

# MFA SETUP USING EMAIL



## Quick Reference Guide

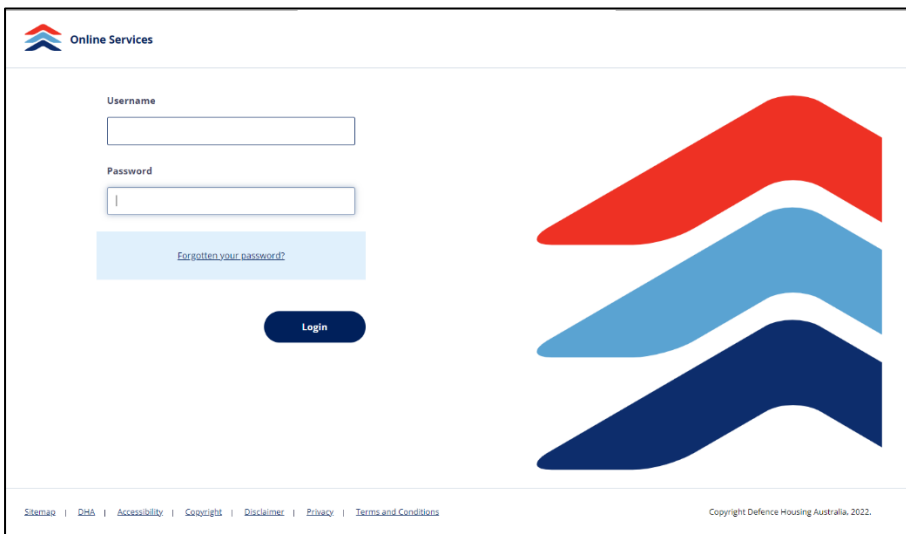
This tool works by sending you an email with a code. You then enter the verification code into the validate screen.

### Login to Online Services

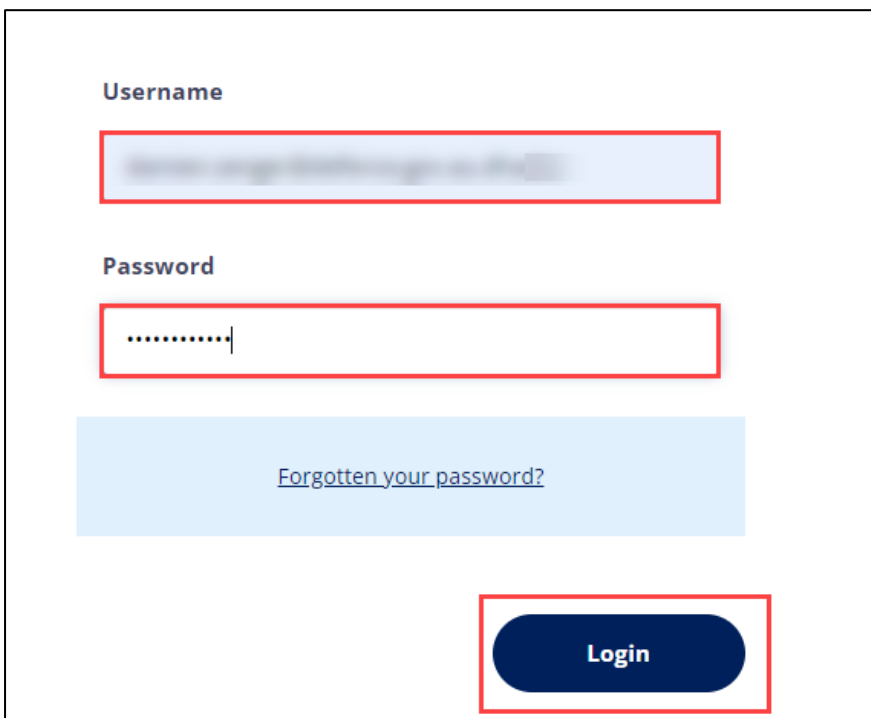
1. Locate and click on **Online Services**.



