

MFA Troubleshooting

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[I want to set up MFA on a second/new device](#)

[How does Multifactor Authentication \(MFA\) work in the NIFC Org?](#)

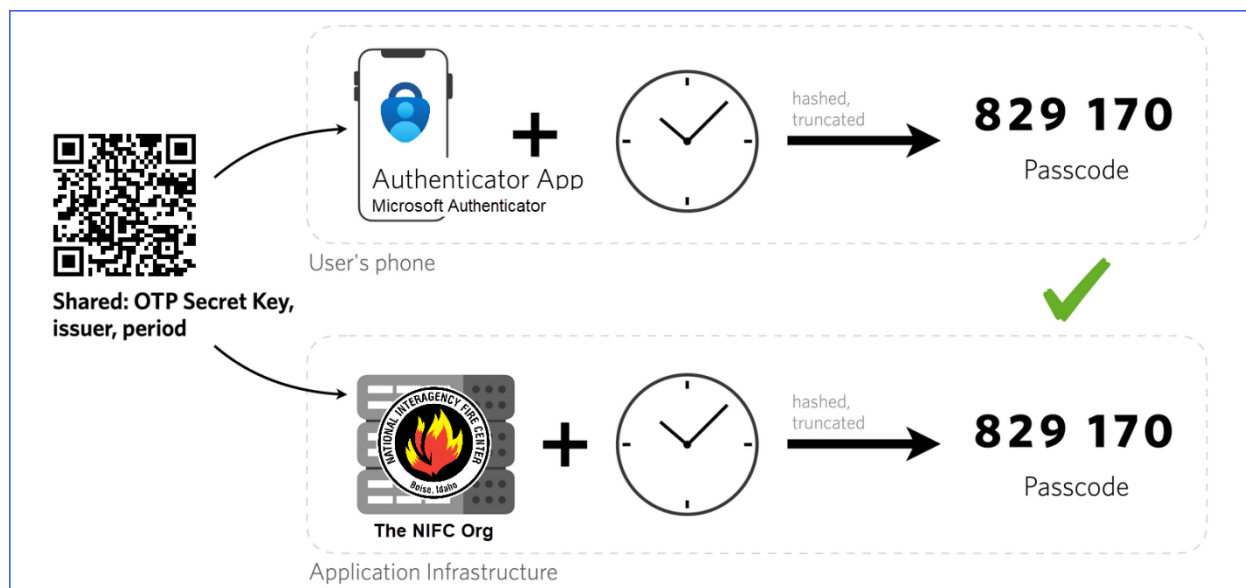
There are many forms of MFA.

The NIFC Org uses a standard called TOTP, which stands for Time-based One Time Password.

Don't worry, it's much simpler than it sounds.

Once configured, all that is happening is the Authenticator app and the NIFC Org each doing some fancy math based on the current time and a 'secret key' to generate a six-digit code.

When you enter that code during login, if it matches, the NIFC Org knows it's you.



The 'secret key' is the QR code that you scan (or enter manually if using only the device) during the MFA setup.

This key is all that is needed. There is no link between the NIFC Org and the Authenticator app.

Because there is no link to your account, you will not be texted codes or prompted to confirm anything when you sign in.

