**Important security enhancement for the Navigate portal:  Multi-Factor Authentication (MFA)**

Your security is our top priority, and MFA adds an extra layer of protection to your account by requiring a second form of authentication in addition to your password.

**What you need to know**

**When is MFA being implemented?** Effective immediately (this change occurred on Thursday, April 18, 2024 from 3:00-5:00pm CT)

**How does MFA work?** After entering your username and password on the Navigate portal, you will be prompted to verify your identity using a unique code generated by an authenticator app.

**What do you need to do to enable MFA?** Instructions are available on the portal after you log in. You can also use the instructions on the [Navigate MFA Guide](https://view.navigatewell.com/viewer/66203402249c4c50b0f89321). You will need to use a desktop or laptop and a smartphone device to enable MFA.

**What if my organization has single sign on?** MFA still must be done once you land on the Navigate platform from your internal site.

**What if my organization already does MFA internally?** Navigate’s MFA must still be done. However, you can use the same authentication app that you already use internally to complete the MFA.

**Can I enable MFA using the Navigate App?** No, you must log in using a web browser on a desktop or laptop.  Once MFA has been enabled, you can return to the Navigate app to login to continue using the app. On the Navigate app, you will enter your username and password first, then be required to enter the MFA code. This code comes from your authentication app of choice.

The mobile log in codes from the Navigate website can be used if you have SSO and do not have a username and password for the Navigate app.

**I am participating in a challenge. Is there anything I need to do to ensure my device is connected?** Yes, once you log into the portal after you enable MFA, if you had a device synced through the Navigate app, please return to the app to login to ensure all data is applying appropriately. You can verify your data by going to “My Stats” in the app.

**What happens if I get locked out?** A user is locked out after 5 unsuccessful attempts at using the MFA code**.** Contact Navigate Customer Service.

We understand that this change may require some adjustment, but we believe it's a necessary step to safeguard your account and personal information.

Thank you for your cooperation in helping us maintain the highest standards of security. If you have any questions or concerns, please don't hesitate to reach out to the Navigate Customer Service Team.