# RITIS Two-Factor Authentication (2FA) Guide🔒

## RITIS Login FAQS

As of December 2, 2025, Two-Factor Authentication (2FA) is required of all RITIS users. If you did not enroll your account by the December 2nd deadline, your account was automatically enrolled in the email authentication method. Until your account authentication settings are updated, you will receive your login authentication code via email.

If you prefer the email authentication method, no additional actions are necessary. Please see below for additional information.

### Why am I being asked to enter a code?

Two-Factor Authentication has been a feature available to RITIS users since early this year.

All users were required to enable the Two-Factor Authentication feature by December 2, 2025.

If you did not enable this feature, we have automatically enabled Two-Factor Authentication via email. You can check your email for the code to log in.

### I don’t see a code in my email, what do I do?

We understand this can be frustrating. Please review the following steps:

- Review the email you used to log in, is it possible your RITIS account is under a different email address? Please check that inbox.
- Please review your spam box and email filters for the authenticator email.
- Review your authenticator app, it is possible that you have set up Two-Factor Authentication. We do not send push notifications with codes. You will need to open your authenticator app and manually enter the code within the time limit.
- If you have attempted all these steps, please reach out to support@ritis.org.

### I am not seeing a text notification on my phone with a code, how do I log in?

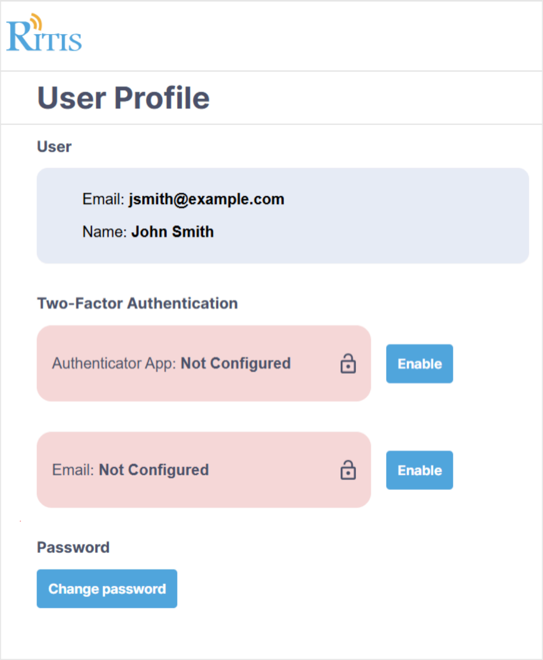
We do not send push notifications with codes. You will need to open your authenticator app and manually enter the code within the time limit. Please also check your inbox, you may have the email option enabled.

# User Profile Overview

From the User Profile page, you can set up or modify your Two-Factor Authentication settings and update your RITIS password. From any page in RITIS, you can access your profile page by clicking on your name in the top right corner.

The Profile page includes three sections:

- **User** - Displays your name and email. This section cannot be edited. If you need to update your name or email address, please reach out to support@ritis.org or assistance.
- **Two-Factor Authentication** - Used to enable or update your 2FA preferences.
- **Password** - Select the **Change Password** button to update your RITIS password.



User Profile

User

Email: jsmith@example.com

Name: John Smith

Two-Factor Authentication

Authenticator App: Not Configured

Email: Not Configured

Password

The rest of this guide focuses on the Two-Factor Authentication section.

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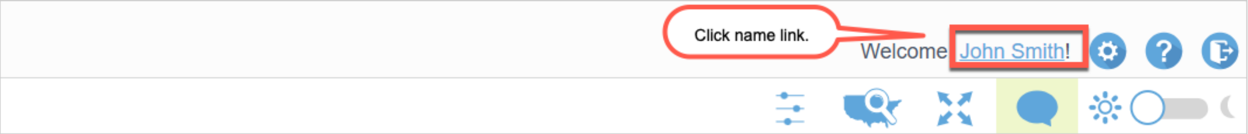
# Two-Factor Authentication: Setup and Management