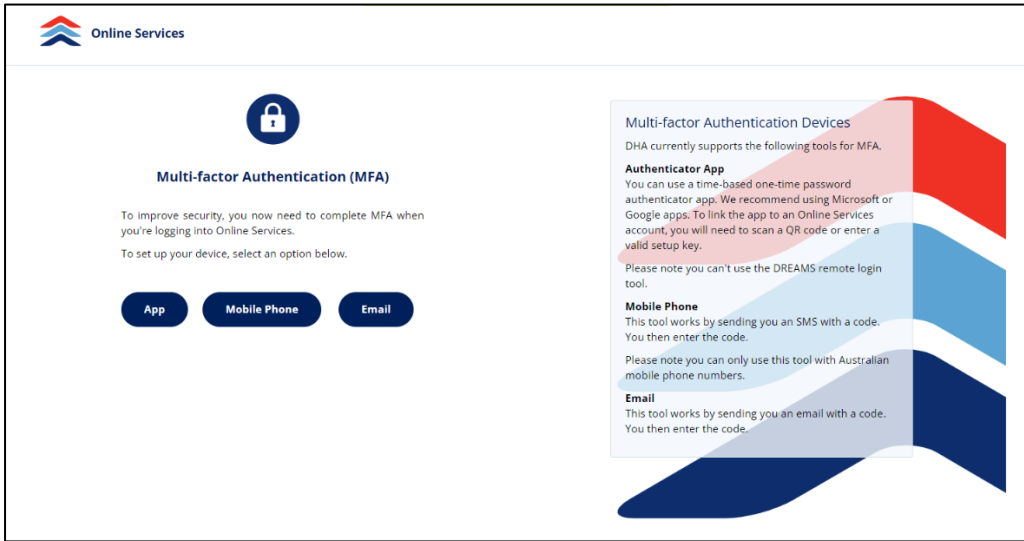
2. The Online Services login screen is presented.



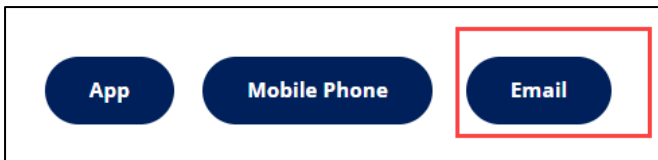
3. Type your **Username** and **Password** and click on the **Login** button.



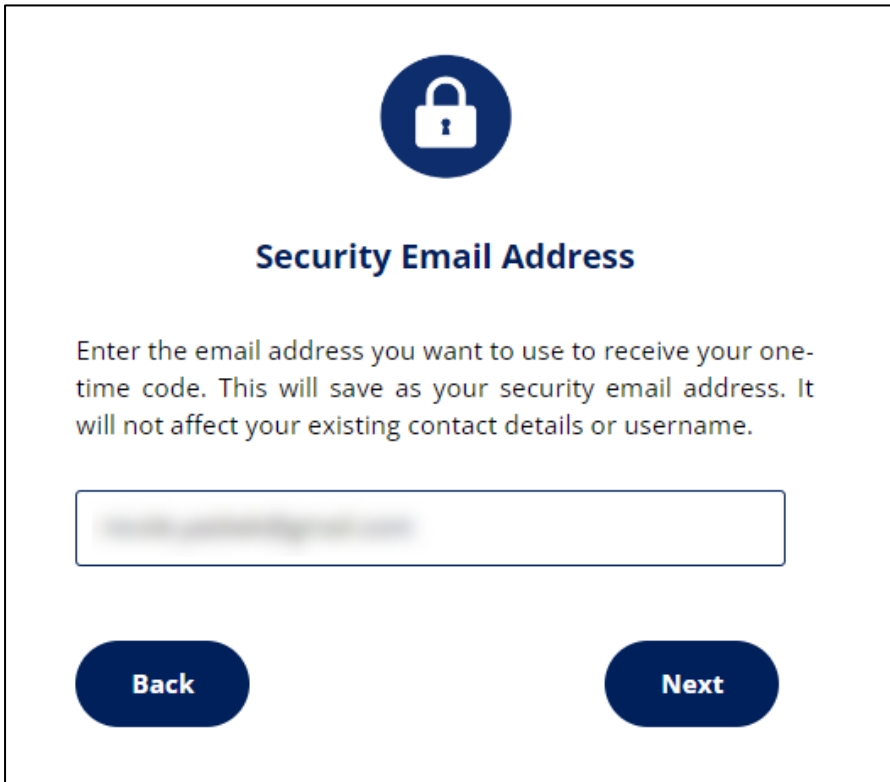
4. Multi-factor authentication screen is presented.



