

Agent Portal 2FA Login

From 2nd February 2023, when logging into the Agent Portal you will be asked to request and input a security code in addition to inputting your Username and Password; this is to add another layer of security to your account. This will happen each time you log into the portal and will be required each time.

The following screenshots demonstrate the full process for resetting your password:



e:vision Dev

Home > e:vision > Home

A screenshot of a login form. It has a light green background. At the top left, there is a home icon followed by the text '> e:vision > Home'. Below this, there are two input fields: 'Username' and 'Password'. Each field has a small icon on the right side. Below the 'Password' field is a purple 'Log in' button. At the bottom left, there is a blue link that says 'Forgotten your password?'.

Stay Secure

Be wary of any program or web page that asks you for your username and password.

University web pages that ask you for your username and password will generally begin with "https://shib.york.ac.uk/" or "https://www.york.ac.uk/".

Remember to close your web browser after using any secure services, especially if you are using a shared or public computer.

Once you have entered your **Username** and **Password** you will be taken to the **2 Factor Authentication** page shown below:

2 Factor Authentication

In order to login we will need to send you a verification code, which you will then need to enter

Send me a code

Send to:

[Send me the Code](#)[Return to login screen](#)

The **Send to:** dropdown allows you to choose the email address that you would like the verification code sent to, this will be the email address used to set up your account. Once selected the '**Send me the Code**' button needs to be clicked.

If you need to return to the login page you can click the **Return to login screen** and this will take you to the previous page.

2 Factor Authentication

In order to login we will need to send you a verification code, which you will then need to enter

A verification code has been sent to you

Verification Code

[Submit](#)[Send Again](#)

Now that the verification code has been requested you will see this screen. You should have received an email that contains the code, copy the code and paste it into the field and click the **Submit** button to continue logging into the agent portal.

2 Factor Authentication

In order to login we will need to send you a verification code, which you will then need to enter

A verification

Verification Code

System Message

This verification code has expired.

Close

If you request the verification code and do not enter the code within 15 minutes then the code will expire and you will have to start the process again.

If you load the page but do not click on the '**Send me the code**' button within 15 minutes then the page will log you out and you will have to sign in again and request a new verification code.