There are two methods you can use to secure your RITIS account:

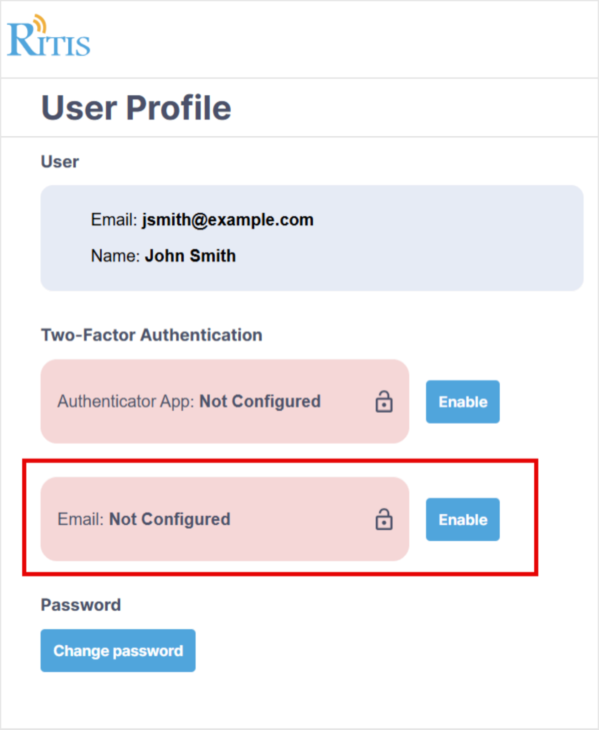
- **Email** - This option sends an authentication code to your email. If you have not set up 2FA before December 2, 2025, the email method will be enabled for you automatically.
- **Authenticator App** - This is an app you install on your phone that generates a new authentication code every 30 seconds. The authenticator app method is recommended because the code is readily available on your phone and does not require you to wait for an email to arrive in your inbox.

## Option 1: Configure Email

To set up Two-Factor Authentication for your RITIS account using the Email method, start by clicking your name in the top right corner of the application.



This will take you to your user profile page. From there, click on the **Enable** button for the Email option.



User Profile

User

Email: **jsmith@example.com**

Name: **John Smith**

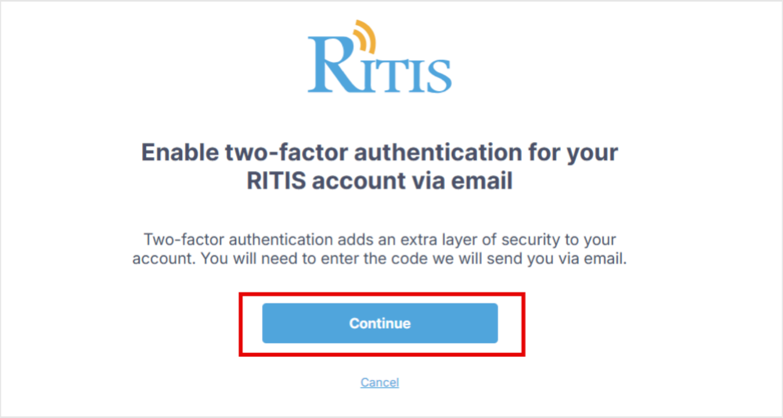
Two-Factor Authentication

Authenticator App: **Not Configured**

Email: **Not Configured**

Password

You will see a prompt: “**Enable two-factor authentication for your RITIS account via email**”. Click on the **Continue** button.

