# Multi-factor Authentication (MFA): Forgot Device

If you set up MFA but don't have your device, you can get a one-time passcode via email to sign in and access your EP products. Once you have your device, you can go back to accessing your passcode as usual.

## Forgot Device - How to Get a One-Time Passcode via Email

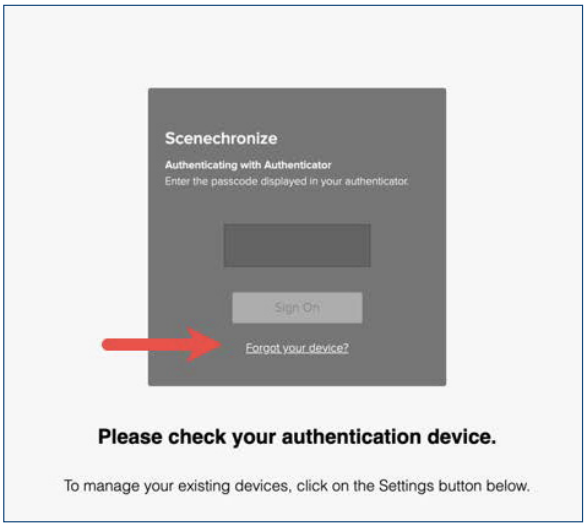
After you sign in to your EP product with your EP Account username (email address) follow the steps below to get your one-time passcode.

If you no longer have access to your device (got a new phone, etc.) or deleted or updated your authentication app, click here for directions on how to permanently reset your MFA.

STEP 1

If you don't have access to the device where you usually get your passcode:

1. Click the "Forgot your device?" link.




*Sample screen only. Your screen may vary.*

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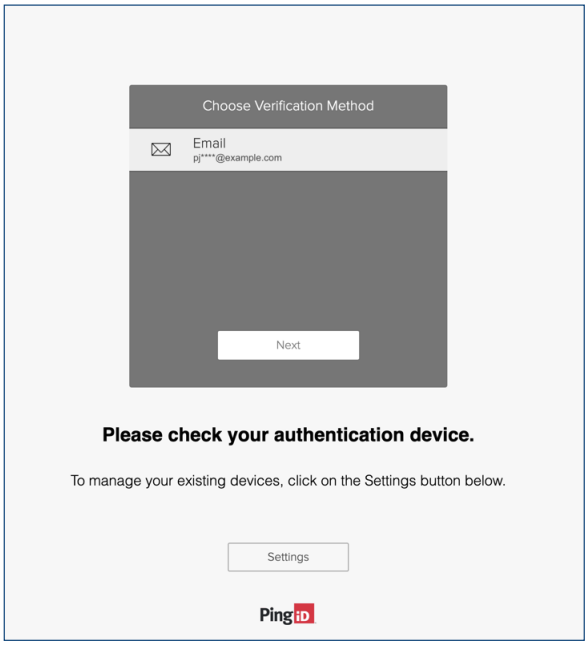
STEP 2

**2.** The system confirms your email address. Click **Next**.




*Sample screen only. Your screen may vary.*

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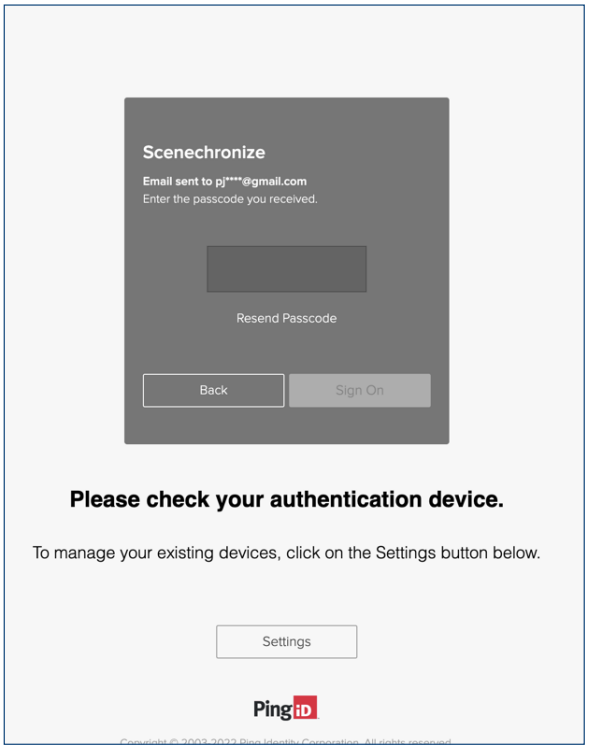
STEP 3

