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 Phone screenshots

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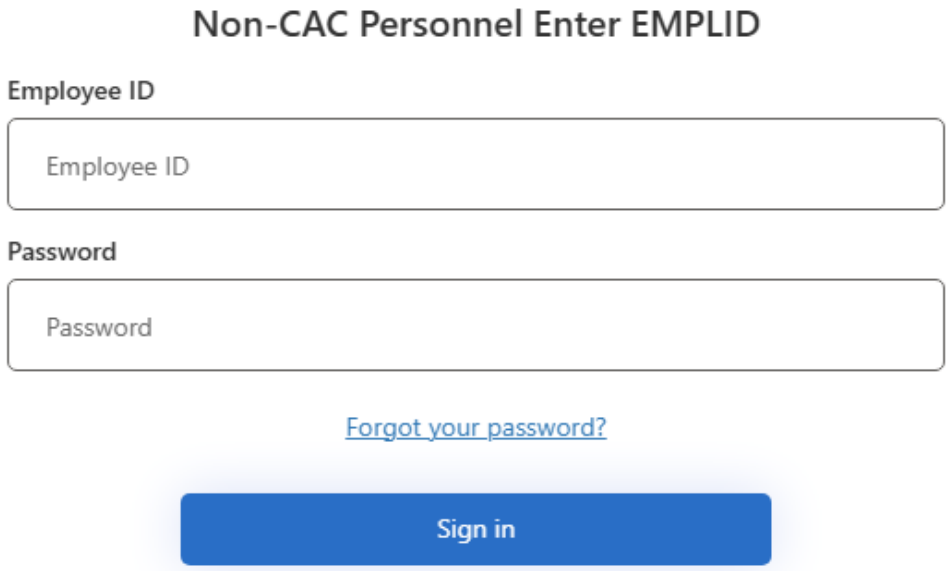
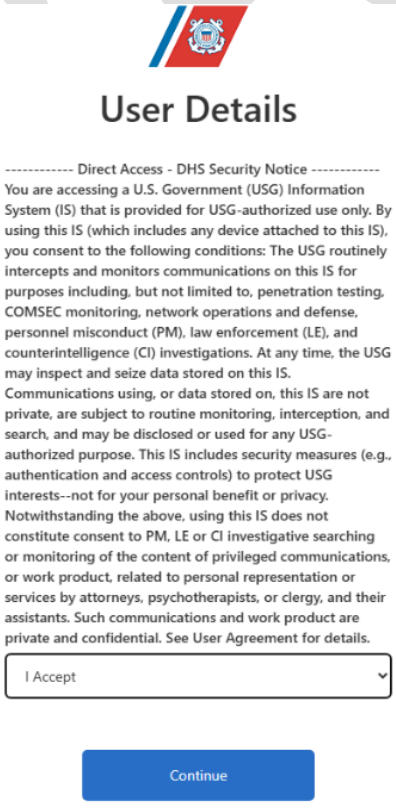
1. Signing In

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

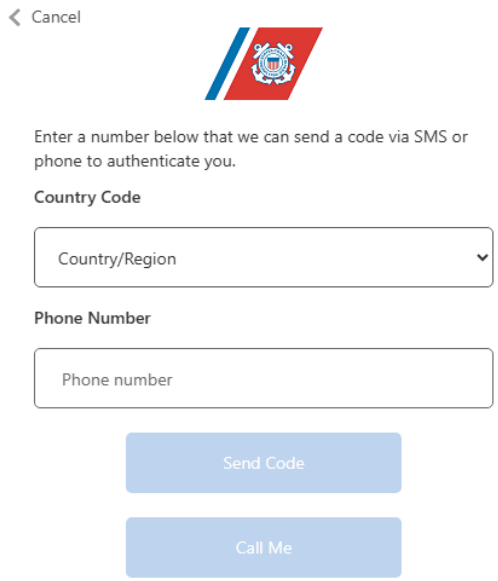
The options for Multi-Factor Authentication (MFA) methods are as follows:

