United States Coast Guard

Direct Access Multi-Factor Authentication User Guide

January 2026
v2026.01.05

Revision History

Date	Author(s)	Version Number	Notes
12/30/2025	C5ISC-MSSPL	v2025.12.30	Initial Draft
01/05/2026	C5ISC-MSSPL	v2026.01.05	Added MFA methods and screenshots

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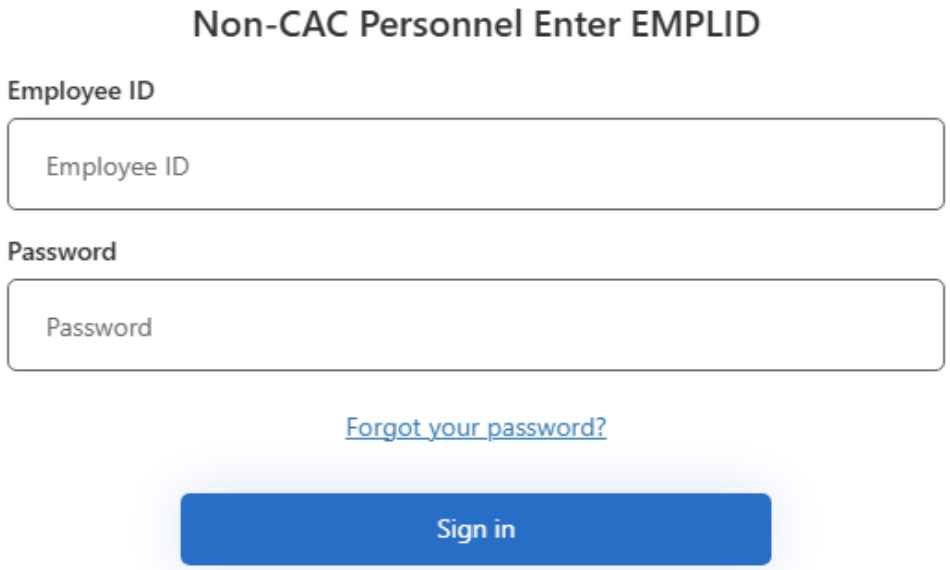
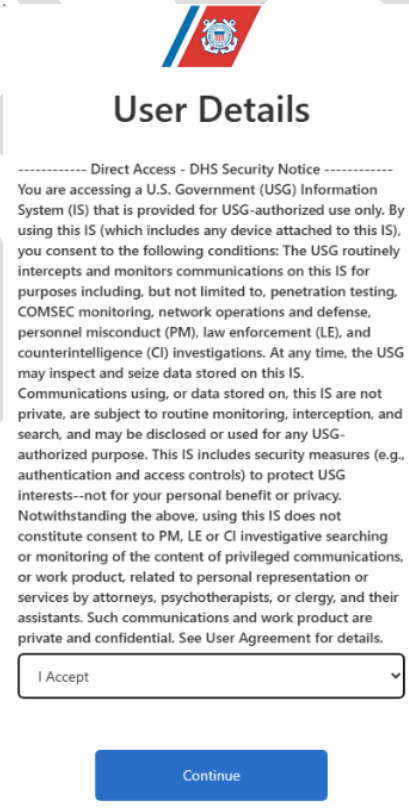
1. Signing In

