

PORSCHE



Multi-Factor Authentication

USER GUIDE

What is Multi-Factor Authentication (MFA)?

To continue accessing your Porsche Financial Services account, you may be asked to set up Multi-Factor Authentication.

Multi-Factor Authentication (MFA) adds an extra layer of protection to your Porsche Financial Services account.

After entering your password, you'll take one additional step to confirm it's really you — helping keep your account secure, even if your password is compromised.

Setting up Multi-Factor Authentication

You can complete this setup in one of two ways, depending on how you access your account. The setup steps differ slightly based on whether you sign in through the My Porsche app on your smartphone or through a web browser on your computer or tablet.

Most customers should use the My Porsche app (recommended).

Option 1: My Porsche app

(smartphone) Recommended

Use your phone to confirm your identity with Face ID, fingerprint, or your device PIN.

- Quickest and simplest setup
- No additional apps required

Follow the steps on pages 3–5

Option 2: Web Browser

(computer or tablet)

Use your computer and a security app on your phone (called an authenticator app) to generate a one-time code.

- Best if you prefer using a computer
- Requires downloading a free app
- Access your account at PFSMyAccount.com or through the Make a Payment page on Porsche.com

Follow the steps on pages 6–8

The following pages provide step-by-step instructions based on how you access your account.

Before you begin

- Have your smartphone nearby
- Make sure you can access your Porsche ID email and password

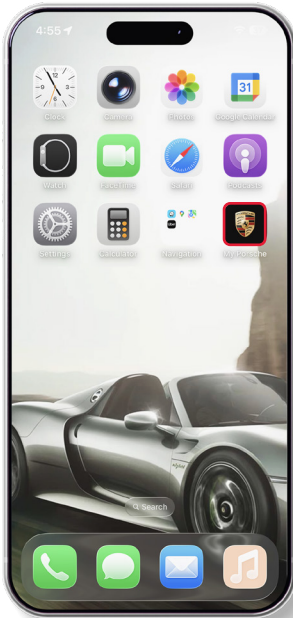
What happens next

Once setup is complete, you'll use this extra step each time you sign in to help protect your account.

Setting up MFA

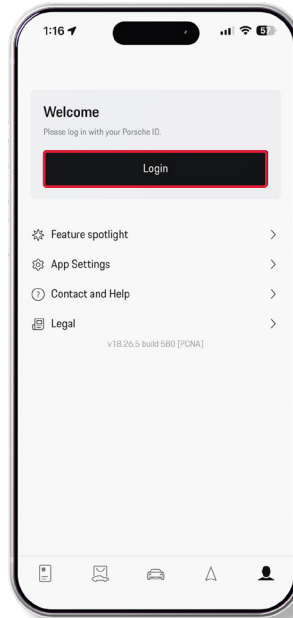
Using the My Porsche app

What you need: Your smartphone



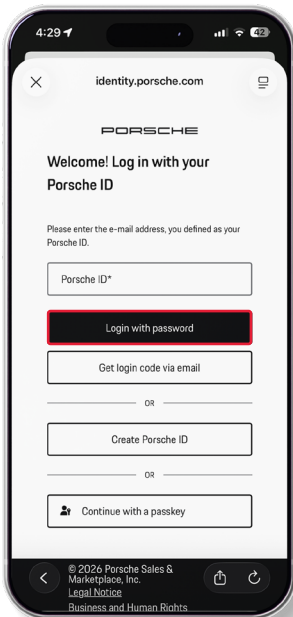
01

On your smartphone, open the **My Porsche app**.



02

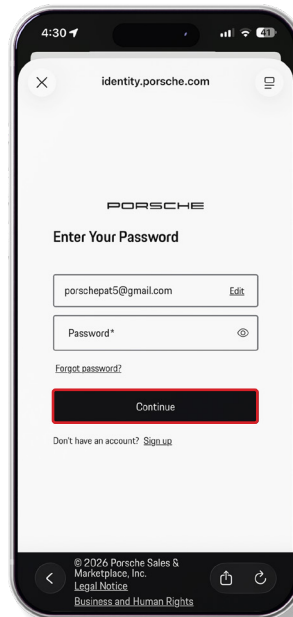
On the Welcome screen, select **Login**.



03

Enter your Porsche ID email address.

Select **Login with password**.



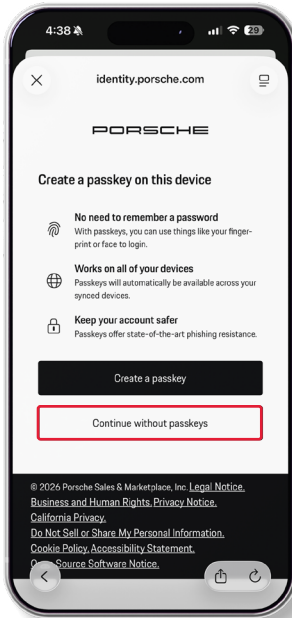
04

Enter your password.

Select **Continue**.

Setting up MFA

Using the My Porsche app



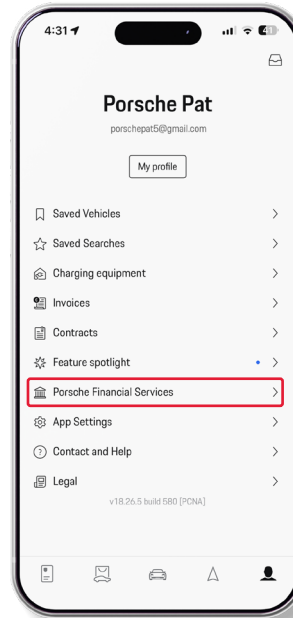
05

You may see a screen asking you to create a passkey (an optional faster and more secure sign-in method for future logins).

