

# Multi-Factor Authentication (MFA) Guide

## PAGE ONE

**Start here when logging in at a site for the first time this season.**

[If it is not your first time, begin on page two.]

Due to the heightened awareness of personal identity theft and the growing world of cyber threats, TaxSlayer has implemented multi-factor authentication (MFA). Completing MFA is a two-step process.

**Step one:** On your first visit you must update your account.

### Login

Username

Enter your volunteer ID (located on your badge), followed the site code (e.g. NO, RR, LW)

Password

Enter your assigned password (or your current password if you are not a new volunteer).

LOGIN

[Forgot username](#)

[Forgot password](#)

Once you enter TaxSlayer, complete the update process.

### Account Update

The login security requirements have changed. Please verify your username and provide your cell phone, email address and enter a new complex password. Your cell phone and/or email address will be used for future account verifications.

Username

2426AGNO

Enter your volunteer ID and site code.

Cell Phone

|

Enter your cell phone number.

Confirm Cell Phone

Email

Enter an email address that you can access while on site either on your cell phone or by logging in on the computer at your station.

Confirm Email

Password



You may keep your current password.

Select "Update" to complete step one. You will need to complete this process the first time you log in at any site. You will then have to complete step two for each site you access every 30 days or every time you log in from a new computer.

# Multi-Factor Authentication (MFA) Guide

## PAGE TWO

Logging in at a site for the first time this season (continued):  
[START HERE if it is not your first time logging in.]

**Step two:** TaxSlayer will prompt you to move on to this step every 15 days after you have updated your account (and every time you log in to a new computer).

First, log in.

### Login

Username

Enter your volunteer ID and site code.

Password

Enter your current password.

LOGIN

[Forgot username](#)

[Forgot password](#)

You will be taken to the Account Verification page.

### Account Verification

Please verify your account by choosing a delivery option below and inputting the code you receive.

Delivery Options

- Email (jan\*\*\*\*\*org)
- Text (51\*\*\*\*\*28)

Verification Code

SEND CODE

VERIFY

Select the method for receiving the code (e.g. by email or by text) and click "SEND CODE." After you receive and enter the verification code, select "VERIFY". You will be taken to the TaxSlayer main menu. You must complete the account verification at every computer station prior to working at that station.

**NOTE: You may only use your cell phone on shift during the account verification process.** You must keep it flat on the desk at all times during this process. This is for security purposes and to protect our clients. When you have completed account verification, you must put your phone away for the duration of your shift.