My EPP Two-Factor Authentication FAQs

What are the minimum technology requirements required for Two-Factor Authentication?

The minimum technology requirements for using two-factor authentication is either of the following:

1. A device capable of receiving text messages.
2. A device capable of running an authentication application.

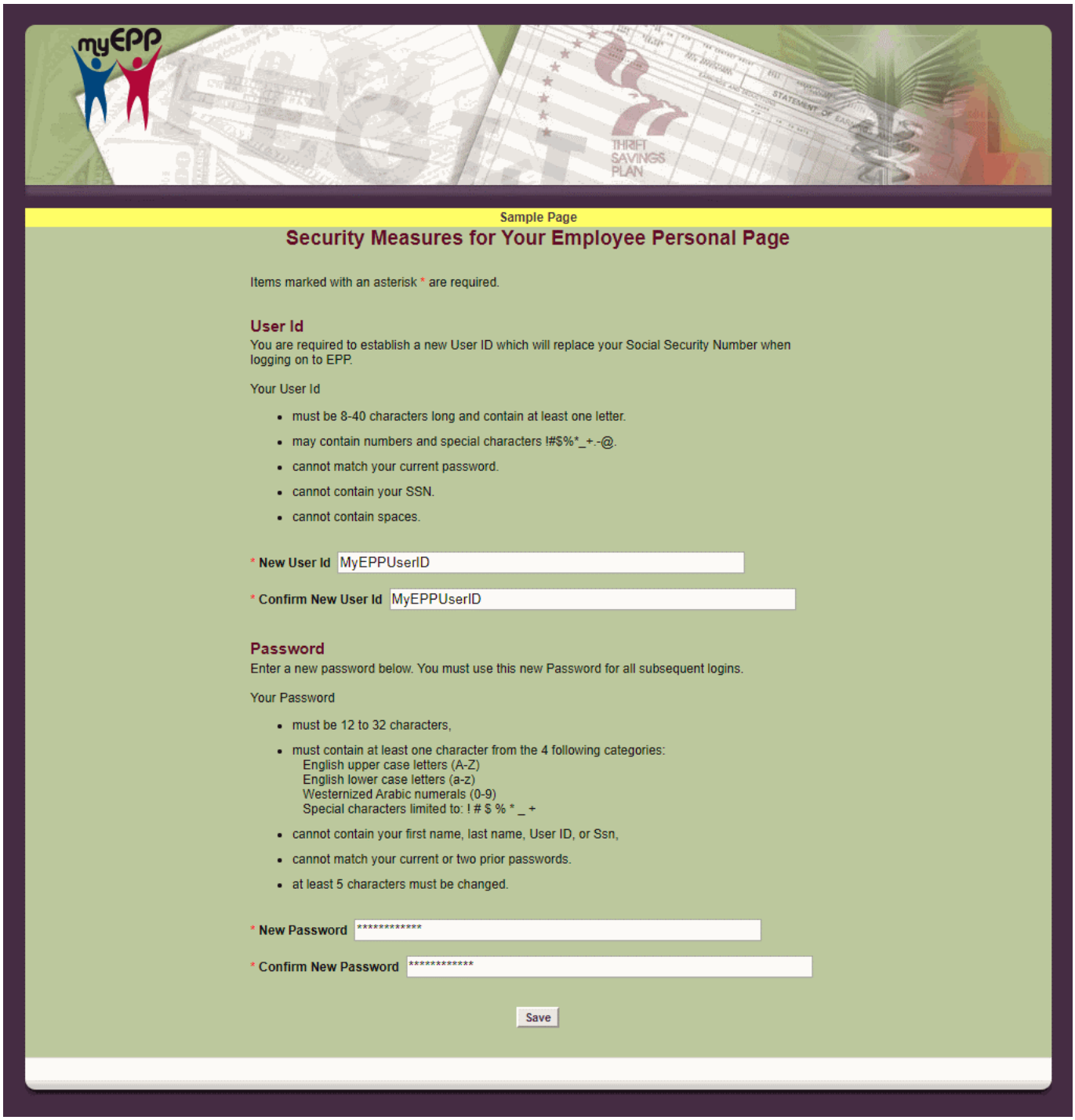
How do I validate my email address and establish two-factor authentication?

1. Visit the **NFC Home page** and select the My EPP icon from the application launch pad.
2. View/read the warning page and select "I agree" to access the My EPP log in page.

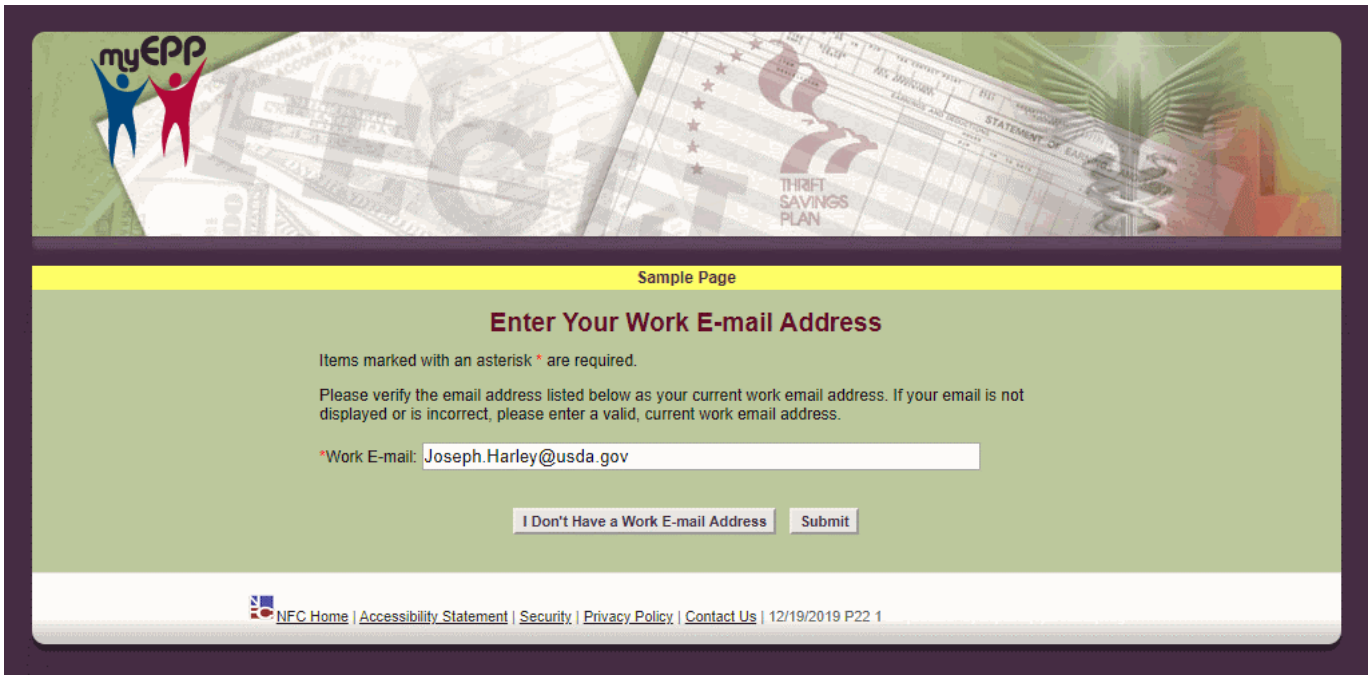
If you use eAuthentication to log into My EPP:

1. Select the eAuth log in button. You will be redirected to the eAuthentication Log In page. You may be prompted to select your Agency before being prompted to sign in to eAuth. PIV is required for all eAuth-enabled Agencies, but you may still have the capability to log in with your username and password.

