



# Getting Started – Two-Factor Authentication

## Getting Started with EFIS 2.0

### Two-Factor Authentication

As a security enhancement, EFIS 2.0 requires users to use two-factor authentication (2FA) when logging in. (2FA is a verification process using two separate, distinct forms of identification.)

*What triggers the two-factor authentication?*

- 1) *The two-factor authentication email will be triggered for users every time they attempt to log into EFIS in a new internet browser except in cases where the account's email address was recently verified or their password was reset within that browser.*
- 2) *After the user two-factor authenticates, a cookie is set in the browser that prevents the user from needing to two-factor authenticate for the next fourteen days.*

- 1) Click the **Log In** link located in the *Header Links* in the upper, right-hand corner.



- 2) In the **Email Address** field, input the user's email address registered with their user account.
- 3) In the **Password** field, input the user's password.
- 4) Click the **Log In** button.



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- 5) Users are directed to the *Two-Factor Authentication* page.

Two-Factor Authentication Help

Please check your email and enter the provided code.

Confirmation Code

Submit

- 6) Go to the user's email server and locate the *PSC EFIS Log In* email from [efis@psc.mo.gov](mailto:efis@psc.mo.gov).  
7) Highlight and copy the single-use login code.

**Missouri Public Service Commission**

Your single-use login code is:

**334362**

If you were not the one who made this attempt, please ignore this email.

*This email was sent from a notification-only address that cannot accept incoming emails.  
Do **not** reply to this message*

- 8) Go back to the EFIS *Two-Factor Authentication* page.  
9) In the **Confirmation Code** field, input or paste the single-use login code from the email.

Two-Factor Authentication Help

Please check your email and enter the provided code.

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10) Users are then directed to their *Dashboard*.

The screenshot displays a user dashboard with a navigation bar at the top containing 'Account', 'Company Representative Display', 'Submission List', and 'Email Subscription List'. A 'Help' button is also present. Below the navigation bar is the 'Account Summary' section for 'John J John'. It includes three main fields: 'Address' (123 East Street, Jefferson City, MO 65101, Primary), 'Email' (johnjohn@gmail.com, Login (Default)), and 'Phone' (Work: (123) 456-7890). Each field has a 'Manage' button next to it. There is also an 'Attorney Information' section with a 'Manage' button.

For additional assistance, please contact the Data Center at (573) 751-7496 or [dcsupport@psc.mo.gov](mailto:dcsupport@psc.mo.gov).