1. In the Employee ID field, type in employee ID.
2. In the Password field, type in password.
3. Click **Sign in**.



4. Read the Direct Access - DHS Security Notice. Ensure **I Accept** is selected in the drop-down menu.



5. Click **Continue**.

2. Multi-Factor Authentication Methods

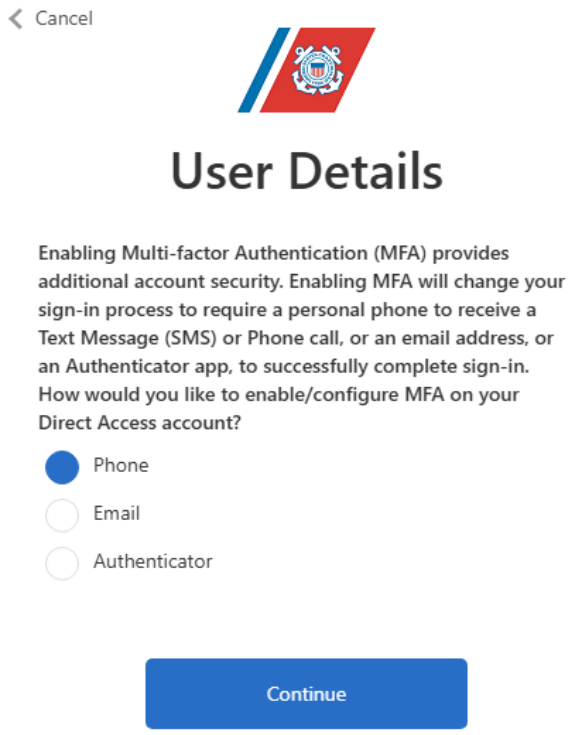
The options for Multi-Factor Authentication (MFA) methods are as follows:

- Text message
- Phone call
- Email
- Authenticator application

To reset an MFA method, contact the Product Support Service Desk (PSSD) by calling 1-800-821-7081 or emailing SMB-USCG-KerWV-ProductSupportSD@uscg.mil.

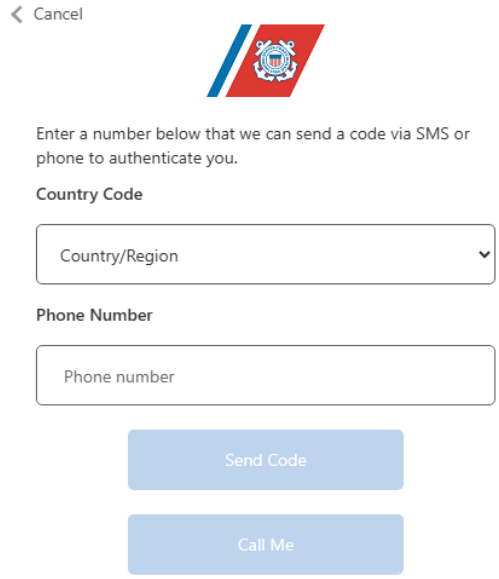
2.1 Text Message

1. From the list of MFA options, choose **Phone**.
2. Click **Continue**.

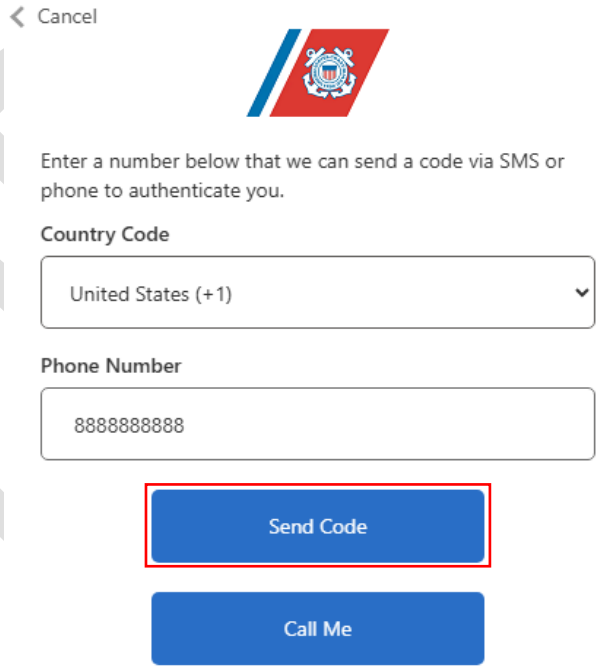


3. From the Country Code drop-down menu, select the appropriate country.

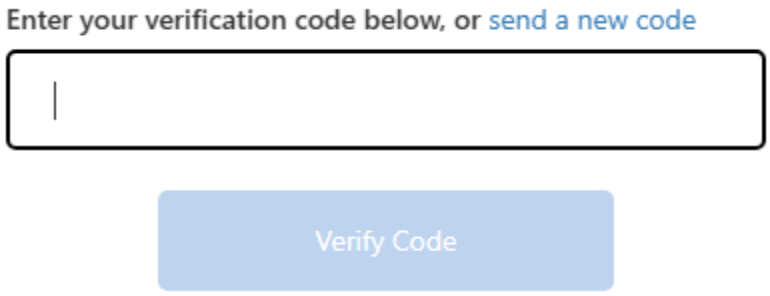
4. In the Phone Number field, type the phone number.



