

# TWO FACTOR AUTHENTICATION


2FA: SECURING YOUR INFORMATION

## Two Factor Authentication (2FA)

Adds an extra layer of security to your ICE applications by requiring users to provide a combination of two identity methods at login:

- Username / Password
- 2FA passcode delivered to trusted device

# WHAT IS TWO FACTOR AUTHENTICATION?

**WHAT  
YOU  
KNOW** 

Your  
username  
and  
password

**+WHAT  
YOU  
HAVE**  

A 2FA  
passcode  
delivered to  
your trusted  
device

**= 2FA** 

Secure  
access to  
ICE  
applications

## PROTECTING THE SECURITY OF YOUR INFORMATION

We take information security and cyber risk seriously. We've made substantial investments in our operations and are committed to providing our customers best-in-class protections like two factor authentication (2FA).

## GETTING STARTED

- Complete a basic registration process including an email confirmation and the selection of your 2FA passcode delivery option (email, SMS)
- You will be prompted to enter a 2FA passcode:
  - The first time you log in after completing the registration process
  - Every 30 days after that
  - Any time you log in from a new IP address
  - After making any changes to your registration information

NOTE: This does not impact your user name and password; those will remain the same.

# REGISTRATION

- Login with your ICE application credentials
- Provide and verify email address
- Choose a 2FA passcode delivery option:
  - Email
  - SMS text
- If selected, SMS must be verified
- Registration recap with instructions sent via email

ICE

2FA/Passcode Help  
Logout

## TWO FACTOR AUTHENTICATION REGISTRATION

ICE – user1  
[Back](#)

Your account has been enabled for Two Factor Authentication (2FA). 2FA registration requires a valid email address. Please enter your email address and click "Send Confirmation Email".

**EMAIL (REQUIRED)**

Email verification Done

You must now choose your passcode delivery option. Passcodes will be required for login to the app. Passcodes will be sent to your selected delivery option. For more information on the passcode delivery options, please [click here](#). After selecting your 2FA delivery option (Email or SMS), click "Done" to complete registration process.

Please select your preferred delivery option

Email Notification

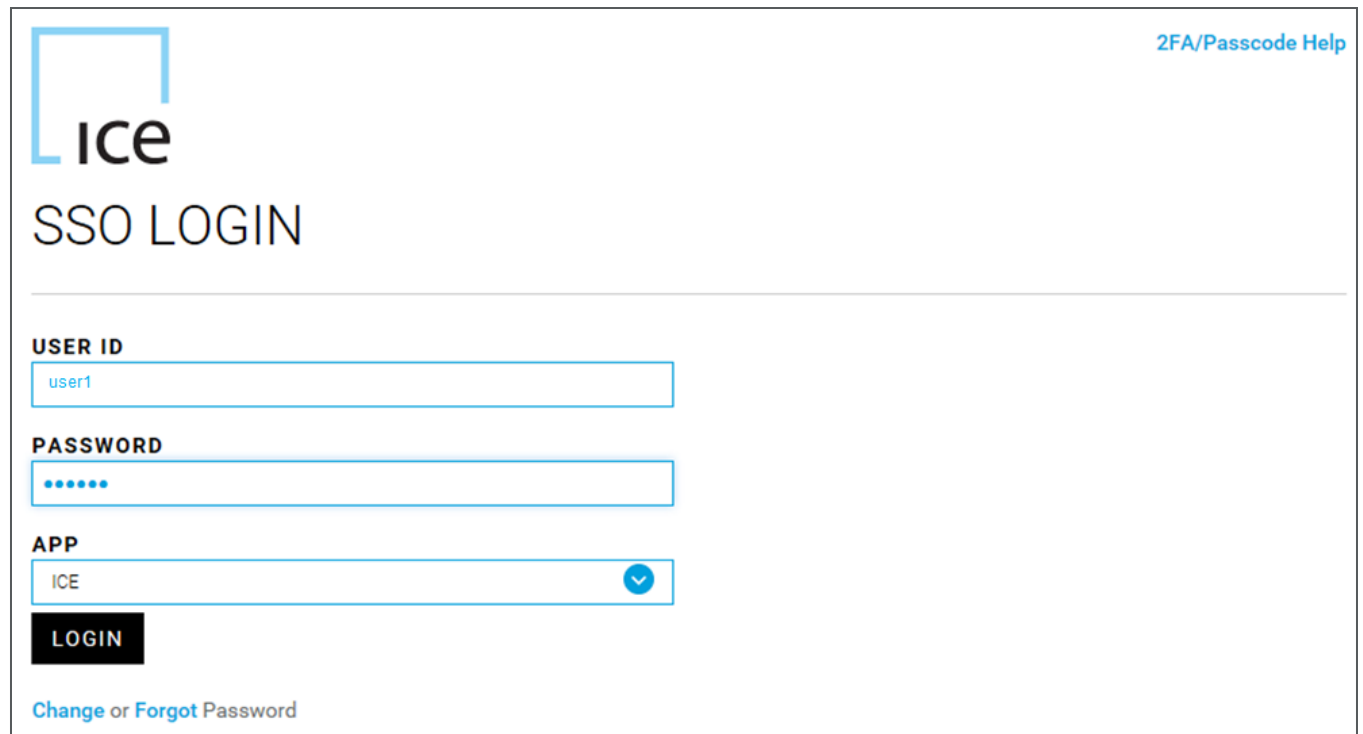
**Note:** Passcodes are valid for 3 minutes, if you are aware of any delays in receiving emails for the email address verified above, please select a different delivery option or register using another email address.