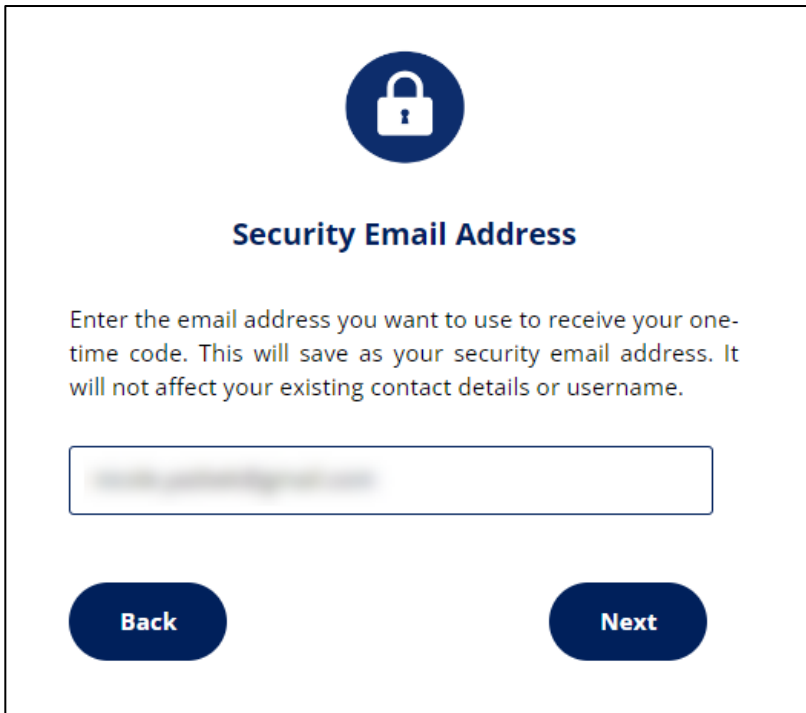
5. To select the email option, click the **Email button**.




