



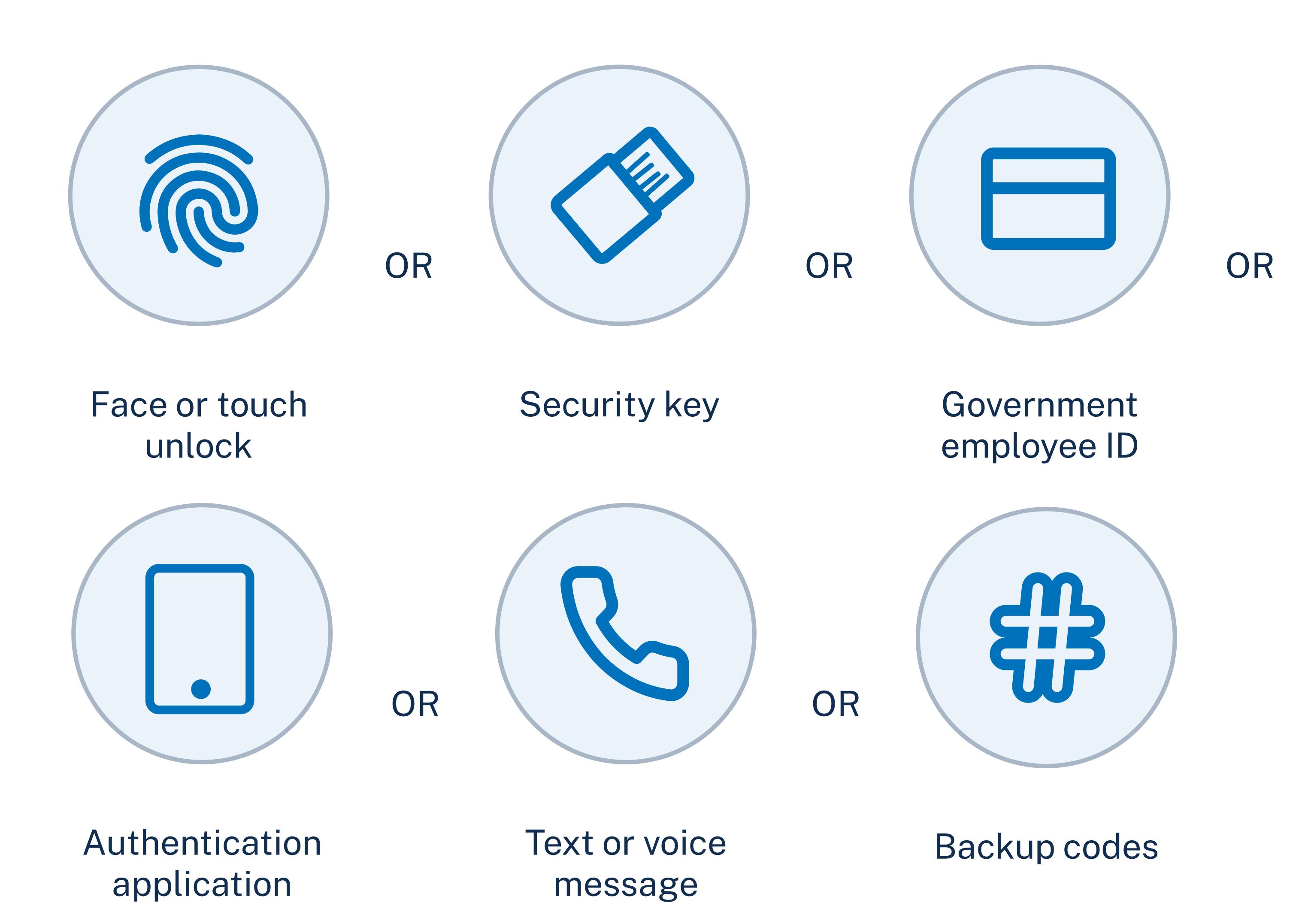
What we need to authenticate a user

1 multi-factor authentication (MFA) method



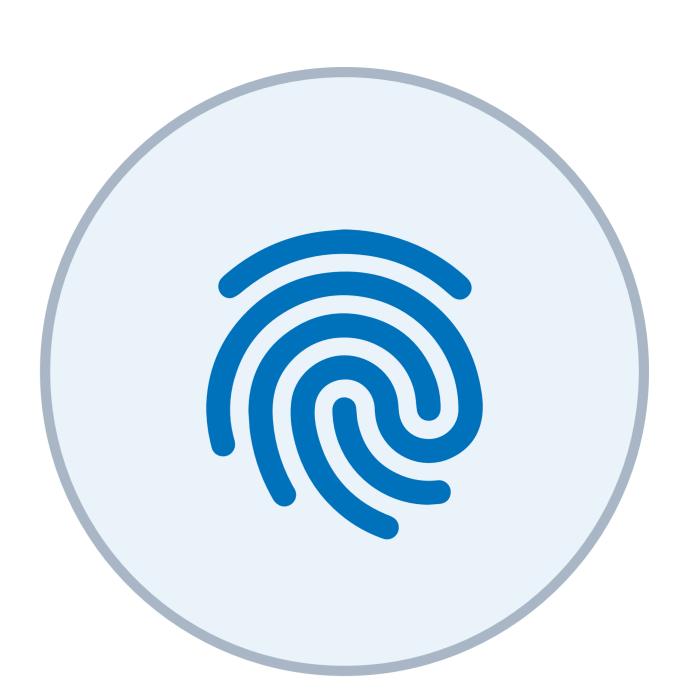
Email address and password

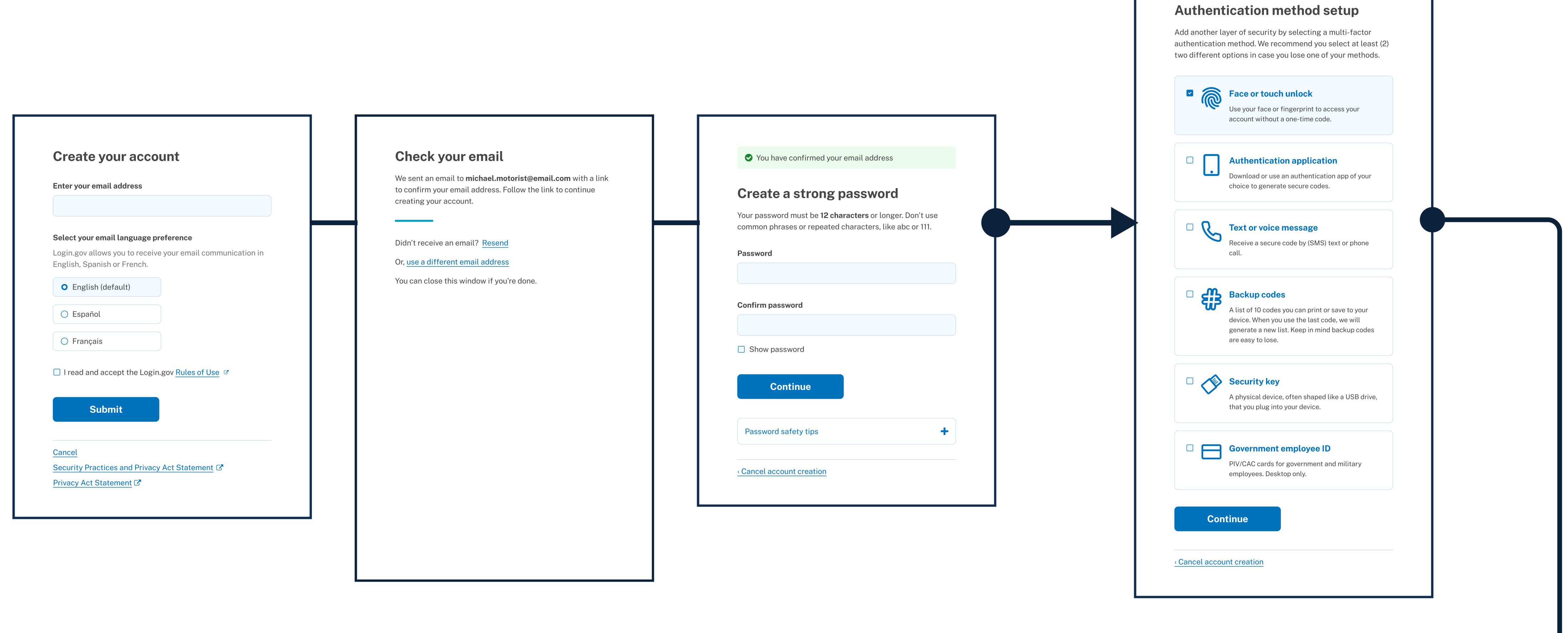
AND





Account creation and authentication setup using face or touch unlock

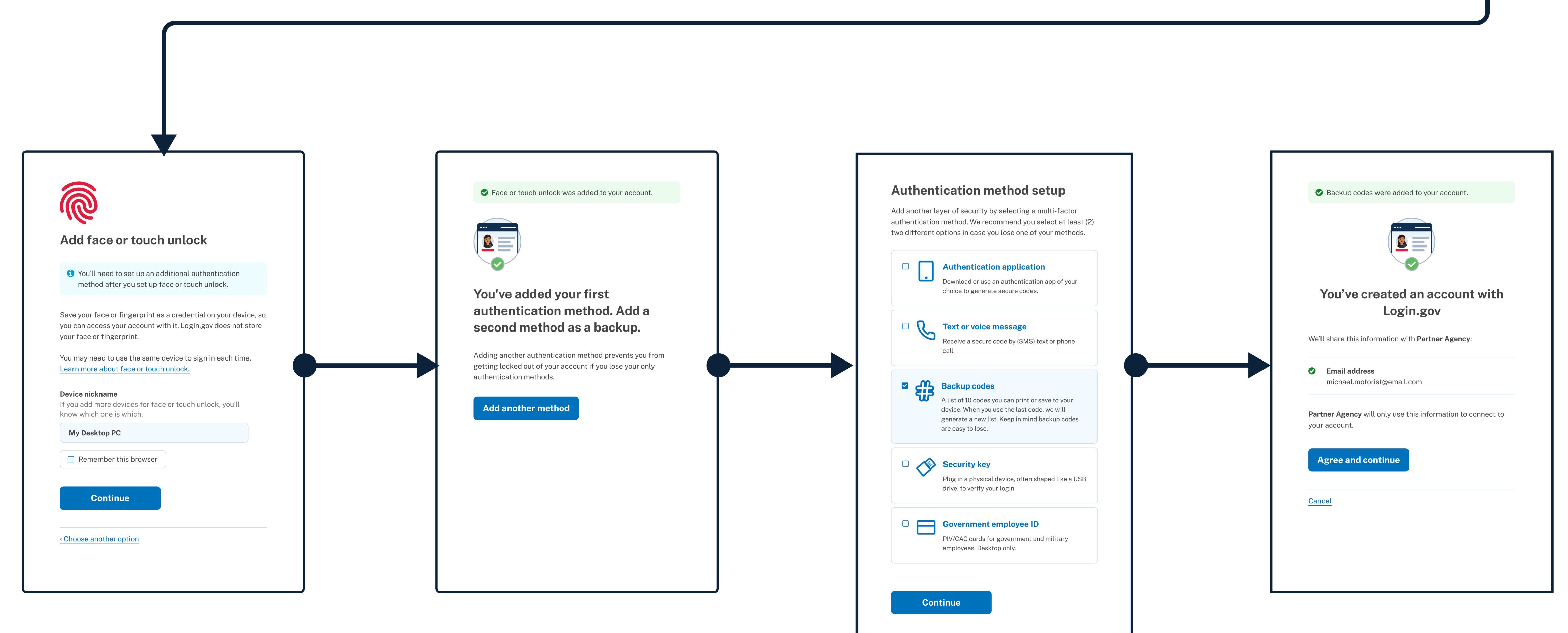




The user begins by creating an account.

They enter an email address, select language preference, and then confirm their email address. Once confirmed, the user creates a strong password.

The user selects a multi-factor authentication (MFA) method.



