

# Multi-Factor Authentication (MFA)

## Brief Overview

Multi-factor Authentication (MFA) is an authentication method that requires the user to provide two or more verification factors to access an account.

The following MFA are available:

- OKTA Verify
- Google Authenticator

Access MFA setup from [admin.walkme.com](https://admin.walkme.com) under the “Security” section.

MFA is applicable only for users who log in using a username and password

## How it Works

1. Open the [Admin Center](#) at [admin.walkme.com](https://admin.walkme.com)
2. Go to the “Security” tab
  - Under Multi-Factor Verification switch the toggle to “On”
3. Go to the WalkMe login page and try to sign-in
  - A “Set up multifactor authentication” page will appear
4. Click **Setup** on the MFA you want to use



## Set up multifactor authentication

Your company requires multifactor authentication to add an additional layer of security when signing in to your account



### Okta Verify

Enter single-use code from the mobile app.

Setup



### Google Authenticator

Enter single-use code from the mobile app.

Setup

- **Okta Verify**

- Click on **Setup** under Okta Verify
- Select the device type
- Download Okta Verify from the App Store or Google Store and click **Next**

- Scan the QR code to add your account to Okta
  - If you are not able to scan the QR code, click “Cant scan?” and follow the instructions on the screen
- Enter the code presented in the Okta app and click **Verify**
- **Google Authenticator**
  - Click on **Setup** under Google Authenticator
  - Select the device type
  - Download the Google Authenticator from the App Store or Google Store and click **Next**
  - Scan the QR code to add your account to Google Authenticator
  - Enter the passcode presented in the Google Authenticator app and click **Verify**

## Change the Authenticator

If you need to change the authentication method you have configured, follow these steps:

1. Click on the down arrow next to the authenticator icon
2. Choose your preferred authentication method and follow the corresponding steps above for configuring that method

## Reset the MFA Methods for a Specific User

Account admins can reset a user’s selected MFA options:

1. Go to the **Users and Roles** page in the Admin Center
2. Click **Reset User Multi-Factor Options**