



Manage multi-factor authentication for Webmail

This article describes how to manage multi-factor authentication for Webmail.

Prerequisites

- Applies to: User
- Difficulty: Easy
- Tools required: Access to your Webmail account (email address & password)

Webmail provides two options for enabling multi-factor authentication when you first log in: text message authentication and mobile application authentication.

Use text message authentication

With text message multi-factor authentication, you can use your phone number to receive a one-time code that allows you to access Webmail.

1. Log in to [Webmail](#).
2. When prompted to *Choose Your Multi-Factor Authentication Method*, select Get A Text Message.
3. Enter the phone number that you want to use for multi-factor SMS messaging.
4. Enter the code sent to your phone in the verification field and then click Verify Code.

A message stating *You have successfully set up Multi-Factor Authentication* displays.

Use a multi-factor authentication mobile application

Mobile applications for authentication enable you to manage multi-factor authentication for multiple accounts in one place without having to provide your phone number.

1. Log in to [Webmail](#).
2. When prompted to *Choose Your Multi-Factor Authentication Method*, select Use an Authenticator.
3. Link your mobile device to your account by following the instructions on the Securing Your Account with an Authenticator App screen.
4. The last step displays a message stating *You have successfully set up Multi-Factor Authentication*.

Log in to Webmail with multi-factor authentication

After you have enabled multi-factor authentication, use the following steps when you log in to Webmail:

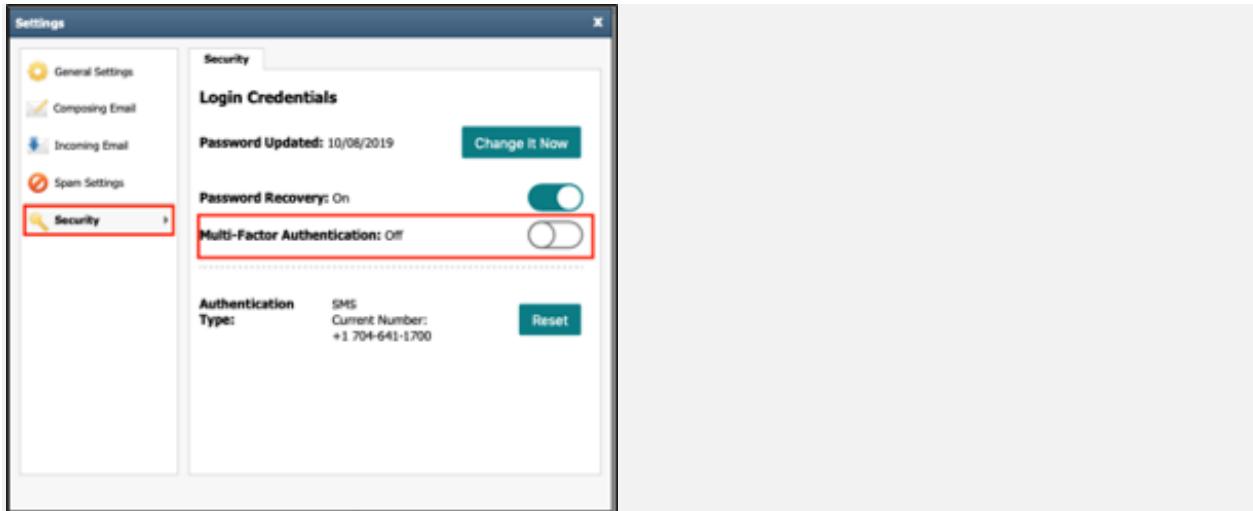
1. Log in to [Webmail](#) by using your email address and password.
2. When prompted, enter the verification code from the SMS text message or authentication app.
3. Select the appropriate option for Remember This Device.
4. Click Verify My Code.

Enable or disable multi-factor authentication

If multi-factor authentication configured as optional for your account, you can enable or disable multi-factor authentication in your account settings.

