

Multi-Factor Authentication (MFA)

How to Set Up and Protect Your Ben's Fund Submittable Account

Multi-Factor Authentication (MFA) adds an extra layer of security to your Ben's Fund Submittable account.

When MFA is enabled, you will use your email and password as usual, along with an additional verification method when you sign in.

Available MFA Methods

You will be offered one of the following MFA methods:

Method	Description
Recovery Code	A backup code that you save during setup. This option does not require an authenticator app.
Authenticator App	A security code generated by an authenticator app, such as Google Authenticator or Microsoft Authenticator.

What Users See at First Login - [Recovery Code](#)

If you've selected the Recovery Code method, the first time a user logs in after it is enabled, you will enter your email address and password as usual. Then you'll be prompted to select a method to verify your identity, either a recovery code or via email. Keep your recovery code somewhere safe. You may need it to access your account.

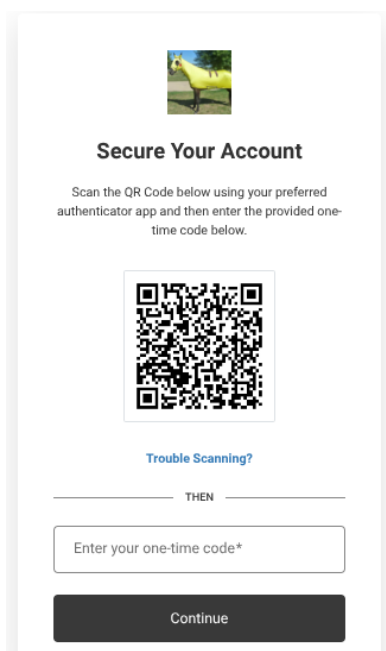
Select a method to verify your identity

 Recovery code >

 Email >

What Users See at First Login - Authenticator App

If you've selected the Authenticator App method, the first time a user logs in after it is enabled, you'll enter your email address and password as usual. Then you'll be prompted to provide the code sent to your email. After you enter it, you'll receive a QR code to scan into an authenticator app, such as Google Authenticator. You will then enter the code you see in the authenticator app to log in.



Secure Your Account

Scan the QR Code below using your preferred authenticator app and then enter the provided one-time code below.



[Trouble Scanning?](#)

THEN

Enter your one-time code*

Continue

How to Set Up an Authenticator App

If you choose the Authenticator App method, you will need to install an authenticator app on your phone.

Common options include:

- Google Authenticator
- Microsoft Authenticator



You can download an authenticator app from the Apple App Store or Google Play Store.

Once the app is installed, follow the MFA setup instructions and scan the QR code provided during setup.

Important

Your authenticator app will generate a new security code when you need to sign in.

Keep the authenticator app on your phone. You will need access to it each time you sign in using this MFA method.

Keep Your MFA Information Safe

Your Ben's Fund account contains private information. Protect your login and MFA information.

Do not share your account information with anyone outside your household.

This includes:

- Your email address and password
- MFA codes
- Recovery codes
- One-time security codes
- QR codes used to set up your authenticator app

Do not give this information to service providers, case workers, vendors, or anyone else .

Ben's Fund staff will never ask you for your password, recovery code, or one-time security code.

Ben's Fund
PO Box 1317
Bellevue, WA 98009
Email | info@bensfund.org
www.bensfund.org



Save Your Recovery Code

If you use the Recovery Code method, save your recovery code in a safe place where you can find it when needed.

Do not take a screenshot and send it to someone else or share it with anyone outside your household.

Failed Attempts and Code Expiration

- Verification codes **expire after 5 minutes**.
- Users are limited to **10 failed attempts per hour** for both one-time codes and recovery codes.
- If a code does not work, you can try again or switch to another available verification method.

Lost Access or Need to Reset MFA?

If you lose access to your authenticator app or recovery code, you may still be able to sign in using your email verification code.

If you need to completely reset MFA, contact Submittable Support: [Submittable Support](#)

Remember

Keep your password, recovery code, authenticator app, and security codes private.

Never share your Ben's Fund account information with service providers or anyone outside your household.

Ben's Fund
PO Box 1317
Bellevue, WA 98009
Email | info@bensfund.org
www.bensfund.org