

Legacy (Prior to December 2025) Multi-Factor Authentication

If you are migrating or setting up MFA after December 2025, refer to the setup steps in our [MFA help doc](#).

Multi-factor authentication (MFA), sometimes referred to as two-factor authentication, allows you to add another layer of security to your Alchemer account. When you enable MFA, in addition to providing an email address and password upon login, users will need to authenticate via a [Google Authenticator compatible app](#)*

Considerations

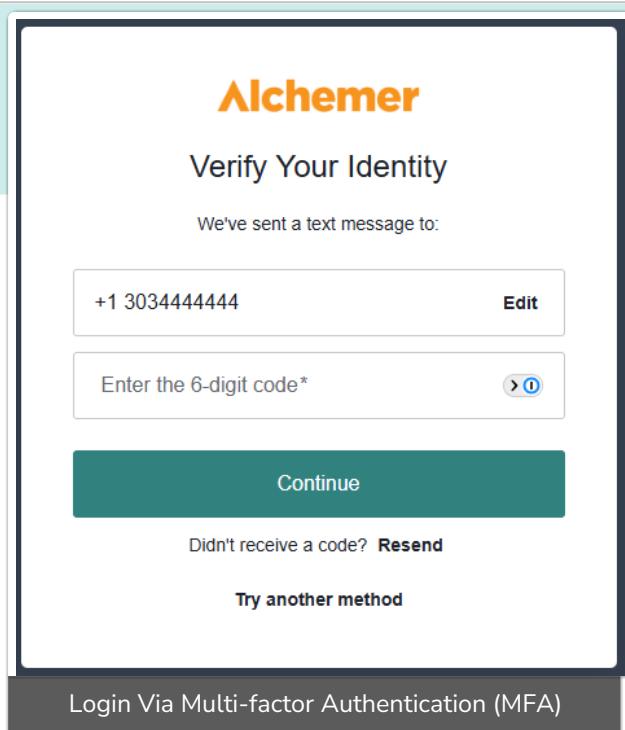
For Account Administrators on multi-user accounts, before you enable multi-factor authentication for your account, you should consider the following:

- When you enable MFA for your account, all users on your account will be required to complete the MFA setup process the next time they log in to Alchemer.
- As an Account Administrator, you should communicate your plan to enable MFA with users on your account.
- Choose a date and time that minimizes impact to your business for enabling MFA.
- Share MFA setup instructions with users on your account:
 - [Authenticator App Instructions](#)
 - [Text \(SMS\) Instructions](#)

Account-Wide vs User-Specific Multi-factor Authentication

There are a couple of options for enabling Multi-factor Authentication:

- **Account Administrators have the option to [enable MFA for their entire account](#)**
When the account-level MFA is enabled on a multi-user account, every user on the account will be required to use MFA to log in to their Alchemer user account.
- **Individual users have the option to [enable MFA for their user profile](#)**
If your Account Administrator has not enabled MFA account-wide, you still have the option to



The screenshot shows the Alchemer MFA verification process. The top section is titled 'Verify Your Identity' with the Alchemer logo. It says 'We've sent a text message to:' followed by a phone number '+1 3034444444' with an 'Edit' button. Below is a field 'Enter the 6-digit code*' with a 'Resend' button and a circular icon. A large teal 'Continue' button is at the bottom. At the bottom of the screen, a dark bar says 'Login Via Multi-factor Authentication (MFA)'.

utilize MFA for your user profile.

Enable Multi-factor Authentication for the Entire Account

Important! When you enable Multi-factor Authentication for your entire multi-user account, all users on the account will be prompted to setup their MFA upon their *next login* to Alchemer. Share the [setup instructions](#) with your users, if needed.

Set Up Your Multi-Factor Authentication (Authenticator App)

Once Multi-factor Authentication has been enabled on your account or user, you will need to set up the authentication.

Important! With app-based authentication a Google Authenticator compatible app is required to configure MFA and to log in to Alchemer. [View a list of commonly used Google Authenticator compatible apps*](#).

