

MFA How-To

Setting up multifactor authentication for your WorkHub account

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Setting Up Your Account for MFA

MFA or multifactor authentication is an additional layer of security for logging into an account. You have a few ways to log into your TranscribeMe account using MFA:

- SMS to your phone
- Authy app on your phone
- Authy app on desktop

We highly recommend setting up your account to receive SMS *and* the Authy security codes, just in case something happens and one of the methods doesn't work.

Phone Number Format

You'll first need to ensure your phone number is input correctly. Go to your Hub Profile (<https://workhub.transcribeme.com/Account/Profile>) and type your phone number into the field in the following format:

1. Precede the number with a plus sign **+**
2. Include the country area code (for the US, this is a **1**)
3. Type the rest of your phone number **WITHOUT hyphens or spaces**

The screenshot shows a form field labeled 'Phone Number' with a telephone handset icon. The input field contains the text '+19876543210'. Below the input field are two buttons: a red 'Save' button and a grey 'Cancel' button.

Don't forget to click Save!

Example phone numbers, country code in orange (number of digits in phone number may vary):

US & Canada	+19876543210	UK	+449876543210
New Zealand	+64987654321	Australia	+61987654321
South Africa	+27987654321	Philippines	+639876543210
India	+91987654321	Kenya	+254987654321
Singapore	+65987654321	Argentina	+549876453210
Spain	+34987654321	Morocco	+212687654321

To find your country's code, check out this site and see the "Country Code" column:

<https://www.iban.com/dialing-codes>

Country	Country Code
Afghanistan	93
Albania	355
Algeria	213

Download Authy

You can download the Authy app to your iOS or Android device, and the desktop application.

- **Desktop:** <https://authy.com/download/>
- **Android:** (Twilio Authy 2-Factor Authentication) https://play.google.com/store/apps/details?id=com.authy.authy&hl=en_US
- **iOS:** (Twilio Authy) <https://itunes.apple.com/us/app/authy/id494168017?mt=8>

Set up your Authy account using your WorkHub email address.

Logging in with MFA

Now that you're set up, you're ready to log in with MFA! Go to the TM login page & log in using your WorkHub email & password. You will be redirected to a screen that looks like this:

Welcome to the TranscribeMe Workhub!

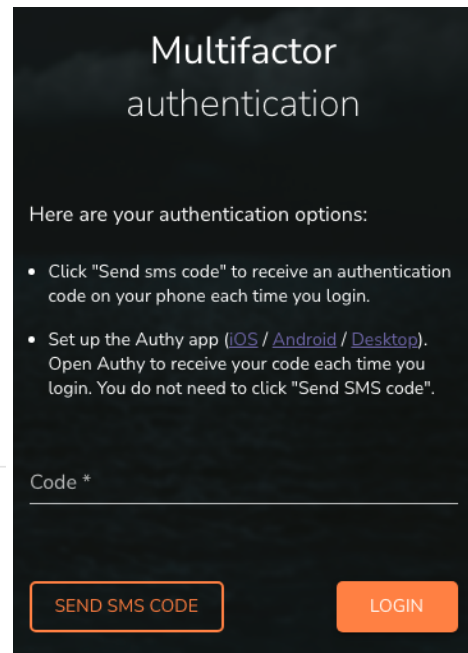
Log On

Here are your options:

- Click "Send sms code" to receive an authentication code on your phone each time you login.
- Set up the Authy app ([iOS](#) / [Android](#) / [Desktop](#)). Open Authy to receive your code each time you login. You do not need to click "Send sms code".

Account Information

Code



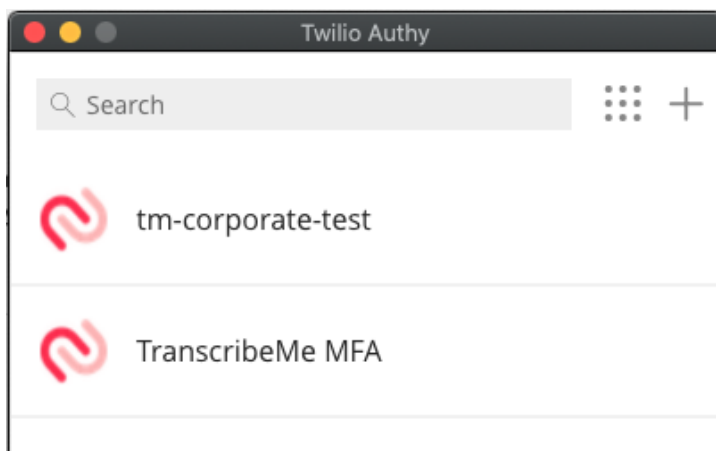
SMS to Phone

To log in via SMS:

1. Click "Send sms code"
2. When you receive the code in your phone, type it into the Code field and click Submit. You're in!

Authy

To log in using Authy, **DO NOT** click "Send sms code". Simply open your Authy app on your phone or desktop, click on **TranscribeMe MFA**, and type in the code that appears. For the desktop app, click the Copy icon at the bottom right to copy the code to your clipboard and paste into the text field. Once you've entered the code, hit Submit. You're in!



Welcome to the TranscribeMe

Log On

Here are your options:

- Click "Send sms code" to receive an authentication code.
- Set up the Authy app ([iOS](#) / [Android](#) / [Desktop](#)). Click "Send code".

Account Information

Code

Send sms code

Submit

