



INSITE Multi-factor Authentication (MFA) FAQs

Everything you need to know before logging in to INSITE for the first time.



Do users need an authenticator app installed prior to launch?

To ensure a seamless login experience, users are encouraged to install an authenticator app before launch. While Microsoft Authenticator is recommended, most standard authenticator apps are supported.



Does INSITE support MFA by text or email?

- **Text Message (SMS):** No. SMS will not be supported at launch.
- **Email:** Yes. Users may choose to receive a one-time verification code by email at each login instead of using an authenticator app.



What happens if a user gets a new phone number or email address?

A new phone number does not affect MFA. If a user's email address changes, an admin can reset their MFA so they can complete setup again.



Will INSITE have a new URL?

Yes. The new URL is <https://insite.interstatecompact.org>. Users who visit ICOTS will be automatically redirected.



Multi-Factor Authentication (MFA) adds an additional layer of security that helps protect sensitive criminal justice data and aligns with federal CJIS Security Policy requirements.