**3.** A confirmation message displays letting you know you were sent an email. This email contains your passcode.

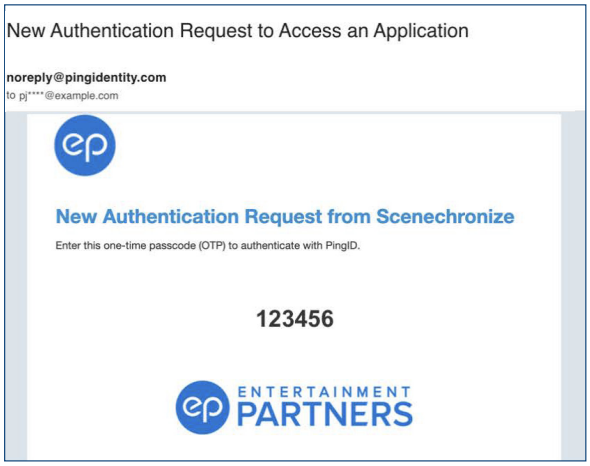



*Sample screen only. Your screen may vary.*

STEP 4

**4.** Look for the email with your passcode in your inbox.

**Note:** Don't see the email with your passcode? Check your spam or other folders. After a few minutes, click **Resend Passcod**e.




*Sample screen only. Your screen may vary.*

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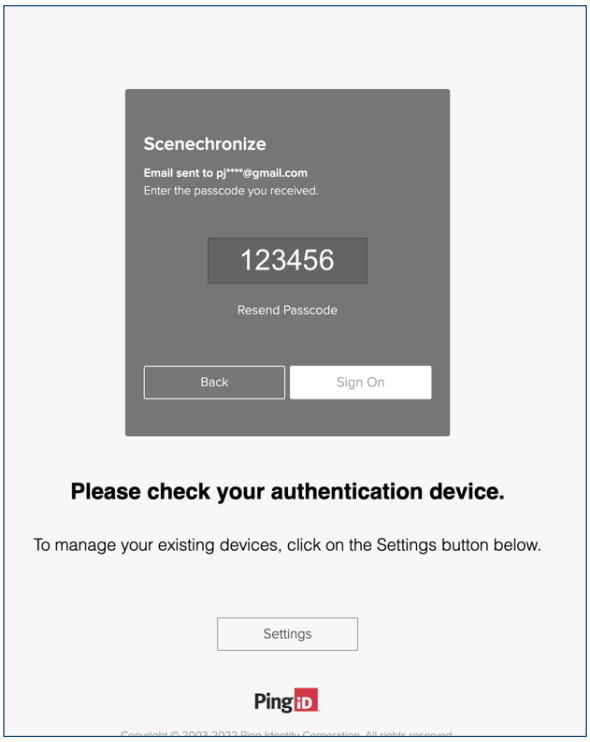
STEP 5

**5.** Enter the passcode from the email in the authentication screen and click **Sign On**. Emailed codes are only valid for a few minutes.




*Sample screen only. Your screen may vary.*

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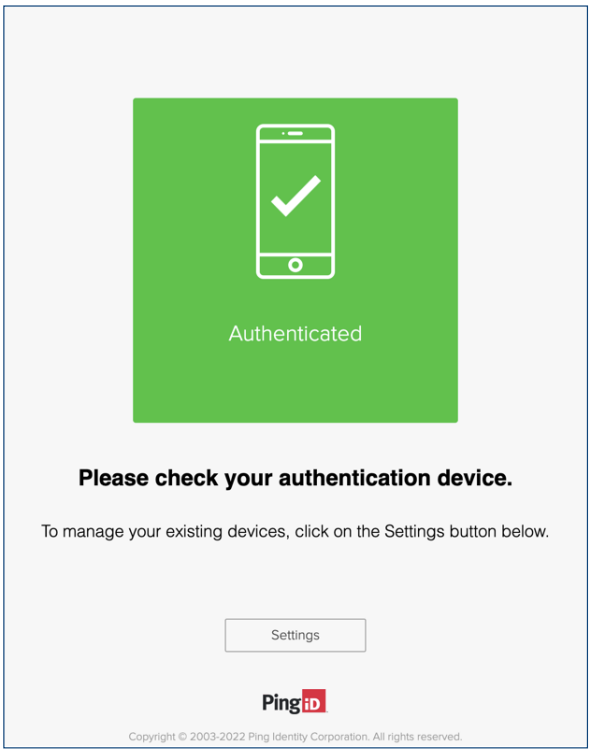
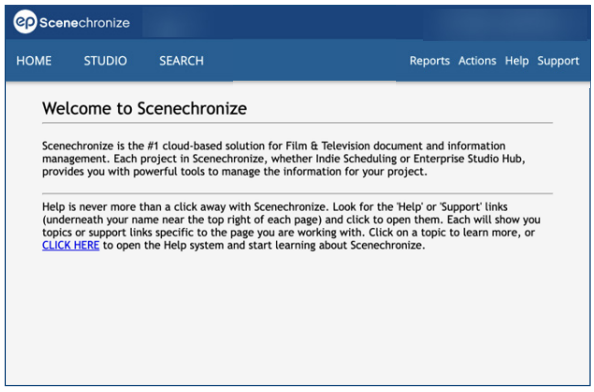
STEP 6

**6.** The Authenticated screen means success. The system signs you in.




*Sample screen only. Your screen may vary.*




*Sample screen only. Your screen may vary.*