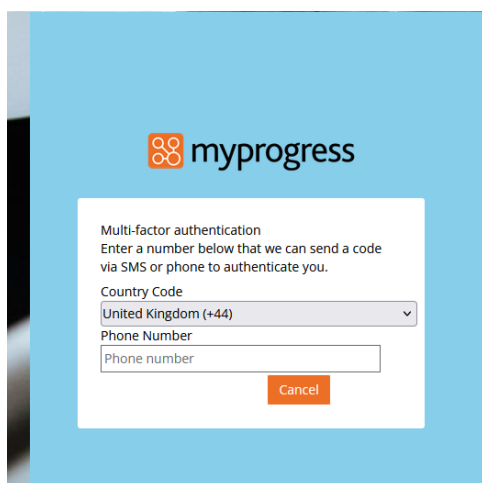


# Multi-Factor Authentication (MFA) Guide for Non Single Sign On (SSO) users


## First time logging into your multi-factor authentication (MFA) account

Once your account has been set up by a course administrator, you'll need to sign into your account by clicking on the 'sign in' button on the MyProgress landing page. Once prompted, type in your username and password and click the 'sign in' button. This will then load the MFA screen, asking for your mobile/cell phone number.



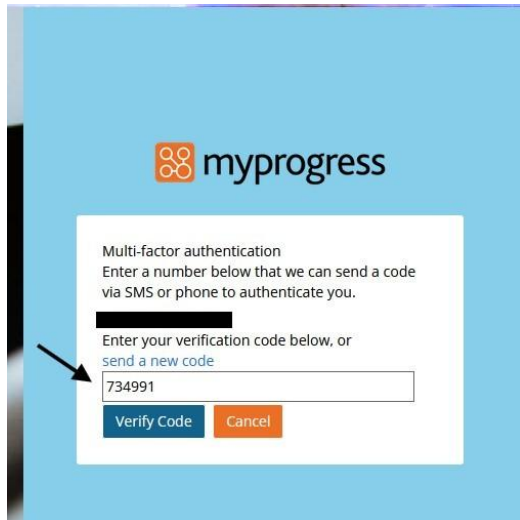
The screenshot shows the MyProgress logo at the top. Below it is a white box titled "Multi-factor authentication" with the instruction "Enter a number below that we can send a code via SMS or phone to authenticate you." There are two input fields: "Country Code" with a dropdown menu showing "United Kingdom (+44)" and "Phone Number" with a text input field containing "Phone number". A red "Cancel" button is located at the bottom right of the form.

You can change the country code to whichever one is relevant to you. Type in your phone number and then click on the 'send code' option. If you choose the 'call me' option, you'll receive a call which will provide you with the verification code.



This screenshot is similar to the previous one but includes three buttons at the bottom of the form: "Send Code" (highlighted with a red box and an arrow), "Call Me" (blue), and "Cancel" (red). The "Phone Number" field is now filled with a blacked-out number.

Once you've clicked on 'send code', you will receive a text message which will provide you with a code. In this text message, it will read something like the following, "Use verification code xxxxxx for EPAD authentication". Type in the code and click on the 'verify code' button which will log you into MyProgress.



### After logging out of your account

If you've already completed the above steps and have logged out of your account, when you log back in, you'll be presented with the multi factor authentication screen again, but this time it will show you the last four digits of your mobile/cell phone number.

You'll need to choose either the 'send code' option or the 'call me' option, add the verification number provided to you and click on the 'verify code' button.

