

MULTI-FACTOR AUTHENTICATION (MFA)

How to verify your identity on the MHR4me app

Multi-Factor Authentication (MFA) adds an extra layer of security to your MHR4me app account by requiring verification using your mobile device. This ensures that only an authorised user can access the MHR4me app.

Step 1: Log In to the MHR4me app:

- Enter your **email address** and **password** on the login Screen.
- Select '**Login**' to proceed.

Step 2: Verify Your Identity

- The authentication screen will automatically appear, prompting you to verify your identity to continue.
- The available authentication options will correspond with the security settings configured on your mobile device (e.g. PIN, passcode, fingerprint, or facial recognition).

Authentication Options

You may see one or more of the following options. Follow the on-screen prompts to complete verification:

- **Fingerprint Authentication:** Place your finger on the device's fingerprint sensor.
- **PIN:** Enter the PIN used to unlock your mobile device.
- **Facial Recognition:** Hold your device at eye level to scan your face.
- **Passcode:** Enter the passcode used to unlock your device.

If multiple authentication methods are set up on your device, all options will be displayed—select your preferred method.

Accessing MHR4me

Once your identity is verified, the MHR4me app will open.

Notes and Tips

- Ensure your device's security features are enabled and up to date for a smooth login experience.
- If authentication fails, retry using the same or an alternative method.

Troubleshooting

If you experience issues with authentication:

- Confirm that your device security settings (PIN, fingerprint, etc.) are correctly configured.
- Restart your device and try again.
- Contact your local MHR office if the issue persists.