



## SMS (text) and Voice Login Methods Are Retiring — Important Update

Starting **February 1, 2026**, you will no longer be able to log in using text messages or voice calls. Check the Q&A below to see how to update your login methods and avoid service interruptions.

### Why are these login methods ending?

SMS (text) and voice authentication present increasing security vulnerabilities. To ensure the highest level of security for your account, these methods will be discontinued. Authenticator apps and email verification offer stronger protection against phishing and other attacks.

### What do I need to do to prepare for this change?

- If you have **at least one working method that is staying** (authenticator app or email):  
✔ **No action required**
- If you **only** use SMS or voice:  
⚠ **You must reset your factors and set up a new method**

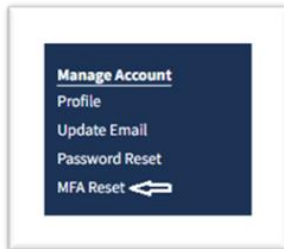
### How can I tell which factor(s) I currently have set up?

Log into GSA Auctions with your email address and password. On the next screen, you'll see your default authentication factor. Click the down-arrow button (shown in the red box below) to view any additional factors you originally configured. If you don't see OKTA Verify, Google Authenticator, or Email listed, you will need to reset your factors.

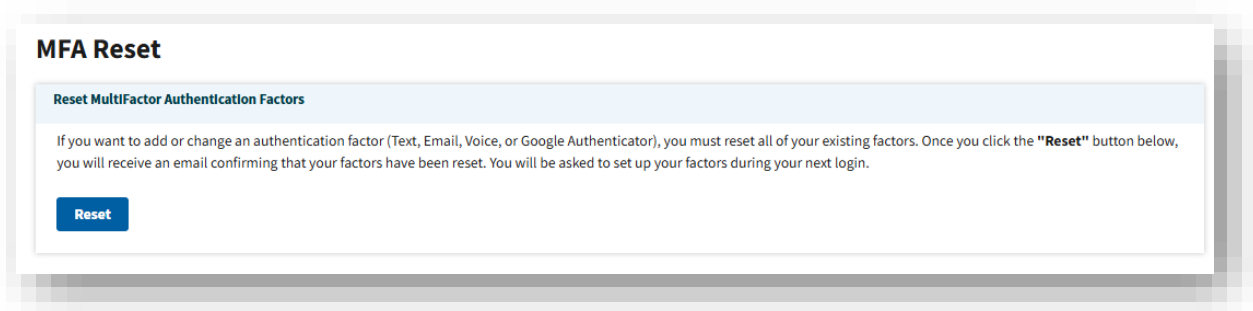
The screenshot shows the SMS Authentication interface. At the top, there are logos for GSA and FASID. Below them is a circular icon with 'SMS' and a red box highlighting a dropdown arrow. The text 'SMS Authentication' and '(+1 XXX-XXX-9304)' is displayed. There is an 'Enter Code' field with a 'Send code' button. A checkbox labeled 'Do not challenge me on this device for the next 12 hours' is present. A large blue 'Verify' button is at the bottom, and a 'Back to sign in' link is at the bottom right.

## Resetting Multi-Factor Authentication (MFA) Factors

1. Log in to your **GSA Auctions** account.
2. Click on your **name** in the top-right corner of the page (next to the **Logout** button), and then select “**MFA Reset**” from the dropdown menu (please note: your “Manage Account” options may vary slightly from those shown based on your profile settings).



3. Click “**Reset**” and then **log out** of your account.



**Important:** You will receive an email confirmation once your factors have been reset. If you plan to use an app-based authenticator, make sure to install OKTA Verify or Google Authenticator on your iPhone or Android device before setting up the new factors.

4. Return to the **Login** screen and enter your **email address** and **password**.
5. You will be presented with all factor options. Select one or more of the following:
  - OKTA Verify
  - Google Authenticator
  - Email Authenticator.

Follow the prompts for each until they are successfully set up.

**Note:** You will still see factor options that will be retired as of February 1. To avoid future disruption, we do not recommend selecting them.

**What happens after February 1, 2026, if I haven't set up any other login method other than text message and voice?**

When you enter your password on Feb 2nd, you will be presented with the option to set up a new authentication factor. Follow the on-screen instructions to complete the setup. You will **not** be locked out of your account.