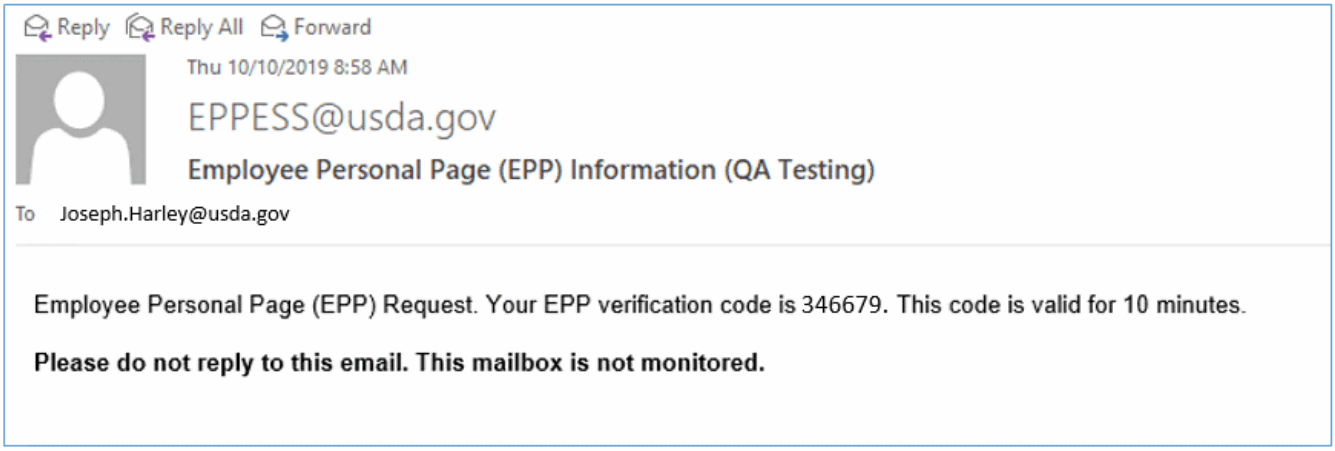
2. Once logged in, you will be prompted to create a user ID and password.

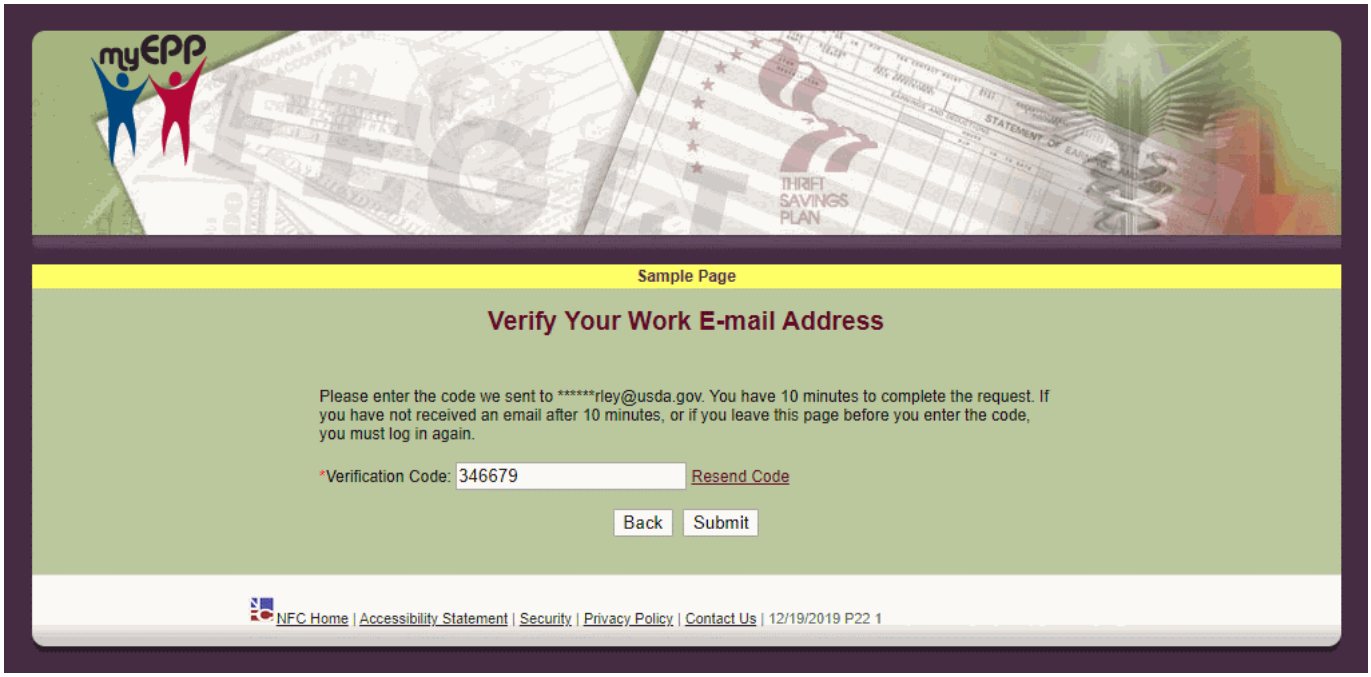


3. After establishing your user ID and password, you will be prompted to enter or edit your work email address. If you do not have a work email address, please select "I Don't Have a Work Email Address."

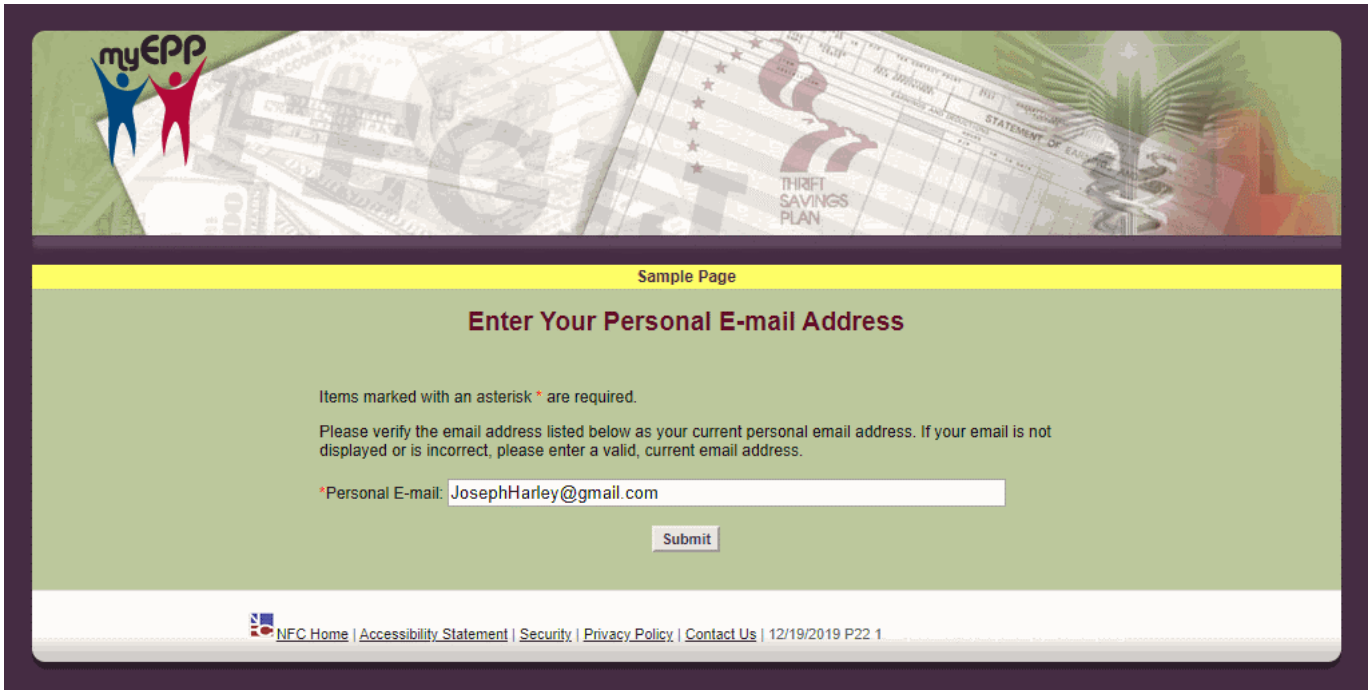


4. You will receive an email via your work email address that contains a verification code. Enter the verification code into My EPP.

