SIGN-IN SECURITY

Setting Up a Multi-Faction Authentication(MFA)

A passkey is the preferred way to sign in. Approve it with a fingerprint, face, or device PIN. If this device can't make one, set up an authenticator app later in this guide.

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Choose how you'll sign in

You need one of these before you can continue. Start with a passkey. Use an authenticator app only if a passkey isn't available.

PK

Passkey

- Preferred method
- Fingerprint, face, or PIN
- No app and no code to type

OTP

Authenticator app

- If a passkey isn't offered
- A code that changes every 30 seconds
- Google or Microsoft Authenticator

You only need one. Follow the passkey steps unless your device can't create one.

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What is a passkey?

A passkey is the preferred way to sign in. Your device confirms it's you with a fingerprint, face, or PIN. There's no six-digit code to copy.

1st

Use this first

Set up a passkey when this device offers it. An authenticator app is only the fallback.

Site

Only this site

It works here and nowhere else. A fake sign-in page can't ask your device to use it.

Key

It stays with you

The secret stays on this device or in your password manager. It isn't a code you can read out.

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PASSKEY · STEP 1 OF 4

Add a passkey

1. Sign in. The setup screen stays up until you finish.
2. Choose the passkey. It's the preferred option on that screen.
3. Select Add passkey and leave this browser tab open.
4. Don't see a passkey option? Continue with the authenticator steps.

Before you can continue

The setup screen stays up until a passkey or an authenticator is in place. Use the passkey if it's offered.

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PASSKEY · STEP 2 OF 4

Approve it on your device

1. Confirm the prompt from your browser or device.
2. Use a fingerprint, face, PIN, or a hardware security key.
3. Save it on this device, or in the password manager you're offered.
4. Name it if asked — Work laptop or iPhone is enough.

Only a prompt you started

The request comes from your browser or device, on this page. Don't approve a passkey prompt from email or chat.

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PASSKEY · STEP 3 OF 4

Sign in with the passkey

1. Sign out, then open the sign-in page again.
2. Choose Sign in with a passkey, or accept the browser prompt.
3. Approve on that device. A computer may show a QR code for your phone.
4. You should get in with no 6-digit code. Setup is complete.

That finishes setup

A sign-in with no 6-digit code means setup is complete. You can skip the authenticator slides.

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PASSKEY · STEP 4 OF 4

Add a spare, or switch

1. On another device you use, select Add passkey again.
2. Name it so you can tell them apart. You can remove one later.
3. A second passkey helps if this device is lost or replaced.
4. If a passkey won't save, set up an authenticator app instead.

The other path

If the browser says passkeys aren't supported, use the authenticator steps next. They enroll a TOTP token instead.

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AUTHENTICATOR APP

Or set up a TOTP token

Use this when a passkey isn't available. Install an authenticator app, then scan the QR code or type the setup key. Skip the rest if your passkey sign-in already works.

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What is a TOTP authenticator?

This is the alternative to a passkey. TOTP is a six-digit code from an app on your phone. It changes every 30 seconds and proves you have that device.

30s

A new code every 30 seconds

Each code is only valid for about 30 seconds, then the app quietly generates the next one.

⚡

No internet required

Codes come from the time plus a secret key — no signal, no data connection needed.

2

Two things, not one

Signing in now needs something you know (your password) and something you have (your phone).

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Pick an authenticator app

Use this path only if a passkey isn't available. These two apps work the same way, and so do most others.

G

Google Authenticator

- Free, from Google
- Scan or type to add accounts
- Optional backup to your Google Account

MS

Microsoft Authenticator

- Free, from Microsoft
- Scan or type to add accounts
- Push-notification sign-in for Microsoft accounts

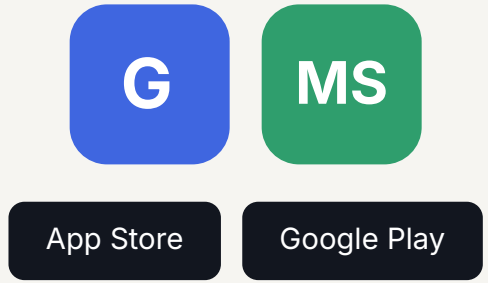
Also works the same way: Authy, 1Password, Duo, and most password managers with a built-in authenticator.