5. Click **Send Code**.

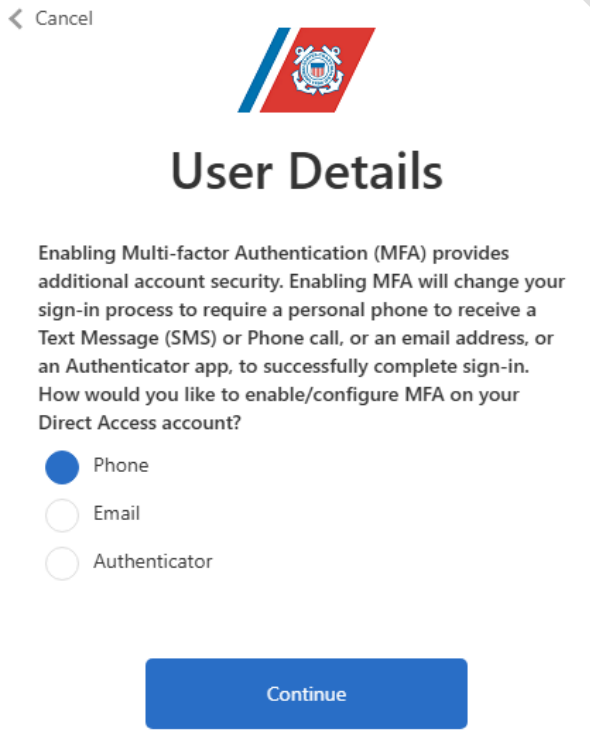


6. Type the verification code in the box, or if the code has expired or was not received, click **send a new code**. Click **Verify Code**.



