

How to Configure Multi-factor Authentication for OCC Secure Mail

OCC Secure Mail uses multi-factor authentication (MFA) to provide secure login. When signing in to OCC Secure Mail, you will enter your email address and password and then be prompted to enter a verification code from an authenticator application downloaded to a separate device from the one you use to access Secure Mail. This guide explains how to set up MFA when first setting up your Secure Mail account.

1. Follow the steps in the “Account Access” section of the OCC Secure Mail User Guide. When you have created a password and sign in for the first time, the **Register Multi-Factor Device** screen should appear.

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OCC Secure Mail

Register Multi-Factor Device

This secure message portal requires multi-factor authentication. Register a multi-factor device. You can have multiple devices, but only one can be active at a time.

Device Type: authenticator
Name:

Cancel **Next**

For customer support, please contact the BankNet Help Desk at 800-641-5925 (Monday - Friday, 8am - 8pm ET) or BankNet@occ.treas.gov.

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2. Choose a **separate device** from the one you use to access the [OCC Secure Mail](#) portal. Most authentication applications are designed to be used on a smartphone. If you do not have a smartphone, some apps offer a workstation-based alternative. You can register several devices in the OCC Secure Mail portal to use for MFA.
3. **Download** an MFA app onto the device you've chosen. The app must support Time-Based One-Time Password (TOTP) and should have an app lock that prompts authentication even when the device the app is installed on is unlocked. The following apps can be used:
 - Microsoft Authenticator
 - Google Authenticator
 - LastPass Authenticator
 - Authy
 - Yubico Authentication
 - 2FAS Authenticator

Please note that these recommended authentication apps are free and do not require in-app purchases. When you download the app, you will not need to provide credit card information.

4. Return to the computer where you access the [OCC Secure Mail](#) portal. On the **Register Multi-Factor Device** screen, enter a name for the separate device in the Name field (e.g., work phone) and click **Next**.



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5. On your device, find the **QR scanner in the authenticator app** and use it to scan the QR code image in the portal. Or, if your app allows it, you may instead copy the alphanumerical key under the QR code in the portal and type it into your app.
6. An authentication code will appear in the app on your device. Enter this code into the **Authentication Code** field in the portal.



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OCC Secure Mail

Register Device Erin Smith

Scan the QR Code or use the key with your authenticator application.

If setup using a QR Code is not supported, you may manually enter the following key:
HINNBLBBTMBV6H5HJTJHAOEOSFPLEERR

Authentication Code:

Cancel Next

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7. If you want to use this device as your default authentication option, select the **Sign in using this device by default** check box.
8. Select **Next**. You will be taken to the OCC Secure Mail portal.

Authentication codes are valid for varying times depending on the application you use. Failure to enter the code correctly will not require you to re-register the device, but you must enter the correct code before you can successfully register the device.

Managing Authentication Methods

You can add several authentication devices after registering your initial device. This can be done under the **Authentication** tab in the [OCC Secure Mail](#) portal.

- To add a device:
 1. Download an authenticator app to the device you want to add.
 2. On the computer you use to access OCC Secure Mail, click the **Authentication** tab and click **Add**.
 3. Enter a name for the device in the **Name** field, and click **Next**.
 4. A QR code will appear on the screen. With the device you want to add, use the authenticator app on that device to scan the QR code.
 5. An authentication code will appear in the app on your device. Enter this code into the **Authentication Code** field in the portal and click **Next**.
- To set a device as the default MFA method, click the box next to that device under the **Select** column, then select the **Set Default** button.
- To remove a device, select that device under the **Select** column, then select the **Delete** button.