



## OVERVIEW

This guide provides instructions for setting up and using Multi-Factor Authentication (MFA) within the ELANY Electronic Filing System ([EEFS/AEROS](#)). MFA adds an extra layer of security by requiring users to provide two forms of verification: Their unique EEFS/AEROS password and a code sent to an email or authentication app (e.g., Microsoft or Google Authenticators).

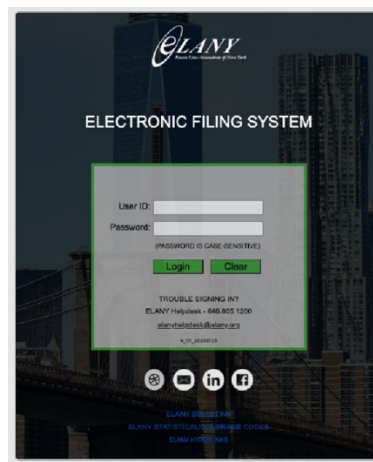
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## INITIAL MFA SETUP

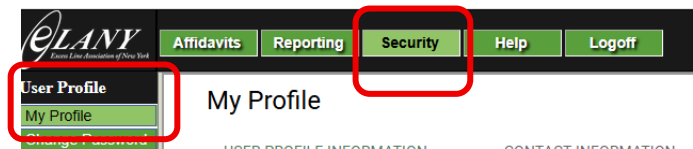
There are two forms of MFA configuration: Email and Authenticator Applications (Apps, e.g., Microsoft or Google Authenticators). Each user can elect their preference.

### 1. Login to EEFS/AEROS



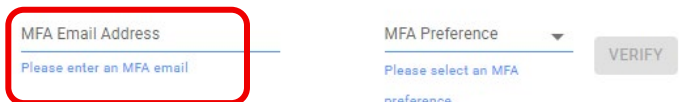
### 2. Navigate to the My Profile page if not automatically redirected.

Choose the Security option at the top of the screen and then choose My Profile on the left.



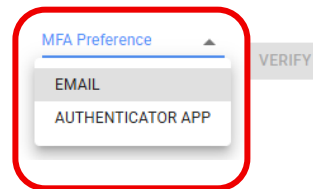
### 3. Enter an email account

Email is required even if an authenticator application will be used.



#### 4. Select your MFA preference (email or authenticator app).

Options include email or authenticator app.



#### 5. Verify your MFA preference.

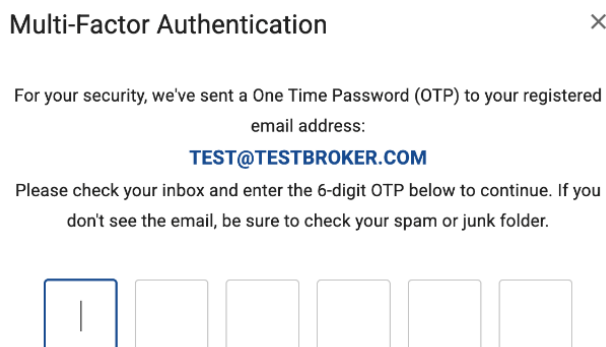
Click the Verify button



##### If MFA preference is EMAIL:

An email with a verification code will be sent to the email entered for "MFA email address," and an MFA pop-up screen will display.

Review your email for the One Time Password (OTP) and enter the OTP in the pop-up screen. *(OTP expires after 15 minutes)*



##### If MFA preference is AUTHENTICATOR APP:

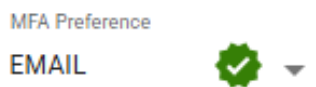
Follow the instructions on the QR Code pop-up screen to scan the QR code using your authenticator app.

Enter the One Time Password (OTP) generated by your authenticator app into the text input field on the QR Code Dialog popup screen.



#### 6. Confirm MFA setup success

Green checkmark indicates success.



##### If Validation Fails

- Re-enter the One Time Passcode (OTP) in the same pop-up screen, OR
- Close the pop-up screen, and click "Verify" again to generate a new OTP

#### 7. For MFA to take effect, please log out and then log back into EEFS/AEROS.

## LOGGING IN WITH MFA ENABLED

### Standard Login Process

1. Launch the ELANY Electronic Filing System ([EEFS/AEROS](#)) system.
2. Enter your username and password as usual
3. Click the "Login" button
4. MFA Verification Dialog appears prompting for your One Time Password (OTP)

### EMAIL MFA Users:

1. System automatically sends OTP to your registered MFA email address
2. Check your email for the OTP code (OTP expires after 15 minutes)
3. Enter the OTP in the MFA Code of the pop-up window and click the Verify button
4. If incorrect: Re-enter the OTP and click the Verify button
5. To generate a new OTP: Click the X in the upper right corner to close the MFA pop-up screen, then click the Verify button again on the EEFS/AEROS screen.

