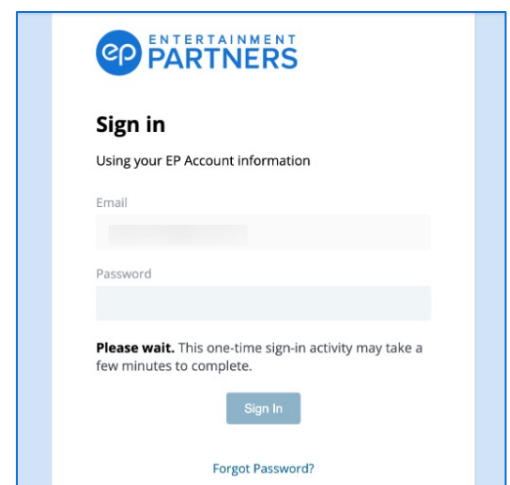


Figure 2: Enter Password

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

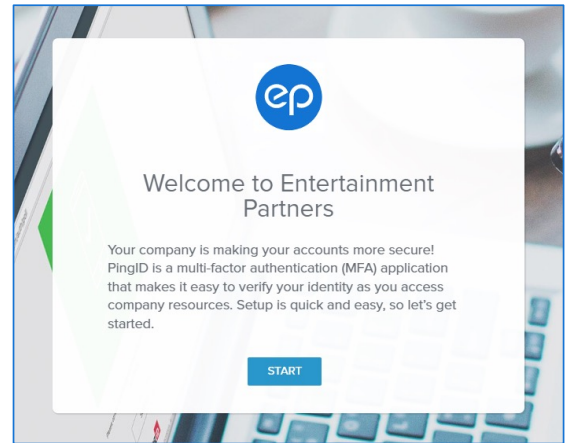


Figure 3: Welcome screen

Step 5 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.

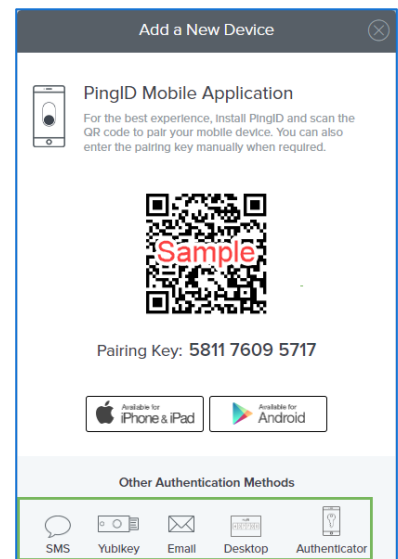


Figure 4: Add a New Device screen sample