

## Enhanced Admin Security: Multi-Factor Authentication (MFA) - Released January 2026!

We have recently added a critical security layer for our Admin users: Multi-Factor Authentication (MFA)! This is Phase 2 of our MFA project; in Phase 1, we successfully delivered MFA for all user-side accounts. This next phase provides Primary Admins with three flexible control options (Hidden, Visible, or Required) and enables Admin Users to securely log in using an email-delivered One-Time Password (OTP). This significantly strengthens account protection, addressing a key security request from clients.

MFA is always mandatory for security-sensitive actions:

- Admin Account Creation
- Password Changes

You will receive an MFA email code for these actions, regardless of the system setting! If you don't receive the code, your email address may be missing or incorrect—please contact your administrator for help.

There are 3 settings for the MFA functionality.

1. Hidden (required for security sensitive actions)
2. Visible (admin user's choice to use or not for non security sensitive actions)

3. Required (required for every login, and security sensitive action, **this is the recommended option**)

This setting is currently only configurable with the helps of support. If you wish to change the options on your site, contact [support@ops-com.com](mailto:support@ops-com.com)


Here is how the prompt will look for your admin users:



## Multi-Factor Authentication Settings

You must enable one-time passwords to continue.

One-time password settings

Send code to email address. 

### Validation

Current Password

Enter your current password. 

One-Time Password

[Send One-Time Password to Email](#)

Enter your one-time password.

[Submit](#)

Note: The MFA email is a required security communication, and will be sent out to all users, even if they have unsubscribed from all email categories, on their user profile.

## Originally requested on this community item!

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