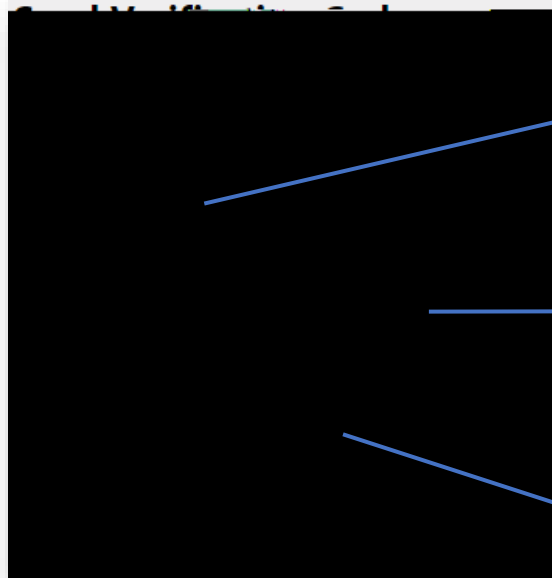# Multi factor Authentication

Depending on the frequency set by the institution, Core will prompt users to provide a secondary method of confirming their identity before granting access. This can be via email or text message based on the user's preference.

Multi Factor Steps

1. Once you enter your Username and password and click login, you will be sent to a screen to complete the verification process.
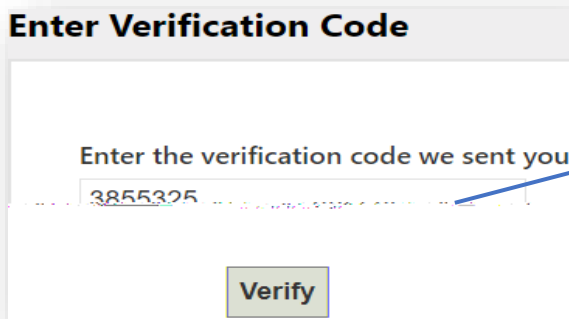
Click the button to choose between email or text.

IF you choose email, the system will use the same email configured in Core.

If you choose text, you will be prompted the first time to enter a cell phone number for the system to use. This number will be stored for future use.

2. Once you click 'Send Verification Code' then you will be prompted to enter the code from your text or email.

Enter Verification Code

Enter the verification code we sent you
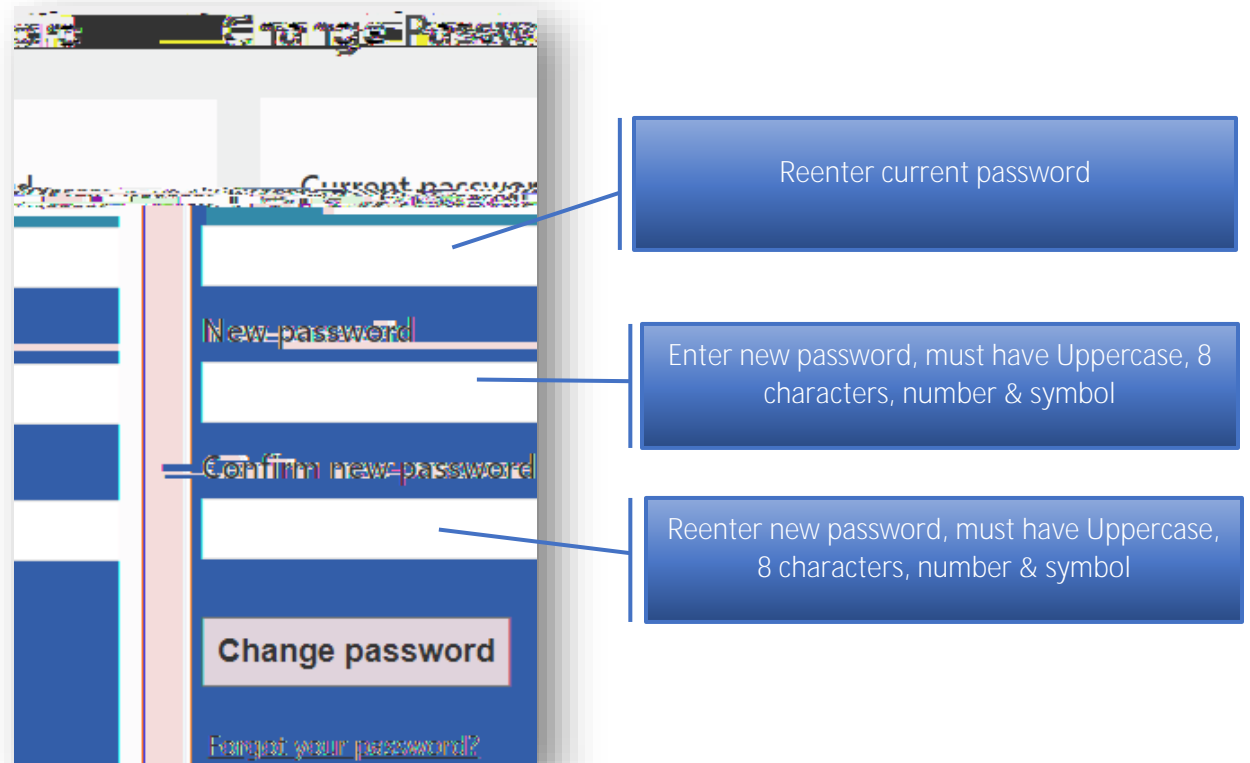
3855325

Verify

Enter code here

3. Once you click on verify you will be allowed access to Core.

Password Expiration

Depending on the frequency set by the institution your password will expire after a period. You will be prompted to update your password.
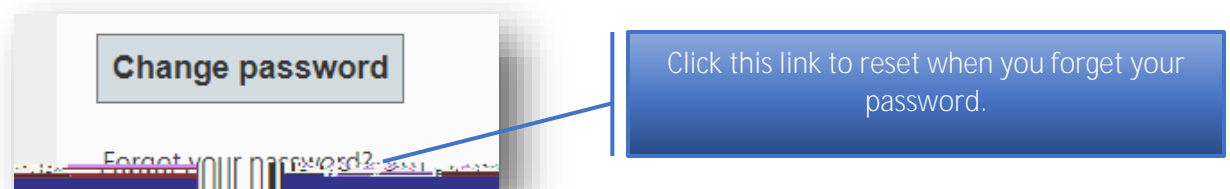
Password Reset Steps

1. Once your password expires, you will be prompted to change it.

Current password

New password

Confirm new password

Change password

Forgot your password?

Reenter current password

Enter new password, must have Uppercase, 8 characters, number & symbol

Reenter new password, must have Uppercase, 8 characters, number & symbol

2. Once you click 'Change password' then you will be sent back to the login page to reenter your username and the new password.
3. If you forgot your password, you can use the 'Forgot your Password' link to go through the steps to reset.

Change password

Forgot your password?

Click this link to reset when you forget your password.