



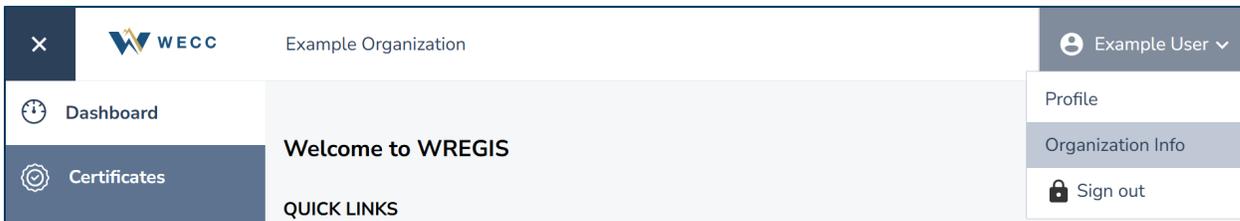
Multi-Factor Authentication (MFA) is an important security feature that WREGIS encourages to protect against improper access to your WREGIS organization. All organizations have MFA enabled by default upon organization approval. If either the login or the organization has the MFA feature enabled, MFA will be required for system access.

The system will prompt users to connect a phone number to their profile for MFA requests the first time they log in. After initial setup, the system will provide an authentication code via SMS message or voice call that users must enter when logging into the system. If a user loses access to the phone number connected to their MFA and cannot log in, they must contact WREGIS at wregishelp@wecc.org to reset their MFA. Reset requests can take up to seven business days to process.

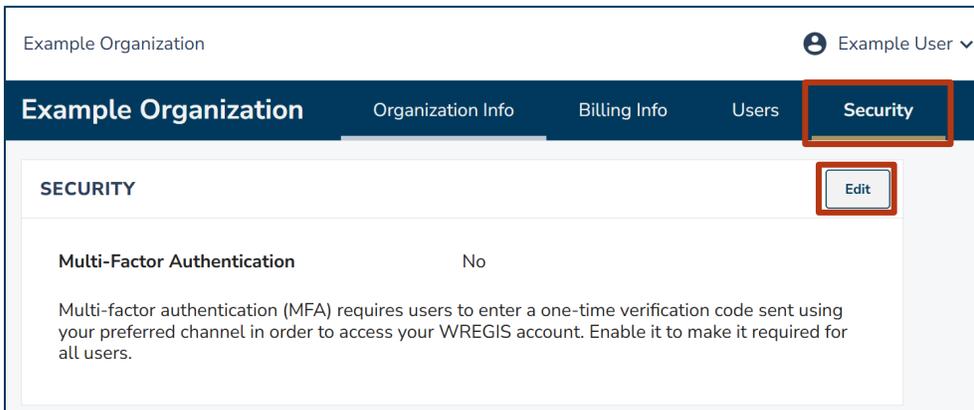
Update MFA Settings for an Organization

Only users with organization “Manage” permissions can update the MFA organization settings. To update organization MFA settings—

1. Click the arrow next to your name in the top-right corner of the screen and select **Organization Info**.



2. Navigate to the Security tab and click **Edit**.



3. Select **Enable** or **Disabled** as appropriate and click **Save**.

The screenshot shows the 'Edit Organization' page for 'Example Organization' under the 'Security' tab. The 'ORGANIZATION INFORMATION' section contains 'Multi-factor Authentication' settings. Two radio buttons are present: 'Disabled. Do not require a verification code to users.' (unselected) and 'Enable. By default we ask for a verification code every 30 days to all users.' (selected). At the bottom, there are 'Save' and 'Cancel' buttons, with the 'Save' button highlighted by a red border.

Updating MFA Settings for a User Profile

Only users can update their profile MFA settings. To update your user profile MFA settings—

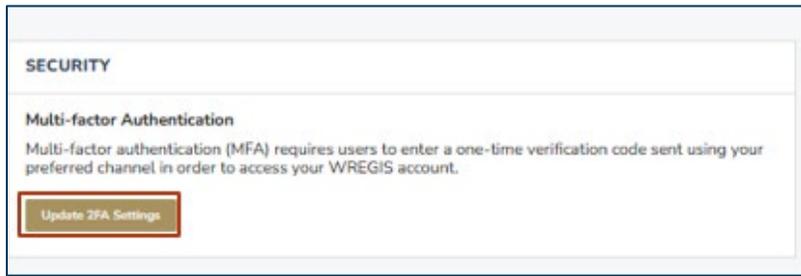
1. Click the arrow next to your name in the top-right corner of the screen and select **Profile**.

The screenshot shows the top-right corner of the application interface. A dropdown menu is open next to the user name 'Example User'. The menu items are 'Profile' (highlighted), 'Organization Info', and 'Sign out'. The 'Profile' item is highlighted with a grey background.

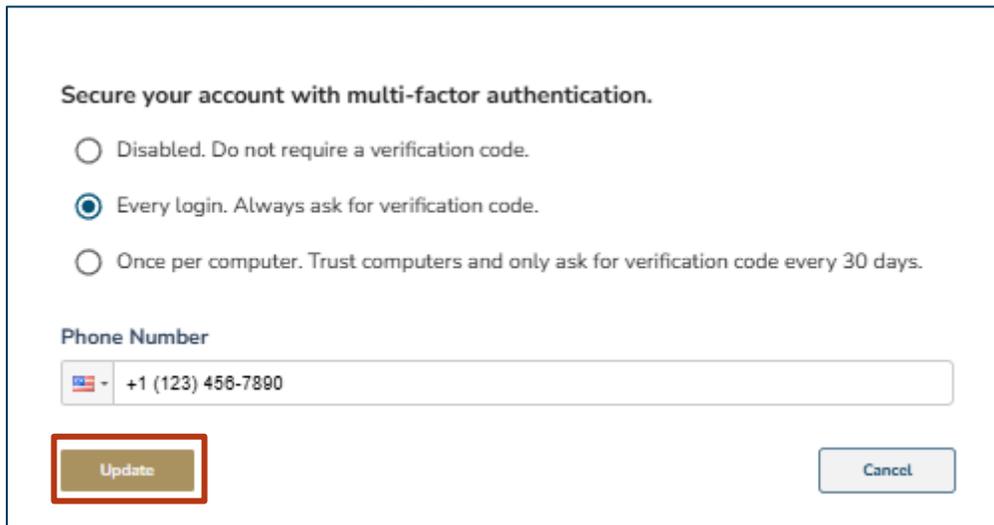
2. Click **Edit**.

The screenshot shows the user profile page for 'Example User'. The page title is 'Example User'. Below the title, there is a section titled 'NAME, EMAIL AND PHONE' with a table containing the name 'Example User'. An 'Edit' button is located in the top right corner of this section and is highlighted with a red border.

3. Click **Update 2FA Settings**.



4. Change your MFA settings and phone number as needed, and click **Update**.



NOTE: If an organization(s) has MFA enabled, you will only have the option to update your phone number.