



# Multi-Factor Authentication App Guide

Verra allows for account access authentication via a user's preferred authenticator app. One of the following apps are recommended:

- Twilio Authy ([Android/Apple](#))
- Google Authenticator ([Android/Apple](#))
- Microsoft Authenticator ([Android/Apple](#))
- Okta Verify ([Android/Apple](#))

To utilize the authentication app option:

1. The user will log into their Verra account providing their login ID and password
2. When prompted to select a preferred authentication channel, select the "Authentication with an Authentication App" option

The screenshot shows a web interface titled "LOG IN - MULTI FACTOR AUTHENTICATION". Below the title is a heading "Multi Factor Authentication". A paragraph of text reads: "Please select your preferred two-factor authentication channel below. Upon making the selection, only your preferred authentication channel will be presented to you for future login instances." There are four radio button options, each with an icon and a label: 1. An envelope icon with the label "Receive authentication code email to jwe\*\*\*\*@apx\*\*\*". 2. A speech bubble icon with the label "Receive authentication code text to \*\*\*\*\*701". 3. A telephone handset icon with the label "Receive authentication code call to \*\*\*\*\*701". 4. A smartphone icon with the label "Authentication with an Authentication App". Below the fourth option is a link that says "Learn more and download". At the bottom of the form are two buttons: "Cancel" and "Proceed with Authentication". Below the buttons is a footer that says "Contact the Verra administrator at [Registry@verra.org](mailto:Registry@verra.org) for help".


3. Open the preferred authentication app on the user's mobile device or computer
4. Scan the QR code presented on the Verra authentication screen
  - a. Alternatively, the code below the QR code can be typed into the user's authentication app



LOG IN - MULTI FACTOR AUTHENTICATION

## Multi Factor Authentication

**Step 1: Add Verra Login ID to Authenticator App**  
Open your authenticator app, choose the option to add a new account, and scan the QR code below to map your Verra login ID to your authenticator app. If the QR code does not properly scan, you can type the code below the QR code image into your authenticator app to complete the login ID mapping process.



Code:

**Step 2: Access Your Account with Authenticator Token**  
Enter the current authenticator app token for your Verra login ID into the field below to access your account.

5. A successful QR code scan or code entry into the authentication app will map the user's login ID to the authentication app
6. The authentication app will present a passcode continuously refreshed on a set timed basis, to the user to enter into the Verra authentication screen
7. A successful passcode submission into the Verra authentication screen will grant the user access to their Verra account