SMS Notification  
Click "DONE" to complete registration process

**DONE**

# LOGIN / STEP 1

- Enter your ICE application username and password



2FA/Passcode Help

**Ice**

SSO LOGIN

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**USER ID**

**PASSWORD**

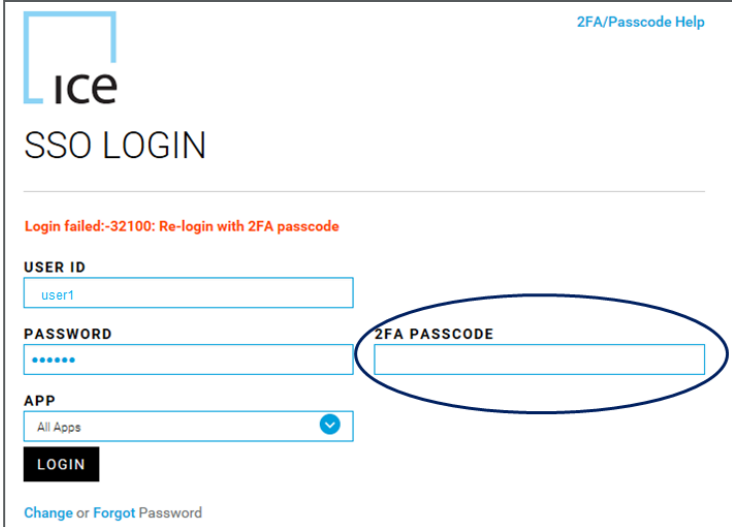
**APP**

**LOGIN**

[Change](#) or [Forgot](#) Password

# LOGIN / STEP 2

- You will be prompted to enter your 2FA passcode which will be sent to your selected delivery option



2FA/Passcode Help

**ICE**  
SSO LOGIN

Login failed:-32100: Re-login with 2FA passcode

USER ID  
user1

PASSWORD  
\*\*\*\*\*

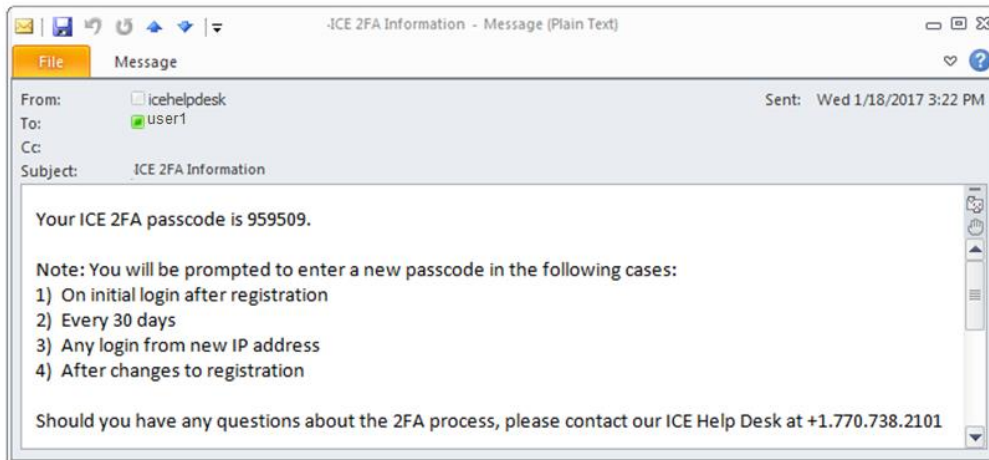
2FA PASSCODE

APP  
All Apps

LOGIN

[Change](#) or [Forgot](#) Password

## Email



## Text

FROM: ICE

Your ICE 2FA passcode is [092514](#).



# GETTING HELP

Forget your phone? You can receive your one time passcode via email at any time using the **2FA Help** link. You can also update your information or change your settings at any time.

ice  
SSO LOGIN

USER ID

PASSWORD

APP  
All Apps

LOGIN

[Change Password](#)  
[2FA/Passcode Help](#)

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ice Two Factor Authentication Required

You are required to provide additional authentication code to access WebICE. Please check your email / mobile device for new 2FA passcode and enter below.

ice  
2FA passcode:

[2FA Help?](#) Login Cancel

ice  
TWO FACTOR AUTHENTICATION HELP

Need Help or more information about ICE's Two Factor Authentication?

- [Forgot device? Receive 2FA Passcode via registered email](#)
- [Update 2FA Settings/Lost Device](#)

I did not receive code via Text Message (+)

Code received is not working (+)

My email changed or I do not have access to my Email (+)

How do I enable My account for 2FA (+)

More Information about ICE's Two Factor Authentication (+)

For More information or to Enable 2FA for your account, Please call ICE Help Desk +1 770 738 2101  
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# Contact Us

For more information about two factor authentication, please call the ICE Help Desk **+1 (770) 738-2101**