Security Method (MFA) Troubleshooting

"I don't have my Security Method device with me."

ITS recommends registering more than one device in order to avoid this scenario. There are no support resources to bypass this security measure. For more information on how to setup all of the Security Methods, see How to Set Up Your Security Methods.

"I lost my Security Method device."

If your Security Method device is lost or stolen, refer to our info on Lost or Stolen Security Method Device.

"I took too long to sign in, and it timed out."

If you don't approve a push notification or phone call within the allowed time, your request will time out. If this happens, try again by selecting "Send Me a Push" or "Call me" a second time. Otherwise, start the sign-in process again from the beginning.

"My passcode is incorrect."

If you enter an incorrect passcode, sign-in will fail. Generate a new passcode and try again.

"My Security Method device stopped working."

If your registered device does not work, try the reset function to re-establish a registered factor. If that does not work—or you lost your only registered device—please contact the Crimson Service Desk team for assistance. (Email crimsonservicedesk@wsu.edu , submit a ticket at https://crimsonservicedesk .wsu.edu , or contact us by phone at 509-335-HELP (4357) or 1-800-608-3839.)