



## Step-by-Step: Login and Register for Multi-Factor Authentication (MFA)

### Login

1. From SourceAmerica.org, click on Network Hub Login (top right corner). The Login screen will be presented.
2. Scroll down and click Login button. A login window will be presented.  
[In some cases, you may see the password screen presented – this would happen if you already have an account with Microsoft. If this occurs, you need to select the back arrow at the top of the pop-up. This displays a list of Microsoft IDs. Assuming your SourceAmerica ID is not in the list, click on “Use another account” and continue the steps below.]
3. Enter your Username and append @sourceamerica.org in the textbox then click enter. A password pop-up will be presented.
4. Enter the same password you have used for previous SourceAmerica Network Hub logins. If you do not remember your password, click Reset Password. See steps below.
5. Click Sign In. A pop-up for "More Information Required" appears. Click Next.
6. Select “Authentication Phone” and Click on "Select your country or Region" to choose the appropriate region from the dropdown.
7. Enter the phone number in the next blank field (after the country/region).
8. Under Method, select “Send me a code by text message” or “Call me” and click Next. You will be provided a code via text or you will receive a call (based on your selection)
9. If you selected “Send me a code by text message”, enter the verification code received on the phone and click Verify. If you selected “Call me”, you’ll receive a call and be prompted to press “#” on the phone.
10. Click Done.

### Reset Password

If you can't remember your password, you'll need to reset it prior to logging in.

1. Click on “Reset Password”. A screen will be displayed titled “Get Back into your Account”.
2. Enter your Username and append @sourceamerica.org; then enter the letters from the picture or the audio. Click “Next”.
3. You will be prompted to enter your email address – that’s the email you used when setting up the account with SourceAmerica. Then, click “Email”
4. Check your email for a verification code.
5. Return to the screen and enter the provided code; then click “Next”.
6. Then, you’ll be prompted to enter your new password. Do that and click “Finish”.
7. Close the window and return to the login page.

Note: A direct phone line or a cell phone is required for MFA. If you do not have access to one, please contact SourceAmerica [Customer Service](#) (888) 411-8424.