



Question	Response
<b>Do I need to use my Two-Factor Authentication (2FA) every time I log in?</b>	Yes. Your 2FA app will develop a new 6-digit code for you each time. You need to complete this step each time you log in to your portal. <b>Do not delete the authenticator app you used for setup. You'll need it every time you log in to your account.</b>
<b>Why is using a text message (SMS) for 2FA not as safe as using an app like Google Authenticator or Microsoft Authenticator?</b>	We recognize that 2FA can be confusing or frustrating for some members. However, this process was strongly recommended by internal and external experts to ensure the highest level of security for member data. SMS-based 2FA was specifically discouraged due to its known vulnerabilities, and we've implemented a more secure method to protect sensitive information.
<b>What 2FA app should I download?</b>	This is up to you. We recommend Google Authenticator, but if a different app works, you are welcome to use it.  <b>Android Link:</b> <a href="#">Google Authenticator</a> <b>iPhone Link:</b> <a href="#">Google Authenticator</a>
<b>How do I complete 2FA if I only have a computer?</b>	These browser extensions generate 2FA codes directly in your browser. <a href="#">Authenticator for Chrome</a> <a href="#">Authenticator for Edge</a>
<b>Does my 2FA code change?</b>	Yes. Your 2FA code will update every 30 seconds. This is part of the design and is why you need to enter a new 2FA code each time you log in to your account.
<b>Why can't I see anything on my GWE portal?</b>	The GWE portal will not give you any access to your personal information <u>until</u> you receive and upload your data access key (Step 9 in the <a href="#">User Guide</a> ). The data access key is what syncs your personal enrollment information (address, contact, etc.) with the account you have set up.



<b>Why are there two portals? What is the difference?</b>	<p>The Member Portal was created while the Tribe was working with an outside contractor for GWE, so its features were designed for different needs. That portal doesn't have the functionality to securely store banking information or process attestations, which is why the Tribe launched a separate portal specifically for GWE.</p> <p>In the future, we hope to combine these systems for a more streamlined experience, but for now, they remain separate.</p> <p>While the Member Portal gives members access to the Weekly Updates, Tribal Council videos, and information on other resources, the GWE Portal is only for the purpose of attesting for GWE.</p>
<b>Why is there a tab referencing blood quantum?</b>	<p>The "Blood Quantum" tab appears because our GWE Portal is built on the same secure platform that the Tribe's Enrollment Department uses every day. This is not a new or third-party system—it's the same trusted database that has safely managed member information for years.</p> <p>While the Cowlitz Indian Tribe does not use blood quantum as a requirement for enrollment, the Enrollment department is required to maintain this information for recordkeeping purposes. Because of the direct system connection, this tab cannot be removed from the portal.</p>



	<p>Please be aware that the blood quantum listed in your GWE Portal may not be correct due to import issues, but it will be verified and updated in the future. We strongly encourage members to focus on verifying their other personal information listed, such as address and email.</p>
<b>What if my financial service history is incorrect?</b>	<p>We are actively working on hiding this information until it can be updated in the future. What you see on the page may not reflect the most accurate date on file for your account. We appreciate your patience.</p>
<b>What are account recovery codes?</b>	<p>Recovery codes are one-time-use backup codes that help you regain access to your account if you're ever locked out, like if you lose the device you setup your 2FA with. When you create your account, you'll receive five unique recovery codes. Each code can only be used once.</p> <p>To keep your account secure, store these codes somewhere safe, such as in a secure document, written down, or saved as a photo.</p> <p>Do not share them with anyone.</p> <p>If you lose all five codes and can't access your account, you'll need to contact support for help at <a href="mailto:gwe@cowlitz.org">gwe@cowlitz.org</a>.</p>
<b>How is Enrollment helping new 18-year-olds get set up?</b>	<p>Each month, Enrollment pulls a report of members who have recently turned 18. Staff will proactively reach out to help them:</p> <ul style="list-style-type: none"><li>• Add a unique email address to their file</li><li>• Set up their GWE portal account</li><li>• Ensure they're ready to attest for future benefits</li></ul>



<p><b>How do I reset my Two-Factor Authentication (2FA) if I want to switch to a different authenticator app?</b></p>	<p><b>To reset your authenticator app:</b></p> <p><i><b>Important:</b> You must have access to your current 2FA device/account to log in before you can reset. Without this, you won't be able to reach the settings.</i></p> <ol style="list-style-type: none"><li>1. <b>Log in</b> using your current 2FA method.</li><li>2. Go to <b>SIGNED IN AS:</b> from the main menu, this is your profile.</li><li>3. Select <b>Manage Account</b>.</li><li>4. Click <b>Two-Factor Authentication</b>.</li><li>5. Under <b>AUTHENTICATOR APP</b>, choose <b>RESET AUTHENTICATOR APP</b>.</li></ol> <p>After resetting, set up your new authenticator app immediately to avoid being locked out.</p>
<p><b>Can funds for my dependents be deposited into their own accounts or into a minor's account?</b></p>	<p>No. All funds for dependents must be deposited into the primary account holder's account. The same account must be used for the entire family; we cannot deposit funds into separate accounts or accounts belonging to minors.</p>