

Multi-Factor Authentication



To comply with carrier requirements, all SunFire users will be required to use Multi-Factor Authentication (MFA) to login to SunFire.

MFA adds an extra layer of security to your account by requiring **two forms of verification**:

1. **Something You Know:** Your password.
2. **Something You Have:** A secondary device, like a phone, or a generated code.

This ensures that even if someone gains access to your password, they cannot log in without an additional verification factor.

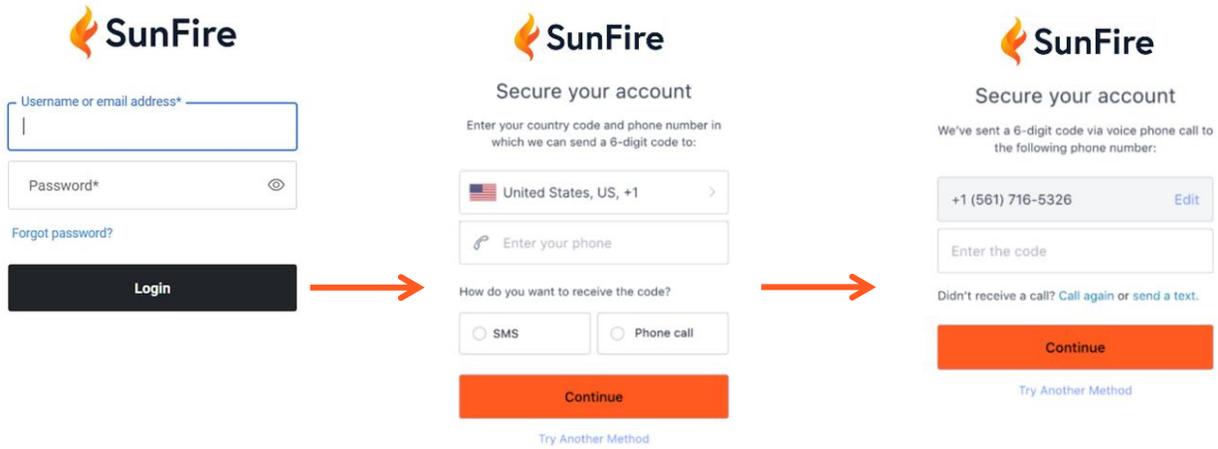
This guide will give you an idea of what to expect along with step-by-step instructions to successfully securing your account using MFA.

On your first login to SunFire with MFA you will receive a recovery code to store for future use. After saving the code you will be prompted to complete MFA. See your options below.

The diagram illustrates the user flow from the initial login screen to the MFA recovery code screen. On the left, the SunFire login page features a 'Username or email address*' field, a 'Password*' field with a toggle icon, a 'Forgot password?' link, and a 'Login' button. An orange arrow points to the right, where the MFA screen is displayed. The MFA screen shows the SunFire logo, the text 'Almost There!', and instructions: 'Copy this recovery code and keep it somewhere safe. You'll need it if you ever need to log in without your device.' Below this is a text box containing the recovery code 'YM4B-68CD-00AD-JKL7-561K-6840', a 'Copy Code' button, a checked checkbox with the text 'I have safely recorded this number.', and a 'Continue' button. At the bottom, there is a 'Try Another Method' link.

Option 1: Text or Phone Call

1. **Log in** using your SunFire credentials
2. Enter your **phone number**
3. Choose either SMS (text) or phone call method and select **Continue**
4. Enter the code you receive and select **Continue** to log in



Option 2: Authenticator app

1. **Log in** using your SunFire credentials
2. Select the **“Try another method”** option below the Continue button
3. Click the App Store or Google Play icons to **install the authenticator app** on your device
4. Using the installed app, **scan the QR code** displayed on the SunFire login screen
5. **Acknowledge the notification** in the authenticator app
6. **Enroll your device** so it is recognized for future logins