Face or touch unlock

The user can scan their face or fingerprint to access their Login.gov account without entering a one-time code. In case the user loses their device, Login.gov requires that users with face or touch unlock set up a second MFA method.

The user adds another MFA.

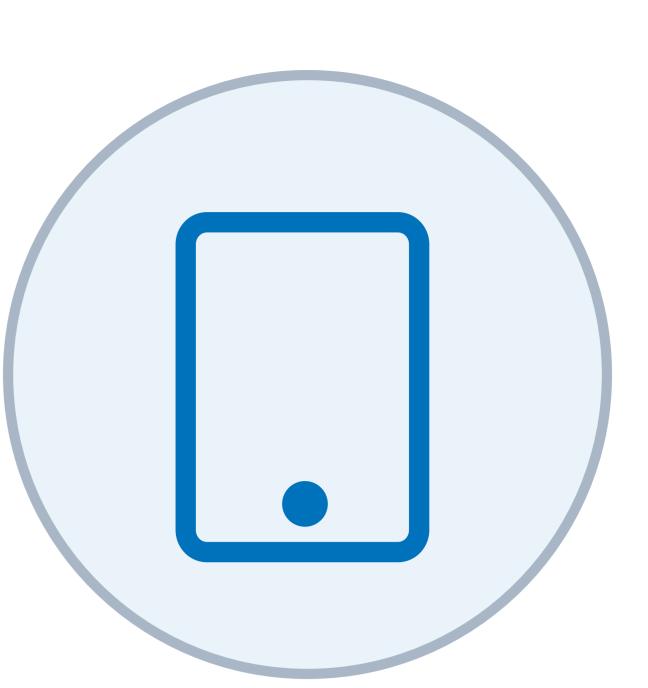
Here, the user selects backup codes and goes through the process to save them.

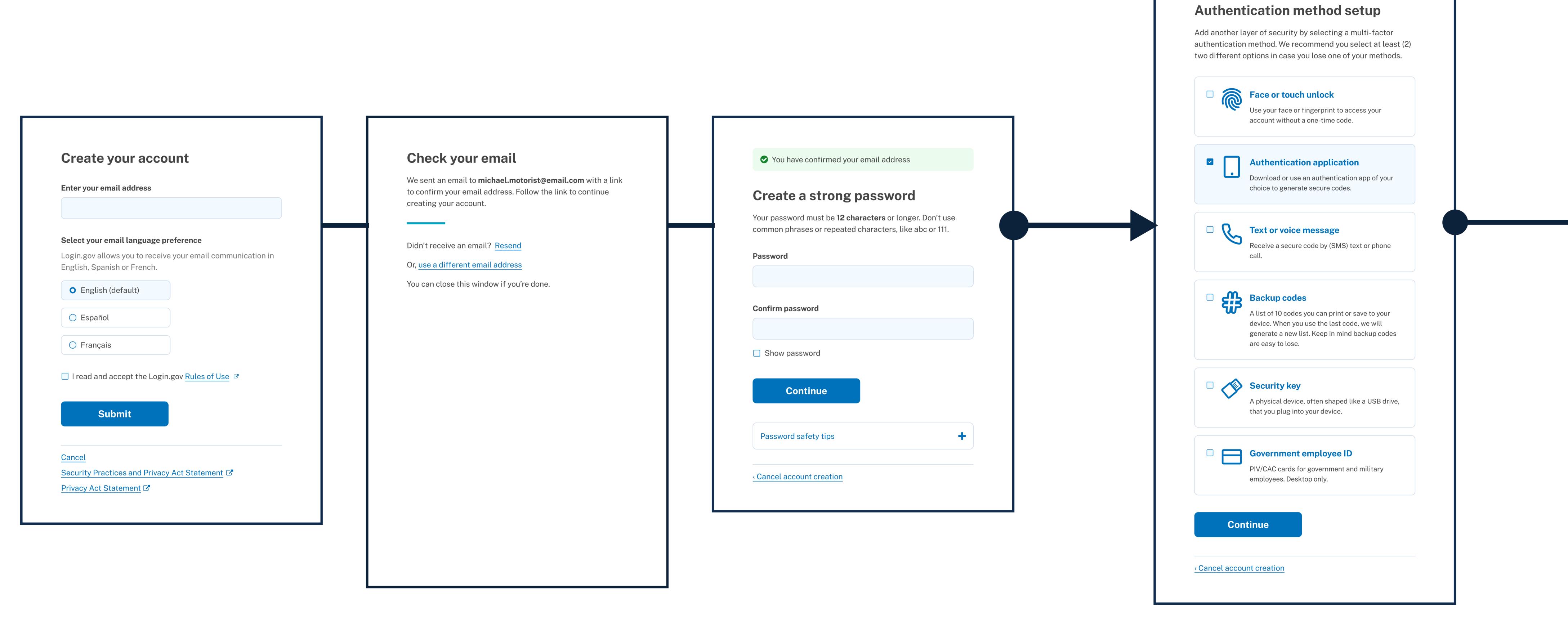
Extra security

With two MFA methods, the user is well-protected against losing access to their account.



