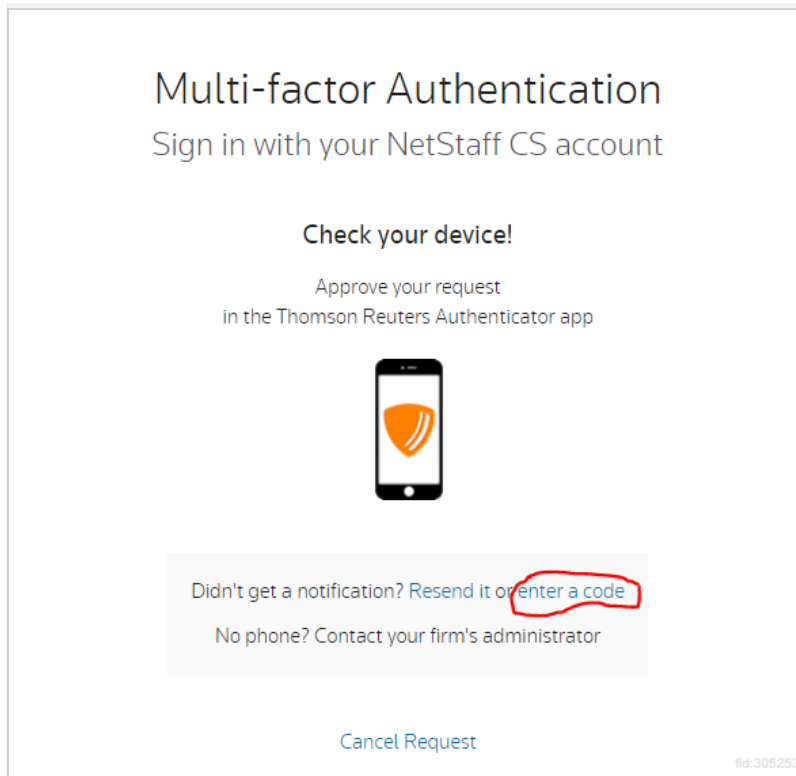**Resetting Multi-factor Authentication**
**FTA Client Portal**

In order to reset your Multi-Factor Authentication, you will need to first access a temporary code. If you do not have these codes from when you originally set up your system, please reach out to Kim Ferraro (kim@ferrarotax.com) and she can provide you with a code that will last for 24 hours.

One you have the code, please log into your portal from our website, https://ferrarotax.com/client-portal. When it comes time to use the Multi-factor Authentication, you will see the below screen. Please select "enter a code" circled in red.

That will allow you enter the temporary code and log into your account.

Once Logged in, in the upper right hand corner, click on your name and then the "Manage Multi-factor Authentication" from the drop down:
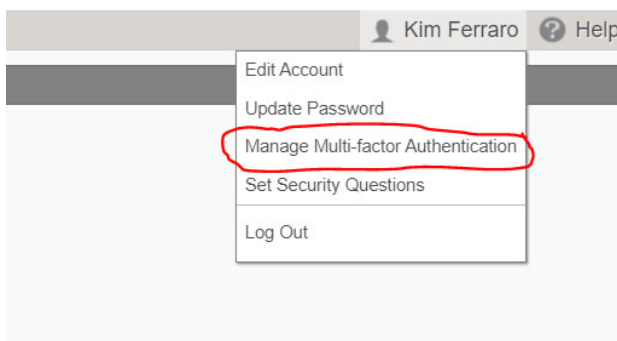
This will bring up the following screen, from which you will want to click the "Add Option" button. You may also use this screen and the "Generate New Codes" to download a list of emergency codes you can use in case you need them in the future.

Manage Multi-factor Authentication

Multi-factor authentication is **required** for your account. Learn more about multi-factor authentication.

Options

You have set up the following multi-factor options. The option you set as the default will be presented first.

Kim's iPhone

[**Add Option**]

Emergency Access Codes

If you lose access to your mobile device, you can use an emergency access code to sign in to your account. Each code may be used only once. Generating new codes replaces codes that you generated previously.

[**Generate New Codes**]

Once you have selected "Add Option" the system will walk you thru setting up a new phone:

Multi-Factor Authentication Setup   ✕

Increase security for your account
Passwords can be hacked, but using multi-factor authentication adds another layer of security to your account.

How long will it take to set up?
A few minutes.

How will this affect me?
You will need to approve each sign-in request on your device each time you sign in with this account.

[CANCEL]   [GET STARTED]

Once you have the new phone set up, you should be able to delete the old phone.

As always, please let us know if you have any questions or issues with accessing your portal.

Thank you!