



GWE Portal: Two-Factor Authentication (2FA) Help Guide

Additional Resources: [GWE Portal Registration Guide](#) | [Attestation Guide](#) | [GWE Portal FAQ](#)

If you have any questions, please call the GWE Phone Line at 360-512-7888 (extension 9005) or email GWE@cowlitz.org.

What is Two-Factor Authentication (2FA)?

Two-Factor Authentication (2FA) is a security feature that requires two forms of verification to access your account:

- 1) Your password
- 2) A code sent to or generated by your phone or authenticator app

This extra layer of protection helps prevent unauthorized access, even if someone knows your password.

Why is 2FA Required?

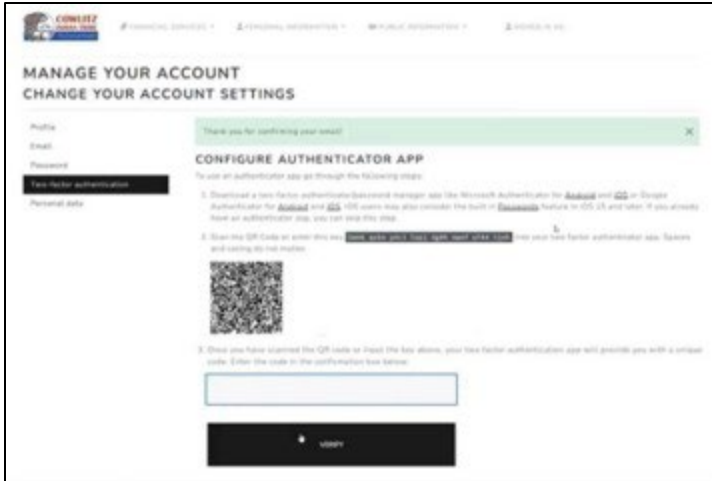
To protect Tribal member data and ensure secure access to the GWE portal, 2FA is **mandatory**. You will not receive your secure access key until 2FA is successfully set up.

How to Set Up 2FA

1) Sign In

After confirming your email and signing in, you will be directed to your account settings to configure an authenticator app.

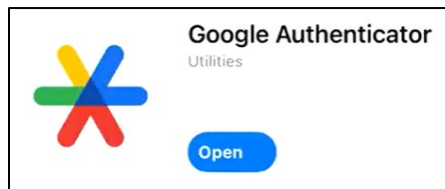
You will need to use 2FA each time you access your account.



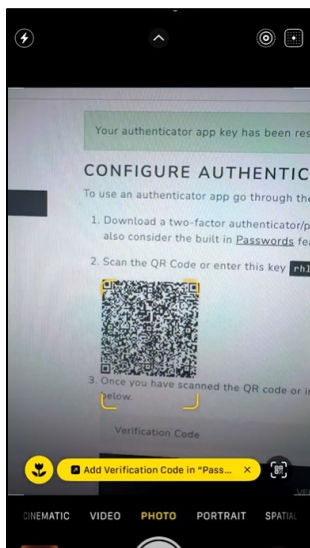
2) Download an authenticator app

We suggest Google Authenticator as it is user-friendly.

App	Android Link	iPhone Link
Google Authenticator	Google Play [play.google.com]	App Store [apps.apple.com]