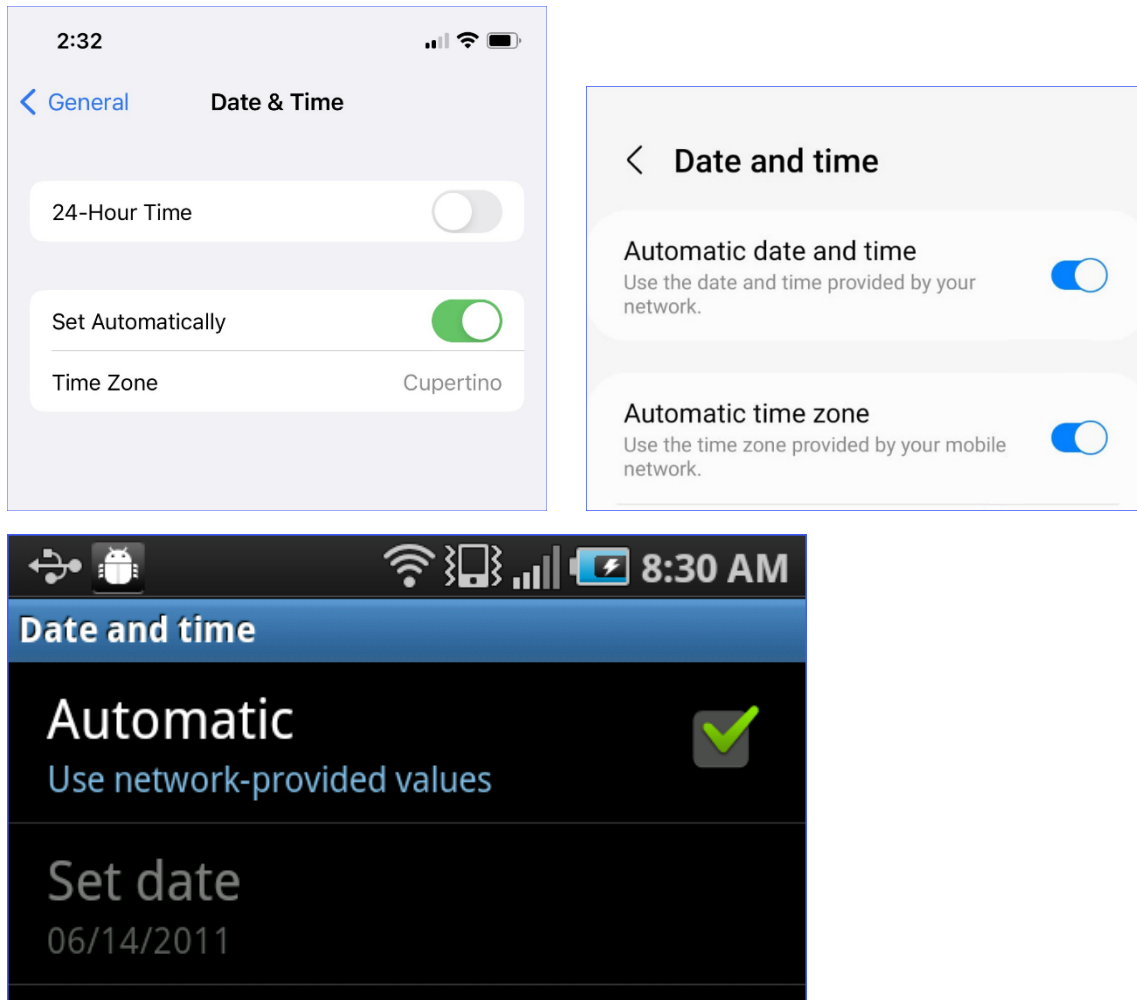
You must open Authenticator and copy the code each time you sign in.

My codes aren't working

Check the Date & Time settings on your device

Because the codes generated for MFA rely on the date and time, if the device isn't using the Network or Automatic time, the codes will not match what the NIFC Org generates.

If it is not already, set your device to use Automatic time and try again.



The Date & Time settings are 'Automatic,' but the codes still don't work

Resetting MFA does not remove an account from the Authenticator App.

There is no link between the NIFC Org and Authenticator.

Codes will still be generated in Authenticator if MFA has been reset and *these codes will not work*.

Also check to be sure that you are using the codes for the correct account. Authenticator Apps can store many different accounts and the names are often similar.

If you are unsure, submit a [Support Request](#) and select Yes for the question "Do you need MFA reset on your account so that you can set it up again."

This will reset your MFA and you can set it up again.

If the codes still are not accepted, try with a different device.

Unfortunately, if the issue is with the device, there is nothing NIFC Org Support can do to assist. If the device is government furnished, your local IT may be able to help.

[I can't find my codes](#)

If you were able to complete the initial MFA setup, your key was saved somewhere because you were able to enter a code at least once.

[Do you have multiple Authenticator Apps?](#)

While Microsoft Authenticator is the officially approved app for the NIFC Org, there are a multitude of Authenticator apps. The following are some of the most common, check your device for them.

Google Authenticator, Authy, LastPass Authenticator, 2FAS, Duo Mobile, Aegis Authenticator.

[Did you use your Camera App to scan the QR code instead of the Authenticator App?](#)

If you scan the MFA QR code with your Camera App and not the Authenticator App, it may save the key to your device's built in password manager.

If you saved the QR code shown during the initial setup, simply open the Authenticator App on your device and add a new account. Scan the QR code (*with the Authenticator App, not the camera*) when prompted.

If you did not save the QR code and do not wish to use your built-in password manager, you will need to submit a [Support Request](#) and select Yes for the question "Do you need MFA reset on your account so that you can set it up again."

Be sure and save the QR code as you perform the initial setup again during your next login.

[I can't find my codes in any of these places, or I deleted the Authenticator App](#)

Submit a [Support Request](#) and select Yes for the question "Do you need MFA reset on your account so that you can set it up again."

This will reset your MFA and you can set it up again.

I want to set up MFA on a second device

If you saved the QR code shown during the initial setup, simply open the Authenticator App on the new device and add a new account. Scan the QR code when prompted.

If you did not save the QR code, you will need to submit a [Support Request](#) and select Yes for the question "Do you need MFA reset on your account so that you can set it up again."

Be sure and save the QR code as you perform the initial setup again during your next login.