Two Factor Authentication Instructions for GS Access

This is a notification that your GS account will be transitioned to the Two Factor Authentication log-in process next week. In keeping with the U.S. Office of Management and Budget (OMB) mandate that all federal agencies implement increased cybersecurity capabilities to prevent unauthorized access to government systems, the U.S. Department of Education (the Department) is phasing in Two Factor Authentication for all users of the GS Grants Administration System from April through June 2018.

Starting on June 6th, 2018, you will need to enter two pieces of identification in order to access your GS account. The first piece will be your GS password. The second piece will be a unique code, which you can retrieve in one of three ways: Using an application on a smart device, receiving a text, or receiving an automated voice call. Below are the steps necessary to gain access to GS using Two Factor Authentication.

GS Log-in Reus when using Two Factor Authentication for the first time

A. Navigate to the GS Homepage and enter your Email ID and GS password.

B. You will be directed to a new screen requesting that you verify existing phone numbers in GS, enter additional phone numbers, and answer two additional security questions. Please enter all phone numbers that you may want to use to receive a passcode (a mobile number where you can receive a text message, additional numbers where you can receive voice calls, for example.) The code delivered will only be valid for a short period of time, so you will want to make sure at least one of those phones are easily accessible. Click the Continue button.

C. You will then be directed to the Two Factor Authentication screen where you will have one of three ways to retrieve the unique code needed to complete the GS log-in process. Use only one of the three options below to retrieve the unique code necessary to log into GS. Please note that Option 1 (Downloading the Authenticator Application App) is the most secure and recommended option.

1. Make sure that you are on the "App" tab on the Two Factor Authentication page (This is the default tab.) This is the recommended option.
   a. Download the free Authenticator Application to a smart device: Search for the Authenticator Application wherever you obtain applications for your smart device (such as Apple’s App Store) and download it to your device.
   b. Activate the Smart Device: Once the Authenticator Application is downloaded to your smart device, you will need to follow this one-time step to activate it: Scan the QR code that appears on the GS Two Factor Authentication page or manually type the activation code on the GS page into the key field on the authenticator application and enter the code generated into the Passcode field in GS. The code is valid for 30 seconds. This step completes the activation process.
   c. Retrieve Code to Complete logging into GS: Open the Authenticator Application on your mobile device to generate the unique code. Enter the code that is generated into the Passcode Box on the GS Two Factor Authentication page. Click on "Verify Code." The code is valid for 30 seconds. If you do not enter the code in time, you will need to enter the next code that appears. This completes the two factor log-in process.

2. Go to the "Voice" tab, select a mobile or landline phone and then click on "Request Passcode." You will receive the code from an automated voice call back to your mobile or landline phone. Enter the code provided into the Passcode field on the GS Two Factor Authentication page. The code is valid for 60 seconds. If you do not enter the code in time, click "Request Passcode" again to generate a new voice call with a new code.

3. Go to the "Text" tab and then click on "Request Passcode" if your mobile number is listed. You will receive a code via text message. Enter the code into the Passcode field on the GS Two Factor Authentication page. The code is valid for 60 seconds. If you do not enter the code in time, click "Request Passcode" again to generate a new text message with a new code.

D. You should now be logged into GS.

Disclaimer: In accordance with federal cybersecurity requirements, the U.S. Department of Education will be implementing Two Factor Authentication to protect its networks, systems, and data. As such, the Department is not responsible or liable for any costs, expenses, or damages incurred by you in connection with your use of, or registration for, Two Factor Authentication.

Each time that you log into GS, you can select how you wish to receive the unique code. For specific instructions on how to retrieve the unique code using a specific device or method, go to www.g5.gov and look for a PowerPoint Presentation with the title of Two Factor Authentication Guidance under News and Events.

If you have any questions or need assistance, please call the GS Hotline at (888)335-6930. The Hotline is available from 8 a.m. to 5 p.m. ET, Monday through Friday, except on Federal holidays.