

Multi-Factor Authentication

Multi-Factor Authentication (MFA) adds extra security by requiring two steps to sign in: your password and a code from your phone or app, making it much harder for anyone else to access your account.

First-Time Setup

- Select your preferred authentication method by first downloading one of the Authenticator applications below on your mobile device
 - Microsoft Authenticator
 - Google Authenticator
- Navigate to the Planet Home Lending Seller Portal and enter your designated username and password as usual
- Open the Authenticator App and select **Add Account** or tap the + icon when prompted.
- Select **Scan QR Code** and scan the QR code displayed on the **Seller Portal** screen.
- Enter the 6-digit code that appears in the authenticator app on the **Seller Portal** screen.
- Click **Verify Code** to complete setup.

Configure mobile app.

Complete the following steps to configure your mobile app.

1. Install the Google or Microsoft Authenticator app for [Android](#) or [iOS](#).
2. In the app, add an account and choose either enter a setup key or scan a QR code.
3. Scan the image below.



If you are unable to scan the image, enter the following information in your app.

Code: KMXUJGYHBUN553CF

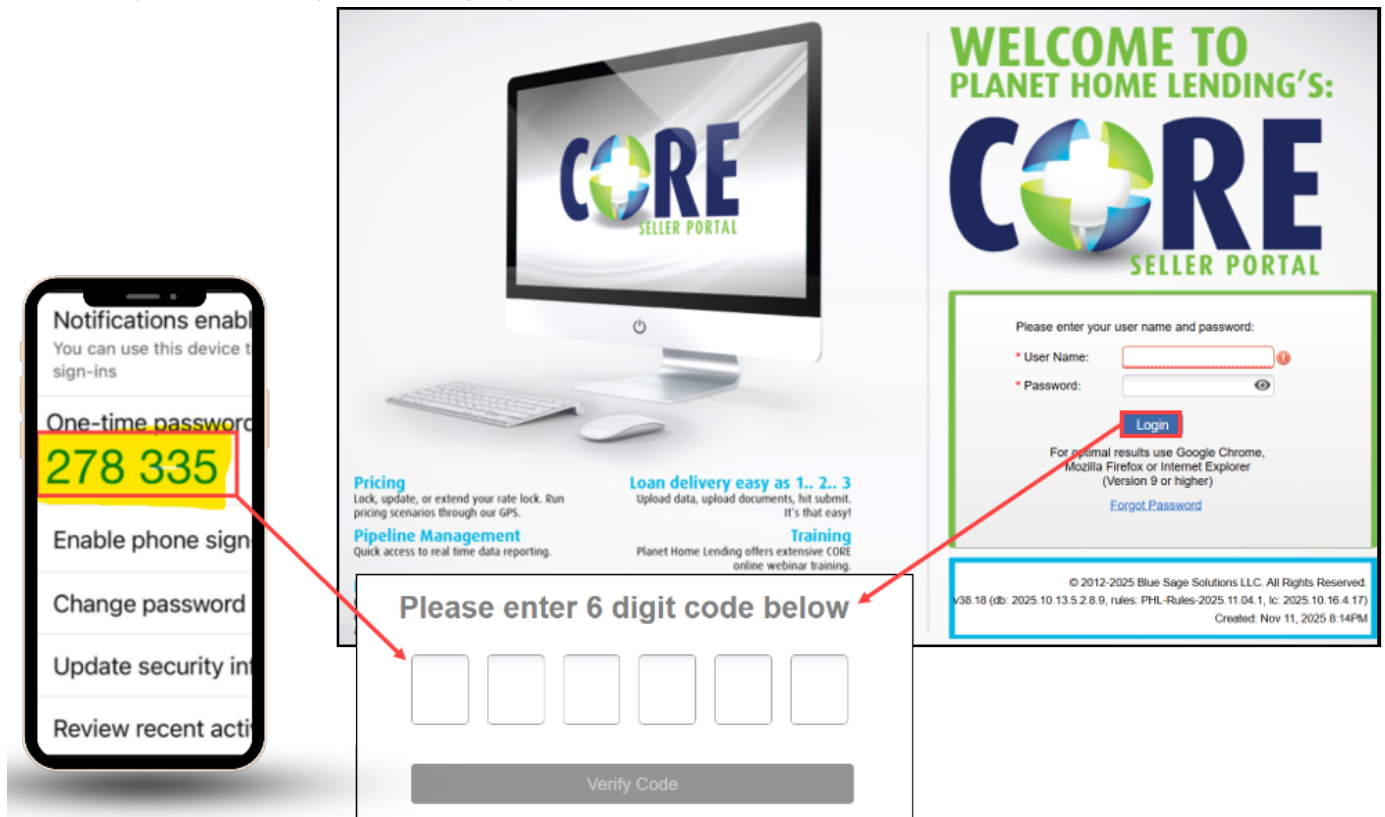
If the app displays a six-digit code, choose **Next**.

Verify Code



Logging In

- Navigate to the Planet Home Lending Seller Portal and enter your designated **User Name** and **Password** and click **Login**.
 - Enter your **MFA Code** from your Authenticator App when prompted.
- Note:** Codes refresh every 30 seconds, if the code expires enter the new code shown in the Authenticator App
- Click **Verify Code** to complete the Login process.



Troubleshooting & FAQ

I'm not receiving my SMS Code

- Verify your phone number is correct in your account settings
- Check that you have cellular service
- Wait 60 seconds and request a new code
- Contact Planet Home Lending support if issues persist

My Authenticator App Isn't Working

- Ensure your phone's time settings are set to automatic.
- Try closing and reopening the authenticator app.
- Verify you're looking at the correct account in your authenticator app.

I lost My Phone

- Immediately contact your Planet Home Lending Client Admin
- Update your MFA settings with a new device.

I'm Locked Out of My Account

- After multiple failed MFA attempts, your account may be temporarily locked. Contact your Planet Home Lending Client Admin.

Is MFA required?

- Yes, MFA is mandatory for all Seller Portal users to ensure the security of your account and client data.

Can I use MFA on multiple devices?

- Yes, you can use your authentication method on any device, but you'll need to set up each device separately if using the "Remember this device" feature.

What happens if I get a new phone?

- You'll need to set up your authenticator app on your new device and contact your Client Admin for account reset.

How long are MFA codes valid?

- SMS codes are typically valid for 10 minutes. Authenticator app codes refresh every 30 seconds.

Can someone else log in for me?

- No, sharing credentials violates security policies. Each user must have their own account with their own MFA setup.