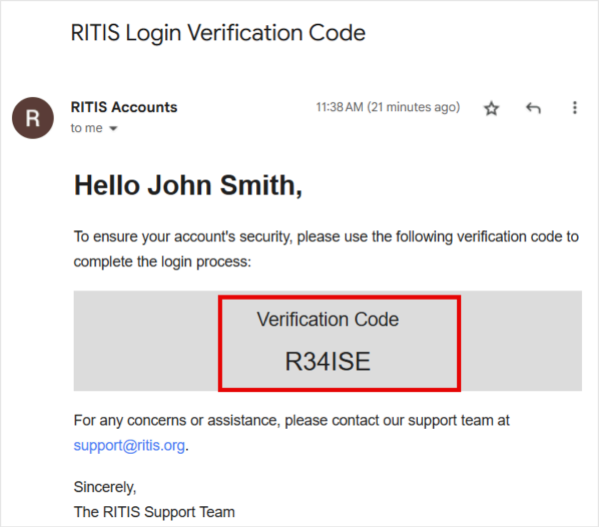


Enable two-factor authentication for your RITIS account via email

Two-factor authentication adds an extra layer of security to your account. You will need to enter the code we will send you via email.

You will receive an email message with the subject **“RITIS Login Verification Code”**.

Open it and copy the 6-digit code.



RITIS Login Verification Code

RITIS Accounts
to me

11:38 AM (21 minutes ago)

**Hello John Smith,**

To ensure your account's security, please use the following verification code to complete the login process:

Verification Code

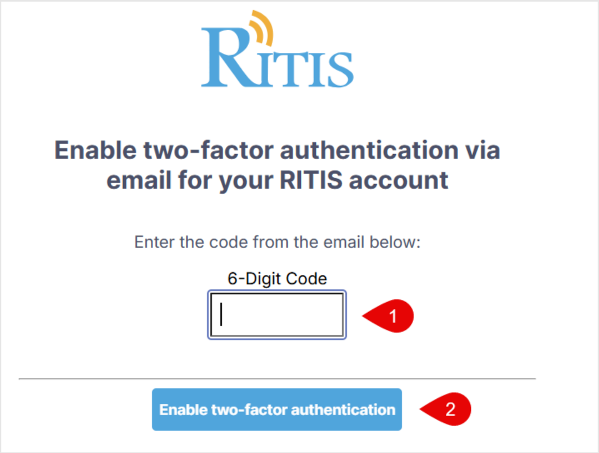
R34ISE

For any concerns or assistance, please contact our support team at support@ritis.org.

Sincerely,
The RITIS Support Team

Paste or enter (case sensitive) the 6-digit code from the "**RITIS Login Verification Code**" email into the 6-digit code field, then click the **Enable two-factor authentication** button.

> **Note:** The authentication code if valid for 15 minutes.  If you are not able to complete the setup within that timeframe, you can simply click the **Enable** button again to receive a new verification code.

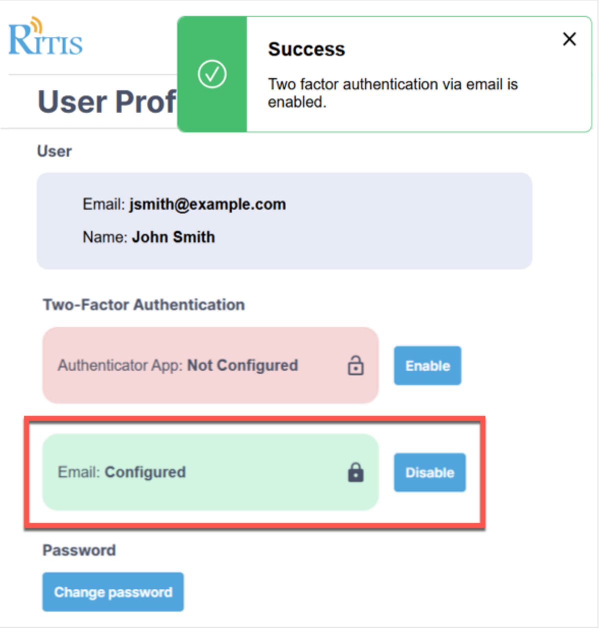


**Enable two-factor authentication via email for your RITIS account**

Enter the code from the email below:

6-Digit Code

You will be returned to your profile page and will see "**Email: Configured"** under the Two-Factor Authentication section.



Success

Two factor authentication via email is enabled.

