

Multi-Factor Authentication - User Portal

Some parking providers support Multi-Factor Authentication (MFA). To enable MFA, and start using one-time passwords, follow these steps:

Quick Steps:

1. Login then click on your name. In the dropdown click **Security**.
2. Click **Change Multifactor Authentication Settings**.
3. Choose **Disable MFA** or **Enable One-Time Passwords**.
4. Click **Send One-Time Password To Email** and go into your email and copy your one time password.
5. Enter your one-time password as well as your current password then click **Submit**.

The **one-time password** is only valid for 15 minutes. If the password has expired, a new one will be generated.

Step-by-Step Instructions:

1. Login then click on your name. In the dropdown click **Security**.
2. Find the **Multi-Factor Authentication** section. This section shows the current MFA status and includes a button to manage the settings.
3. Click the **Change Multifactor Authentication Settings** button at the bottom of the page to open the **Multi-Factor Authentication**

settings.

4. Either: **Disable MFA**, or **Enable One-Time Passwords**.
5. Click on the **Send One-Time Password To Email** then enter: Your current password, and the one-time password (OTP).
6. To receive an OTP, click the button to send it to your registered email address. The OTP will be sent to you by email and is valid for 15 minutes.
7. Select your OTP option from the picklist below the current password field. Press **Submit** to confirm your changes and update your MFA settings. These are your choices:
 - **OTP Expiry:** Any unused OTPs will be invalidated if a new OTP is generated, even if they haven't expired yet.
 - **OTP Email Format:** The OTP email will follow the template set for your account.
 - **Session Storage:** Once you enter an OTP, it is stored in your session data. If you clear your browser's local storage, you'll need to enter a new OTP.
 - **Different Devices:** OTPs do not persist across different browsers or devices. If you log in from another device, you'll be prompted to enter a new OTP.
8. Login by entering your username and password as normal.
9. After logging in, you'll be prompted to enter a one-time password.
10. You will be redirected to the OTP screen when accessing any page other than:
 - `/login` - Login page
 - `/logout` - Logout page
 - `/one_time_password` - OTP entry screen

- `/account/send_email` - Send OTP email
- `/account/multiauth` - Multi-auth settings page

L1. Enter your OTP, submit it, and you'll be able to access the rest of the site.

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