



Text and Voice Login Methods are Retiring - What You Need to Know

The way you log in to your account is changing. Text message and voice call login methods will no longer be available after February 1, 2026. Please review the following Q&A to learn how to update your login methods and avoid any interruption in service.

[Why are text message and voice call login methods being removed?](#)

[I already use other login methods \(like Okta Verify, Google Authenticator, or email\). Do I need to do anything?](#)

[How do I get ready for the change?](#)

[What happens after February 1, 2026, if I haven't set up any other login method other than text message and voice?](#)

[My authenticator app login is no longer working. \(e.g. you've recently changed phones\) What should I do?](#)

Why are text message and voice call login methods being removed?

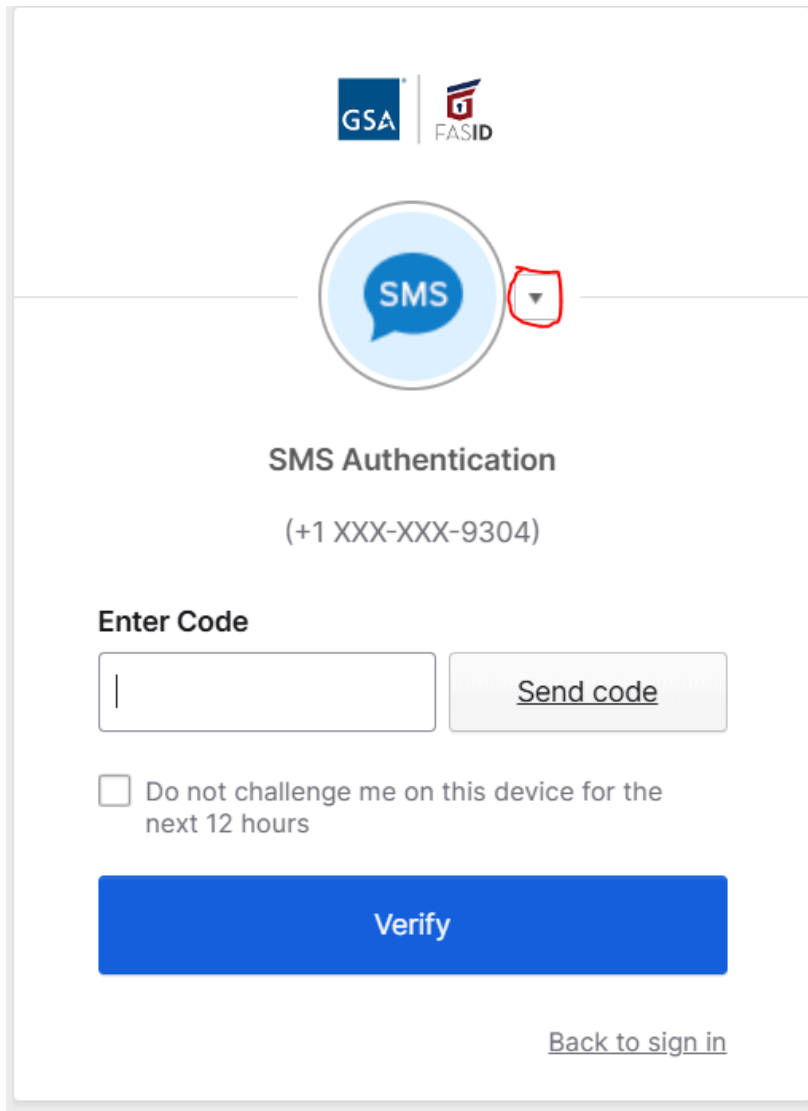
SMS/Voice authentication is being phased out due to both the increasing security vulnerabilities and the increasing costs of SMS/Voice for GSA. Other methods, such as authenticator apps and email verification, offer stronger protection against phishing and other attacks.

I already use other login methods (like Okta Verify, Google Authenticator, or email). Do I need to do anything?

Yes, you should double check that at least one of these other authentication factors is still working before February 1, 2026. Instructions can be found in the next section: [How do I get ready for the change?](#)

How do I get ready for the change?

1. Go to <https://mfallogin.fas.gsa.gov/>. Enter your username and password and click the sign in button. If you forgot your password, you can reset it using the "Forgot password?" link.
2. If you have any other factors set up already, you will see a drop down arrow that appears as in the image below. Click the arrow and select another factor (e.g., Email, Okta Verify, Google Authenticator). If you can choose another factor and log in successfully with it, you're all set! No further action is needed. If you do not see the arrow, continue with step 3 below.



GSA | FASID

SMS

SMS Authentication

(+1 XXX-XXX-9304)