Email: jsmith@example.com

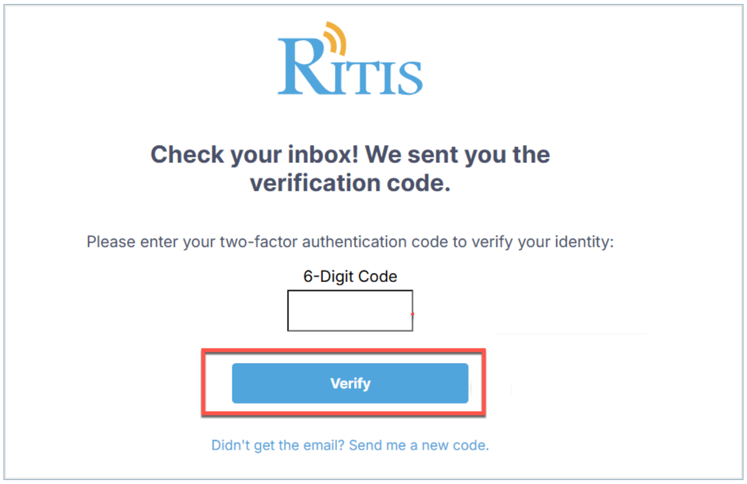
Name: John Smith

Authenticator App: Not Configured

Email: Configured

To navigate away from the profile page, select the RITIS icon in the upper left corner of the page.

Once enabled, you will be asked to provide a six-digit code from your email every time you log in.



Check your inbox! We sent you the verification code.

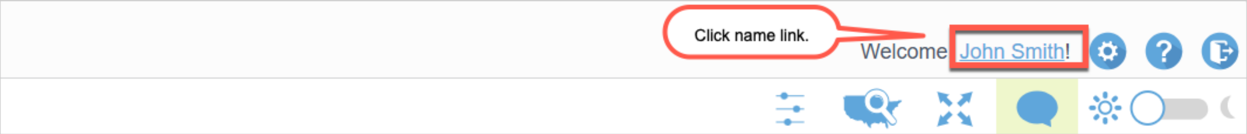
Please enter your two-factor authentication code to verify your identity:

6-Digit Code

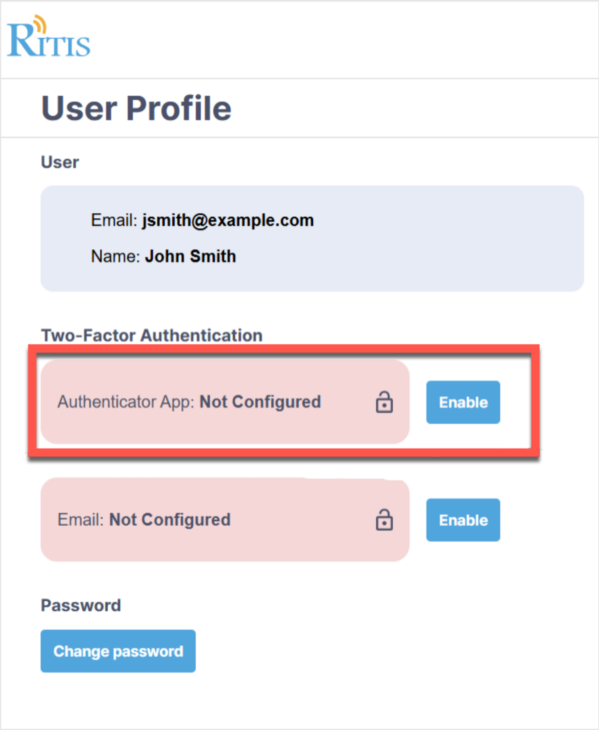
If you have any questions about Two-Factor Authentication or need help setting it up, please contact support@ritis.org.

## Option 2: Configure Authenticator App

To configure Two-Factor Authentication for your RITIS account using the Authenticator App method, start by clicking your name in the top right corner of the application.



This will take you to your user profile page. From there, click on the **Enable** button for the Authenticator App option.