Account creation and authentication setup using an authentication application

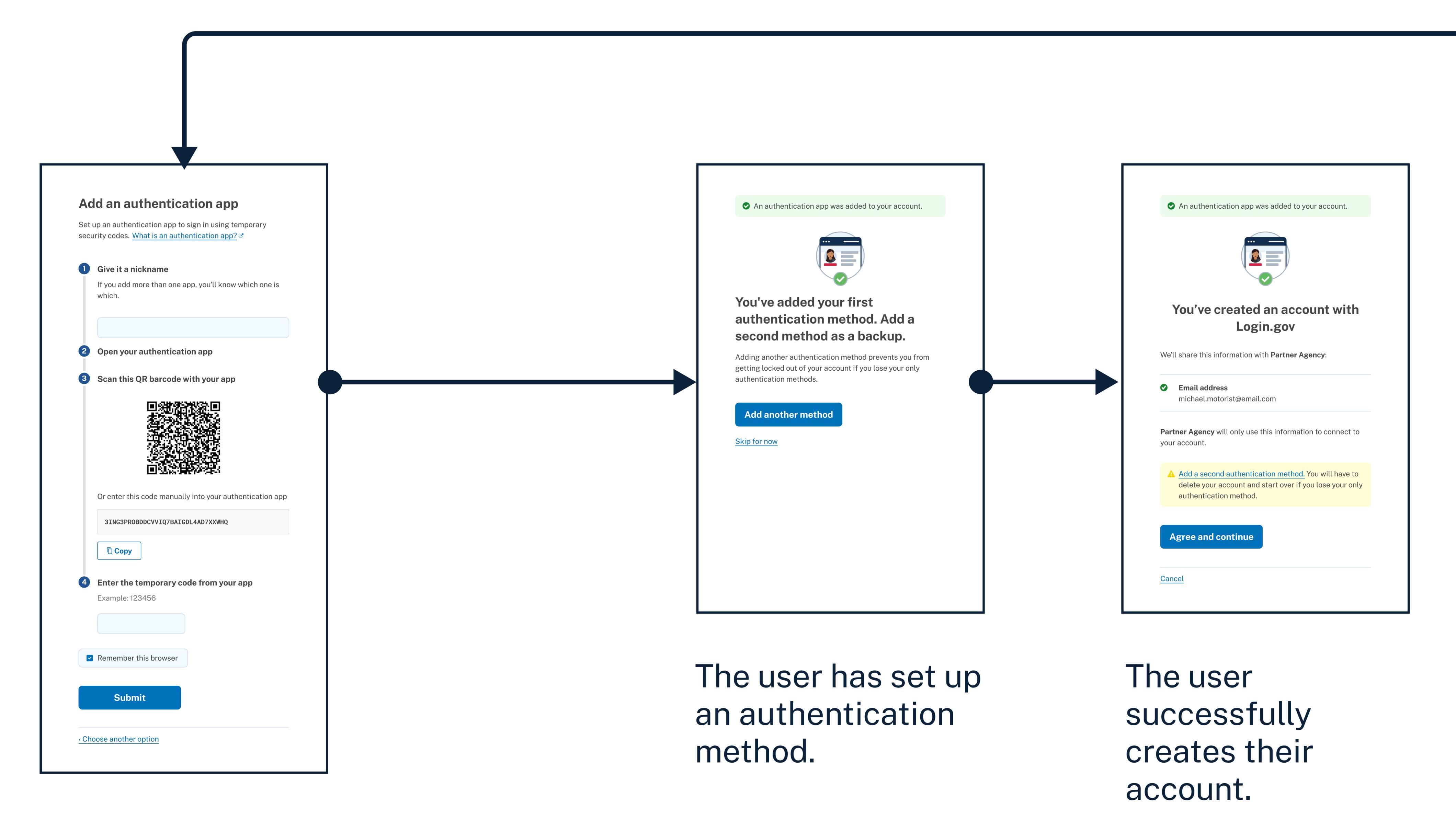




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The user selects a multi-factor authentication (MFA) method.



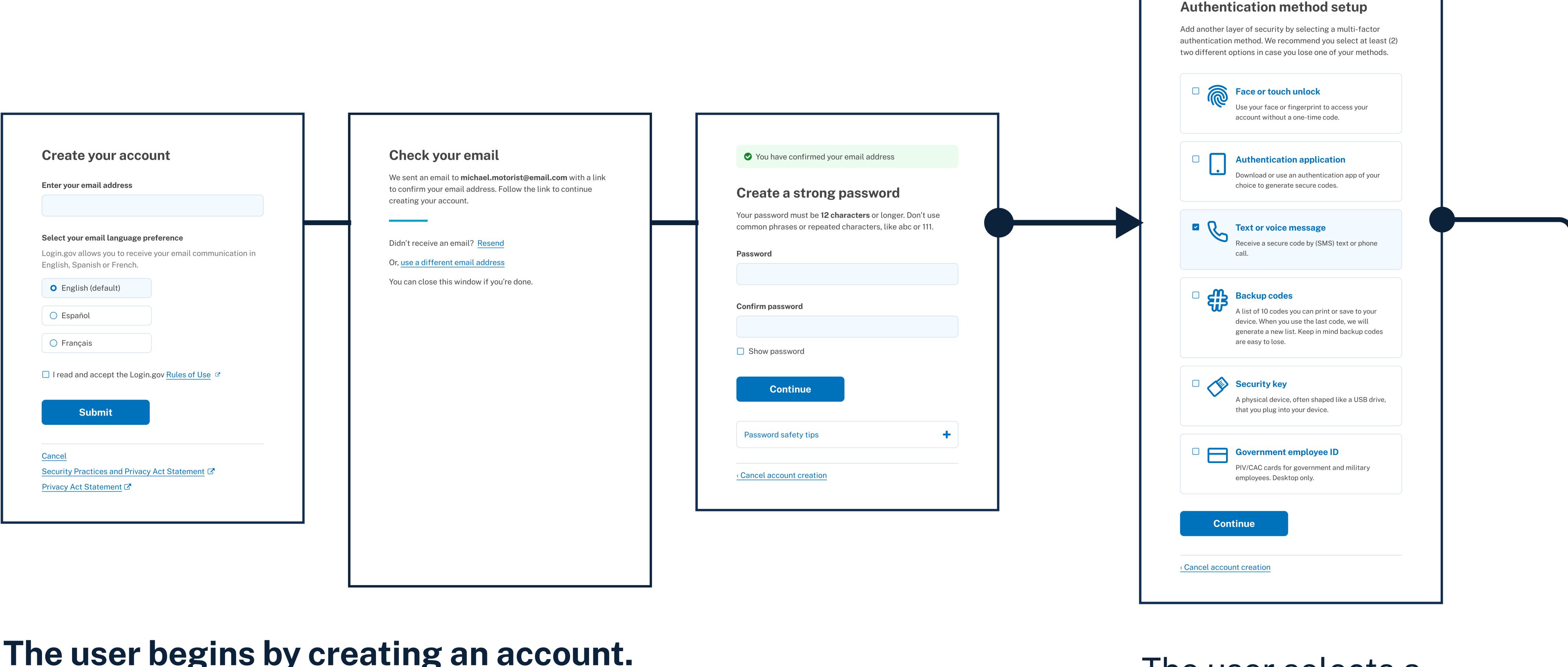
Authentication application

The user sets up an authentication app and enters a one-time code.