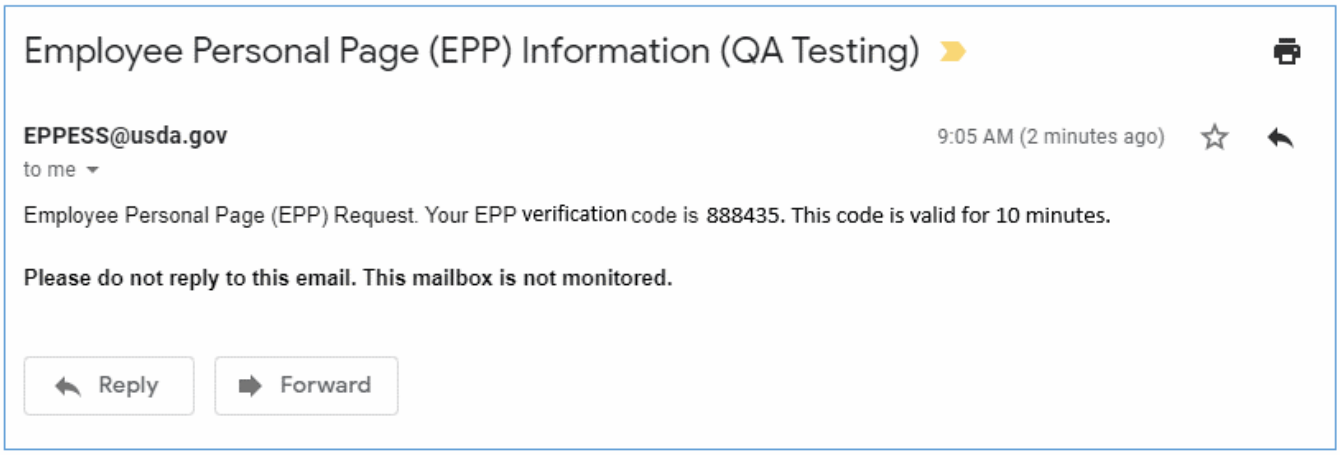


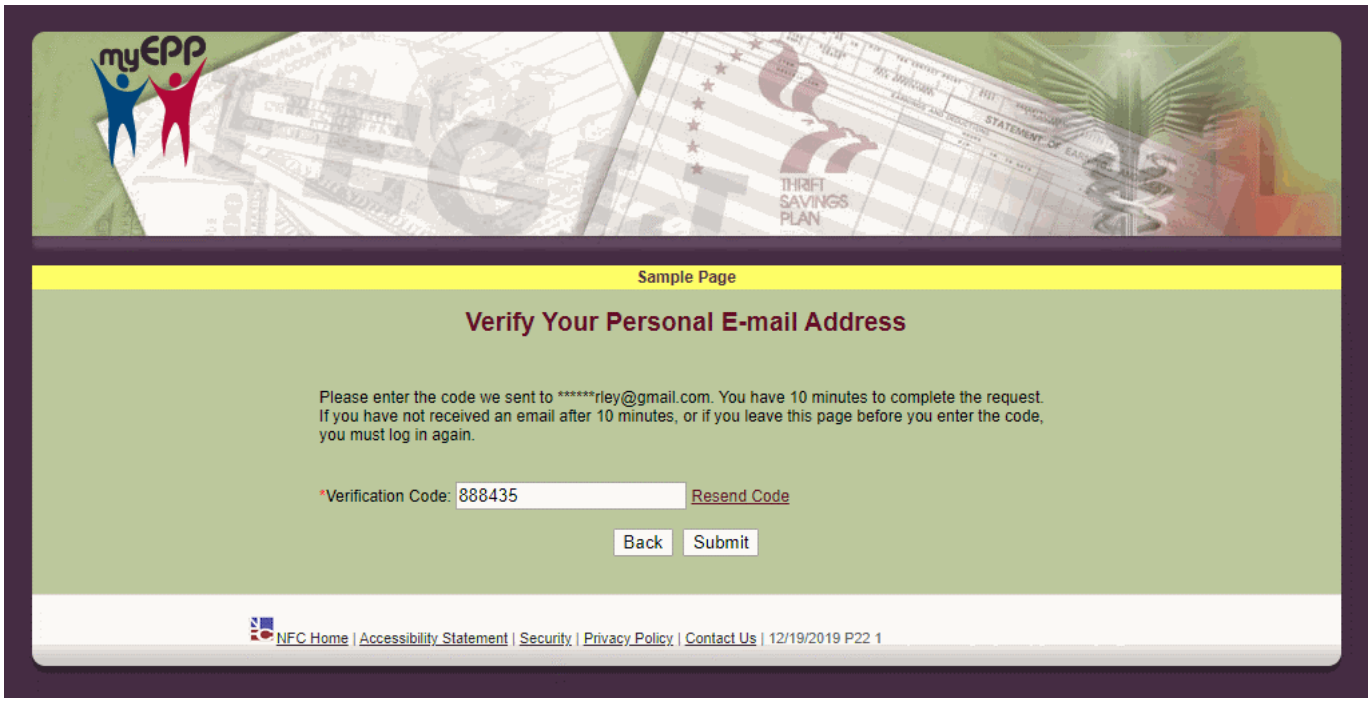


5. After verifying your work email address, you will be prompted to enter your personal email address.



6. You will receive an email via your personal email address that contains a verification code. Enter the verification code into My EPP.



