



Multi-Factor Authentication

This job tool will support your access to Red Cross applications via the Multi-Factor Authentication. Follow the steps provided to register and complete your account set up.

An email will be sent to you with instructions for completing your account setup.

Sample Email

Your Name,

A new LAN account has been created for **Your Name** and the account information is listed below.

First Name:
Middle Initial:
Last Name:
Login ID: **Your first name.last name@redcross.org**
Login ID (This login ID is required for some older applications):
Password:
Email Address: your first name. last name@redcross.org
Account Expires: 07/28/2025
Supervisor Name:

Please make your new associate aware that their use of American Red Cross IT resources is subject to the terms stipulated in the Standard - Acceptable Use of IT Resources. This document, along with all other information security policies, is available on [OneSource](#).

Your new associate will first need to logon to <https://password.redcross.org> from any web browser and select the "Register Two-Factor" icon. Once registered, the associate can then return to <https://password.redcross.org> and select the "Reset My Password" icon to create a new password.

NOTE: Password must be at least fourteen characters long. It is strongly recommended to include 3 out of 4 of the following: Upper case letter(s), lower case letter(s), number(s), symbol(s).

Examples of Passphrases:
Aren't tigers awesome and number 1 in the nation?
I like to swim in the ocean on my car.

NOTE: If email was requested, please allow up to 24 hours for e-mail to become active.

If further assistance is required, please contact the IT Service Desk using the IT Customer Portal or (888) 778-7762.

Thank you,
Information Security
American Red Cross

Note your Login ID and password in the email sent to you.

Login ID: firstname.lastname@redcross.org

Password: Password is case sensitive- enter just as it appears in the email



Changing your password

Step 1

Open your web browser and navigate to: <https://secureauth.redcross.org/Registration/>

Step 2

Enter your username (Login ID) and password from the email you received and click submit.

American Red Cross

Self Service Registration
for Two-Factor
Authentication

Username:

Password:

[Forgot Password](#)

Step 3

Complete registration information. The contact information you provide will be used solely for Red Cross Two Factor Authentication. The system uses your contact information to send you a PIN number which is used to verify your identity for access to Red Cross applications. The PIN number can be received via email, by text sent to a cell phone, or by voice call to a phone.

Complete the following fields:

- **Primary Phone number:** The system will pre-populate this field if there is a phone number associated with your Red Cross account. The number can be edited. This information is required.
- **Backup Phone number:** A second phone number is not required; however, it is recommended



- **Primary Email Address:** This is the email address associated with your Red Cross account; it cannot be changed.
- **Back up email address:** The Backup Email Address is any non-Red Cross email account that you can access to retrieve a PIN. A second email address is required so that you can receive a PIN when trying to access your Red Cross account. This is a precaution in case text or voice call is not possible.
- **IT Service Desk challenge question:** The IT Service Desk will use this information to verify your identity. The IT Service Desk Agent will be able to see both the questions and answer and will ask you to provide it to assist you with registration or using the Two Factor Authentication system. You can select a question from the dropdown list and provide an answer in the text box below.

The screenshot shows the American Red Cross registration interface. At the top left is the American Red Cross logo. Below it, a light blue box contains the instruction: "Please enter or update your information below:" followed by three bullet points: "Primary Phone is required, US or International numbers (with country code), no extensions. Backup Phone is optional, but strongly recommended.", "Primary Email is set to your email address on record. Please provide a backup email address in the event your primary email is unavailable.", and "Please select a question and answer to the IT Service Desk challenge question. This will be used in the event you need to call the IT Service Desk for assistance." Below this is a form with several input fields: "User ID" (containing "christina.king@redcross.org"), "Primary Phone" (containing "00584577"), "Backup Phone" (empty), "Primary Email Address" (containing "christina.king@redcross.org"), and "Backup Email Address" (containing "king7Gh@aol.com"). To the right of these fields are three buttons: "Save Changes" (red), "Reset Values", and "Logout". Below the email fields is a section for the "IT Service Desk challenge question" with a "Hide Typing Below" checkbox. A dropdown menu is open, showing "What was the model of your first car?" and a text input field containing "1998Ford".

- Please review your registration data. This information must be accurate for you to receive a PIN and to gain access to Red Cross applications.
- Once you have your registration date, click “Save Changes.”
- You will receive a message that you have successfully updated your registration data. You can either close the browser or click “Logout” and then close the browser.