The screenshot shows a 'Multi-Factor Authentication' dialog box with a close button (X) in the top right corner. The text inside reads: 'For your security, we've sent a One Time Password (OTP) to your registered email address: TEST@TESTBROKER.COM. Please check your inbox and enter the 6-digit OTP below to continue. If you don't see the email, be sure to check your spam or junk folder.' Below the text are six input boxes for the 6-digit OTP. The first box contains a vertical line, and the others are empty.

### AUTHENTICATOR APP MFA users:

1. Open your authenticator app
2. Locate the OTP code for your User Profile portal account
3. Enter the OTP in the MFA Code of the pop-up window and click the Verify button
4. If incorrect: Re-enter the OTP and click the Verify button
5. Backup option: Click "Send OTP via Email"
  - a. System will send OTP to your registered MFA email address (*OTP expires after 15 minutes*)
  - b. Enter the email OTP in the MFA Code of the pop-up window and click the Verify button.

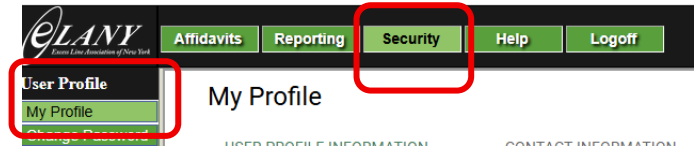
The screenshot shows a 'Multi-Factor Authentication' dialog box. It contains a text input field for the 'MFA Code' and two buttons: 'Verify' and 'Cancel'. Below this, there is a section highlighted with a red rectangle containing the text 'Send a temporary MFA Choice to configured Email?' and a 'Send' button. The entire dialog box is outlined with a green border.

## CHANGE MFA SETTINGS

MFA preferences can be changed after setup and validation. This includes converting between email and authenticator apps or changing the MFA email address.

### 1. Navigate to the My Profile page

Choose the Security option at the top of the screen and then choose My Profile on the left.



### 2. Modify the MFA settings and click the Verify button

MFA Email Address	MFA Preference	VERIFY
<input type="text"/>	<input type="text"/>	
Please enter an MFA email	Please select an MFA preference	

### 3. Confirm the change.

The confirmation screen contains helpful information when re-enrolling in MFA.

Confirm MFA Verification

You are re-enrolling in Multi-Factor Authentication (MFA) using an authenticator app.

TO AVOID ISSUES DURING SIGN-IN, YOU MUST REMOVE ANY PREVIOUS AUTHENTICATOR CONFIGURATIONS BEFORE CREATING A NEW ONE.

- OPEN YOUR AUTHENTICATOR APP (E.G., GOOGLE AUTHENTICATOR OR MICROSOFT AUTHENTICATOR).
- FIND AND DELETE THE EXISTING ENTRY FOR YOUR ELANY ACCOUNT.
- AFTER REMOVING IT, YOU CAN PROCEED TO GENERATE A NEW QR CODE AND COMPLETE VERIFICATION.

CANCEL

CONFIRM

### 4. Follow the verification process steps (same as steps 5 and 6 from the Initial MFA Setup)

## BEST PRACTICES and SYSTEM REQUIREMENTS

### System Requirements

- **JavaScript must be enabled** in browsers for the EEFS/AEROS MFA system to function properly
- **Supported browsers:** Chrome, Firefox, Safari, and Edge (latest versions recommended)
- **Access during login to the email accounts and / or authenticator apps** used for the MFA setup
- **MFA Code expirations** - Email codes will expire in 15 minutes; Authenticator app codes expire per authenticator setting.

### Best Practices

- **Keep your MFA email address current;** update your profile immediately if your MFA email changes.
- **Clear browser cache regularly** – This resolves many common login and verification issues.
- **Authenticator Apps** – Delete old EEFS accounts before adding new ones
- **Backup authentication is possible** if using an Authentication app (backup to email).
- **Do not share usernames, passwords, or MFA codes.**
- **Logout completely** when finished with your EEFS/AEROS session, especially on shared computers.

For questions, please contact [ELANYHelpdesk@elany.org](mailto:ELANYHelpdesk@elany.org).