Enter Code

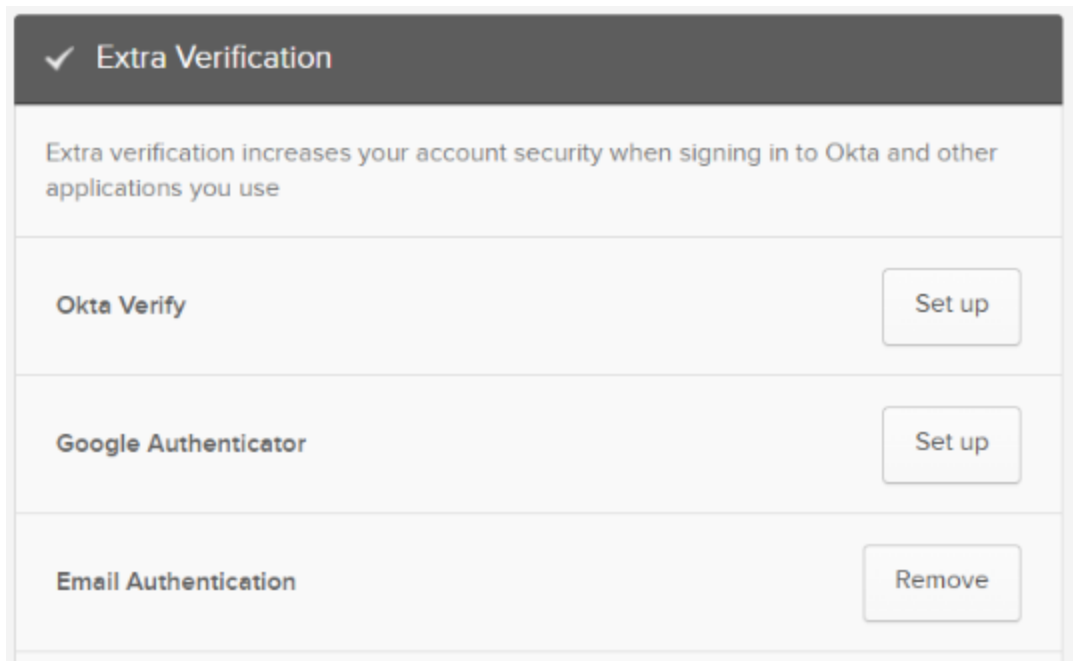
[Send code](#)

☐ Do not challenge me on this device for the next 12 hours

Verify

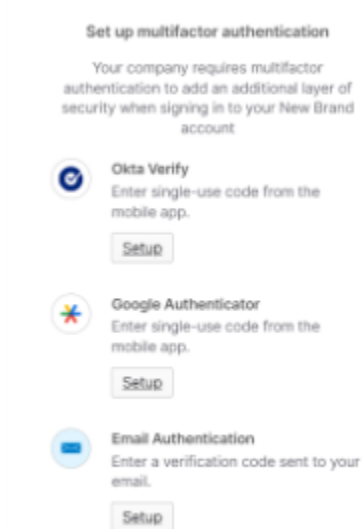
[Back to sign in](#)

3. If you were only prompted with SMS/Voice options, you should go ahead and log in using the options given. This will take you to the Okta user dashboard where you can add a new factor:
 - From your Okta dashboard, click "Settings" in the user menu.
 - Scroll down to "Extra Verification."
 - Click "Set up" for your preferred factor (Okta Verify, Google Authenticator, or Email).
 - Follow the on-screen instructions to set up the new factor. Note: Okta Verify and Google Authenticator require installing an app on your smartphone."



What happens after February 1, 2026, if I haven't set up any other login method other than text message and voice?

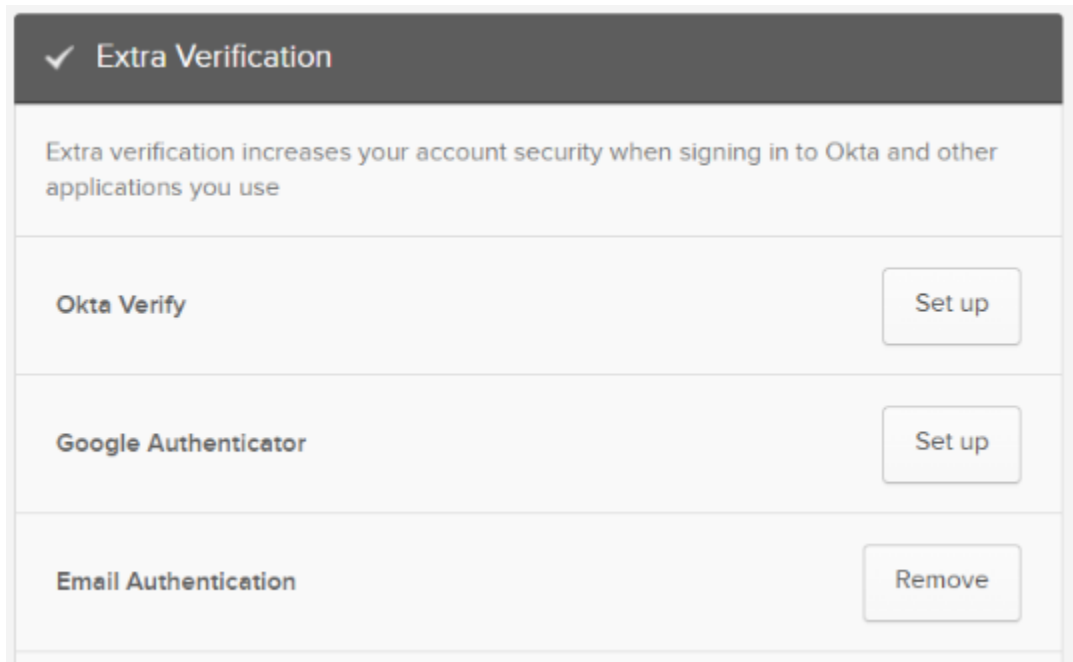
When you enter your password on Feb 2nd, you will be presented with the option to set up a new authentication factor. Follow the on-screen instructions to complete the setup. You will not be locked out of your account.



My authenticator app login is no longer working. (e.g. you've recently changed phones) What should I do?

You can easily reset your other factors yourself:

1. Sign in to <https://mfallogin.fas.gsa.gov/>.
2. Go to User Menu -> Settings.
3. Scroll down to the "Extra Verification" group.
4. Click "Remove" next to the factor you want to reset.
5. Once removed, click "Set up" and follow the wizard to add a new factor.



If you are unable to log in, you will need to contact the specific help desk for your application for assistance. A listing of FAS applications and their corresponding help desk information can be found [here](#).