



Multi-Factor Authentication FAQs

QUESTION	ANSWER
Why do I now have to complete authentication before accessing MGIC’s web services?	Multi-factor authentication provides better security and ensures we meet regulatory requirements.
What does “multi-factor authentication” mean?	Multi-factor authentication is a means of confirming the identity of a user by using 2 or more factors. Entering in the correct password followed up by inputting the received 6-digit code (by SMS or by email) completes the authentication.
What services require completion of multi-factor authentication?	MGIC’s web services (Loan Center, MGIC/Link Servicing and Secure File Transfer) require the completion of multi-factor authentication.
What options are available to receive authentication codes?	You will be enrolled automatically in email verification. After logging in, you can add your phone number to receive a code via SMS or Voice using <i>Edit MFA Authenticators</i> within <i>My Account</i> .
What are the new password requirements?	<p>Password rules:</p> <ul style="list-style-type: none">• Must be at least 15 characters• Must contain at least 1 uppercase letter• Must contain at least 1 lowercase letter• Must contain at least 1 number• Must contain at least 1 special character

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