6. The Security Email Address screen is presented.

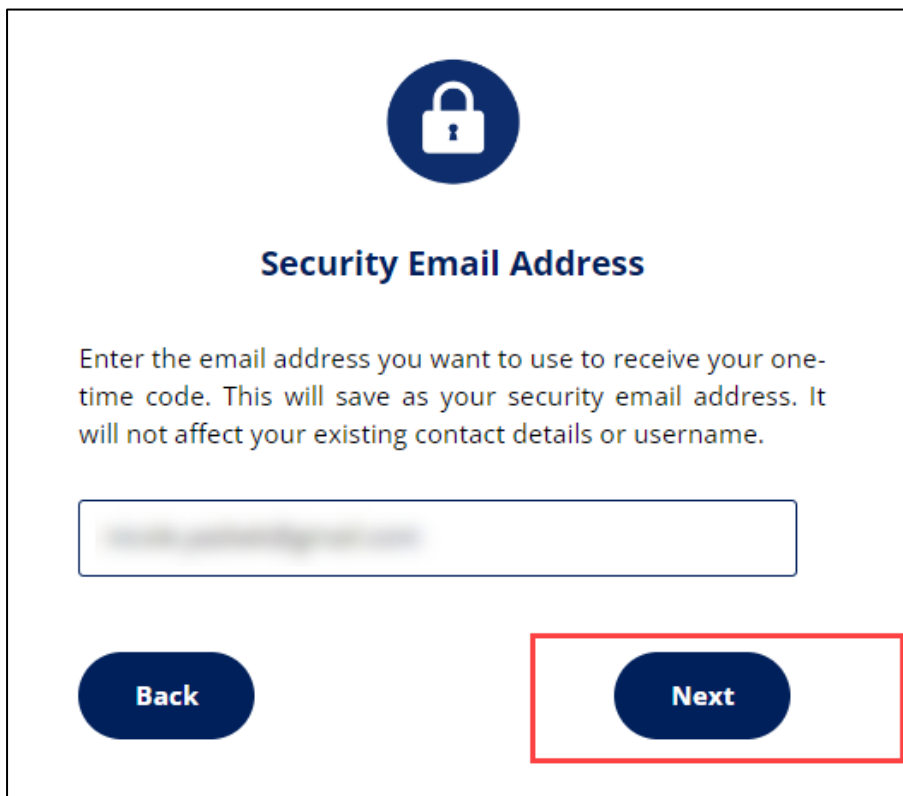


- 7. Enter the **email address** you want to use to receive your one-time code when you log in. This will save as your Security Email Address and will not affect your existing contact details of your username.




 **Your Online Services username will populate in the security email field.**

- 8. Click the **Next** button. A verification code email will be sent to the Online Services user. It may take some time to receive the email.



9. A verification code screen is presented.



### Multi-factor Authentication (MFA)


Enter the verification code that was sent to your security email address.

Note: Your code will expire in 8 minutes.

**Resend Code**      **Validate**

**Back**

10. At the code field enter the verification code and select click the **Validate** button.




### Multi-factor Authentication (MFA)

Enter the verification code that was sent to your security email address.

Note: Your code will expire in 8 minutes.

**Resend Code**      **Validate**

**Back**

 *Your code will expire in 8 minutes.*

11. If you have not received the code, click the **Resend Code** button.

**Multi-factor Authentication (MFA)**

Enter the verification code that was sent to your security email address.

Note: Your code will expire in 8 minutes.

**Resend Code** **Validate**

**Back**

12. You have successfully completed validation for multi-factor authentication (MFA).

Online Services Employee ID [Logout](#)

Dashboard Service Residence Rent Allowance LIA MCA Member Resources My Account

**You have successfully completed validation for Multi-factor Authentication (MFA). You will receive a code to complete MFA the next time that you log in to Online Services**

**Tenancy History**  
Obtain a copy of your tenancy history to support a rental application.  
**View Tenancy History**

**Utility Reimbursement**  
Initiate your Utility Reimbursement.  
**Apply for Utility Reimbursement**

**Have you been posted?** **Get started**

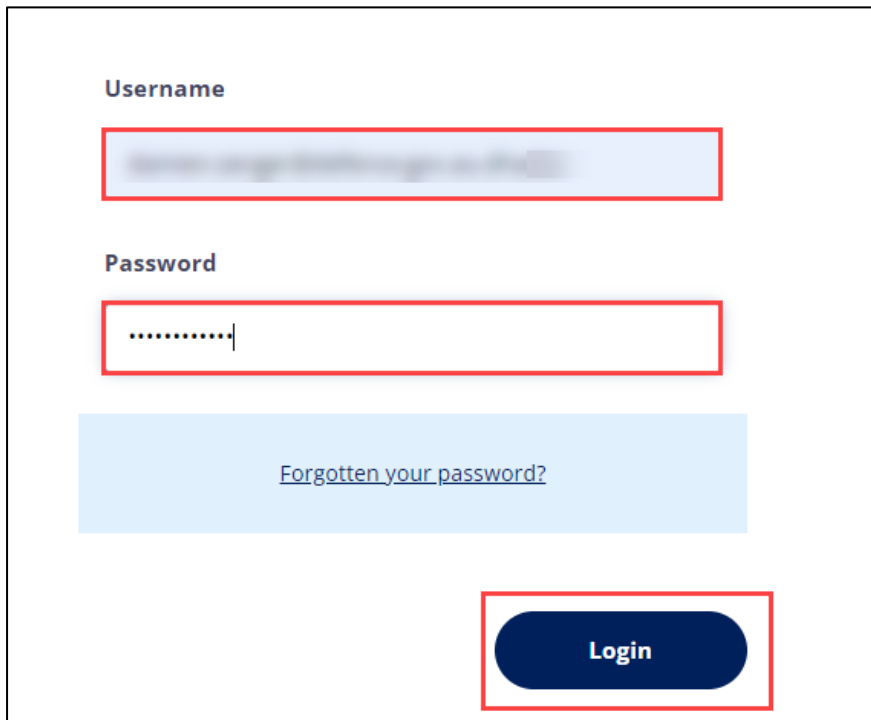
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**You will be asked to validate using multi-factor authentication (MFA) the next time you log into Online Services.**

