Sign In with Multi-Factor Authentication (MFA)

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Multi-factor authentication (MFA) adds a second step to your Digioh sign-in: after your password, you enter a short code emailed to you. A stolen password is then no longer enough on its own.

MFA is required.

Who This Applies To

MFA applies only to logins that use an email address and password.

If you sign in to Digioh through Google or Microsoft, this does not apply to you. Your identity provider handles verification, and you will not see a Digioh code screen. Any MFA on your Google or Microsoft account is what protects your Digioh sign-in.

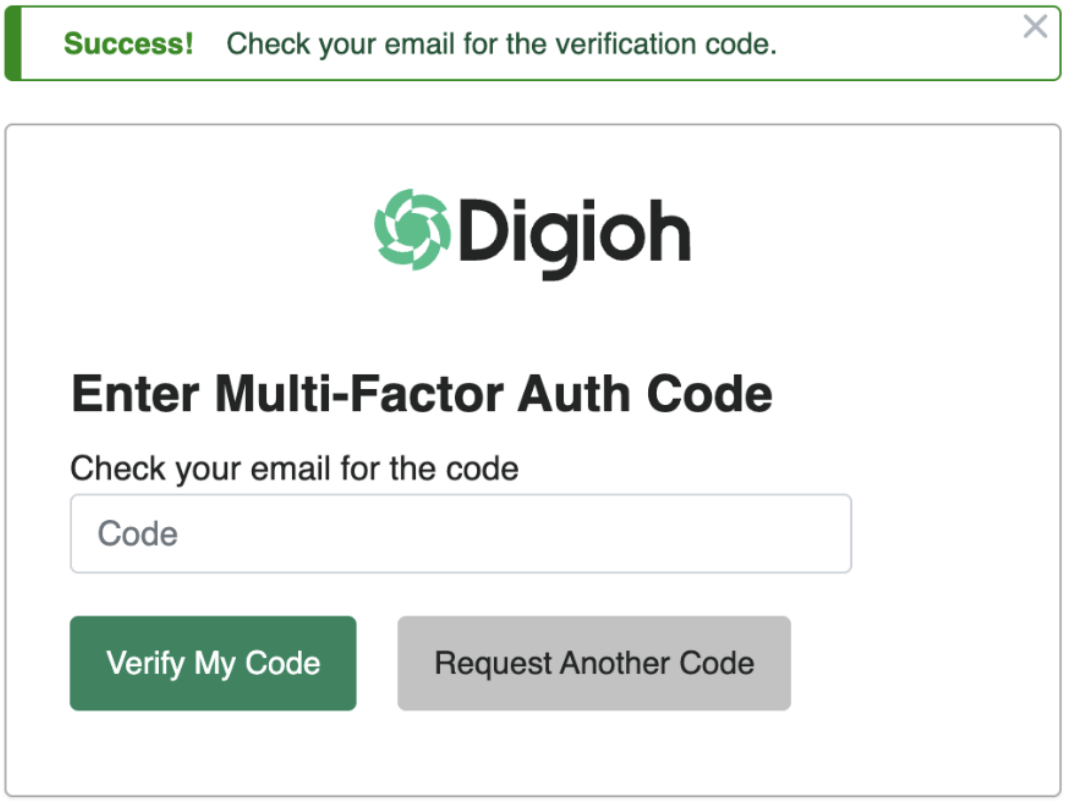
What You Need

- Access to the inbox for the address you sign in with.
- Mail from support@digioh.com able to reach you. If your organization filters external mail, ask IT to allow this sender. You may need to check your quarantine or spam folders as well.

There is nothing to install and nothing to configure, and your password does not change.

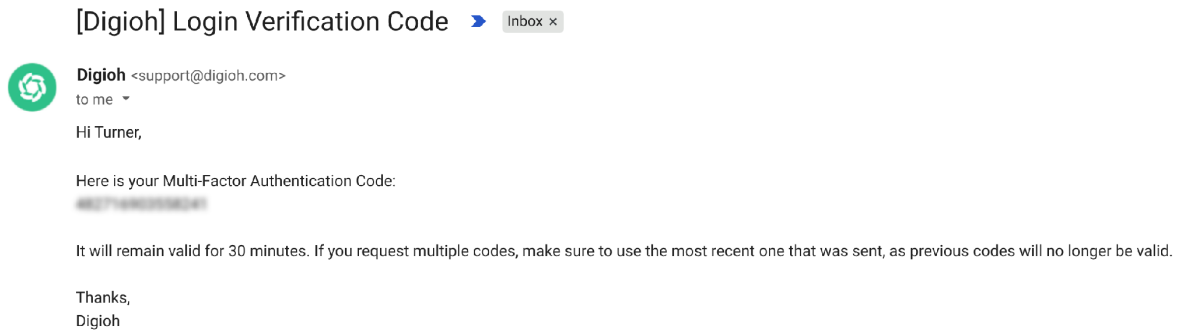
Step 1: Sign In as Usual

Enter your email and password. Instead of landing in your account, you will see the Enter Multi-Factor Auth Code screen.



Step 2: Open the Email from Digioh

Look for [Digioh] Login Verification Code from Digioh <support@digioh.com>. Check your spam folder if it has not arrived within a minute or two.



Step 3: Enter the Code

Put the code into the Code field and select Verify My Code. That finishes your sign-in.

About the Code

- A code is valid for 30 minutes.
- Only the newest code works. Selecting Request Another Code stops every earlier code from

working. If you have several Digioh emails, use the most recent.

- Digioh will never ask you for a code. No one from Support will ask you to read out or forward one. If someone does, it is not us.

If the Code Does Not Arrive

- Check your spam, junk, and promotions folders.
- Confirm you are checking the exact address you signed in with, not an alias or another work address.
- Select Request Another Code, remembering that it invalidates the previous one.
- Ask IT whether support@digioh.com is being quarantined at your mail gateway. This is the most common cause when nothing arrives at all.
- If a code still does not reach you, contact Digioh Support.

FAQ

What if I lose access to that email address? Contact Digioh Support. You will not be able to sign in on your own, because the code has nowhere to go.

Can I use an authenticator app instead? No.

Does everyone on my team need it? MFA applies per login. Each person signing in with their own login gets codes at their own address.