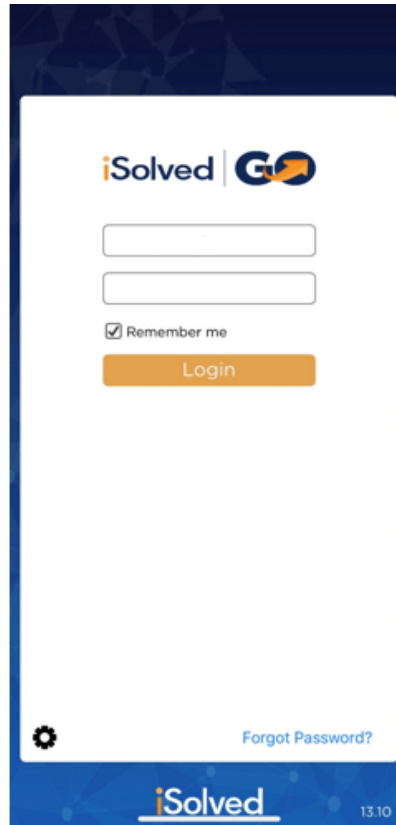
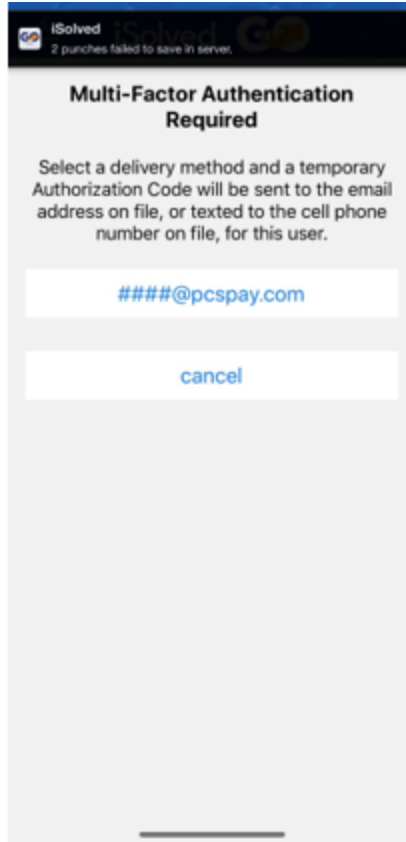


iSolved | Go 13.10 Release

When user's input their username and password into the app (even if it is stored) it will likely ask them to update the Multi-Factor Authenticator (MFA). This is a relatively straight forward action, but if not followed - the user will not be able to login.



1. Input username and password, hit login.



2. Press the location where you want the code to be delivered. In some instances, a user may have their phone and email entered and would have multiple options. Here, just press where the [####@pcspay.com](#) is.

Hello,

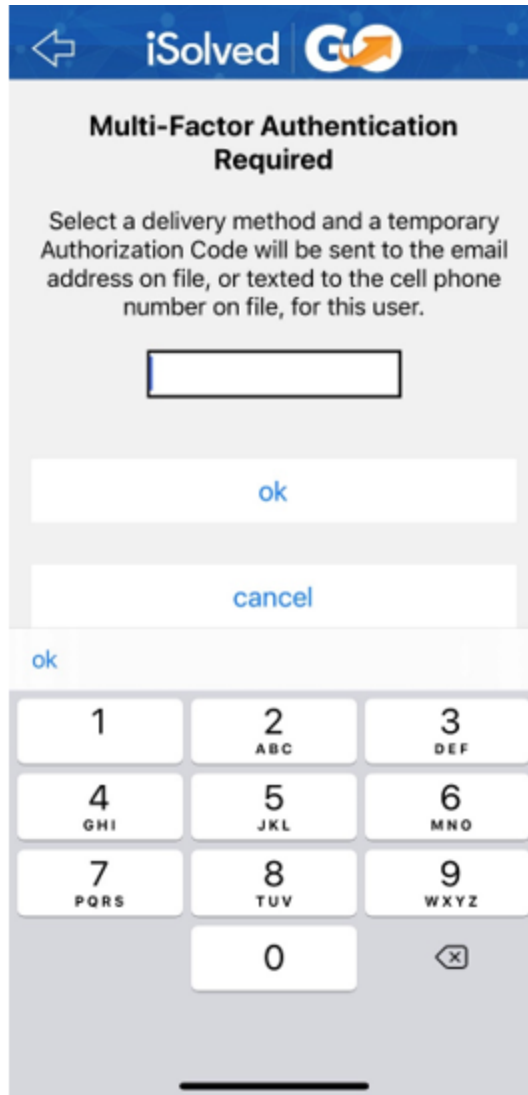
You submitted a request for authorization to access iSolved from a computer that has not been used to access iSolved in the last 30 days.

Please enter the attached authorization code to successfully complete the iSolved login process.

Authorization Code:

3 3 0 9 9 7 1

(this is an example MFA email)



3. You will get a generic message to your email – or a text with a code. Just enter the code in **bold**.

After you enter the code, you have completed the MFA process and you are able to login to the iSolved Go app.