- Text message
- Phone call

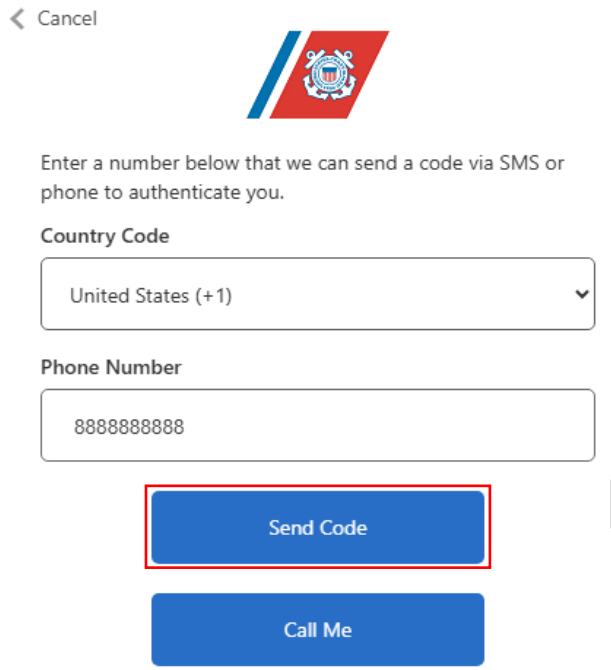
To reset an MFA method, contact the Product Support Service Desk (PSSD) by calling 1-800-821-7081 or emailing SMB-USCG-KerWV-ProductSupportSD@uscg.mil.

2.1 Text Message

1. From the Country Code drop-down menu, select the appropriate country.
2. In the Phone Number field, type the phone number.



3. Click **Send Code**.



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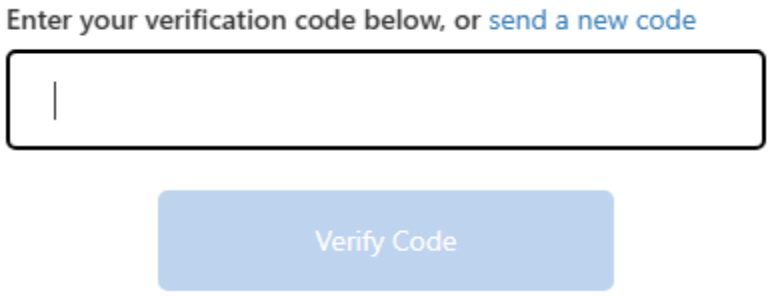
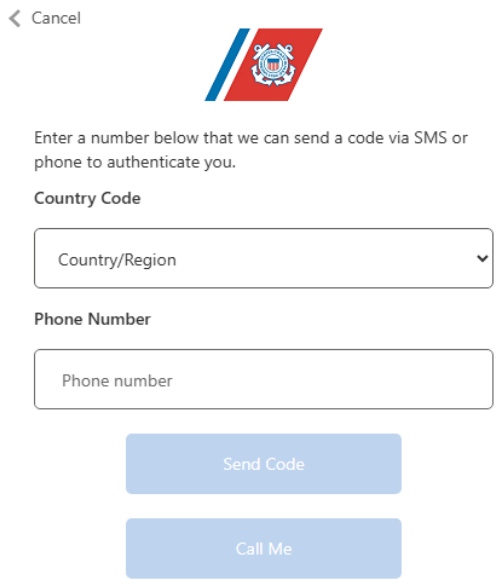
4. Type the verification code in the box, or if the code has expired or was not received, click **send a new code**. Click **Verify Code**.

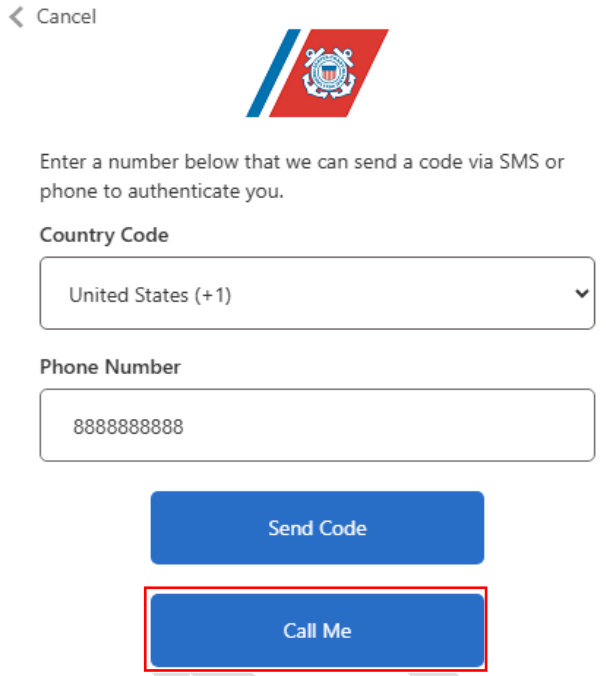


2.2 Phone Call

1. From the Country Code drop-down menu, select the appropriate country.
2. In the Phone Number field, type the phone number.



3. Click **Call Me**.



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

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