

Email MFA Issues

For customers that are not receiving MFA codes via email, please try the following steps.

1. Verify the customer is using the correct username.
2. Verify the customer is using the correct password.
3. Verify the email is correct.
4. Ask the customer to check Spam/Junk for noreplylicensing@dfw.wa.gov.
5. Ask the customer to add noreplylicensing@dfw.wa.gov to their contacts or Safe Senders list.

Invalid MFA Code

The customers getting this message are closing WILD. Ask the customer to minimize the page instead of closing it.

MFA Code is Received – Still can't login

The customer is using the wrong password. The MFA code will still be sent if the password is entered incorrectly.

Unknown Error Occurred

- The customer may be outside the country or using a VPN that shows the customer as being outside of the country.
- The customer may not have a valid email or cell phone number for MFA.

THINGS THAT MAY BE HELPFUL

- Ask the customer not to use Autofill for username and password.
- Ask the customer to email you so you can copy/paste the email address into the profile.
- Ask the customer to login on PC first to complete the account verification process.
- Check for duplicate profiles. The customer may be using credentials for a deactivated account.