User Profile

User

Email: **jsmith@example.com**

Name: **John Smith**

Two-Factor Authentication

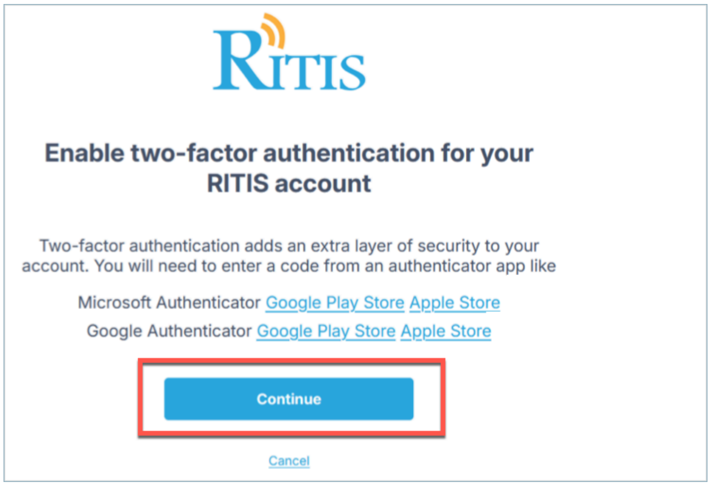
Authenticator App: **Not Configured** Enable

Email: **Not Configured** Enable

Password

Change password

The next page provides links to two authenticator apps you can download if you don't already have one on your phone. You can use another preferred Authenticator app if you already have one. If, during the installation process on your preferred app, you discover the app does not support our 2FA method, you can cancel the setup and download one of the recommended options. Click the **Continue** button to move to the setup page.



Enable two-factor authentication for your RITIS account

Two-factor authentication adds an extra layer of security to your account. You will need to enter a code from an authenticator app like

Microsoft Authenticator Google Play Store Apple Store

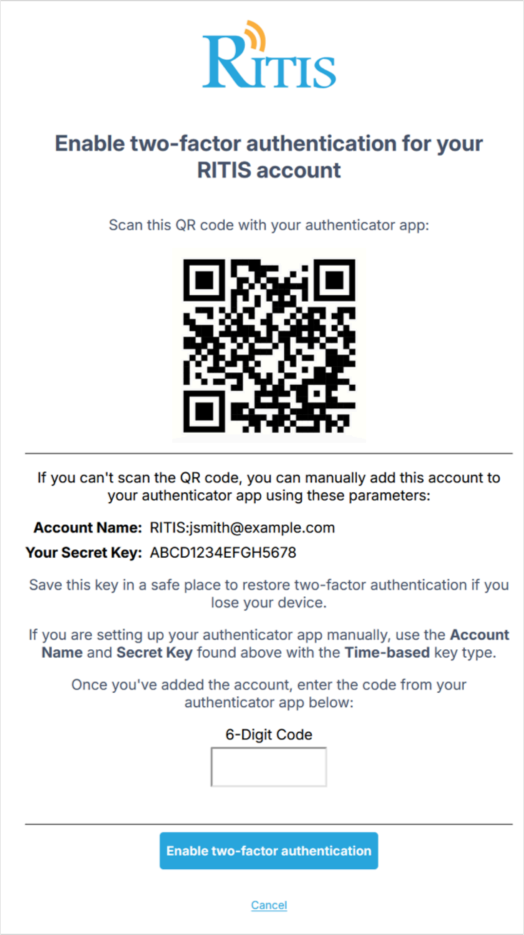
Google Authenticator Google Play Store Apple Store

Continue

Cancel

On the setup page, you will see a QR code that you can scan with your authenticator app. Once scanned, the app will begin generating codes right away. The QR code is simply a convenient way to transfer the secret key to your app.

Enter the code generated by your authenticator app in the to box and click the **Enable two-factor authentication** button.



RITIS

**Enable two-factor authentication for your RITIS account**

Scan this QR code with your authenticator app:

If you can't scan the QR code, you can manually add this account to your authenticator app using these parameters:

**Account Name:** RITIS:jsmith@example.com
**Your Secret Key:** ABCD1234EFGH5678

Save this key in a safe place to restore two-factor authentication if you lose your device.