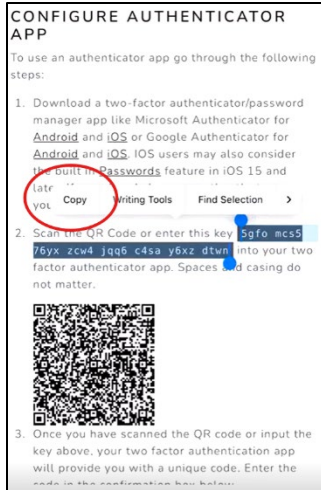


3) Scan the QR Code or enter the setup key manually into the authenticator app

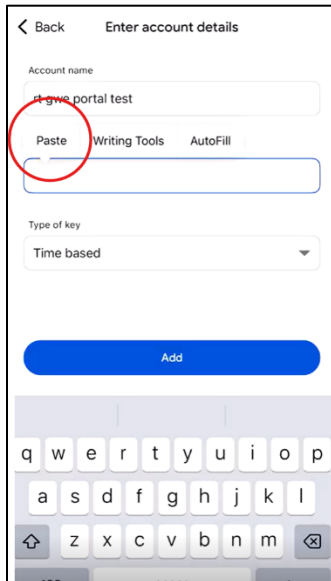


Example of scanning the QR code with a phone while logged in on a desktop computer

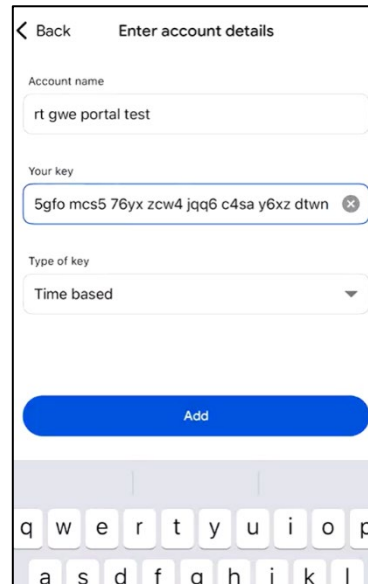
2FA FAQ 3
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This is the 2FA setup key that can be entered manually into an authenticator app or **copied and pasted** if completing on one device (*this key will be different for each user*).

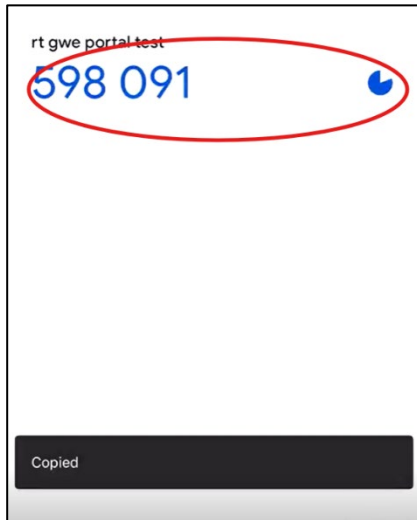


Give your new 2FA account a name and then **paste or type** your unique setup key into the authenticator app

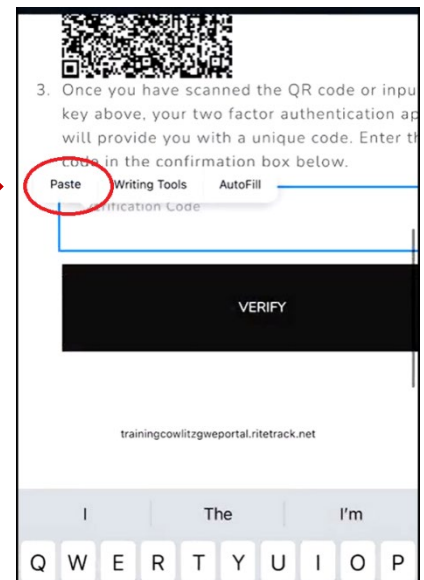
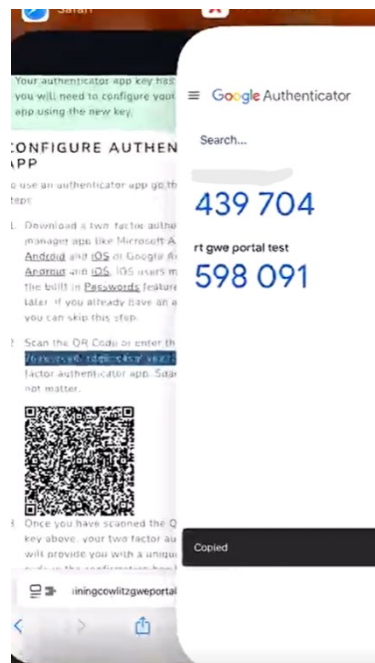


4) Enter the code that was generated by the authenticator app in the GWE Portal to confirm setup.

