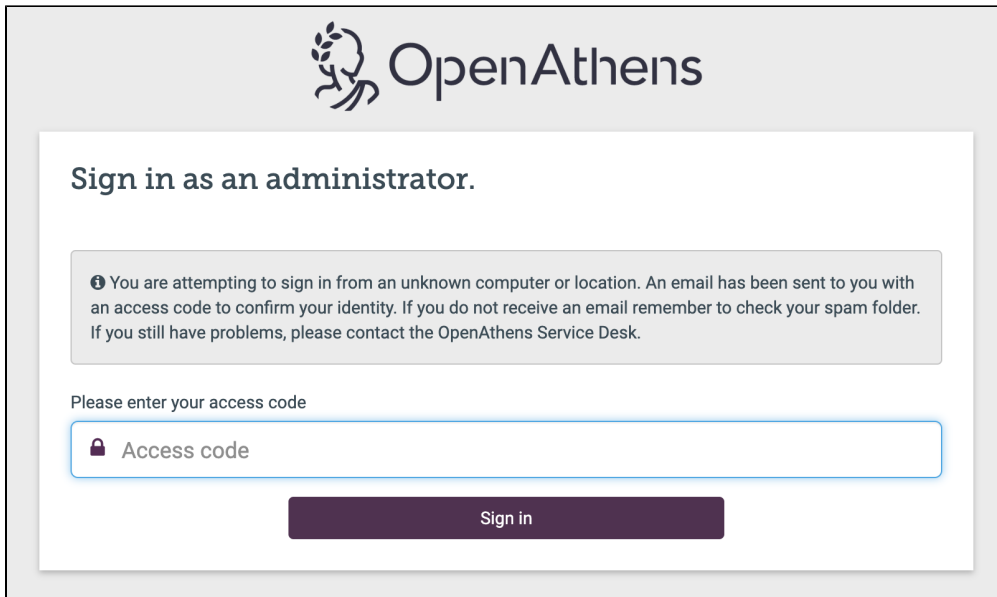


# About multi-factor authentication

When you sign in as an administrator you may see this prompt and trigger an email to your registered address. This has replaced the need to specify and maintain IP ranges on administrator accounts.



The screenshot shows the OpenAthens logo at the top. Below it, the text "Sign in as an administrator." is displayed. A grey information box contains the following text: "You are attempting to sign in from an unknown computer or location. An email has been sent to you with an access code to confirm your identity. If you do not receive an email remember to check your spam folder. If you still have problems, please contact the OpenAthens Service Desk." Below this box, the text "Please enter your access code" is shown. A text input field with a lock icon and the placeholder text "Access code" is provided. A dark purple "Sign in" button is located at the bottom of the form.

Copy the code from the email into the box and you'll be signed in.

This will cover you for up to 5 days at your current location, but you may see it more often if your location appears to change - e.g. you change browser or clear cookies. If your browser of choice has an option to clear cookies when closed, you may want to set that to off.

## What if the code doesn't work?

Codes can only be used once and must be used within an hour (from the time they're generated). If you're confident that neither of these are the reason a code hasn't worked for you, contact your usual support provider.