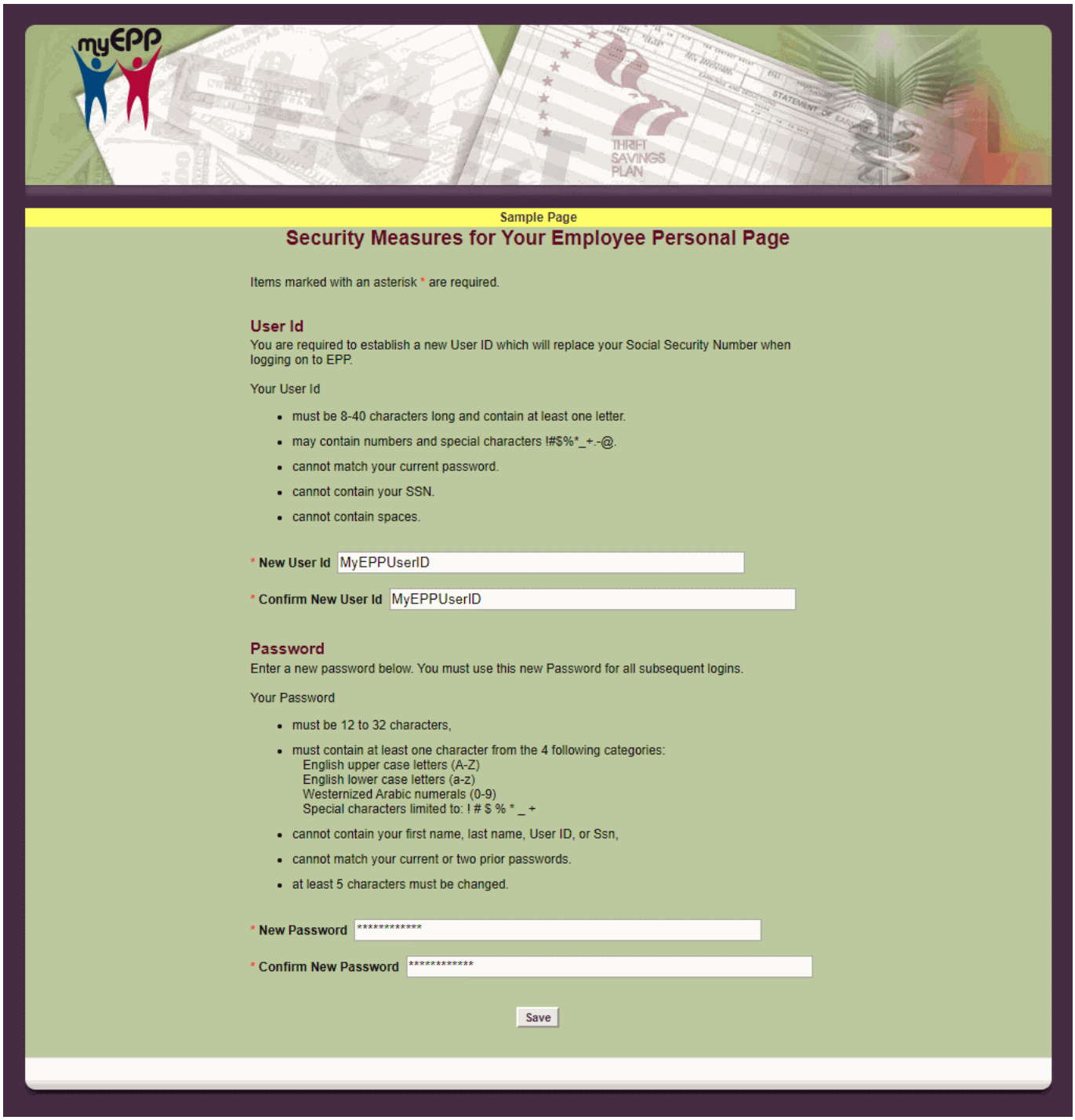


7. After establishing your personal email address, you will be prompted to choose a two-step authentication option. At this point, the employee has two options to choose from for the second factor of their two-step authentication.

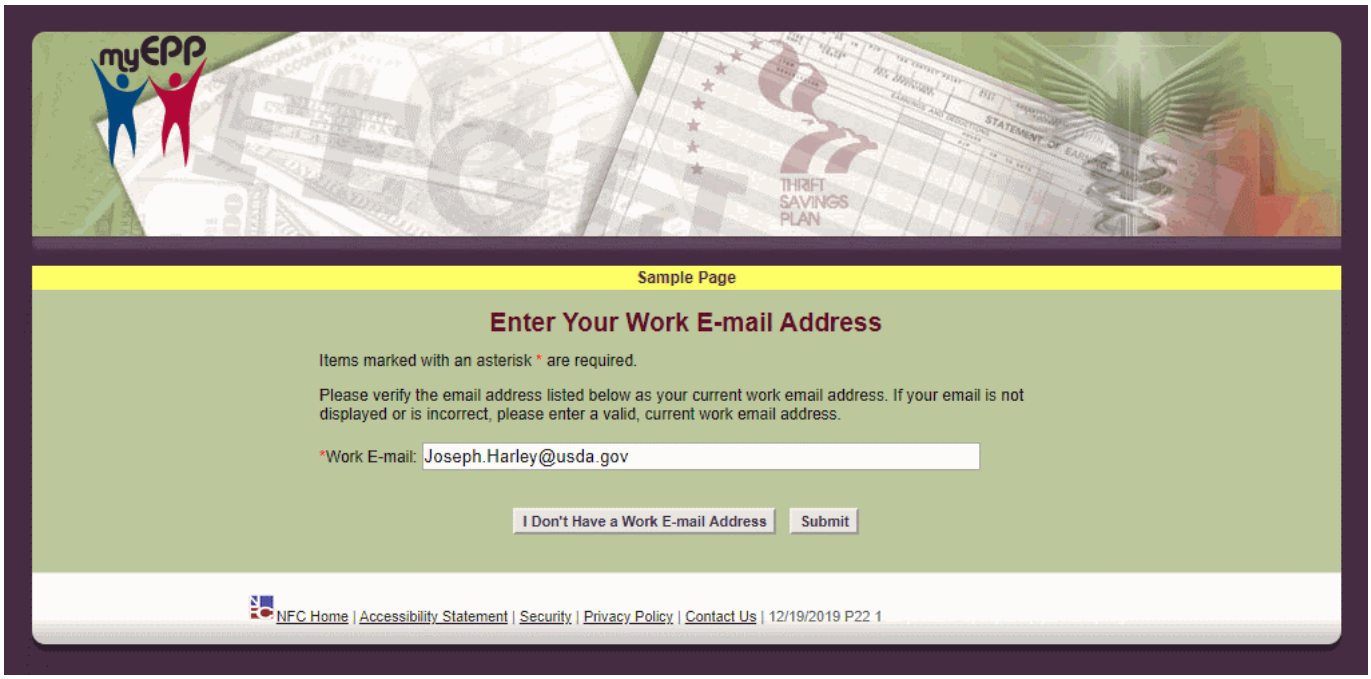
If you use a user ID and password to log into My EPP:

1. Enter your user ID and password and select the log in button.

2. Once logged in, you will be prompted to create a user ID and password (if you are a new user).



3. After establishing your user ID and password, you will be prompted to enter or edit your work email address. If you do not have a work email address, please select "I Don't Have a Work Email Address."



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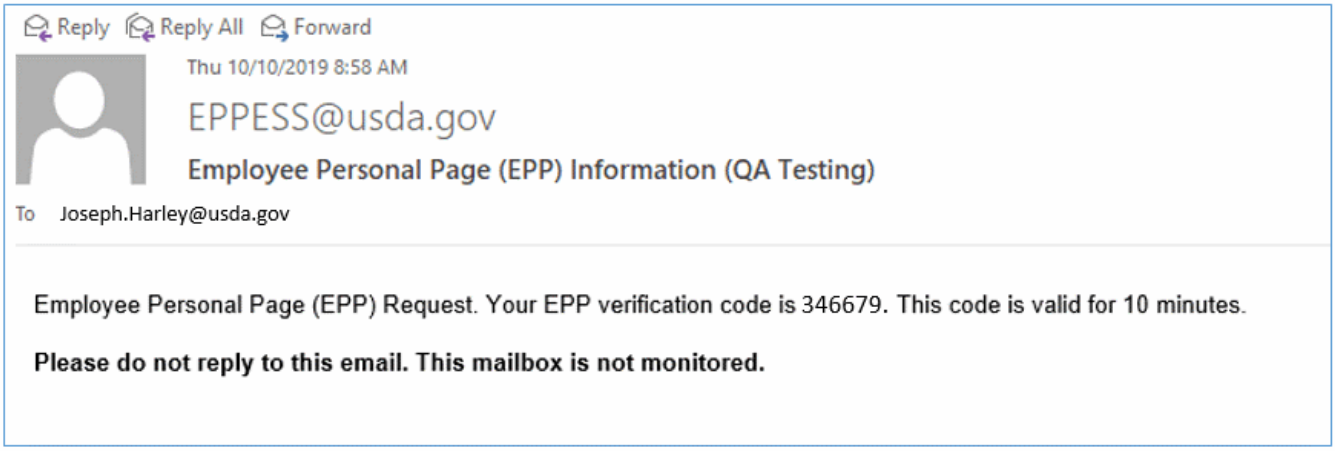

