

SECURITY

Multi-factor authentication (MFA): why we require it

What MFA is, why it stops most account takeovers, and what to expect.

MFA adds a second step to sign-in — usually a phone prompt or a 6-digit code — so a stolen password alone isn't enough to get into your account. It blocks the vast majority of account-takeover attacks, which is why we enable it on your business accounts.

What to expect

- You'll approve a prompt or enter a code from an authenticator app when signing in on a new device.
- Trusted devices typically won't re-prompt for a while.

Tips

- **Approve only prompts you triggered.** If your phone buzzes with a sign-in you didn't start, deny it and open a ticket — someone may have your password.
- Getting repeated prompts you didn't request ("MFA fatigue") is an attack: deny them all and contact us right away.
- New phone? Open a ticket **before** wiping the old one and we'll move your authenticator safely.