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AUTHENTICATOR · STEP 1 OF 6

Install the app

1. Open the App Store (iPhone) or Google Play (Android)
2. Search for "Google Authenticator" or "Microsoft Authenticator"
3. Tap Install, then Open once it finishes
4. Allow camera access when it's requested — you'll need it to scan QR codes



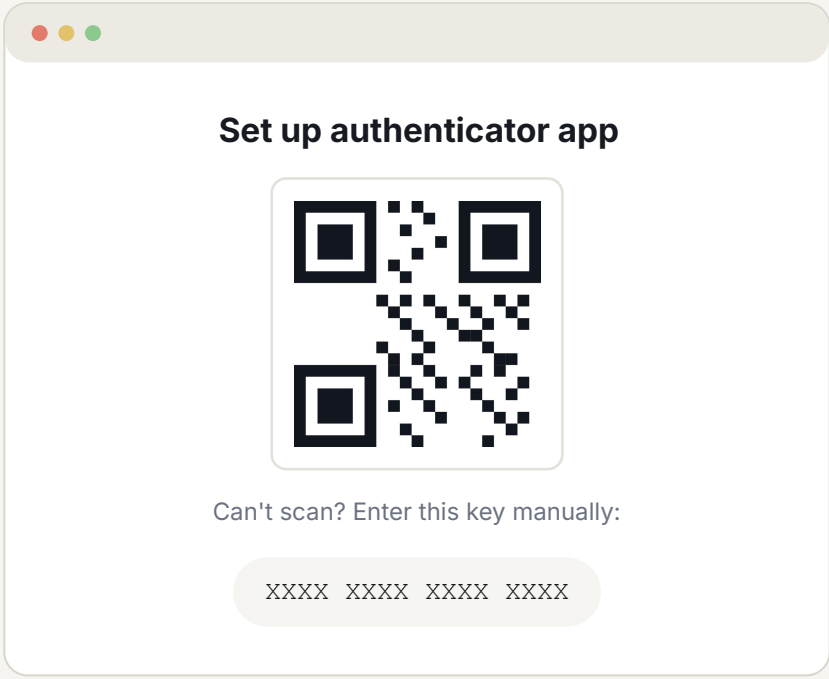
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AUTHENTICATOR · STEP 2 OF 6

Open authenticator setup

1. Choose the authenticator option, not the passkey.
2. On that screen, either:
    - Scan the QR code with the app on your phone.
    - Type the key if the camera can't see the screen.

You can't continue into the application until a passkey or an authenticator is set up.

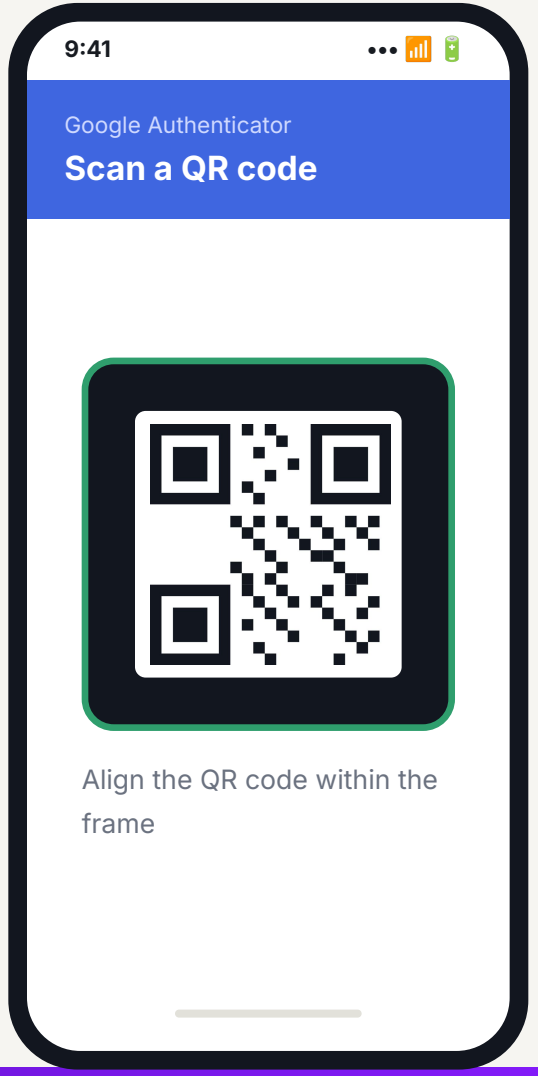


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AUTHENTICATOR · STEP 3 OF 6

Scan the QR code

1. Open the authenticator app
2. Tap the + button to add an account
3. Choose "Scan a QR code"
4. Point your camera at the code on your screen
5. The account appears in your list automatically

