


Enabling multi-factor authentication

Multi-factor authentication (MFA) provides an additional level of protection for your MyQuest account. MFA requires you to receive and enter a verification code after entering your regular login credentials. You can choose to receive the verification code by text message, email, or both. You will be prompted to enter a verification code each time you sign in.

Set up multi-factor authentication

- 1 Sign in to MyQuest.
- 2 Click the person () icon > *Account Settings*, scroll down to the *Security & Sign In* section, and then click *Manage* next to *Protect your account*.
- 2 If prompted, re-enter your password and click *Submit*.
- 3 Read the explanation of MFA, and then click *Continue to enable MFA*.

Configure multi-factor authentication (MFA)

Multi-factor authentication provides better protection for your account, it requires a verification code on your mobile phone or email, in addition to user credentials.

We will start setting up MFA for your account, please be prepared to access your mobile phone and email.

[Continue to Enable MFA](#)

- 4 On the window that follows, select the method you'll use to receive your MFA code during login. Options include
 - Both text message (*primary*) and email (*secondary*)
 - Text message only
 - Email only

Note: Text messaging requires a mobile device.

- 5 When prompted, confirm your mobile phone number or email address based on the method(s) you selected, and click *Submit*. A verification code is sent to your mobile device or email address.

Confirm mobile phone

We will send a verification code to the following phone number. Google voice number is not supported.

[Submit](#)

[Continue without mobile phone](#)

Note: If the mobile phone number or email address is incorrect, click *Continue without mobile phone/email* to disable MFA, then update your mobile phone number and/or email address in *Account settings* > *Contact information* and proceed with step 2.

- 6 When prompted, enter the verification code and click *Submit*.
- 7 If you selected **both** text message and email, repeat steps 5–6 to enter and verify your email address.
- 8 When the setup process is complete, click *Next* to return to MyQuest.

Success!

Your account is now protected by multi-factor authentication. You will be required to enter a verification code when signing in.

[Next](#)

Sign in to MyQuest

When you sign in to MyQuest after setting up MFA, a verification code is automatically sent to you via your selected method.

When you receive the code, type it in the *Verification code* box and click *Sign in*.

Multi-factor Authentication

Please enter the verification code that was sent to your mobile phone. If you are unable to do so, you may choose to get the code on your registered email address.

✓ A code was sent to your mobile phone *****

Verification code

[Resend code](#) [Get code via email](#)

Note: You can update your mobile phone number and/or email address at any time in *Account settings > Contact information*.

Thank you for using MyQuest!

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