*Install/download a compatible Google Authenticator App on your device before proceeding with the below steps.

Whether you are the Account Administrator that is enabling MFA for your entire account, a user enabling MFA for your specific user profile, or a user logging in for the first time since MFA has been enabled on your account, you will see a version of the below screen.

Set Up Your Multi-Factor Authentication

Enable Multi-factor Authentication
Note: Multi-factor authentication has been required on this account by an administrator.
To learn more about multi-factor authentication, [click here](#).

Google Authenticator Compatible App

Scan A Barcode [Show QR Code](#)

Using your mobile device's camera and your authenticator app, scan the barcode (QR).

Manual Entry [Show Secret Key](#)

Using your authenticator app, choose to enter a provided key and make sure that the Time Based option is selected.

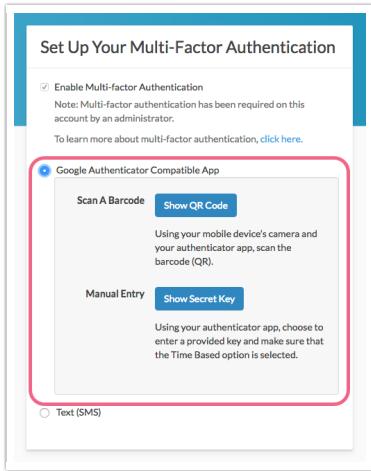
Text (SMS)

This screen is where you will set up your Multi-factor Authentication with the help of a [Google Authenticator compatible app](#)*.

**If your account has been provisioned with SMS Authentication, you can choose the (Text) SMS option instead. You will need to provide your cell phone number and will then receive a text message with a verification code.*

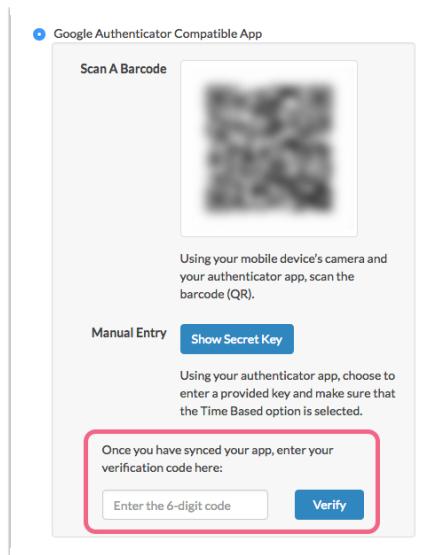
Setup Instructions

1. Depending on the [Google Authenticator compatible app](#) you have decided on, the instructions for adding a new account (ex. Alchemer) will differ. *Consult instructions specific to your app to learn how to add a new account.*
2. Within your app, choose the option to add a new account. You can either *scan a barcode* or *manually enter a provided key*.
 - o If you prefer to scan a barcode click the **Show QR Code** button and use your device camera to capture the barcode provided on the Alchemer set up screen.
 - o If you prefer the manual entry option, in the app make sure to select the **Time Based** option for manual entry. Click the **Show Secret Key** button within Alchemer. You will see a secret key that can be manually input into the authenticator app on your device.



3. After scanning the barcode or manually entering the secret key, your app will provide you with a *6-digit verification code**. Enter this code into the provided field (in Alchemer) and click the **Verify** button. This will finish your MFA setup and log you in. If the verification is not initially successful, wait for your app to provide a new verification key and try again.

**The verification code is only active for a short period of time before a new code is generated by your app. If a new code is generated by your app prior to you submitting the previous code to Alchemer, you will need to use the new code.*



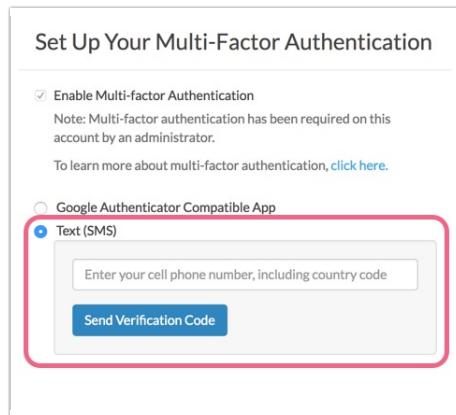
4. You will now need to use your authenticator app each time you log in to Alchemer.

