

# DonorCentral Multi-Factor Authentication



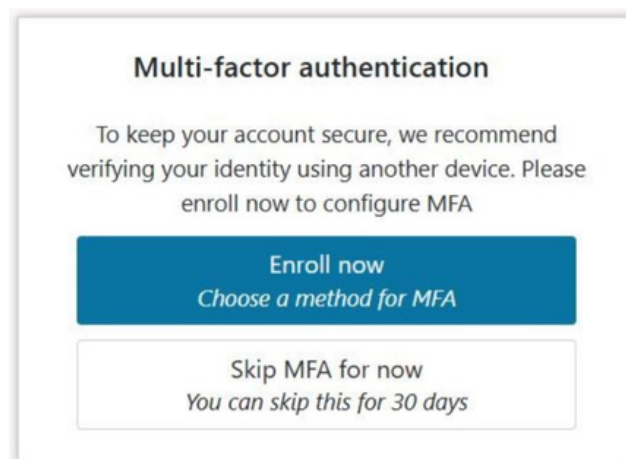
Our vendor, DonorCentral, recently implemented multi-factor authentication (MFA) for all users to improve security on your account.

You have the option to skip this step for thirty days—the clock starts from your first login after 10/30/2024.

Setting up MFA will require access to a cell phone. If you do not have access to a cell phone please contact [philanthropy@vermontcf.org](mailto:philanthropy@vermontcf.org).

**To set up MFA when logging in you can follow the steps below:**

1. Start by following the usual process to log in on your DonorCentral login screen.
2. When prompted for MFA, select Enroll Now from the menu:

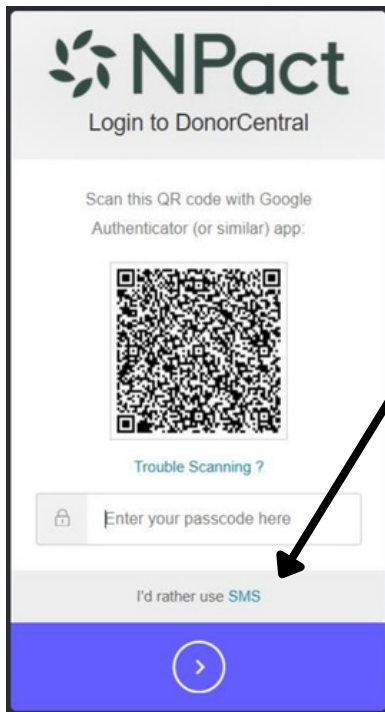


You will be prompted to choose between two methods for MFA.

Select your preferred MFA option:

- A SMS (text message) code
- An authentication app

For ease of use, we recommend the SMS (also known as text message) option, unless you are already familiar with using an authentication app.



### Option 1 (Recommended):

#### Set up using SMS/text verification codes:

1. Select “I’d rather use SMS” at the bottom under the QR code on the screen above.
2. Click the checkbox to receive a code and enter your cell phone number in the menu provided. Please note that your phone number must be entered with no spaces or dashes (example: 8023883355).
3. A 6-digit code will be sent to your cell phone. Enter that code into DonorCentral and proceed to your account.

OR

### Option 2:

#### Set up using an authentication app:

1. Scan the QR code using your preferred authentication app (Google Authenticator, Authy, and others work well for this feature).
2. Enter the code you receive from the app in the box and select the blue arrow to proceed.
3. The system will then proceed to your account and you will be able to use the authentication app the next time you login.

The next time you log in, you will automatically be sent a text with the 6-digit code. At this time, you will have an option to select the check box to, "remember this browser". This will eliminate the need for the MFA code each time you log in, as long as you don't change web browsers or computers, and don't clear your cache or cookies.

Please Note - If you haven't logged into DonorCentral since July 31st, then you may also need to reset your password. See more information on our website: [vermontcf.org/donor-portal/dcmigration/](http://vermontcf.org/donor-portal/dcmigration/)