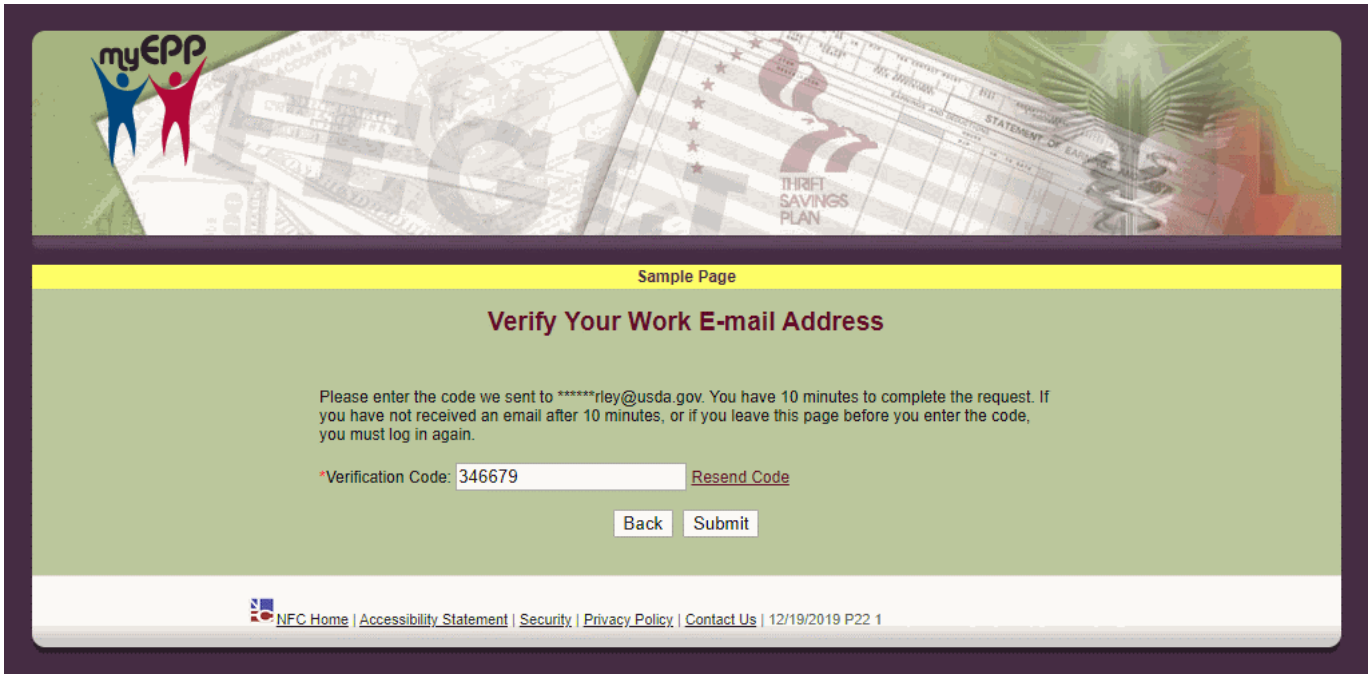

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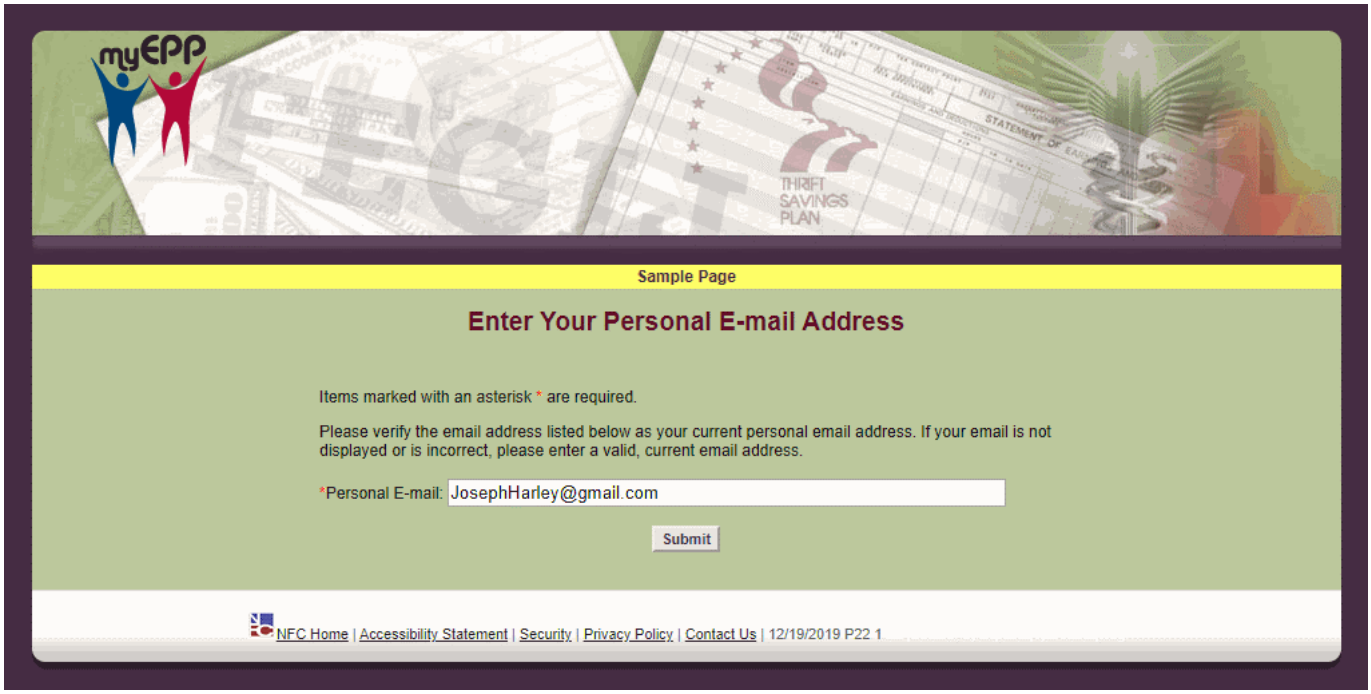