Note: The code changes every 30 seconds, so complete this step quickly. You can use two devices if needed – for example, a phone to retrieve the code and a desktop or tablet to log in and verify it.



Hold down to copy the verification code, then return to the GWE Portal Website and paste it into the 'Verification Code' box. Click 'VERIFY' to complete process.



5) Once verified, save your recovery codes for future reference in case you are locked out of your account. You will also receive a secure access key by email – refer to the [GWE Portal Registration Guide](#) to complete the final steps.

Important: Do not delete the authenticator app you used for setup. You'll need it every time you log in to your account.

Using Only One Device?

- **Phone only:** Use your phone to install an authenticator app and manually enter the setup key instead of scanning the QR code.
- **Computer only:** These browser extensions generate 2FA codes directly in your browser.
 - [Authenticator for Chrome](#)
 - [Authenticator for Edge](#)

Video Tutorials for Authenticator Apps

- Google Authenticator
[How to Set Up Google Authenticator App on Android - Step by Step Guide \(2025\)](#)
- Apple iOS Authenticator:
[Forget Google Authenticator - use Built In iOS Two-Factor Password Authenticator #iOS #ios16 #ios17](#)

Does the 2FA Code Change?

Yes. Authenticator apps generate a **new code every 30 seconds**. This is normal and part of the security design.

Session Timeouts & Reauthentication

If you're logged out due to inactivity:

- 1) Log back in with your email and password.
- 2) Enter the current 6-digit code from your authenticator app.

This is different from **recovery codes**, which are used when you're locked out and need to recover your account.

Recovery codes

These are the codes (usually in red text) that are given to you right after you set up your account with 2FA for the first time. Use these only if you lose access to your authenticator app — they're a backup method to recover your account, not for everyday login or for if you forget your password.

What If I Delete My Authenticator App?

If you delete the authenticator app you used for 2FA setup, the connection between your app and your GWE portal account will be lost. When you reinstall the app, it will

not automatically reconnect to your account, and the codes it generates (often 8-digit or incorrect ones) **will likely not work**.

What You Should Do:

1. **Do not attempt to log in with the new codes.** They won't match your original setup.
2. **Contact GWE Support** at gwe@cowlitz.org to request a 2FA reset – due to this process being completed by our vendor, it will take at least 24 hours (during business hours).
3. Once your 2FA is reset, you'll be able to setup your 2FA again using the **new QR code or setup key**.

Tip: Before deleting or switching phones, always back up your authenticator app if it supports cloud sync. This can help you restore your codes without needing a reset.

Resetting Your Authenticator App

If you'd like to switch to a different 2FA app, follow these steps:

***Important:** You must have access to your current 2FA device/account to log in before you can reset your authenticator. Without this, you won't be able to reach the settings.*

Steps to Reset:

1. **Log in** using your current 2FA method.
2. Go to **SIGNED IN AS:** from the main menu, this is your profile.
3. Select **Manage Account**.
4. Click **Two-Factor Authentication**.
5. Under **AUTHENTICATOR APP**, choose **RESET AUTHENTICATOR APP**.

After resetting, set up your new authenticator app immediately to avoid being locked out.

Troubleshooting

Didn't receive your access key? You may not have completed 2FA. Follow these steps:

1. Log in to the GWE portal.
2. Complete 2FA setup.
3. Your access key will be sent once the setup is verified.

If you still haven't received your access key, please ensure that the email you used to sign up matches the one you have on file with Enrollment.

Still having trouble?

[Visit our FAQ Page linked here](#)

OR

Contact our GWE Support Team by emailing gwe@cowlitz.org or by calling (360) 512-7888 ext. 9005.