Enabling and Configuring Multi-factor Authentication (MFA)

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Multi-Factor Authentication (MFA) provides an added layer of security for your Alchemer users. Once MFA is enabled by the account admin, users will need to verify their identity using a second authentication method—either an authenticator app or SMS—during login.

Step 1: Enable MFA requirement

When account admins enable MFA, users will be prompted to configure a second authentication method the next time they log in. Account admins can enable MFA by navigating to the Security dropdown and the MFA tab. Admins can then check the box to enable MFA.

Security > MFA Settings

ⓘ Your MFA settings have been saved and updated across all regions. ✕

⚠ 0 Days Left

Multi-Factor Authentication Settings

This setting will apply to all Alchemer regions and applications where you have an account.

Require all users to use one or more MFA factors

○ Yes ● No

Save Settings

Note: If your administrator enables MFA as required, setup is mandatory upon your next login.

Step 2: Select an authentication method

After logging in, you'll be prompted to choose a verification method. Available options include:

- **Authenticator app** (e.g., Google Authenticator, Authy)
- **SMS verification** using your mobile phone

< Select a method to verify your identity

🔒 **Google Authenticator or similar** >

🗨 **SMS** >

Using an authenticator app

Select the authenticator app option to scan a QR code and complete setup.

Using SMS verification

1. Enter your 10-digit mobile number (U.S. only).

2. Alchemer will send a 6-digit verification code to the number you provided.

3. Enter the code to complete setup.

Alchemer

Secure Your Account

Enter your phone number below. An SMS will be sent to that number with a code to enter on the next screen.

United States, US, +1 >

Enter your phone number*

Continue

Try another method

⚠ If the phone number is invalid, you'll see an error message and won't be able to proceed.

Alchemer

Secure Your Account

Enter your phone number below. An SMS will be sent to that
number with a code to enter on the next screen.

| 🇺🇸 United States, US, +1 | > |

Enter your phone number*

444444444

⊗ Seems that your phone number is not valid. Please check and
retry.

Continue

Try another method

Alchemer

Verify Your Identity

We've sent a text message to:

+1 3034444444   **Edit**

Enter the 6-digit code*   ⟩ⓘ

Continue

Didn't receive a code? **Resend**

Try another method

Heads-up: There is no success message after entering the code. Clicking **Continue** will log you into your account.

⬜ You may receive a maximum of five (5) SMS codes per hour to the same number.

Resetting your MFA factor

If you need to reset your MFA method, you can manage it from your account settings. Options include resetting either the SMS or authenticator app factor.

Profile And Settings

* Name	`[_____].com`
* Email (read only)	`[_____].com`
Password	↻ Reset Password
Multi-Factor Authentication	Text Message (SMS) ↻ Reset ✖ Remove

Reset MFA ✕

✔ Factor Text Message (SMS) has been reset.

Ok   Cancel

After a successful reset, you'll see a confirmation message and will be prompted to set up MFA

again at your next login.