Account creation and authentication setup using text or voice message

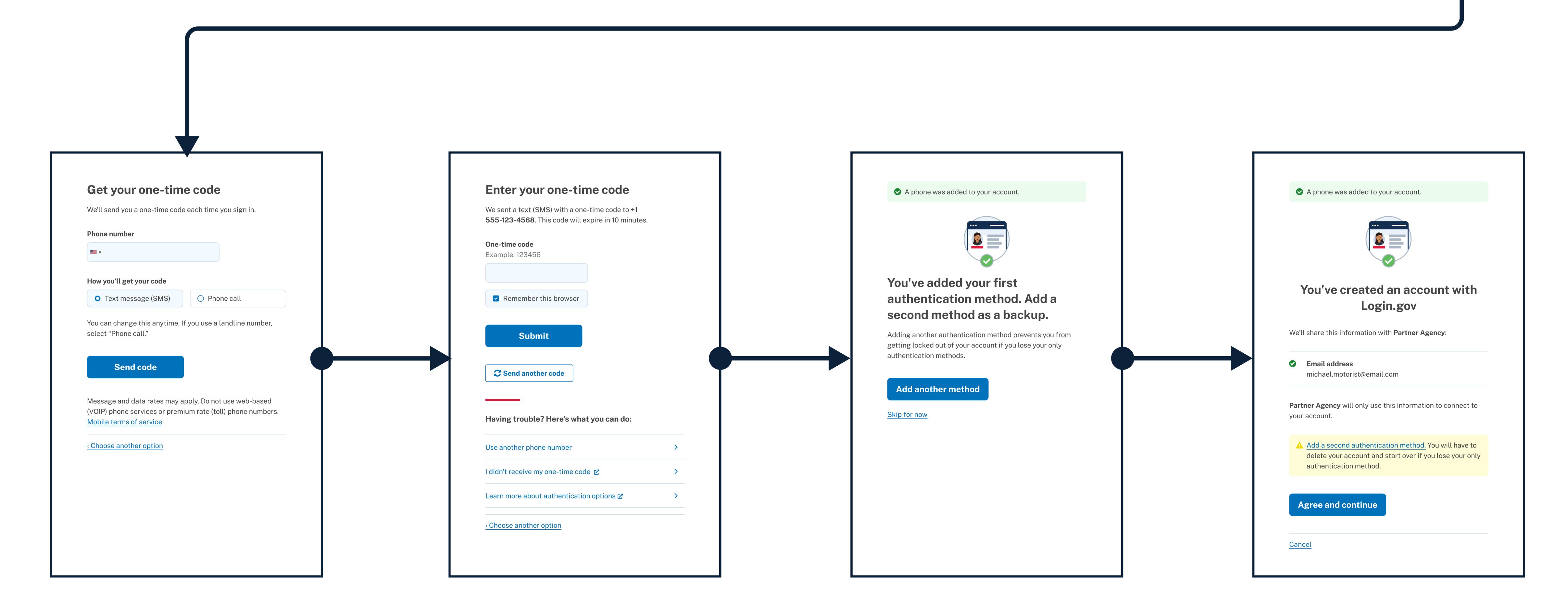




The user begins by creating an account.

They enter an email address, select language preference, and then confirm their email address. Once confirmed, the user creates a strong password.

The user selects a multi-factor authentication (MFA) method.



Text or voice message

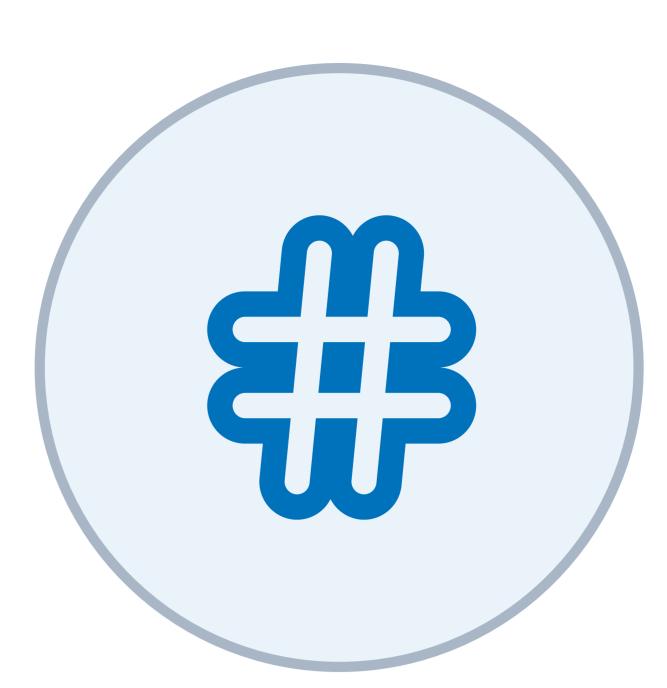
The user enters a phone number and receives a one-time code via text or phone call.

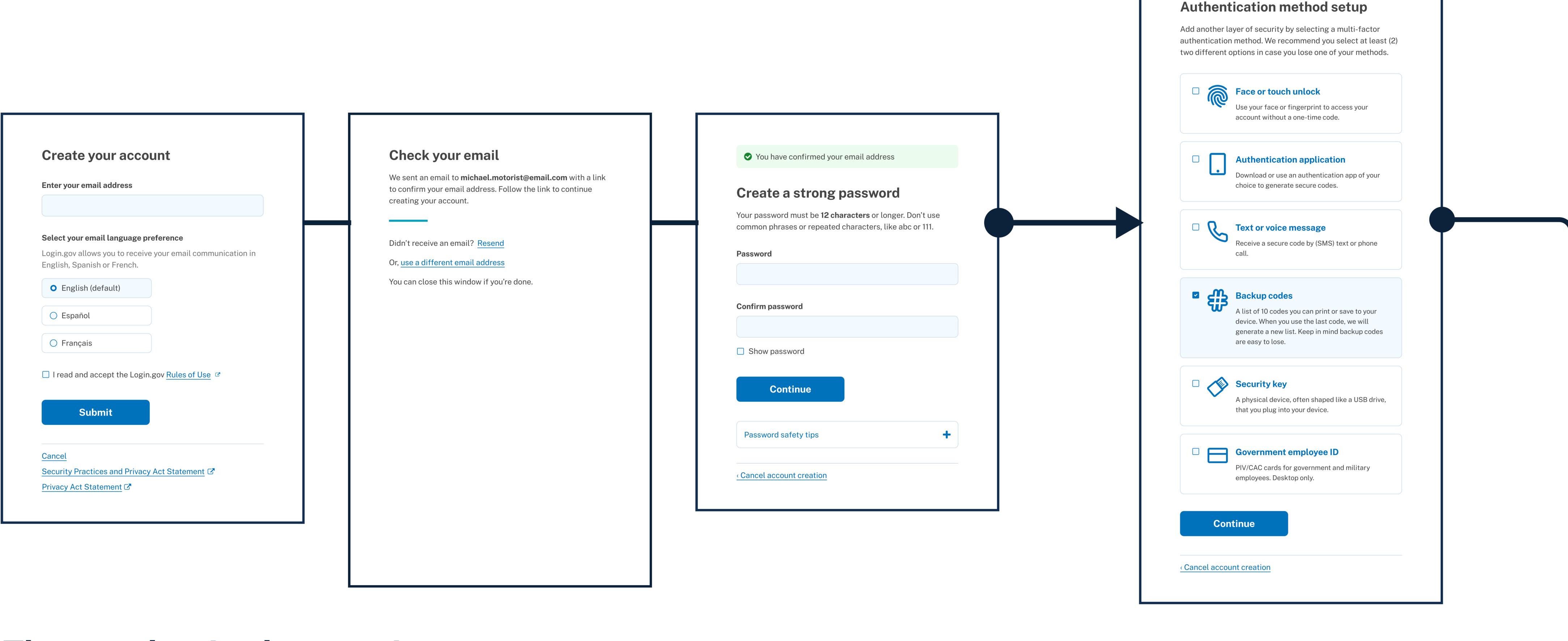
The user has set up an authentication method.

