Frequently Asked Questions: PrismONE ID Multifactor Authentication (MFA)

What is PrismONE ID?

PrismONE ID is a unified login system that allows you to access all PrismHR applications using a single set of credentials, secured by Multi-Factor Authentication (MFA).

What is Multi-Factor Authentication (MFA)?

MFA is an added layer of security requiring users to verify their identity using two or more methods, such as a password and a verification code sent to a mobile device.

How do I set up MFA for PrismONE ID?

Log in to the Questco Portal or the UEX Portal and you will be prompted to: Get Started or Set Up Later.

Will getting the MFA code via email be an option?

No, for security reasons, MFA via email will not be an option.

What if I don't get the code to my email address when I register for PrismONE ID?

The email is sent from a noreply@prismhr.com address. Search your inbox for the term "PrismONE." It's also possible that an email rule in your mailbox automatically archived or redirected it. Be sure to check your spam, junk, and archived folders as well.

Can I use an authenticator app and/or receive text messages?

Yes, you can use an authenticator app or receive text messages. PrismONE ID supports most popular authenticator apps like Microsoft Authenticator, Google Authenticator, and DUO.

What if I don't have a smartphone?

You must have access to a device capable of receiving MFA codes (via text or an app). If that's not possible, contact your administrator for alternate setup options.

Will international phone numbers (including Puerto Rico) work?

PrismONE ID supports international numbers.

I did not get a prompt to set up PrismONE ID when I logged into Prism.

If you have logged in and are not being prompted to register, try the following troubleshooting steps:
- Clear the browser cache
- Close and reopen the browser, then log in again
- Use an incognito window or a different browser

I didn't receive the verification code—what should I do?

- Double-check that the mobile number you entered is correct.
- Make sure your device has a signal.
- If using a text/SMS method, wait a few minutes and try again.
- If still unsuccessful, contact your administrator or IT support team.

What happens if I change or lose my phone?

If you change your phone number or lose access to your phone, please contact your Questco support team. We will help you update your authentication methods so you can regain access to your account.

Can I skip MFA or opt out?

No. Multi-factor authentication is required for all users and cannot be skipped or disabled, as it is an important security measure to help protect your account.

What happens if I forget my password?

If you forget your password, click on the "Forgot password" link to get a code to reset your password.

Can I choose to send my (multi-factor authentication) code by email?

No. With PrismONE ID, authentication codes are not sent via email. Codes are delivered only through the mobile phone number or authenticator app you have set up.

If I leave my company, do I need to update my PrismONE ID sign-in email to access my account?

No. There is no need to update your PrismONE ID sign-in email if you leave your company. After initial setup, your sign-in email functions as a username and is used solely for logging in. You can continue using the same sign-in email to access your account.