Instructions for obtaining a Multi-Factor Bypass when your phone is not available
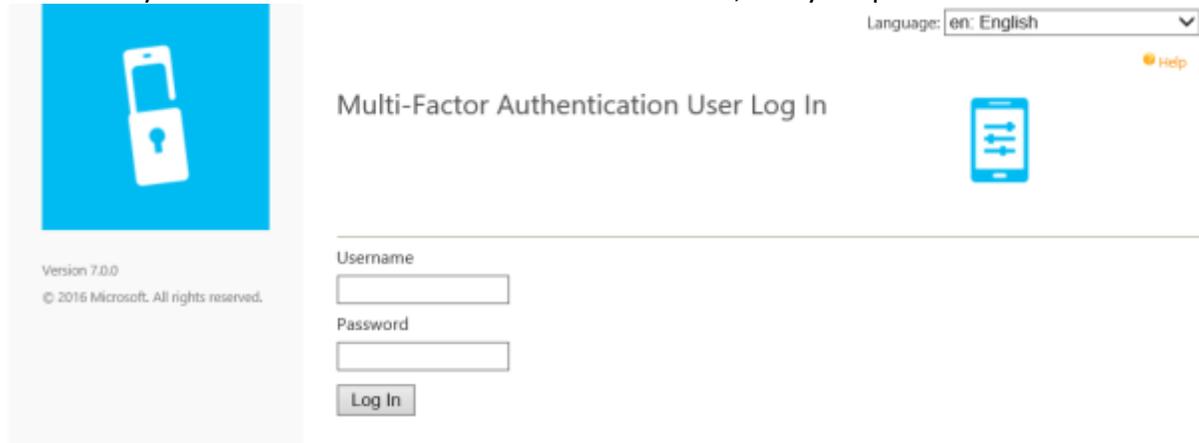
Access the Multi-Factor User Portal at https://pfp.iot.in.gov/ and login with your user name, in the form of your Indiana State Government email address, and your password.

There may be a long wait while Multi-Factor attempts to reach your phone. The wait will be longer if you have a secondary number configured in Multi-Factor. To shorten the wait you can remove your second phone number. The wait can also be shortened if your phone is off or out of commission and the call goes straight to voicemail.

After the phone call fails, Multi-Factor will ask you to answer 3 of your 4 security questions. If you do not remember your answers, please access the user portal and re-answer your questions. After you have the answer to the questions, click the "Log In" button.

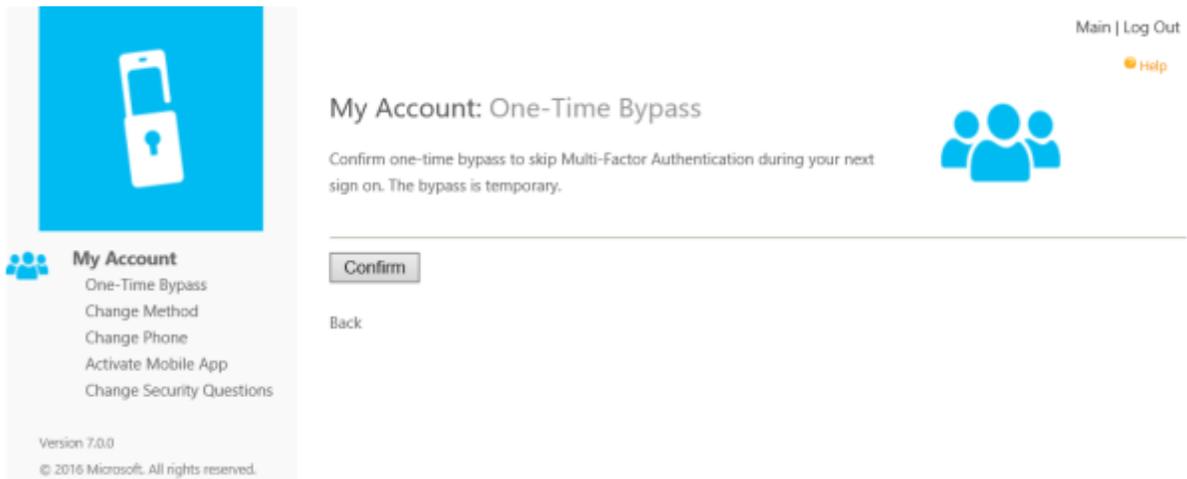After you have answered the questions, you will be logged into the portal. Click on the "One-Time Bypass" link to obtain a bypass

Click the "Confirm" button on the next page and you will have 5 minutes to login to VPN or Citrix without receiving a Multi-Factor call.

Be sure to click "Log Out", located in the top right corner, when you are finished with your portal session

You may have an unlimited number of bypasses, but only one bypass at a time. Once you are connected to VPN or Citrix, your bypass is reset and you have to obtain another bypass to login again.