The user successfully creates their account.



Account creation and authentication setup using backup codes

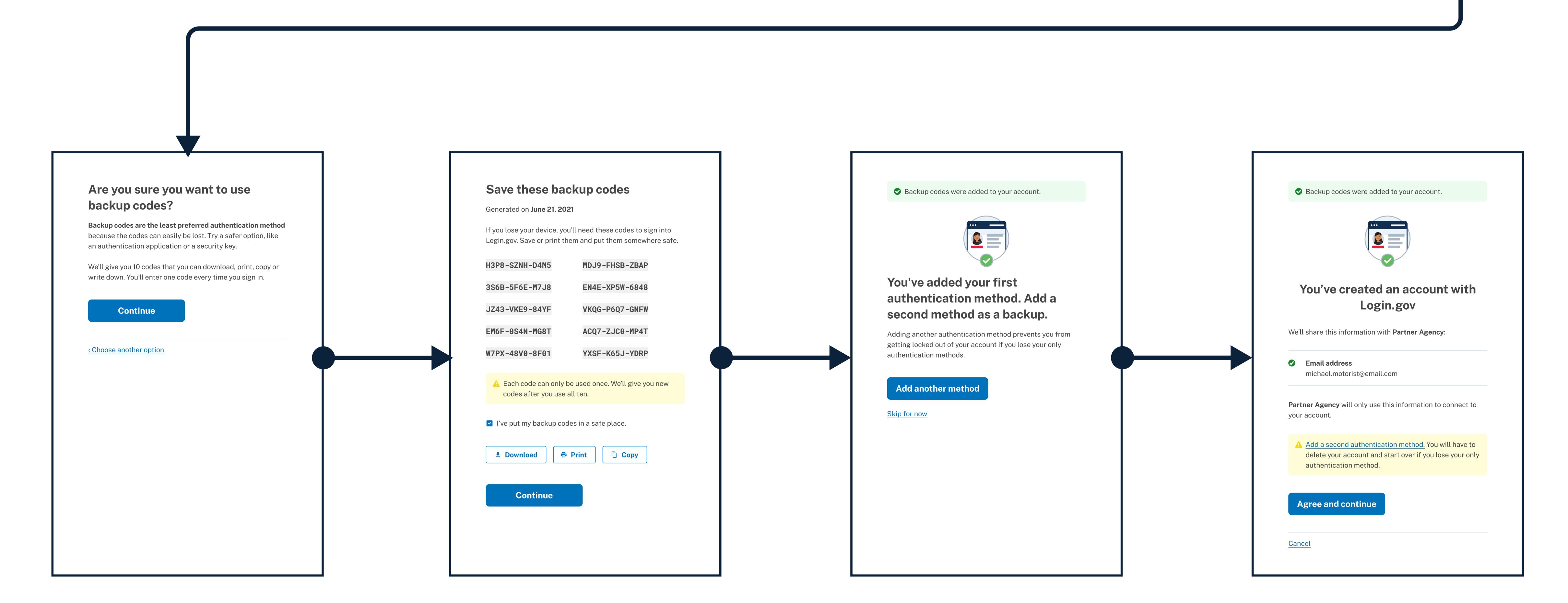




The user begins by creating an account.

They enter an email address, select language preference, and then confirm their email address. Once confirmed, the user creates a strong password.

The user selects a multi-factor authentication (MFA) method.



Backup codes

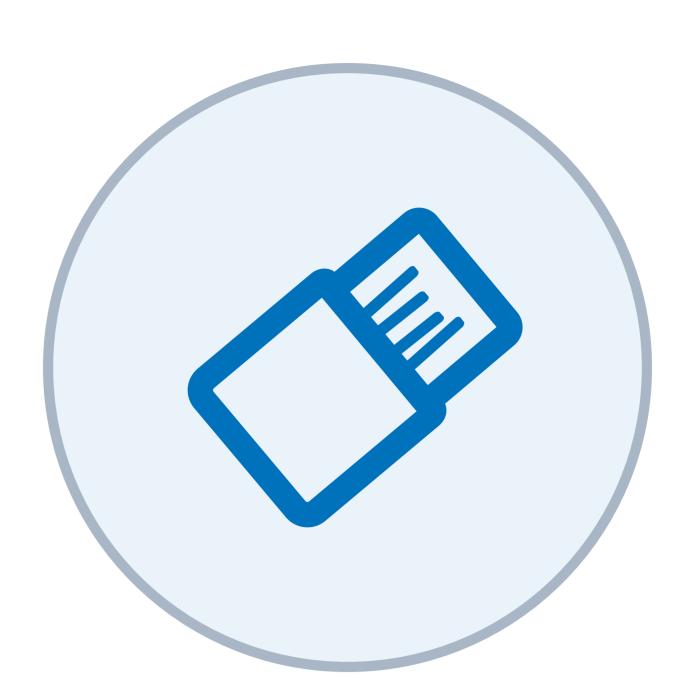
The user is given 10 codes that they can download, print, copy or write down. They'll use one code each time they log in and receive new ones when they run out.

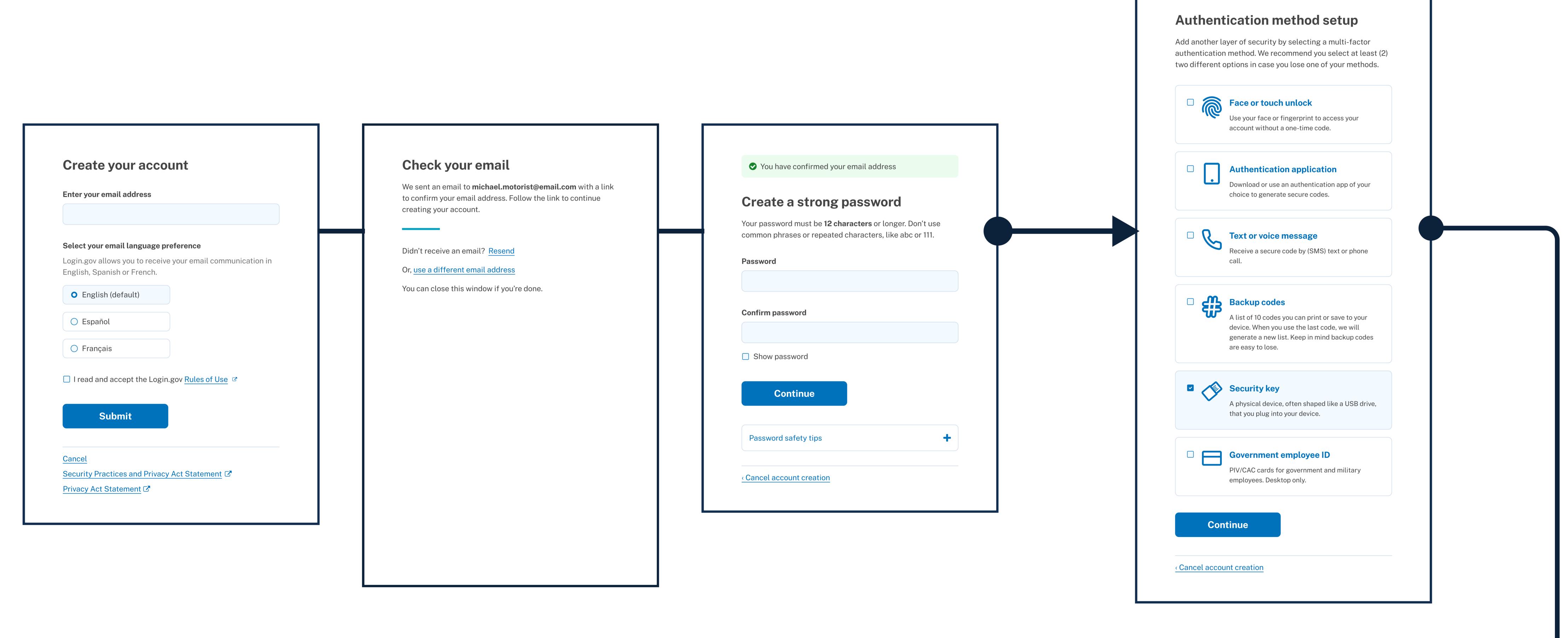
The user has set up an authentication method.

