



## U.S. COMMODITY FUTURES TRADING COMMISSION

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### Multi-factor Phone Authentication Troubleshooting

- Confirm that you do not have a call-blocking feature associated with your phone number. If you have call-blocking, then you will not receive the call from the Portal. Additionally, make sure the phone number can receive calls or text messages from the U.S. If the phone number that is associated with your Portal account is a mobile phone number, then confirm the quality of your service and connection. If you are unable to receive a call, please try again using a different phone number.
- Do not include the country code or "0" in the phone number field. Enter only the phone number in the field.
- The Portal does not support phone numbers with an extension. Please try again using a direct dial phone number that does not require the use of an extension.
- Authentication apps can be downloaded to the user's device to generate a 6-digit code that is used to sign in to the Portal. The user needs physical access to the cell phone to use the code.
- Ensure the correct phone number was used if the phone call or text was not received.

If you continue to have issues with phone authentication, please contact [TechSupport@cftc.gov](mailto:TechSupport@cftc.gov).