

i-Connect Multi-Factor Authentication

Quick Guide

East Sussex Pension Fund is introducing Multi-Factor Authentication (MFA) for i-Connect user accounts to help keep your organisation's pension data secure. MFA is a widely used safeguard across online services and provides an added layer of protection by requiring a verification code when you sign in.

As part of this improvement, MFA will be required for all i-Connect users. The next time you sign in, you will be guided through a simple one-time set up process. Once set up, the process is quick and straightforward and helps to protect your account even if your password is compromised.

Once completed, you will use MFA each time you sign in to help keep your account secure.



Deciding on your MFA Method

- Authenticator App (Recommended):
 - Use a free authenticator app you download on your phone or tablet when you sign in. This is quick, convenient and does not rely on receiving emails.
- Email:
 - A one-time verification code will be sent to your registered email address when you sign in. Simply enter the code into i-Connect to complete the sign-in process.

Setting up MFA on i-Connect

1. Sign in to i-Connect using your existing username and password.
2. Select **Continue** when prompted to set up MFA.
3. Choose your preferred MFA method (Authenticator App or Email)
4. Follow the on-screen instructions to complete the setup.

Need help?

If you experience any difficulties setting up MFA or accessing i-Connect, please email:

iconnect@eastsussex.gov.uk.

Thank you for helping us keep pension data secure. MFA is a simple but effective way to protect access to the i-Connect system.