The user successfully creates their account.



Account creation and authentication setup using a security key

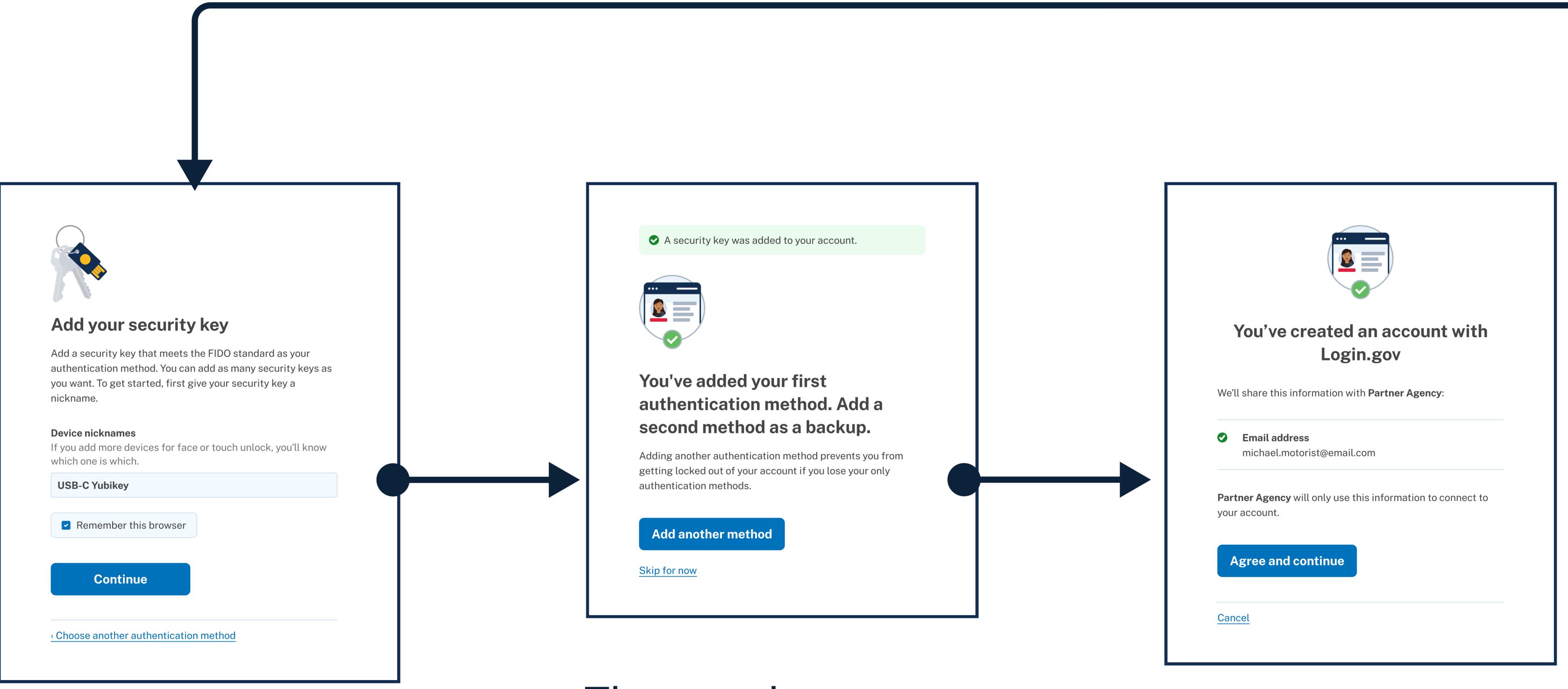




The user begins by creating an account.

They enter an email address, select language preference, and then confirm their email address. Once confirmed, the user creates a strong password.

The user selects a multi-factor authentication (MFA) method.



Security key

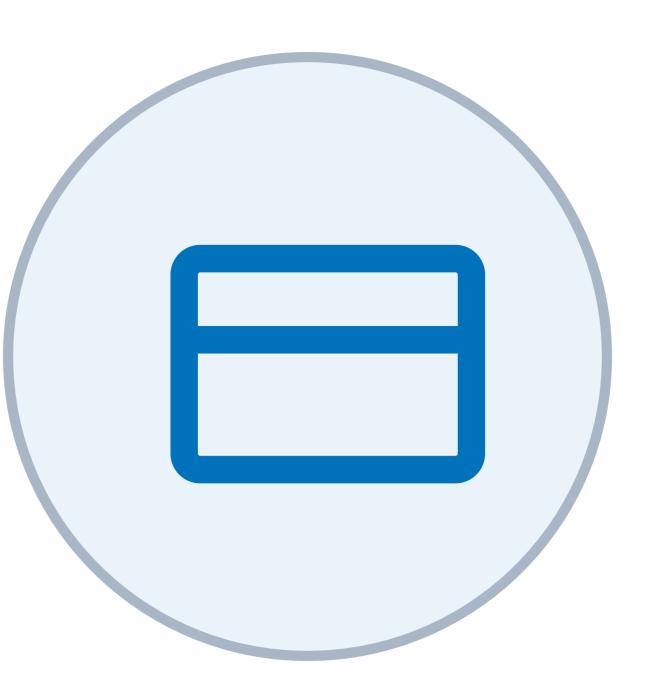
The user adds a hardware security key, such as a Yubikey.

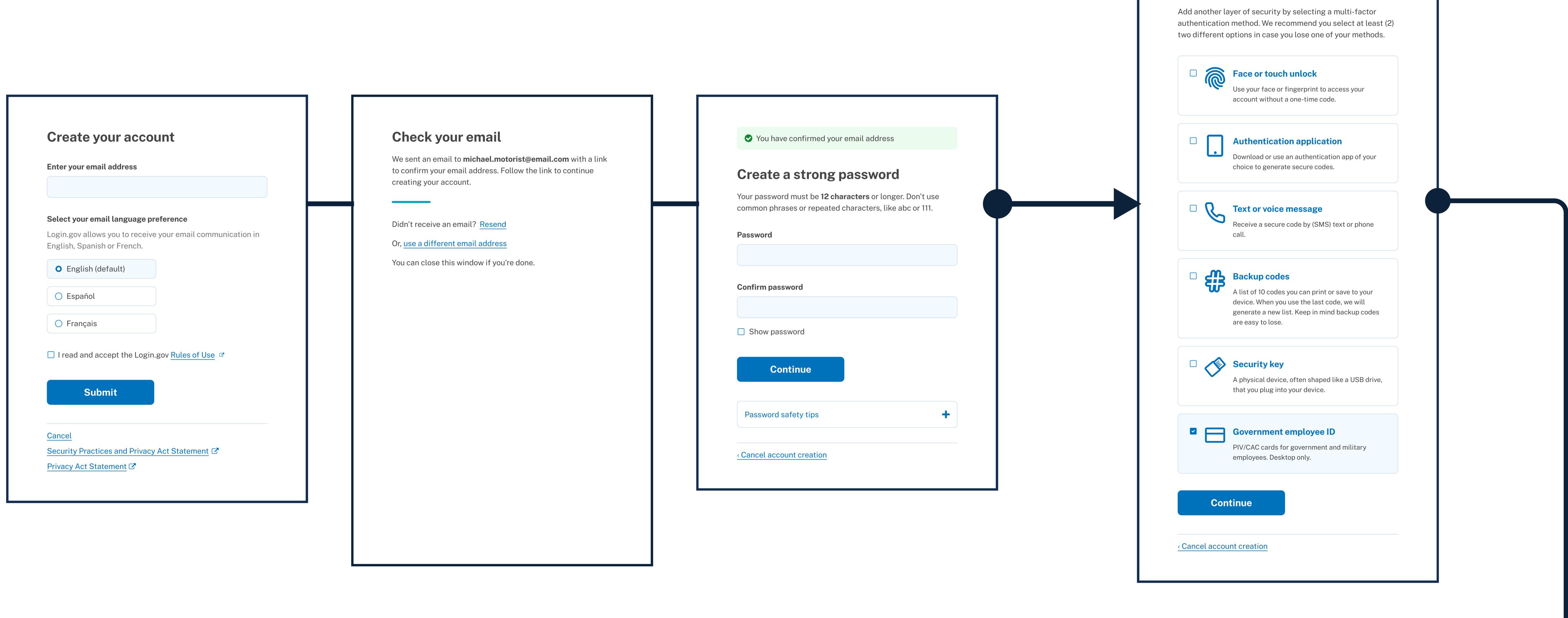
The user has set up an authentication method.