Set Up Your Multi-Factor Authentication (SMS)

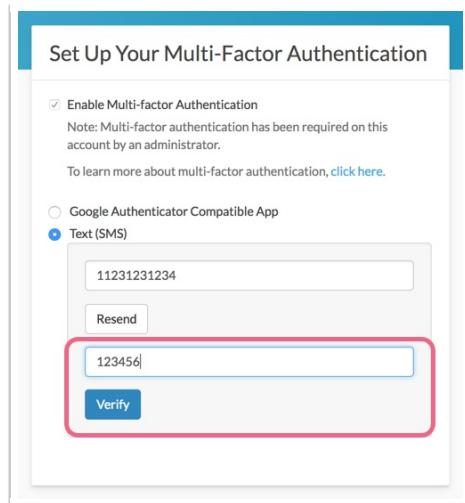
Enterprise Packages: If your use-case requires Multi-factor authentication via SMS (text message), contact your Account Manager to discuss this option.

If Text (SMS) Multi-factor Authentication has been enabled on your account, you will be prompted to set up your MFA the next time you log in to Alchemer.

1. Select the **Text (SMS)** option for your MFA when prompted.



2. Enter your cell phone number (including country code) and click the button to **Send Verification Code**. You will receive a text message containing your 6-digit verification code.
3. Enter your code into the field provided and click the **Verify** button. You will be logged in to your Alchemer account.



Set Up Your Multi-Factor Authentication

Enable Multi-factor Authentication
Note: Multi-factor authentication has been required on this account by an administrator.
To learn more about multi-factor authentication, [click here](#).

Google Authenticator Compatible App

Text (SMS)

11231231234

Resend

123456|

Verify

4. You will need to use your SMS authentication for each subsequent login to your Alchemer account.

Disable Account Multi-Factor Authentication

If you need to disable your account Multi-factor Authentication or reset a specific user's MFA, you can do so.

Step 1: Disable Account-Wide MFA

As an Account Administrator, you can disable MFA for the entire account. Please note that users that have set up their MFA will still be able to log in via MFA, until their MFA access is reset.

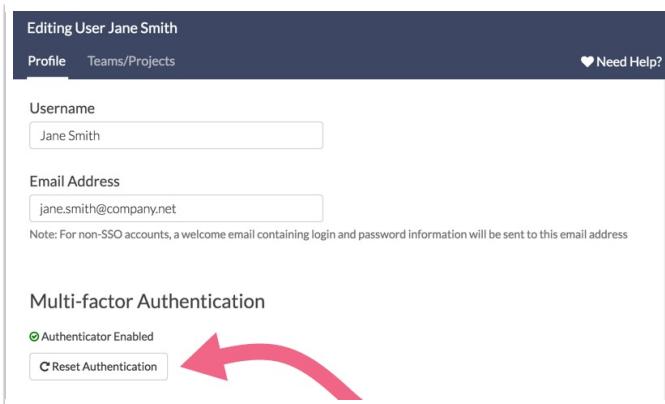
1. To disable the account-wide MFA, navigate to **Security > Settings**.
2. Within the **Password Settings** section, locate the **Multi-factor Authentication** dropdown menu and select the **Not Required** option. Make sure to **Save your settings***.

**Please note that users that have set up their MFA will still be able to log in via MFA, until their MFA access is reset.*

Step 2: Reset User's MFA

Account Administrators can reset Multi-factor Authentication for other users on the account. This is done to no longer require MFA login (after the account setting has been disabled) or if the user is having trouble logging in via their existing MFA.

1. To reset a user's Multi-factor Authentication, navigate to **Account > User Management > Users**. Access a specific user's settings by clicking on their username.
2. On the user's **Profile** tab, scroll to the **Multi-factor Authentication** section and click the **Reset Authentication** button.



