

Troubleshooting Multi-Factor Authentication (MFA)

What is MFA?

Multi-Factor Authentication (MFA) is a way to keep your account safe. It means you use:

- Your password **and**
- A quick approval on your phone

This keeps your account safe from anyone else trying to log in.

1. How do I get a Multi-Factor Authenticator on my phone/device?

If you don't have an MFA app, you can download one from the Apple App Store or Google Play Store on your phone/device. You can use MFA apps like:

- Microsoft Authenticator
- Google Authenticator
- Lastpass
- Apple Passwords
- Authy

2. Getting started

Make sure:

- Your Authenticator app is installed and you're signed in
- Notifications on your phone/device are turned on for your app
- Your phone/device's Date & Time is set to Automatic (refer to Troubleshooting section for more details)

3. Troubleshooting errors

Not getting the pop-up?

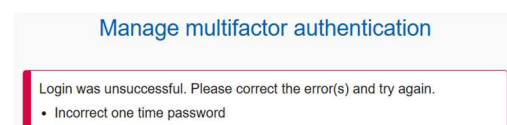
- Check internet connection
- Open the Authenticator app
- Turn on notifications
- Turn off battery saver / low power mode
- Restart phone/device

There is no QR code to scan

- Your MFA is now disabled and will need to be reset by the EdGrants Support team. Email – EdGrantshelp@qed.qld.gov.au for assistance

Received MFA 6-digit code but it's not working or expired

Error message may look like this:



- MFA apps (like Google Authenticator, Microsoft Authenticator, or Authy) use time-based codes.
 - The 6-digit code changes every 30 seconds
 - Your phone and the login system must have the exact same time
 - Even being off by 30-60 seconds can cause the code to fail
 - If your phone time is wrong, the code will not match.

Troubleshooting Multi-Factor Authentication (MFA) Cont'd

To ensure your phone/device's **Date & Time** is set to Automatic:

For Apple devices

1. Open Settings
2. Tap General
3. Tap Date & Time
4. Turn on Set Automatically
5. Ensure the time zone is correct (i.e. Brisbane + GMT+10)

For Android and Amazon Fire devices

1. Open Settings
2. Tap System (or General Management, depending on device)
3. Tap Date & Time
4. Turn on – Automatic date & Time
5. Turn on – Automatic time zone
6. Confirm the correct time zone

- Extra step if you are using Microsoft Authenticator if your MFA codes aren't working:
 - Open Microsoft Authenticator
 - Go to Settings (: or profile icon)
 - Look for Time correction for codes or Sync time
 - Tap Sync
 - This forces the app to align its internal time with Microsoft
- Try a new 6-digit code – MFA codes refresh every 30 seconds. If you wait too long before you enter the code into EdGrants, and the code expires in the app, the system won't accept it.
- You can try setting up the account again in your Authenticator app. You do not need to delete the whole Authenticator app, you can remove the specific account (e.g. EdGrants) from the app and then add it again.

To **remove the account** from your app:

For Apple devices

1. Open the Authenticator app.
2. Tap **Generate code**.
3. Swipe left on the account you want to remove.
4. Tap **Delete**.

For Android and Amazon Fire devices

1. Open the Authenticator app.
2. Tap **Generate code**.
3. Press and hold the account you want to remove.
4. Tap **Remove** when asked.

After removing the account, add it again by scanning the QR code when you log in.

New phone or phone lost?

- Your MFA will need to be reset by the EdGrants Support team. Email – EdGrantshelp@qed.qld.gov.au for assistance

Need to know more?

Email: EdGrantshelp@qed.qld.gov.au

Ph: (07) 3035 2244

Website: <https://earlychildhood.qld.gov.au/grants-and-funding/grants-management/edgrants-online>