The user successfully creates their account.



Account creation and authentication setup using a government employee ID



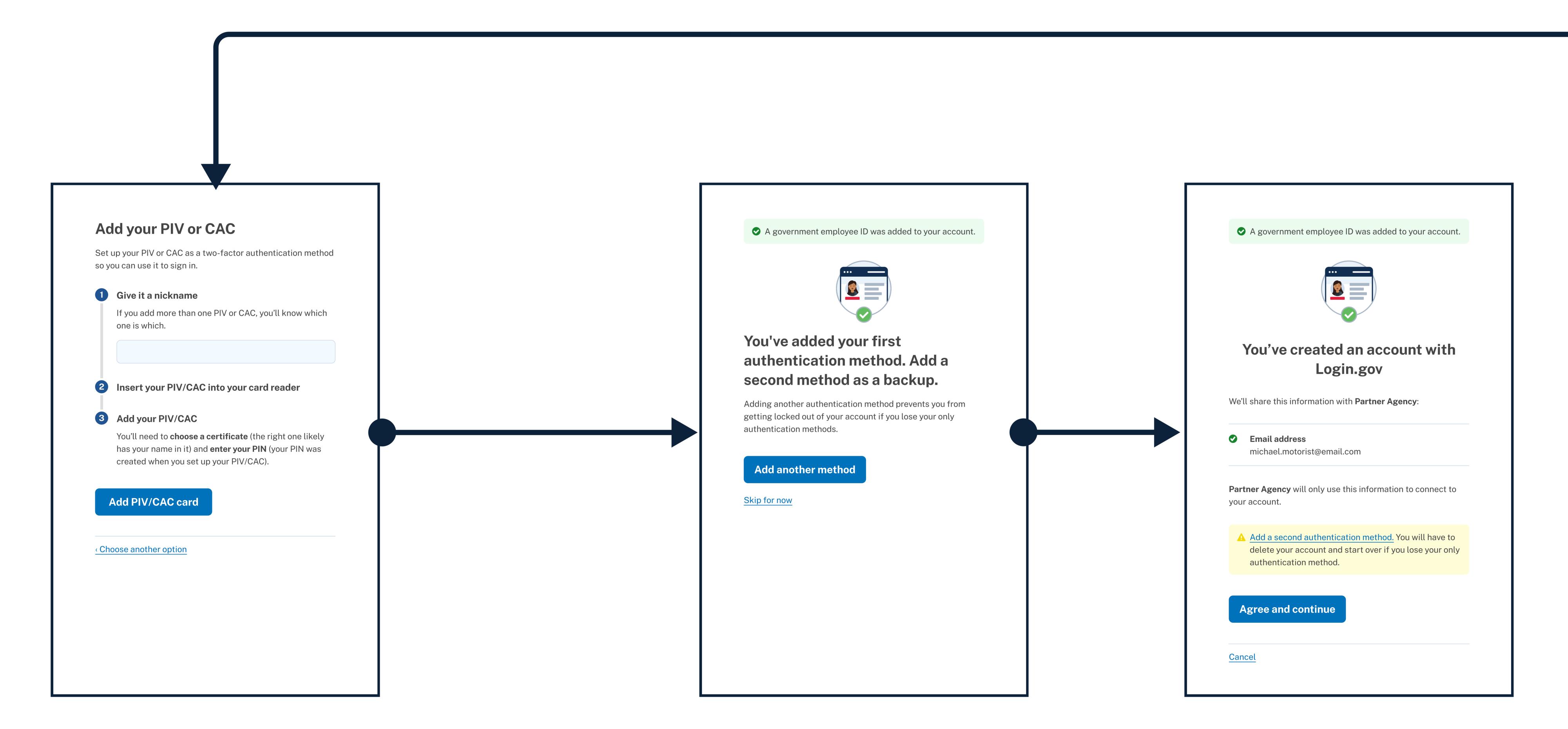


The user begins by creating an account.

They enter an email address, select language preference, and then confirm their email address. Once confirmed, the user creates a strong password.

The user selects a multi-factor authentication (MFA) method.

Authentication method setup



Government employee ID

The user inserts their PIV/CAC into their card reader and enters their PIN.

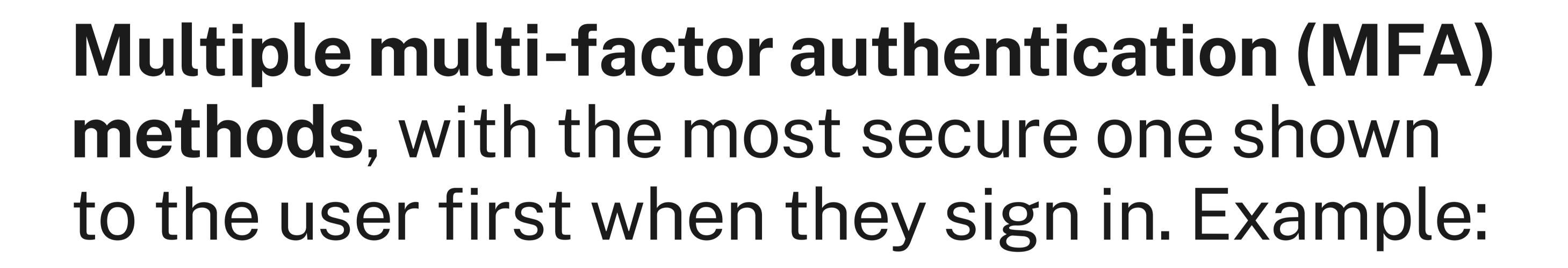
The user has set up an authentication method.

The user successfully creates their account.