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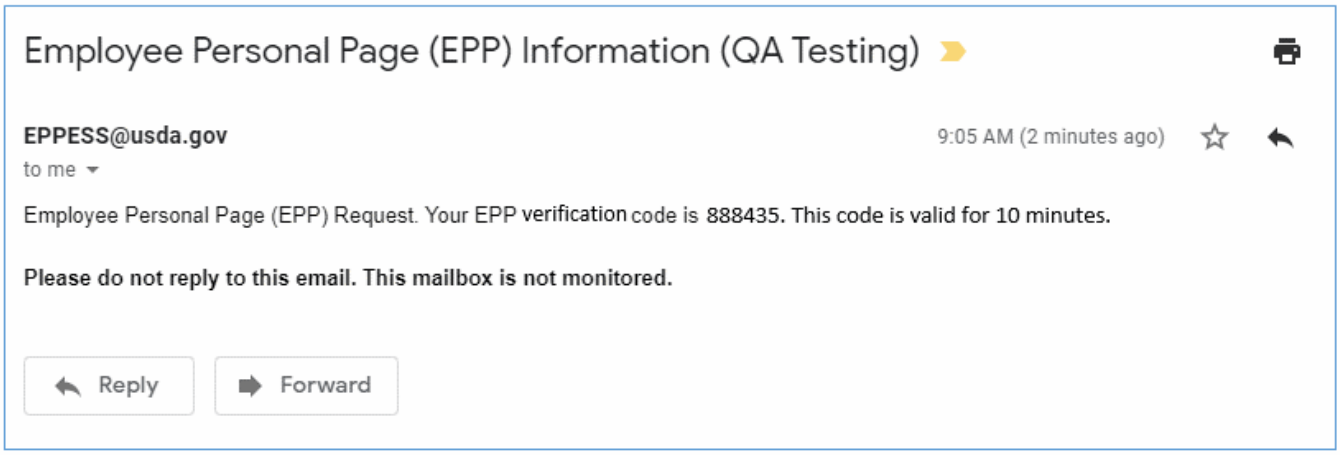
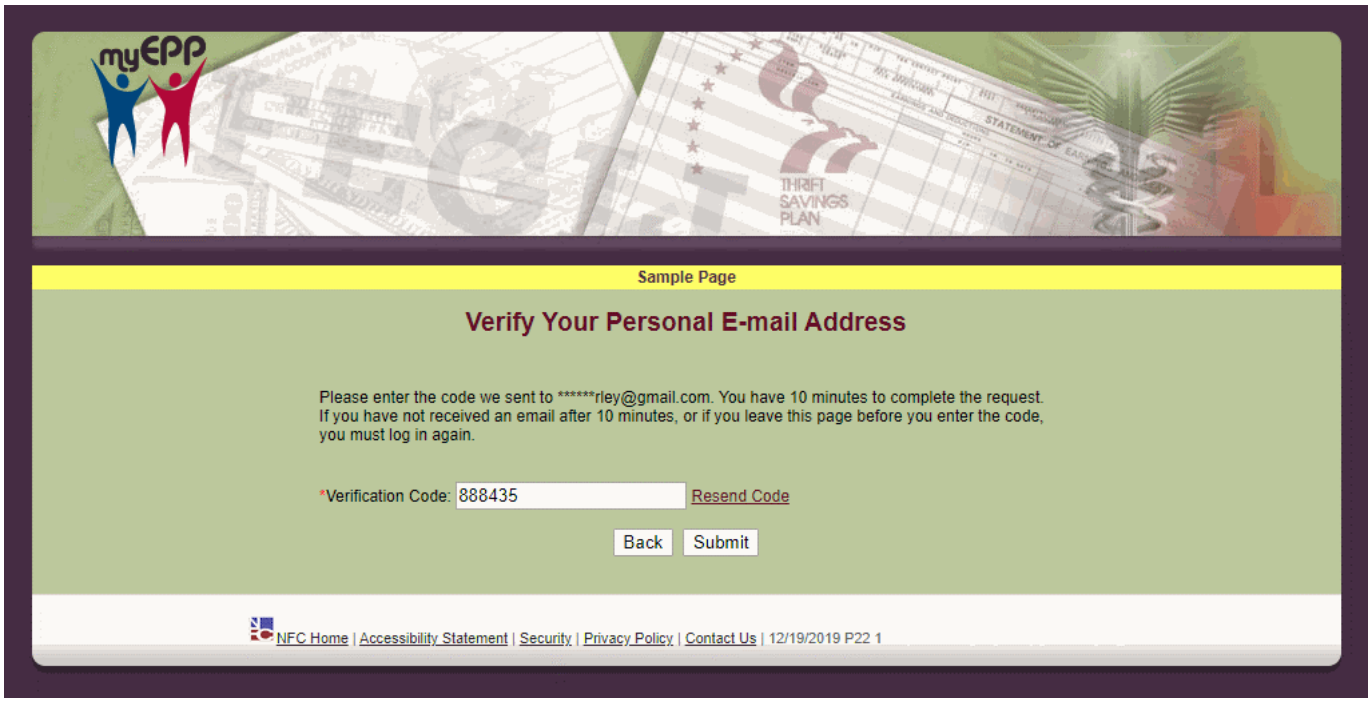
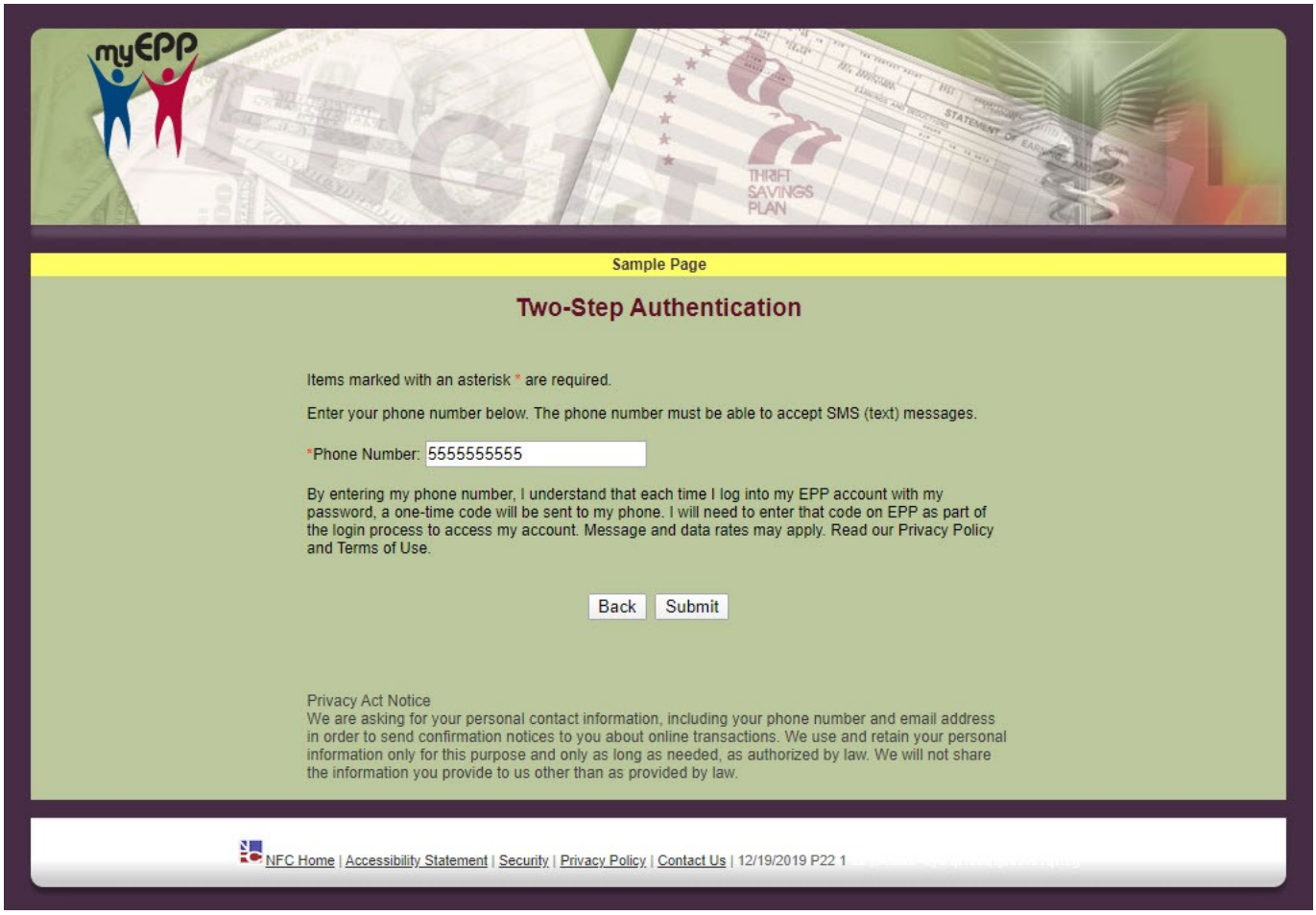