## Log Back into Online Services

1. Login to Online Services. Enter your **username** and **password**.



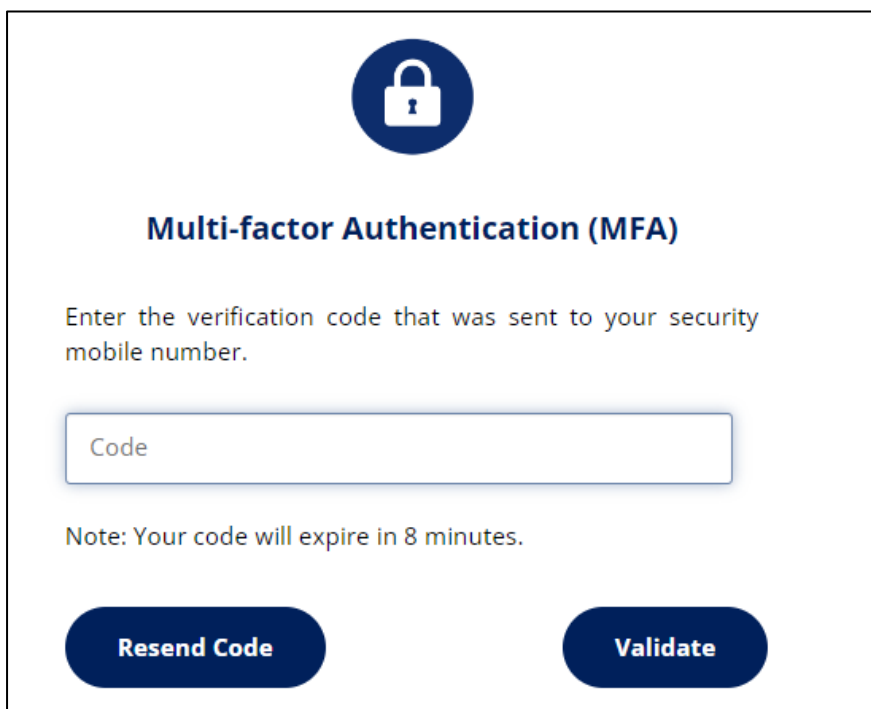
Username


Password

[Forgotten your password?](#)

Login

2. The multi-factor authentication validate code screen is presented.





### Multi-factor Authentication (MFA)


Enter the verification code that was sent to your security mobile number.

Note: Your code will expire in 8 minutes.

Resend Code

Validate

3. Enter the **code** you received through your email and click on the **Validate** button.




### Multi-factor Authentication (MFA)

Enter the verification code that was sent to your security email address.

Note: Your code will expire in 8 minutes.

[Resend Code](#) [Validate](#)


4. When a valid code is entered you will be navigated to your Online Services dashboard.

 **Online Services** Employee ID [REDACTED] | [Logout](#)

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