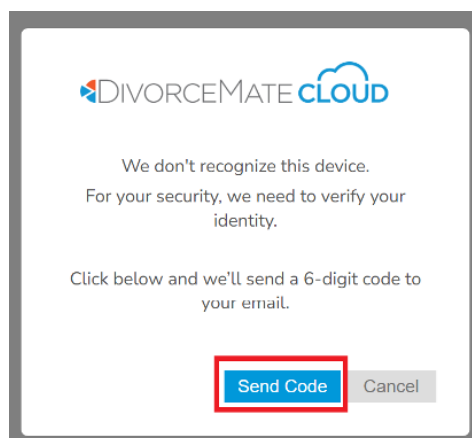


MFA Guide for DivorceMate

Multi-Factor Authentication (MFA) protects your DivorceMate account by asking for a one-time verification code sent to your email after you enter your password. This helps keep your firm's client and case data secure. This added security feature is only available in the new DivorceMate Cloud.

1 Setting Up MFA (available to users with admin rights)

1. Log into DivorceMate Cloud.
2. Click the **hamburger menu** (☰) in the top-left corner.
 - a. Under **Account**, select **People**.
 - b. In the **Multi-Factor Authentication** section, click **Disabled** to enable MFA (Note: Enabling MFA applies to **all users** in the firm.)
3. Log out of DivorceMate.
4. Log back in—you will be prompted to verify your device using a security code sent to the email associated with your login.



5. Click **Send Code** to receive a new security code.
6. Check your email inbox for a message from **DivorceMate (support@divorcemate.com)** with the subject "**DivorceMate - Verification Code.**"
7. Open the email and locate the **6-digit verification code** (it expires in about 10 minutes). Return to the sign-in screen and enter the code exactly as shown.
8. Click **Verify** to complete the sign-in process.
9. If you're using a trusted device, you can select "**Remember me on this device.**" When enabled, you won't need to enter a verification code on this device for **30 days**.

2 Troubleshooting

1. I didn't receive a code

- Check Spam/Junk folder and any "Focused" or "Other" tabs.
- Search your inbox for "verification code".
- Request a new code by closing the program and signing in again.
- Confirm you can receive external mail and that our domain/email address is not blocked (support@Divorcemate.com); if not, contact your IT team.

2. My code doesn't work

- Make sure you're using the most recent code.
- Enter the code within 10 minutes of receiving it.
- If you requested multiple codes, earlier ones are automatically disabled—use the latest email.
- Try copy/pasting the code so it's exactly the same.

3. I can't access my email

- Contact your office administrator or IT team to restore email access.
- If your email address is changed, ask your cloud admin to update your email address from the DivorceMate cloud portal.

4. Keep your account safe

- Never share verification codes with anyone.
- Use a strong, unique password for your DivorceMate cloud account.
- If you see unexpected code emails, change your DivorceMate cloud password and contact us immediately.

3 Privacy

Verification codes are temporary and used only to confirm it's you signing in. The codes expire and are not stored after use.

4 Need help?

If you have tried troubleshooting and you still can't sign in, get in touch with our technical support team for further assistance.

Contact DivorceMate support at:

1-800-653-0925 x2

416-718-3461 x2

support@divorcemate.com