

TrustReporter Internet Login Access Frequently Asked Questions (FAQ) Effective March 30, 2021

What is Two-Factor Authentication (2FA)?

2FA is a secure way to prove one's identity when accessing a website or app. It uses two things – something you know, like a password, and something you have, like a mobile phone or landline.

How does it work?

When logging in, you enter your username and password as usual. Then, the system sends a security code, either via a text message (SMS) or a voice message. (The voice message can be delivered to a mobile phone or landline.)

Can I change my security code delivery option at any time?

Yes, you can choose the option of text message or voice message delivery each time you log in to TrustReporter.

What should I do if I'm trying to log into TrustReporter but I am not receiving a text/SMS authentication code?

The problem may be related to your mobile device and its settings. Here are some steps you can take to resolve the issue.

- Power off and restart the device.
- Ensure your phone is turned on and has a cellular signal.
- Check the device for blocked numbers. Calls or texts from unknown numbers may be blocked and you will need to change the setting or unblock numbers on their device.
- Check the device to ensure the texting app is current with the latest version.
- Disable any third-party security apps which may block text messages and phone calls from unknown callers.
- Clear the text app's cache.
- Test the ability to receive texts from a few different people.
- Check your device software version to ensure it is up-to-date.
- Check with the cell provider to confirm service includes text messaging.
- Try with both Wi-Fi Enabled and Disabled on the device.