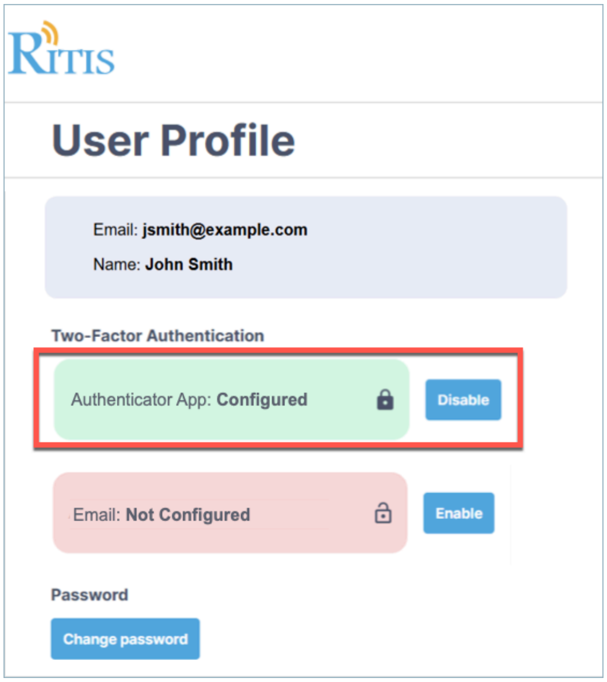
If you are setting up your authenticator app manually, use the **Account Name** and **Secret Key** found above with the **Time-based** key type.

Once you've added the account, enter the code from your authenticator app below:

6-Digit Code

> **Reminder:** It is important to save your secret key in a safe place. Many password managers, such as 1Password, allow you to store additional information with your account, and we recommend saving your secret key there. As long as you have the secret key, you can set up the authenticator app on another device if you ever lose access to your current one.

After you configure your authenticator app and enter the six-digit code it generates, you will be return to your profile page, where you will see **Authenticator App: Configured** under the Two-Factor Authentication section.



User Profile

Email: jsmith@example.com

Name: John Smith

Two-Factor Authentication

Authenticator App: Configured

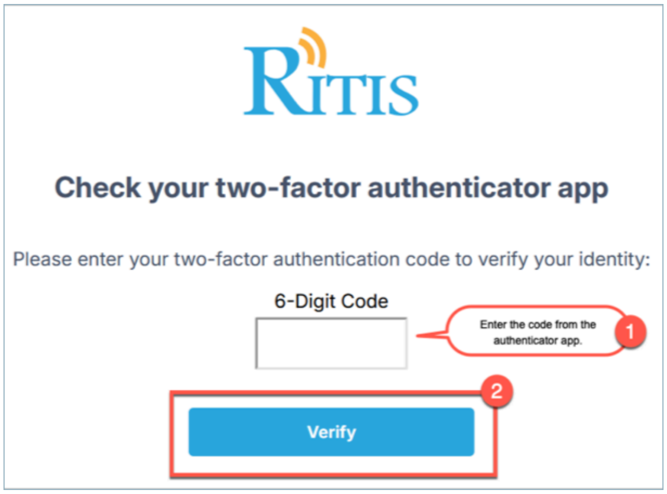
Email: Not Configured

Password

To navigate away from the profile page, select the **RITIS** icon in the upper left corner of the page.

Once enabled, you will be asked to provide a six-digit code from your authenticator app every time you log in.