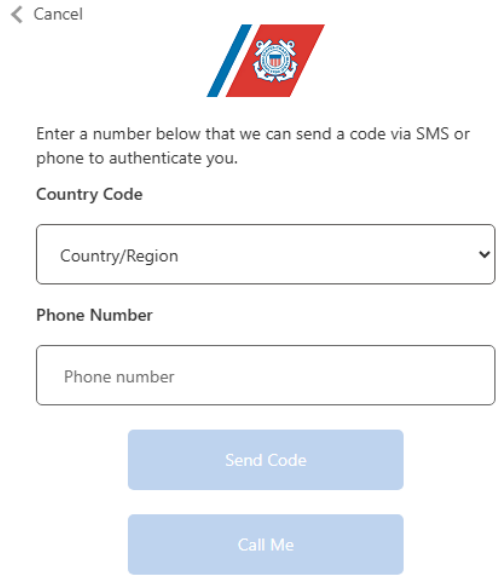
2.2 Phone Call

1. From the list of MFA options, choose **Phone**.
2. Click **Continue**.

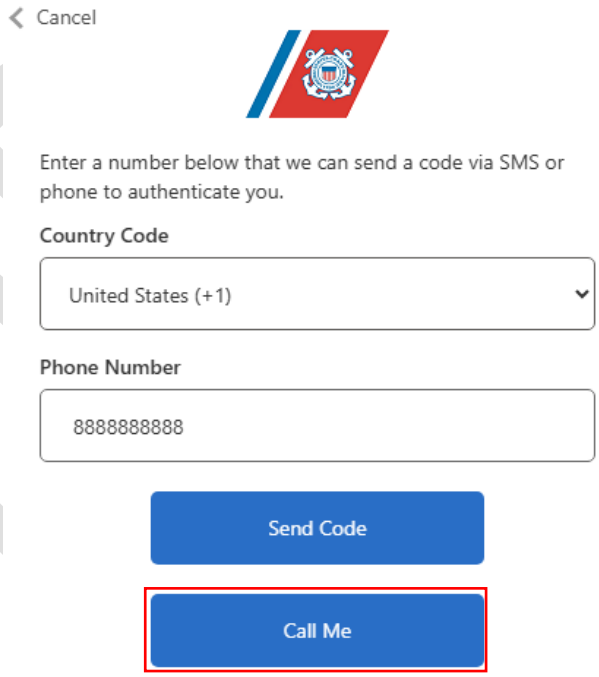


3. From the Country Code drop-down menu, select the appropriate country.

4. In the Phone Number field, type the phone number.



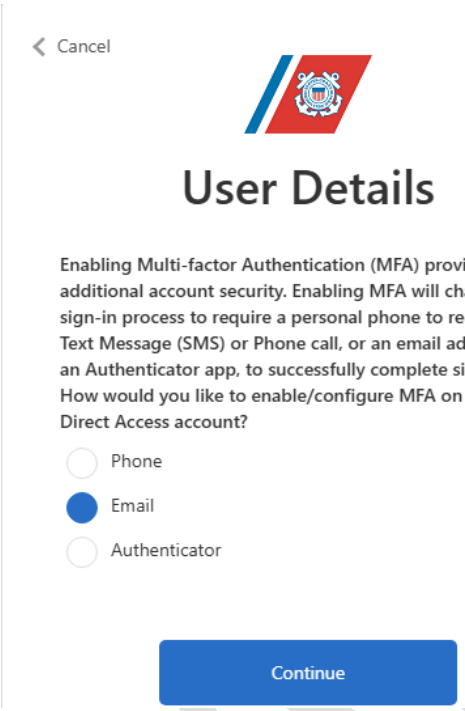
5. Click **Call Me**.



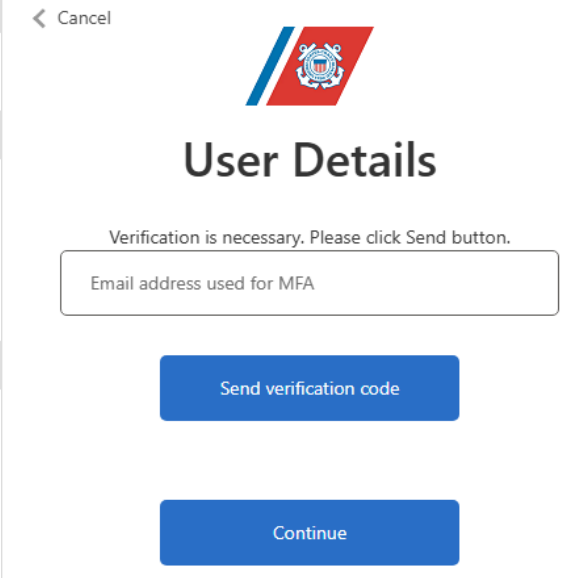
6. Follow the voice instructions and press the **#** key on the phone to sign in.

2.3 Email

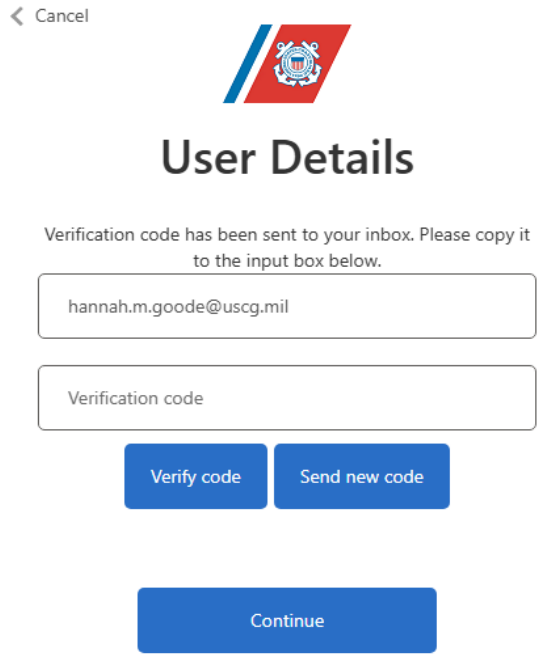
1. From the list of MFA options, choose **Email**.



