

# Two-Factor Authentication (2FA)

Two factor authentications are implemented to protect your privacy. With 2FA, continue logging in to your member portal using your username and password. You will be asked to provide a code during a second step of the logging in process. The code will be issued directly to your email after you have entered your email and password. If you do not receive your email, please check for it in your **spam and/or junk folder**. The email may take up to 20 minutes to receive, your patience is appreciated.

## Step 1:

- Go to your member portal
- Enter your email and password

## Step 2:

- Obtain the emailed code from your inbox (this will be issued to you after you enter your email and password)
- Enter or copy the code onto the screen exactly as displayed in the email as the code is case sensitive (it may help to write it down, so you have it handy!)

\*If you do not see the email containing the code within a few minutes, please check your spam and/or junk folder. If you find the email in your spam and/or junk folder, please add **no-reply@salpn.com** as a safe sender to ensure that next time it is delivered to your inbox. \*

*There is no need to remember the code as you may be provided with a new code each time you log in to your member portal from a different browser, device, etc.*

# Need help adding SALPN emails to your “safe sender” list?

Ensure your email account is set to recognize **salpn(dot)com** as a verified sender. If you do not, you may miss important information such as being selected for an audit. Your email account settings may need to be adjusted to receive SALPN emails to your inbox.

Here is an example of how to add salpn.com to your Hotmail safe sender list:

1. Go to inbox
2. Click Options located at the
3. upper-right side of the page
4. Select More Options
5. Under Preventing junk email, click Safe and blocked senders
6. Click Safe Senders
7. In the text box, type in the email address or domain you would like to always receive email from, and then click ‘Add to list’

View these how to links link for your email account

[FOR SASKTEL.NET](#)

[FOR SHAW.CA](#)

[FOR GMAIL.COM](#)

[OTHERS](#)

# 2FA for a Mobile Device

If you cannot find the junk or spam folder on your iPhone or Android, please follow the simple instructions by clicking on the link below to add these folders or contact your email provider for assistance.

<https://salpn.com/wp-content/uploads/How-to-Add-a-Junk-or-Spam-Folder-on-Your-Mobile-Devices.pdf>