> **Note: You will not receive a push notification. You will need to open your authenticator app to retrieve the code.**

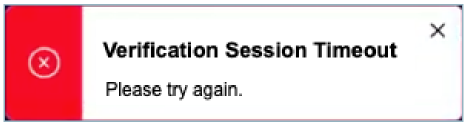


Check your two-factor authenticator app

Please enter your two-factor authentication code to verify your identity:

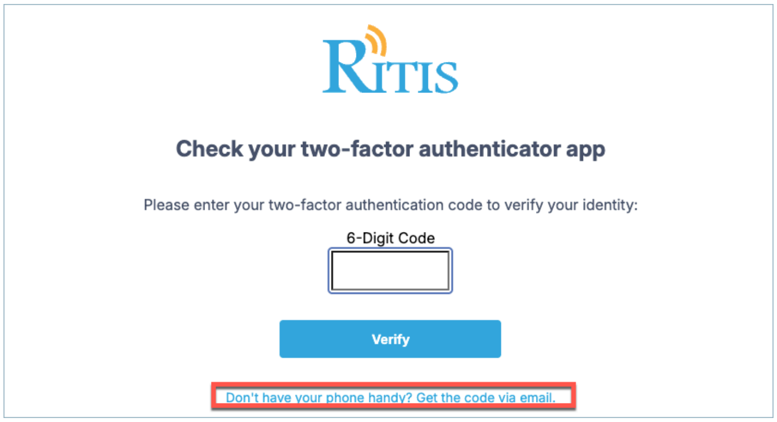
6-Digit Code

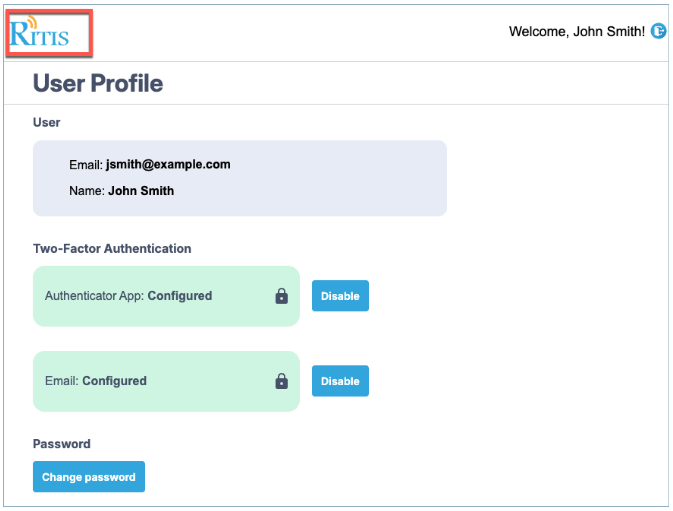
1 Enter the code from the authenticator app.

> **Note:** You have one minute to enter the 2FA code. If you see **Verification Session Timeout**, no need to worry. Simply try logging into RITIS again and use the new code your authenticator app generated.
>
> 
>
> Verification Session Timeout
>
> Please try again.

If you have any questions about Two-Factor Authentication or need help setting it up, please contact support@ritis.org.

## Additional Information

| | |
|---|---|
| **1.** | When both the Authenticator App and Email authentication are enabled, RITIS will ask for the code from your authenticator app first. If your phone isn't with you, choose "**Don't have your phone handy? Get the code via email**" and a code will be sent to your email instead.<br><br>Check your two-factor authenticator app<br>Please enter your two-factor authentication code to verify your identity:<br> RITIS<br>6-Digit Code<br>Verify<br>Don't have your phone handy? Get the code via email.<br>**Note:** If you request a new code, the previous one becomes invalid. Make sure you are entering the most recent code sent to your email, or you may see an invalid code error. If that happens, wait a moment for the newest code to arrive and use that one. |
| **2.** | If you are taken back to the profile page once you have completed the setup of 2FA, simply click on the RITIS logo in the upper left, and you will be redirected to the RITIS home page. |

| | |
|---|---|
| | <br>Welcome, John Smith!<br>User Profile<br>User<br>Email: **jsmith@example.com**<br>Name: **John Smith**<br>Two-Factor Authentication<br>Authenticator App: **Configured**<br>Email: **Configured**<br>Password<br> |
| **3.** | If you disable the authenticator app from your RITIS account, you will automatically begin receiving authenticator codes via email each time you log into RITIS. |