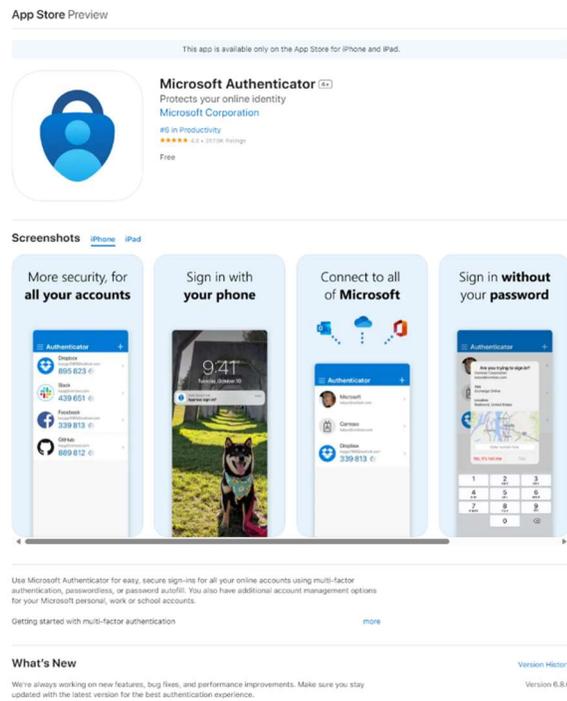
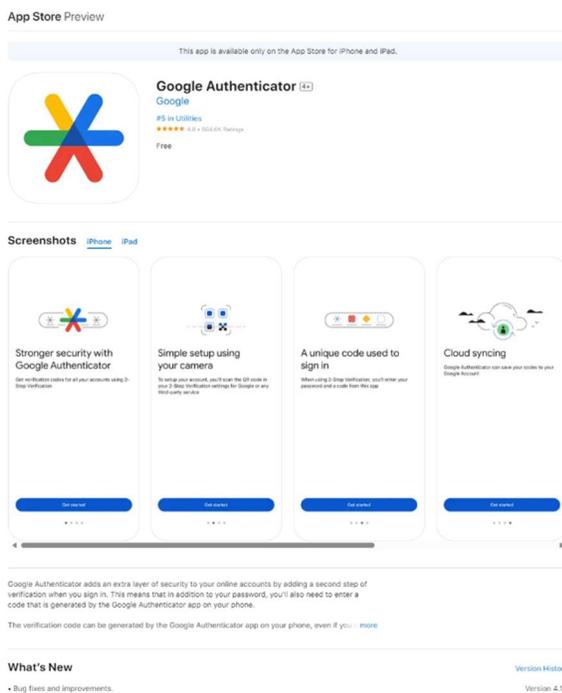


# iMember Multifactor Authentication (MFA) Set-up

## Notes Before You Get Started:

1. New York State has put forth regulations that require covered entities to use an authenticator application for Multi-Factor authentication.
2. We provide instructions for only the Google Authenticator and Microsoft Authenticator applications.
3. Most authenticator applications will work. If you have one on your phone already, please feel free to use that application.
4. You do not need to pay for either Google Authenticator or Microsoft Authenticator.
5. If you have multiple users sharing one iMember account, you will now need to create a separate account for each user. New accounts can be created by your agency's iMember administrator, or by sending the name(s) and email(s) of the individuals that need new accounts to [CommissionsQuestions@Ironpeak.com](mailto:CommissionsQuestions@Ironpeak.com).



## Step 1: Download The App on Your Mobile Device

- Most Authenticator apps can work to log into iMember. The instructions below are for the Google Authenticator and Microsoft Authenticator applications.

## Step 2: Once you have installed the authenticator app on your mobile device, open the authenticator app on your mobile phone and follow the instructions below to add an account.

### Using the Microsoft Authenticator App:

1. In the authenticator app, select the + **sign in** in the top right corner to **Add an account**.
2. Select **Other** to add iMember as an account.
3. A QR Code reader will open in the authenticator app. Scan the QR Code displayed on your computer screen.

# iMember Multifactor Authentication (MFA) Set-up

## Using the Google Authenticator App:

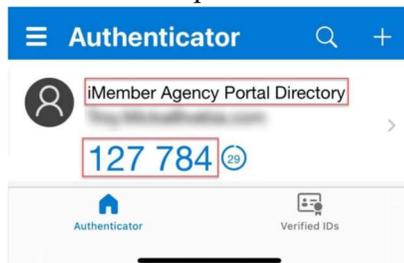
1. In the authenticator app, select the + **sign in the bottom right corner to add an account.**
  - a. Select Scan QR Code.
2. A QR Code reader will open in the authenticator app. Scan the QR Code displayed on your computer screen.

## Logging in with Multi-Factor Authentication

*Logging in to the iMember Portal using your iMember account will require you to present a 6-digit code after you have logged in with your username and password. This 6-digit code will be generated using your Authenticator app installed on your mobile device. If you do not have your mobile device with you when you attempt to login, you will not be able to access the iMember Portal.*

1. Login to your iMember account with your username and password.
2. On your mobile device your authenticator application will display the 6-digit code required to log into iMember. The code will be titled iMember Agency Portal Directory, and your log-in email will be shown below the title. See image below.

Note: the code provided will only be valid for 30 seconds.



3. On iMember, in the box that states “Enter your code,” enter the six-digit code displayed in your authenticator app, and then click “Verify.”

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4. After you have entered the proper time-sensitive authorization code, you will be logged into your iMember account.

For further support, contact [CommissionsQuestions@Ironpeak.com](mailto:CommissionsQuestions@Ironpeak.com).