



Pax8 Platform
MFA (Multi-factor Authentication)
User Guide

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Multi-factor Authentication

Multi-factor authentication (MFA) requires more than one form of authentication to verify the legitimacy and ensure the security of an online action.

To improve Pax8 Platform security for our partners and users, it is required for all users to reset their MFA when signing into the Pax8 Platform.

Preliminary Actions

In order to complete MFA setup, using your smart phone or device, you will need to download an MFA application from a preferred app store. Pax8 recommends one of the following apps:

- [Authy](#)
- [Duo](#)
- [Google Authenticator](#)
- [Microsoft Authenticator](#) – Most recommended

Setting up Microsoft Authenticator

For existing Microsoft Authenticator users, you will need to delete the existing Pax8 Platform account and re-register.

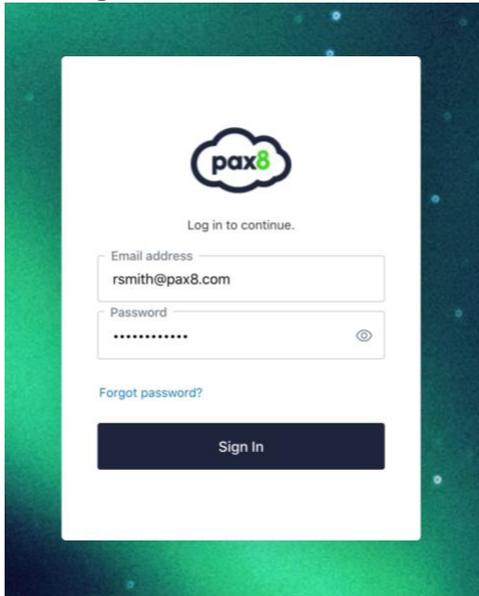
To re-register with the Microsoft Authenticator app:

1. Open Microsoft Authenticator and select the existing **Pax8 Platform profile**.
2. On the Account page, click the **Settings** icon.
3. On the Account settings page, click **Remove account**.

Registering MFA

To register MFA when signing in to the Pax8 Platform:

1. Visit www.pax8.com.
2. On the navigation bar, click **Login**.
3. Enter your username and password.
4. Click **Sign In**.

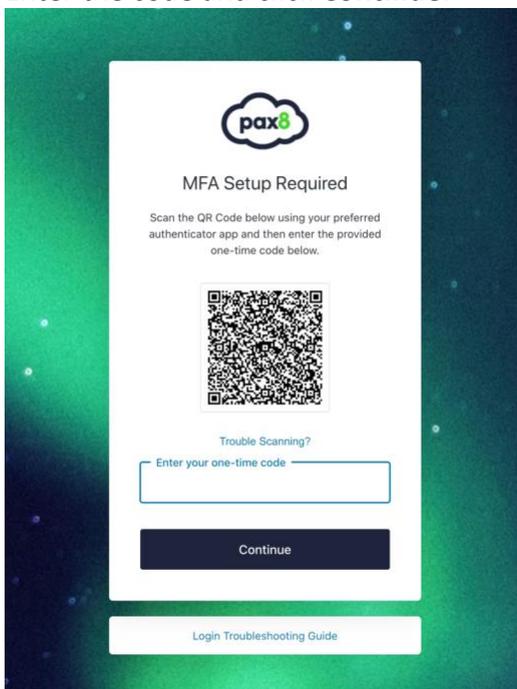


5. Using the camera on your smart phone, scan the QR code to receive a one-time code. You will be prompted to open the QR code in your preferred authenticator app.

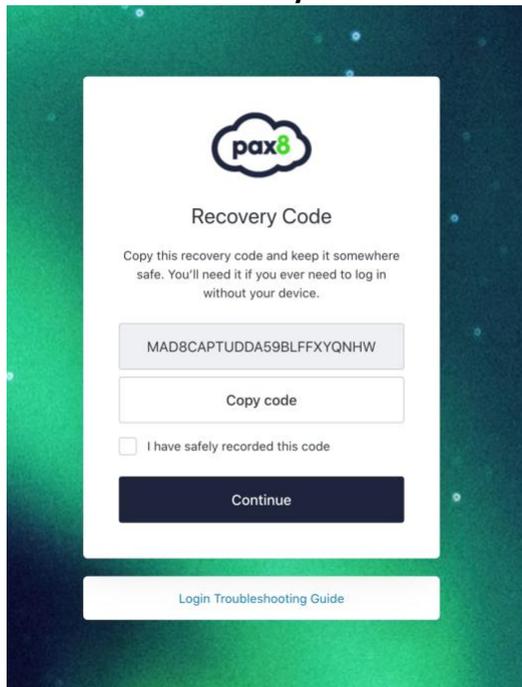
OR

Open the **Microsoft Authenticator** app on your device and click + to scan the QR code.

6. Enter the code and click **Continue**.



7. Copy and save the recovery code.
Use this code to log in to the Pax8 Platform without your device.
8. Select the **I have safely recorded this code** check box and click **Continue**.



Troubleshooting

Two MFA Codes

If the Pax8 Platform requests two consecutive MFA codes, enter the first code and wait until a new code is generated. Then, enter the second successive code.

Lost MFA Recovery Code

If your MFA recovery code is lost, please reach out to a Platform Partner Admin user or Primary Partner Admin user at your organization to generate a new code for you:

1. From the navigation pane, select **Users**.
2. On the Users page, in the Action(s) column of the user you want to generate a new recovery code for, click .
3. In the Manage Credentials tab, on the Multi-factor Authentication Recovery pane, click **Generate New MFA Recovery Code**.

Login Failed Error

If you are experiencing the following error, Login failed: Invalid MFA token(s) provided, navigate to the internal clock settings on your device to ensure your clock is set to Automatic; not Manual or Custom.