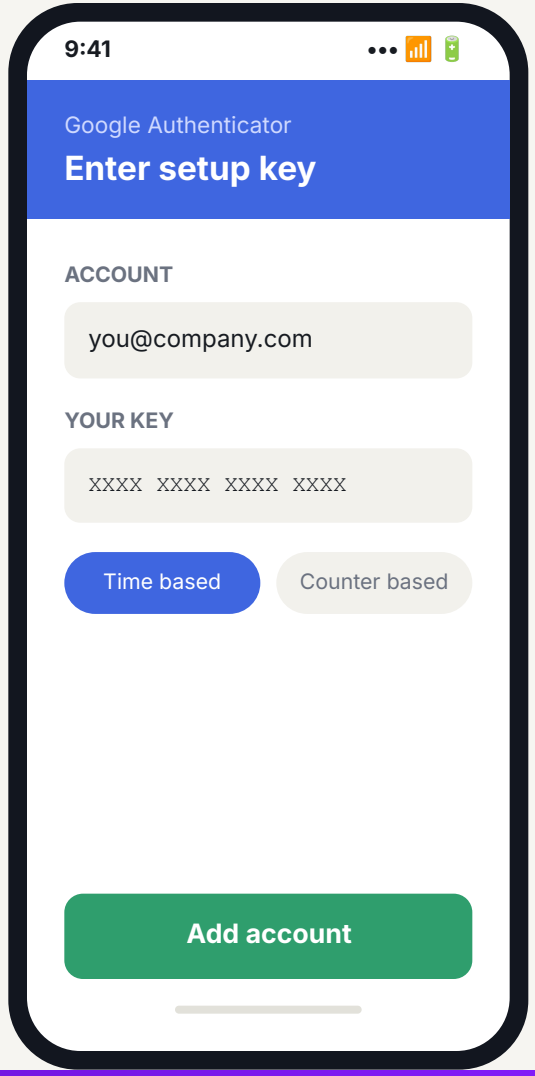


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...or enter the key manually

1. In the app, tap + then "Enter a setup key"
2. Type an account name you'll recognize (e.g. your email)
3. Type or paste the secret key shown on the website
4. Leave the type set to "Time based"
5. Tap Add to save it

Use this when the code and your phone's camera aren't on the same device — for example, setting up 2FA from a work laptop with no webcam.

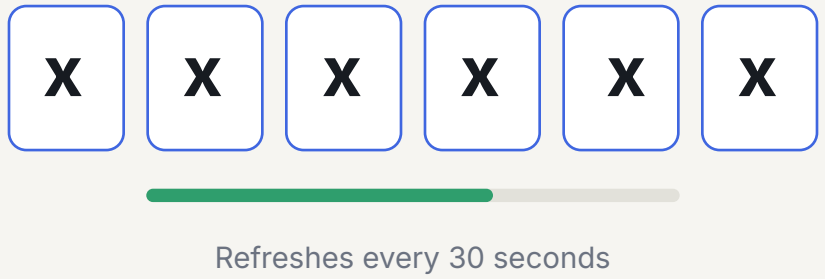


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AUTHENTICATOR · STEP 5 OF 6

Confirm the code

Back on the website, click continue and type the current 6-digit code shown in the app to confirm the pairing worked.



If the code expires before you finish typing, just use the next one — no need to start over.

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AUTHENTICATOR · STEP 6 OF 6

Save your backup codes

When authenticator setup finishes, save the one-time backup codes. You'll need one if you ever lose the phone that holds the token.

BACKUP CODES (THESE ARE EXAMPLE CODES, DO NOT USE THEM)

```
4F82 - 9K3L   K3ZP - 6D2Y
7Q1D - X6MP   8M1L - QW7J
2H9A - T4RS   R4VB - N9F5
N5CV - 8U0E   0XT2 - HL3C
```

Store these offline

Write them down, print them, or keep them in a password manager. They're usually shown only once — if this screen closes, they're gone.

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Tips & troubleshooting

- Passkey prompt missing? Use Chrome, Edge, Safari, or Firefox, and turn on a PIN, fingerprint, or face unlock.
- Codes don't match? Set the phone's date and time to automatic — authenticator codes depend on the clock.
- New phone? Add a passkey on it before you erase the old device.
- Never share a passkey prompt, a 6-digit code, or a setup key — even with someone from support.

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You're set up

PASSKEY

- Added a passkey
- Approved it on your device
- Signed in without a code

OR AN AUTHENTICATOR

- Installed an authenticator
- Confirmed a 6-digit code
- Saved the backup codes

Next time, sign in with your passkey or a code from the app.

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