

How to change your MFA settings for a business account

Follow this process to make changes to your MyMassGov account MFA settings, including adding a new method, and updating or removing methods that you've already set up.

1. Log into your MyMassGov business account and [update your settings as a business user](#).
2. Verify your account
3. You will be brought to a 'Change your MFA settings' screen, and asked to choose the MFA setting you'd like to change:
 - a. Authenticator app
 - b. Primary phone (voice and text)
 - c. Secondary phone (voice and text)

To change your authenticator app:

Update

1. Click on 'Authenticator app'*
2. If you already have an authenticator app set up, you will see two options:
 - a. Update authenticator app
 - b. Remove authenticator app
3. Click on 'Update authenticator app'
4. Open your authenticator app
5. Scan the QR code with your phone
6. Enter the code you receive in the 'Verification code' field
7. Click 'Continue'

([See directions for setting up an authenticator app](#) if you need help).

8. When your change has been successfully completed, you will see a confirmation page
9. Click 'Yes, I'd like to make more changes' to change another MFA method or 'No, I'm done' if you're finished

***NOTE:** If an authenticator app has not been set up, you will be taken to a page to complete the process. If you need help, [see our help page](#).

Remove

1. Click on 'Authenticator app'
2. If you already have an authenticator app set up, you will see two options:

- a. Update authenticator app
 - b. Remove authenticator app
3. Click on 'Remove authenticator app'
4. At the next screen, either confirm you would like to remove your authenticator app by clicking 'Yes, remove this method' or 'No, keep this method' to cancel out of the change process
5. When your change has been successfully completed, you'll see a confirmation page
6. Click 'Yes, I'd like to make more changes' to change another MFA method or 'No, I'm done' if you are finished

To change your primary phone (voice and text):

Update

1. Click 'Primary phone number (voice and text)*'
2. If you have a Primary phone number (voice and text) set up, you will see two options:
 - a. Update phone number
 - b. Remove phone number
3. Click on 'Update phone number'
4. At the next screen, enter the updated phone number you'd like to link to your account
5. Click either 'Text Me' or 'Call Me'
6. Enter the code you receive in the 'Verification code' field

([See directions for setting up Phone \(voice and text\) authentication](#) if you need help).

7. When your change has been successfully completed, you'll see a confirmation page
8. Click 'Yes, I'd like to make more changes' to change another MFA method or 'No, I'm done' if you are finished.

***NOTE:** If a Primary phone (voice and mail) has not been set up, you will be taken to a page to do so. If you need help, [see our help page](#).

Remove

1. Click 'Primary phone number (voice and text)*'
2. If you have a Primary phone number (voice and text) set up, you will see two options:
 - a. Update phone number
 - b. Remove phone number

3. Click 'Remove phone number'
4. At the next screen, either confirm you would like to remove your primary number by clicking 'Yes, remove this method' or 'No, keep this method' to cancel out of the change process
5. When your change has been successfully completed, you will see a confirmation page
6. Click on 'Yes, I'd like to make more changes' to change another MFA method or 'No, I'm done' if you are finished

NOTE: If you remove your primary phone number as a method and you have a secondary phone number set up, the secondary phone number will become the primary phone number.

To change your secondary phone (voice and mail):

1. Click 'Secondary phone (voice and text)'
2. Follow the same process as updating or removing Primary phone (voice and text)

***NOTE:** A secondary phone number will only show if the primary phone number has already been set up as a method.