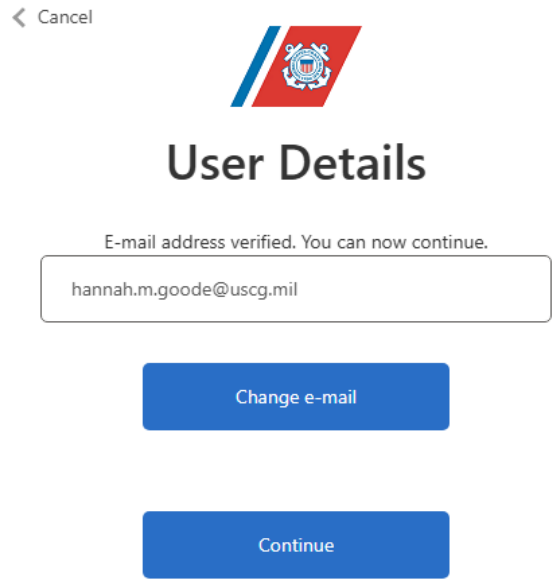
2. Click **Continue**.
3. Type in email address in the box. Click **Send verification code**.



4. Type the verification code that was sent to the email, or if the code has expired or was not received, click **Send new code**.

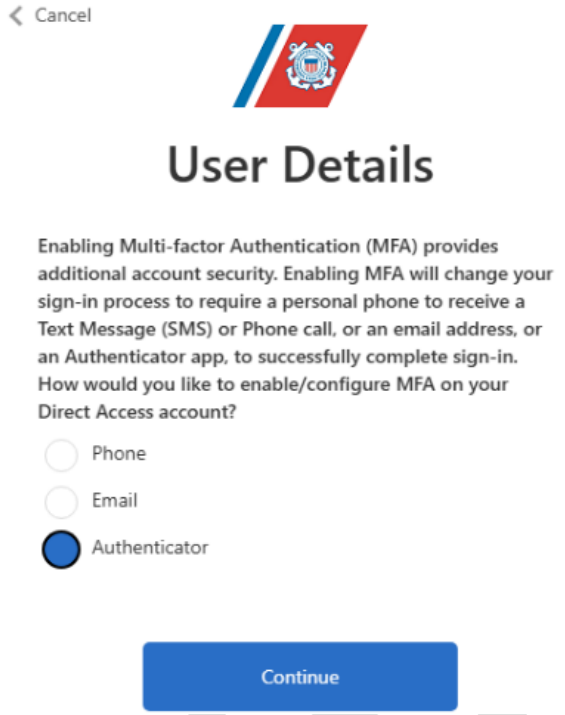


5. Click **Verify code**.
6. Click **Continue**.



2.4 Authenticator Application

1. From the list of MFA options, select **Authenticator**.

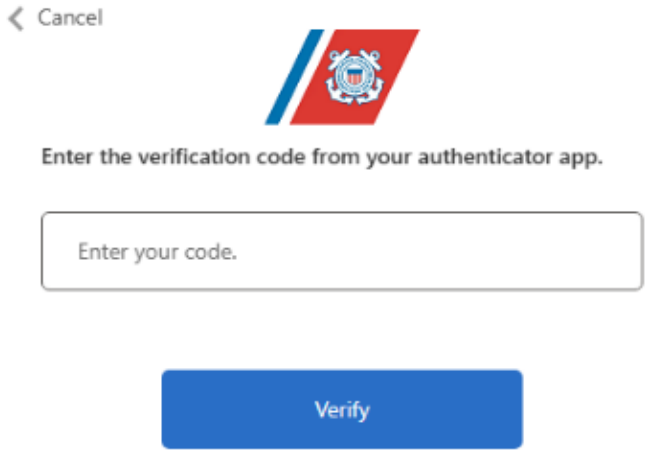


2. Use phone to scan the QR code and add account to Authenticator app.

NOTE

The Microsoft Authenticator app or another authorized app must be downloaded on phone to receive code.

3. Click **Continue**.
4. In the box, type the verification code displayed in the app.



5. Click **Verify**.

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