

Resetting Multi-factor Authentication (MFA) Using Google Authenticator

Within your EP products multi-factor authentication (MFA) may be required. MFA is a one-time passcode you enter each time you sign in to help keep your information protected.

If you have been prompted to reset your MFA when you sign in to your EP products, below is an overview of the process if you choose to use Google Authenticator.

Getting started:

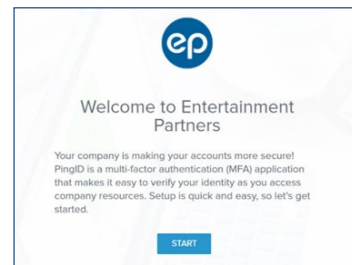
Download the app: **To complete MFA using Google Authenticator, download and install the Google Authenticator app to your mobile device.** You can get the app from the App Store for iPhone or the Play Store for Android. (You can also download and use Authy desktop/mobile, Duo, or Okta Verify but they are not covered in these guides.)



Already use Google Authenticator: Your new MFA account will be named “EP” followed by your email address. You can use the same MFA across all EP products if you are using the same email for each product.

Steps to reset:

1. Sign in to your EP product with your username and password. You’ll be taken to the Welcome multi-factor authentication screen. Click **START**.

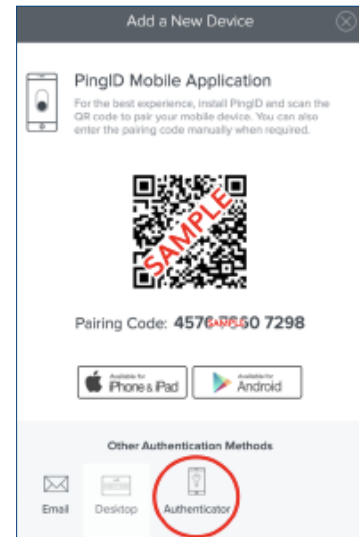


STEP 1

Resetting Multi-factor Authentication (MFA) Using Google Authenticator (Continued)

STEP 2

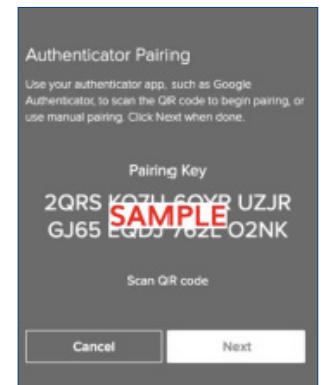
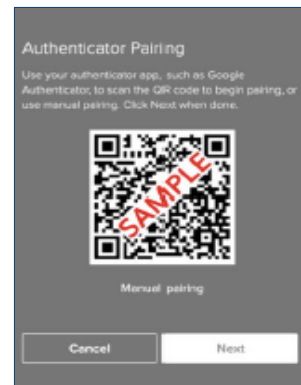
2. The Add a New Device screen opens. DO NOT scan the QR code. Instead select **Authenticator** in the lower right corner.



STEP 3

3. From your mobile device, open the Google Authenticator app (or the authentication app of your choice.) Scan the QR code. Once you scan the QR code, the passcode displays.

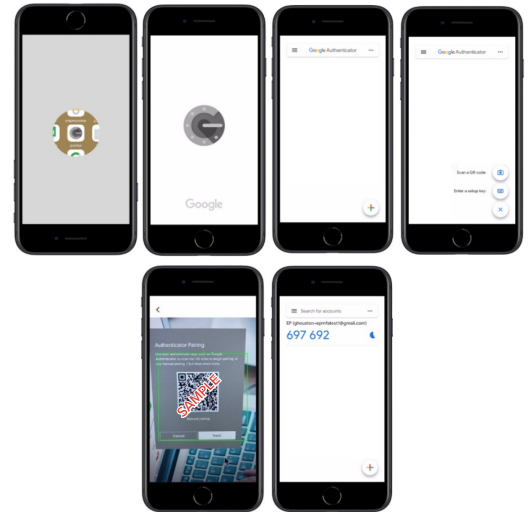
If you can't scan the QR code, enter the 12-digit Pairing Code.



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STEP 4

4. Then, click **Next** on the Authenticator Pairing screen. Enter the Google Authenticator passcode (or passcode from another authentication app) into the Verification screen.



STEP 5

5. Click **Next** on the Verification screen to complete. You can now use Google Authenticator or other authentication app for your one-time passcode to access your EP products.

Note: Have an older account set up in Google Authenticator or another authentication app to meet earlier MFA requirements? Be sure to delete your older account to avoid confusion. Steps to delete vary. Go to your authentication app's help for more.