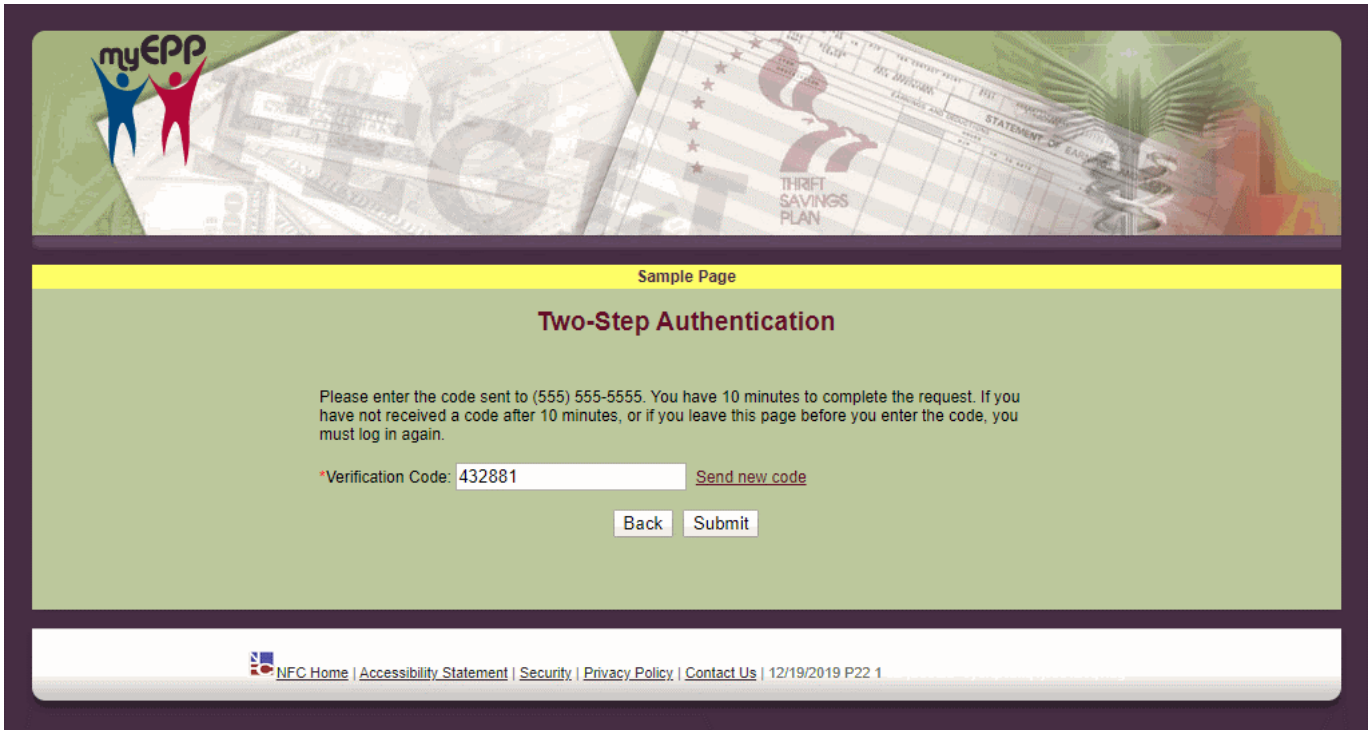
7. After establishing your personal email address, you will be prompted to choose a two-step authentication option. At this point, the employee has two options to choose from for the second factor of their two-step authentication.

Text Message (SMS) Authentication Option

1. If you choose the **Text Message (SMS)** option, you will be prompted to enter your phone number and select submit.



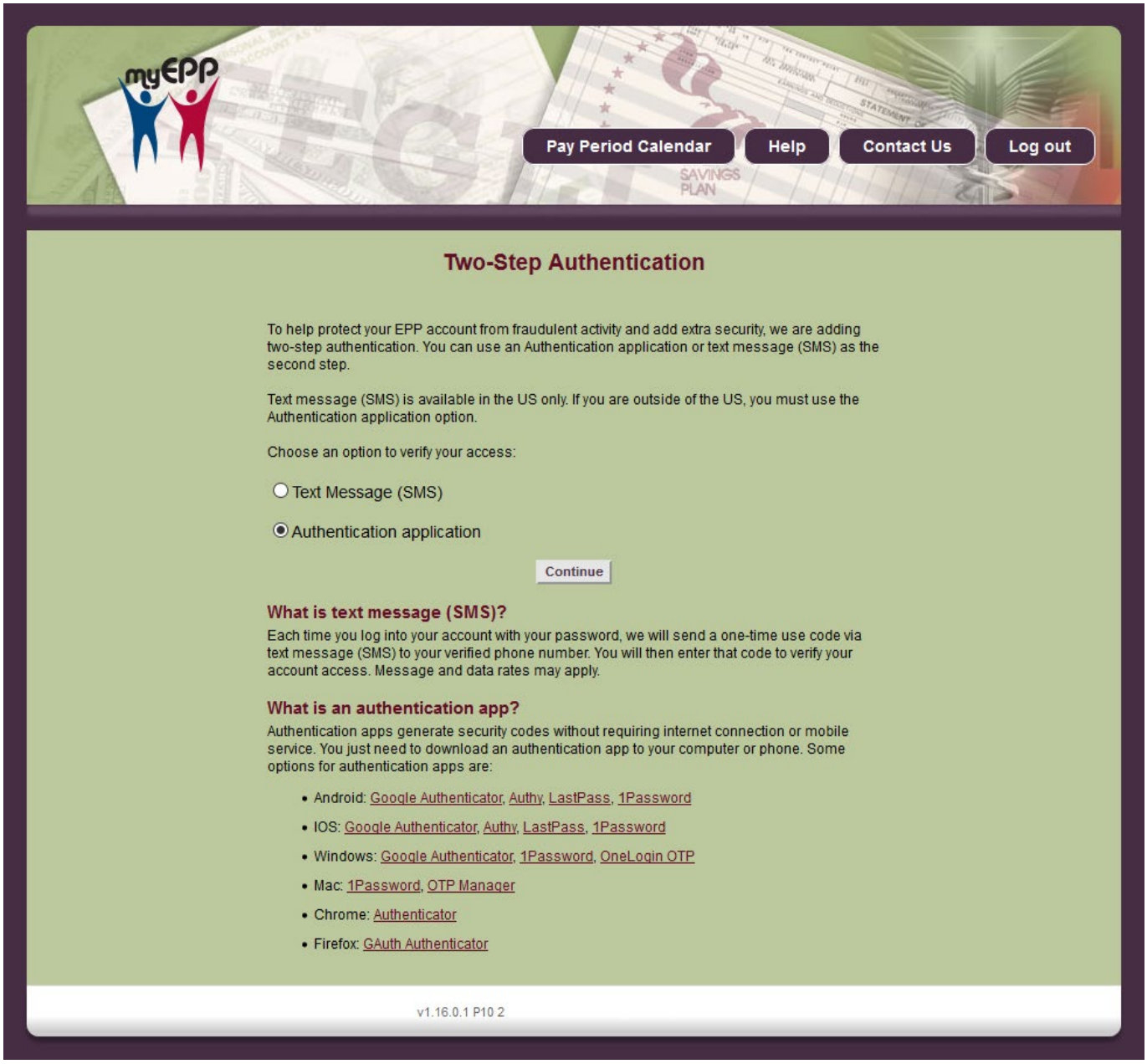
2. You will receive a verification code via text message on your phone. Enter the verification code into My EPP.



