Multi-Factor Authentication

Signing into your account using phone call verification

Once you have setup multi-factor authentication please follow the instructions to sign-in to your Single Sign-On (SSO), using phone call as a verification method. This guide assumes that the default authentication method is set to phone call.

1. Select your account at the Single Sign-On (SSO) page

2. Enter your password and click Sign in

3. The Approve sign in request screen will be showing. You will receive a phone call.

4. Answer the call, listen to the automated message, and press the hash key (#) to verify your identity and complete the process. Please note the automated message may ask you to press the 'pound' key, which is the hash symbol (#) on your telephone keypad.

5. You will now be logged into your account.