



How to change your Multi Factor Authentication (MFA) primary and secondary methods of logging into the Member Self Service (MSS) Portal

MFA is a quick and easy way to log-in securely to your Member Self Service Portal. You have 2 options:

1. You can use email and select a One Time Password (OTP) via email.
2. You can use an authenticator app of your choice. The most popular are Microsoft Authenticator and Google Authenticator.

This guide explains how as a member user you can change your primary and secondary authentication methods between email to Authenticator. Please note that when you initially register for the first time, the default is by email. This becomes the Primary method.

If you want to change to using an authentication app as the primary method you will need to log in into the MSS and select the option "Security Settings" from the left-hand menu which opens the page:



Select the option "Manage Multi-Factor Authentication".

My account / Security settings / Manage Multi-Factor Authentication

Manage Multi-Factor Authentication

Choose how you wish to authenticate your account access.
You can update and verify your email address in [change contact details](#).

Choose a primary method

☐ Authenticator App
Authenticate using a mobile authenticator app

☒ Email
Authenticate by email address using harryganesan@gmail.com

Choose a secondary method (recommended)

☒ None

☐ Authenticator App
Authenticate using a mobile authenticator app

☐ Email
Authenticate by email address using harryganesan@gmail.com

Your secondary method cannot be the same as your primary method

Email is the default primary method. Now, select Authenticator App as the primary.

My account / Security settings / Manage Multi-Factor Authentication

Manage Multi-Factor Authentication

Choose how you wish to authenticate your account access.
You can update and verify your email address in [change contact details](#).

Choose a primary method

☒ Authenticator App
Authenticate using a mobile authenticator app

You have not set up an authenticator app. You must do this before you can choose it as an option.

☐ Email
Authenticate by email address using hariharan.g@vsaasglobal.com

Choose a secondary method (recommended)

☒ None

☐ Authenticator App
Authenticate using a mobile authenticator app

Your secondary method cannot be the same as your primary method

☐ Email
Authenticate by email address using hariharan.g@vsaasglobal.com

Click on "SET UP AUTHENTICATOR APP" button.

Set Up Authenticator

Using an authenticator app (such as Google Authenticator, Microsoft Authenticator, Authy or iPassword), scan this QR code.
Your authenticator app will generate a 6-digit code for you to enter below.



Scan not working? Enter this code manually into your authenticator app to generate your 6-digit code.
JACK 33RG JPPL VGQH GAWT F6IS TKPT P3V3

6-Digit Code

Must be exactly 6 digits long.

VALIDATE

CANCEL

The two most popular authenticator apps are Google and Microsoft. Open your Google/Microsoft Authenticator app and click on Add account and select the option to scan QR Code. When you scan the above code, the account is added to the authenticator app and a 6-digit code is generated every 60 seconds.

Enter the 6-digit code in the above screen. Once the code matches, your MFA primary method is changed to Authenticator and see the following screen.

[My account](#) / [Security settings](#) / Manage Multi-Factor Authentication

Manage Multi-Factor Authentication

Choose how you wish to authenticate your account access.

You can update and verify your email address in [change contact details](#).

Choose a primary method

☒ **Authenticator App**
 Authenticate using a mobile authenticator app
 You can reset your authentication app.

[RESET AUTHENTICATOR](#)

☐ **Email**
 Authenticate by email address using hariharan.g@vsaasglobal.com

Choose a secondary method (recommended)

☒ **None**

☐ **Authenticator App**
 Authenticate using a mobile authenticator app

Your secondary method cannot be the same as your primary method

☐ **Email**
 Authenticate by email address using hariharan.g@vsaasglobal.com

[SUBMIT](#) [CANCEL](#)

Click on Submit button and you get confirmation.

[My account](#) / [Security settings](#)

Security settings

☒ **Success**
 Your data has been saved successfully.

[Change password](#) > [Manage Multi-Factor Authentication](#) > [Withdraw consent](#) >

You can open “Manage Multi-Factor Authentication” option again to see that the primary MFA method changed to Authenticator or log out and log in again.

If you have any issues, please contact the Sovereign Team who will be able to assist.

The information provided in this document does not constitute advice to clients or any third party and no responsibility will be accepted for any loss occasioned directly or indirectly as a result of persons acting, or refraining from acting, wholly or partially in reliance upon it other than for its intended purpose.

© Sovereign Media (IOM) Limited, 2026