3. After establishing your phone number, you will receive a text message confirming that two-factor authentication has been enabled for My EPP and you will then be logged into the My EPP application

Authentication Application Option

1. If you choose **authentication application**, you will be shown a text-based verification code and a QR code.



2. You can choose to enter the text-based verification code OR scan the QR code with your phone via the app.

3. Once you have verified through the authentication application you will then be logged into My EPP.

How do I change my two-factor authentication options (phone number or email)?

1. Visit the **NFC Home page** and select the My EPP icon from the application launch pad.

2. View/read the warning page and select "I agree" to access the My EPP log in page.

3. Log in to My EPP with either your user ID and password or via eAuthentication.

4. Select the Preferences menu option and a drop-down menu will appear. Select the Change Two-Step Authentication menu option.

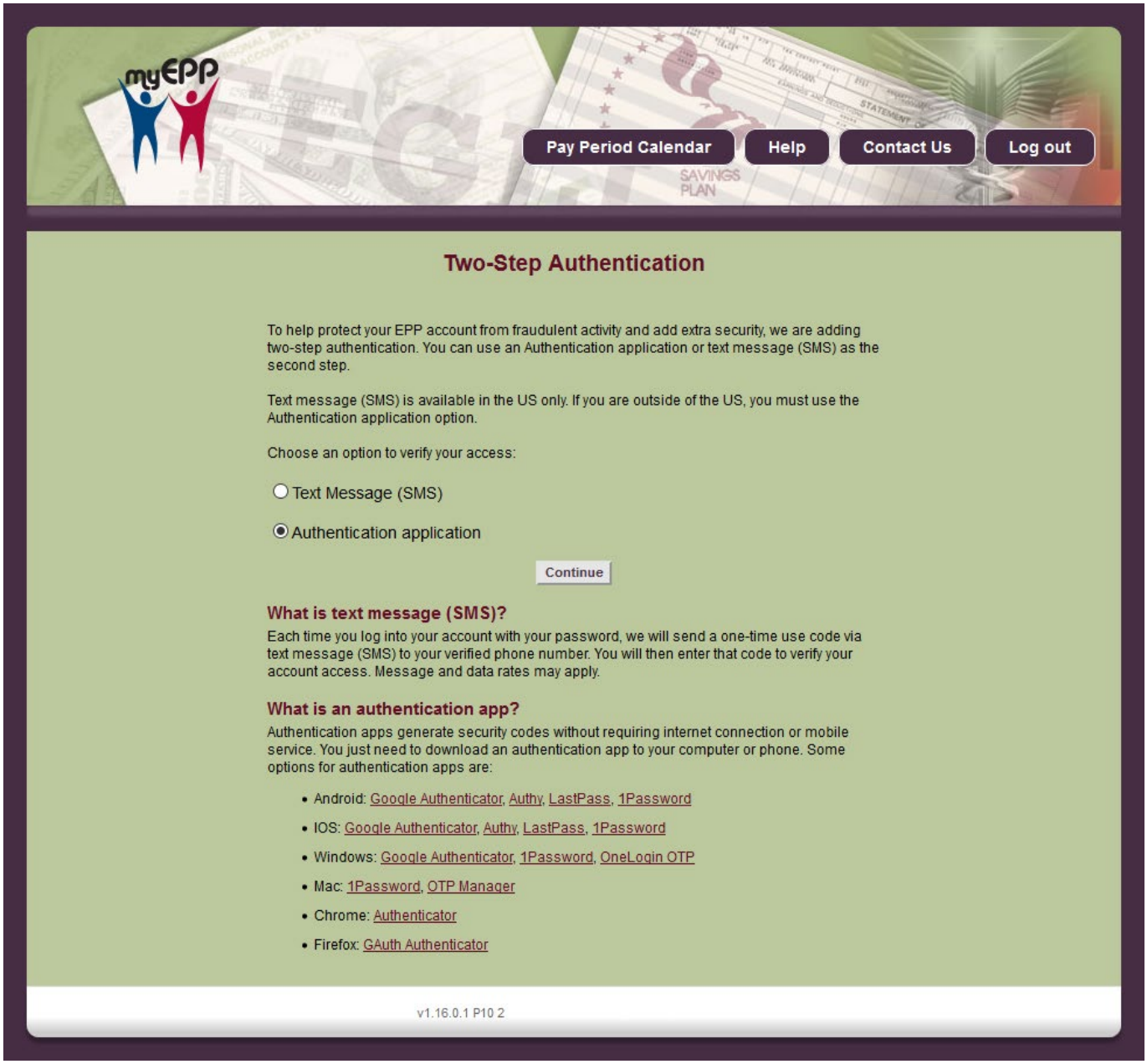
5. Select Reset Security and follow the prompts to change your old authentication settings. You will be prompted to enter the verification code sent to your “verified” work email address (this is the work email address that was verified when you logged in and set up two-step authentication), your personal email address, or the telephone number associated with your two-step authentication.

6. You will be prompted to choose a new two-step authentication option. The prompts will then follow the same process as the first-time setup.

What if I do not have the use of SMS text message?

As an alternative method to receiving a verification code via SMS text messaging, you may also utilize an authentication application.

- NFC provides a list of possible authentication applications for employees to use on the two-factor authentication screen in My EPP, but they may use other authentication applications or browser plugins. Authentication applications are device specific i.e. Windows, iOS (Apple), and Android.



- If employees are currently limited as to which applications or browser plugins they may install on their government furnished equipment they may utilize personal computers or smartphones to install the available authentication applications.

> Note: Please be aware of the following in regards to using any authentication application:

- The NFC Contact Center (NCC) is not able to provide support for any authentication applications outside of what is provided via the EPP two factor setup information.
- Employees located outside of the United States cannot utilize SMS via international phone numbers to perform two factor authentication and should be directed to use an authentication application.

I can get an SMS text message, but I am still having problems.

- NCC can confirm the phone number currently setup for two factor by a given employee.
- With direction from an authorized Agency point of contact, NCC can reset the two factor SMS setup to allow an employee to set a new phone number for SMS authentication.
- Employees not receiving an SMS should contact their cell provider to confirm the SMS is not being blocked from delivery. NFC has received a number of reports of T-Mobile customers and small cell carrier customers not receiving SMS until contacting their carrier technical support for assistance.
- Please allow time to receive the authentication code via SMS before requesting a second code. Some issues have been identified due to users requesting multiple codes and not using the latest code provided.

Is there an alternate way to authenticate via e-Auth?

Yes, NCC can set employees to eAuthentication **only** if the employee works for USDA, DoJ, or DHS; upon direction of an authorized Agency point of contact.

I established two-factor authentication and don't remember what information I used. Can you reset it for me?

Yes. NCC can reset the entire two-factor setup of a given employee with direction from an authorized Agency point of contact only.

Why is NFC not allowing the use of email for the second factor authentication?

The Office of the Chief Information Officer (OCIO) has mandated that the two-factor authentication process is in accordance with NIST standards as a means of strengthening NFC's security posture. OCIO set forth guidelines for implementation and the use of email was restricted.

If an employee is unable to navigate the two-factor authentication process, how can they obtain their information from My EPP?

The employee must contact their HR Office.

How do I contact NCC for assistance?

You may contact NCC for assistance at 1-855-NFC4GOV (1-855-632-4468), from the hours of 6:30 AM to 5:00 PM Central Time, Monday through Friday (except for Federal holidays). Please be advised that you may experience extended hold times.