1. Log in to [Webmail](#).
2. Open the Webmail settings page and select Security.
3. Slide the Multi-Factor Authentication setting to either the On or Off position.
 0. When you select On, the system displays the multi-factor authentication setup screen if you don't have password recovery enabled.

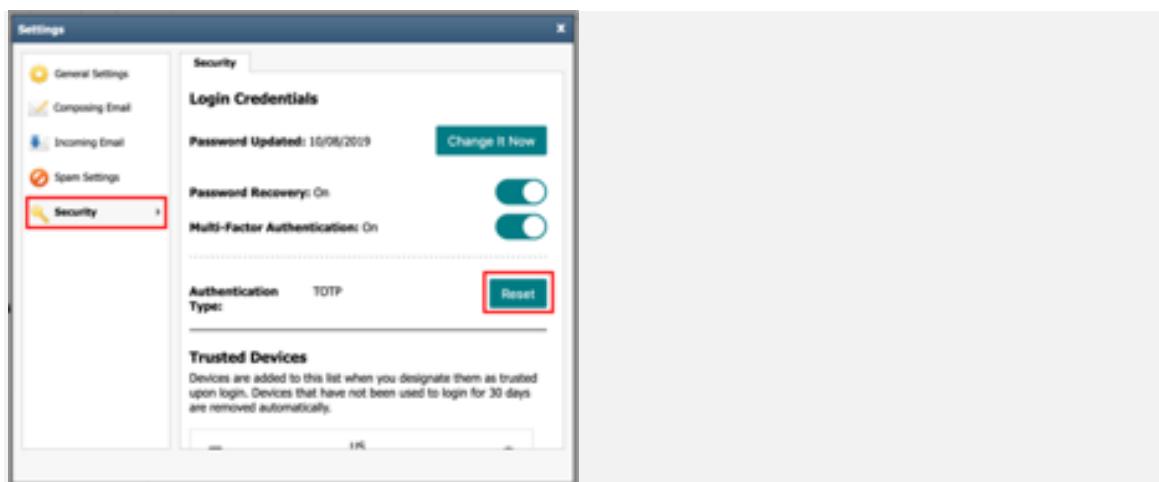
1. If you have password recovery enabled, the system uses the authentication type configured for password recovery.
2. If you select Off, multi-factor authentication is immediately disabled.



Reset multi-factor authentication

You might need to perform these steps if you want to change your authentication method or set up a new device.

1. Log in to [Webmail](#).
2. Open the Webmail settings page and select Security.
3. In the Authentication Type section, click Reset.

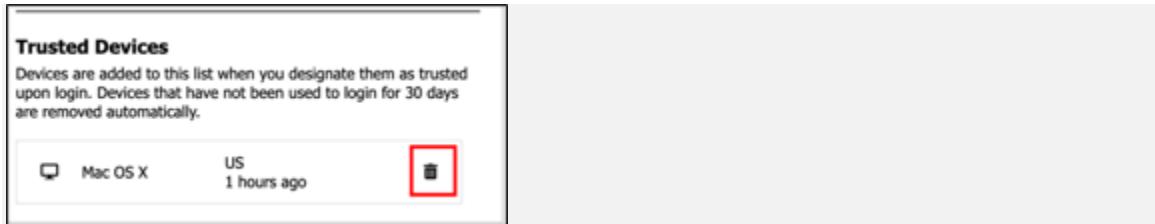


4. The Choose Your Multi-Factor Authentication Method screen displays. See the previous sections for instructions to set up your preferred authentication type.

Manage multi-factor authentication on linked devices

If you access your Webmail account on multiple devices, you can manage which devices are trusted and no longer receive a prompt for multi-factor authentication when you log in. You can also remove devices from the trusted list.

1. Log in to [Webmail](#).
2. Open the Webmail settings page and select Security.
3. In the Trusted Devices section, you can see a list of trusted devices associated with your email account.
You can remove devices that you do not recognize or no longer use by clicking the trash icon.



If you remove a device from the Trusted Devices list, you must use multi-factor authentication when you next log in to your account on that device.