How a user authenticates with multiple authentication methods





AND

Email address and password

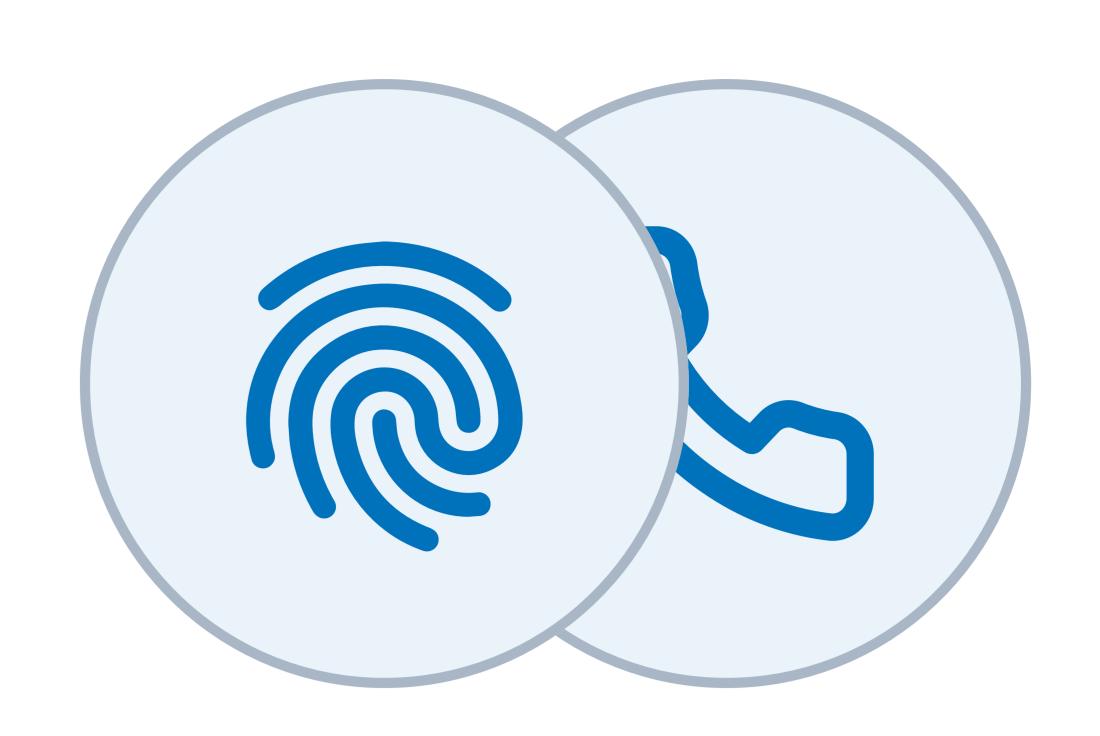


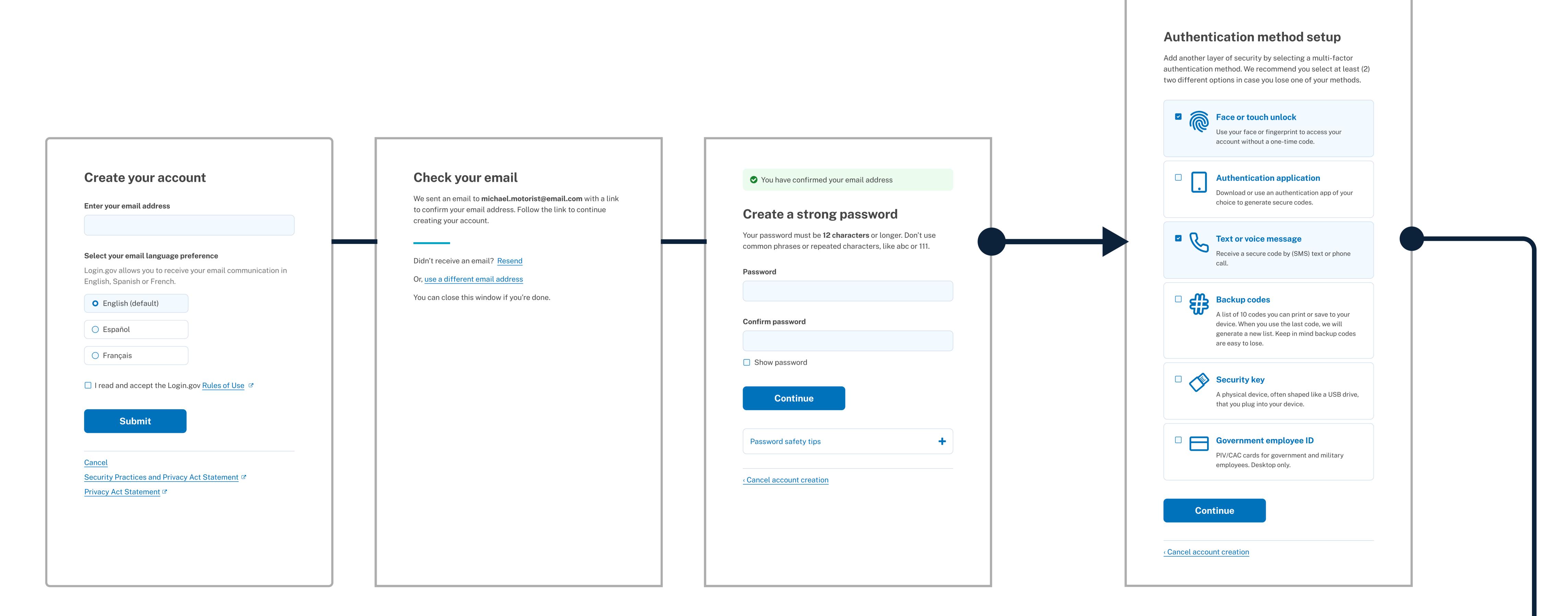
Face or touch unlock

Text or voice message



Account creation and authentication setup using face or touch unlock and text or voice message

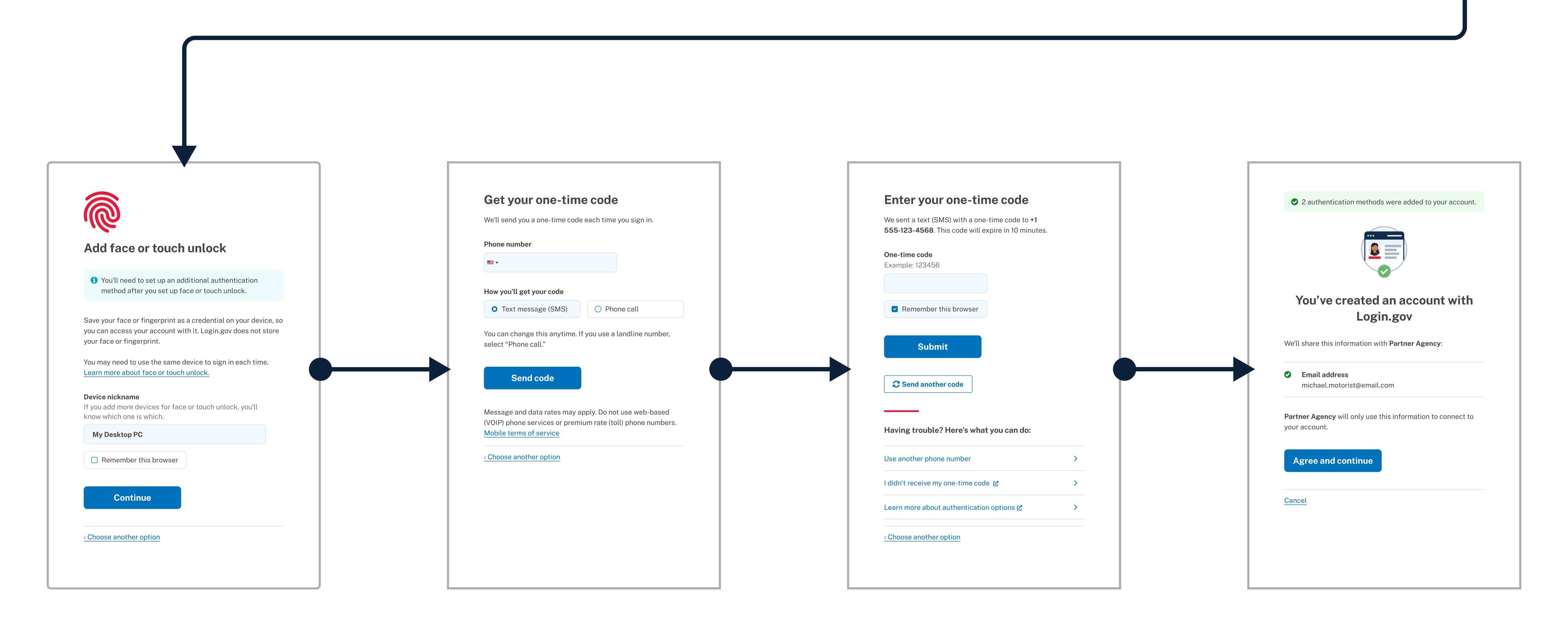




The user begins by creating an account.

They enter an email address, select language preference, and then confirm their email address. Once confirmed, the user creates a strong password.

The user selects two multi-factor authentication (MFA) methods.



Adding both authentication methods

The user sets up both face or touch unlock and text or voice message as authentication methods.

When the user completes setup of one authentication method, they proceed to setting up their next selected method.

Extra security

With two MFA methods, the user is well-protected against losing access to their account.