Editing User Jane Smith

Profile Teams/Projects Need Help?

Username: Jane Smith

Email Address: jane.smith@company.net

Note: For non-SSO accounts, a welcome email containing login and password information will be sent to this email address

Multi-factor Authentication

Authenticator Enabled

3. You will see a pop-up message asking for confirmation. Click the **Reset MFA** button to finish. The user will now be able to log in via their email/password combination. Users can also [reset their own MFA](#) while logged in to Alchemer.

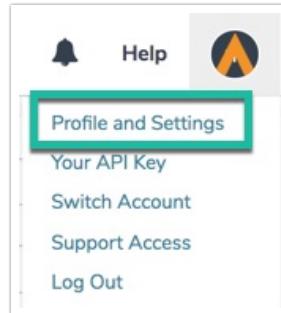
Reset Your Multi-factor Authentication

There are several reasons why you may want to reset your Multi-factor Authentication:

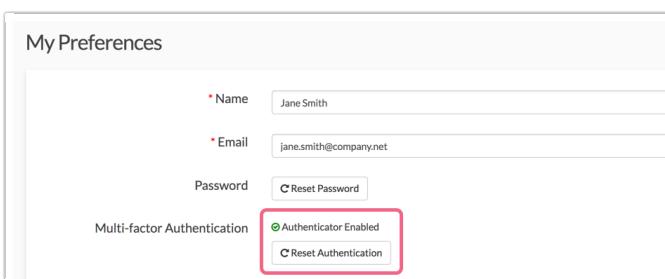
- If you have set up MFA for your user profile but it is not required on the overall account, you may decide that you no longer need it.
- Perhaps you accidentally deleted Alchemer authentication from your Authenticator app and need to re-add it.
- Maybe you are having trouble logging in with MFA and want to set it up again.

To reset MFA for your user profile (while logged in to Alchemer):

1. Navigate to the Profile icon in the top right, select Profile and Settings:



2. Locate the **Multi-factor Authentication** section and click the **Reset Authentication** button.



My Preferences

* Name: Jane Smith

* Email: jane.smith@company.net

Password:

Multi-factor Authentication

Authenticator Enabled

3. You will see a pop-up message asking for confirmation. Click the **Reset MFA** button to finish.
 - If the account MFA is enabled, you will need to set up a new MFA the next time you log in.
 - If the account MFA is *not* enabled, you will be able to log in with your email address/password combination only going forward.

Limitations

If your account is configured to use [Single Sign-On \(SSO\)](#), Alchemer's Multi-factor Authentication is not available.

Google Authenticator Compatible Apps

When you enable MFA, in addition to providing an email address and password upon login, users will need to authenticate via a Google Authenticator compatible app.

We recommend using Google's official Authenticator app, if possible:

- [Google Authenticator for iOS](#)
- [Google Authenticator for Android](#)

Below are *some* of the other currently available apps:

- [Authy for iOS, Android, Chrome, OS X](#)
- [FreeOTP for iOS, Android and Pebble](#)
- [Microsoft Authenticator for Windows Phone](#)
- [LastPass Authenticator for iOS, Android, OS X, Windows](#)
- [1Password for iOS, Android, OS X, Windows](#)

FAQ & Troubleshooting

- ⊕ I'm having trouble logging in with Multi-factor Authentication.
- ⊕ I received a "A user in your Alchemer account needs help logging in" email message, what should I do?
- ⊕ I'm an Account Administrator. How do I reset a user's Multi-factor Authentication?
- ⊕ I need to use Text (SMS) for Multi-factor Authentication, how can I get access to this option?



Verify Your Identity

We've sent a text message to:

+1 3034444444

Edit

Enter the 6-digit code*

» 0

Continue

Didn't receive a code? [Resend](#)

[Try another method](#)



Verify Your Identity

We've sent a text message to:

+1 3034444444

Edit

Enter the 6-digit code*

» 0

Continue

Didn't receive a code? [Resend](#)

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