For the simplest MFA setup, select **Continue without passkey**.

Optional: You can create a passkey for faster, more secure future sign-in.

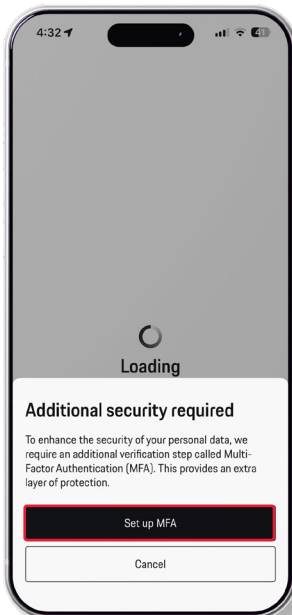
See Addendum on page 9 for setup instructions.



06

After signing in, you will be taken to your **Account** screen.

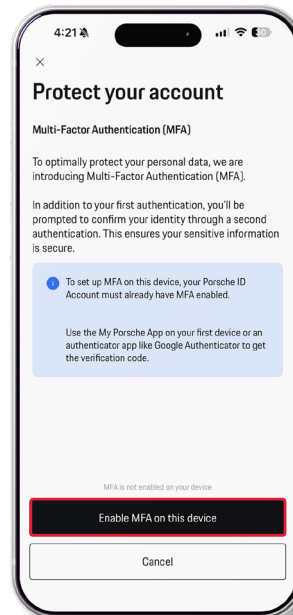
From the Account menu, select **Porsche Financial Services**.



07

You will see a message that additional security is required to protect your account with Multi-Factor Authentication (MFA).

Select **Set up MFA**.

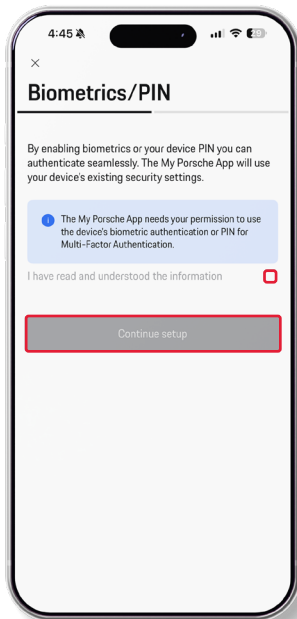


08

On the next screen, select **Enable MFA on this device**.

Setting up MFA

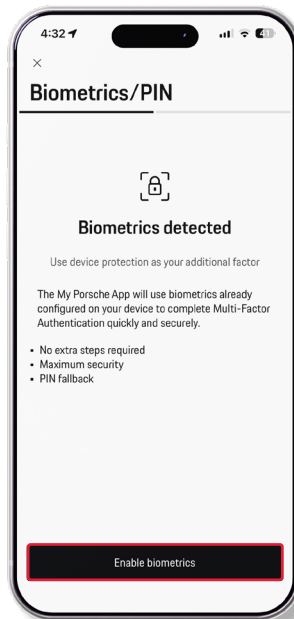
Using the My Porsche app



09

You will be asked to confirm your identity using biometrics already configured on your phone, such as Face ID or your fingerprint. You may also use your phone's PIN. Review the information, **check the box** confirming you have read and understood, then select **Continue Setup**.

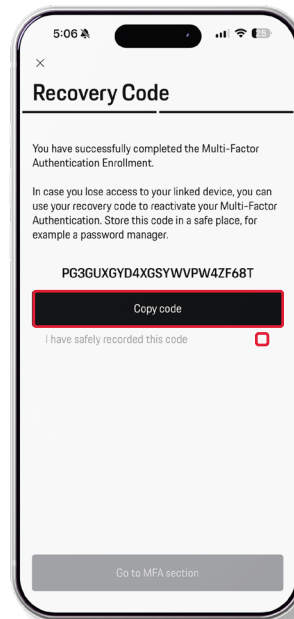
If this is not already set up on your phone, your device will guide you through the setup. Follow the on-screen instructions. This step is required to continue.



10

On the next screen, select **Enable Biometrics**.

Your phone will then use your fingerprint or Face ID to confirm your identity.



11

This is your **Recovery Code**. You will need it if you ever lose access to your phone.

Write down the code or **copy** it and save it in a safe place (for example, with other important documents).

After saving it, check the box confirming you saved your Recovery Code, then select **Continue**.



Your Multi-Factor Authentication setup is now complete. The next time MFA is required, the My Porsche app will use Face ID, your fingerprint, or your PIN to confirm that it is really you.

Setting up MFA

Using a web browser and an authenticator app

We recommend Microsoft Authenticator. Other authenticator apps (such as Google Authenticator) can also be used. Steps may vary slightly.

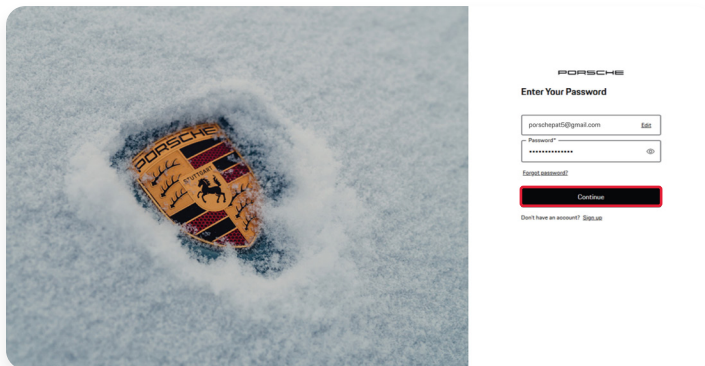
What you need: Your computer or tablet and your smartphone



01

On your computer or tablet, open a web browser (such as Chrome, Safari, or Edge).

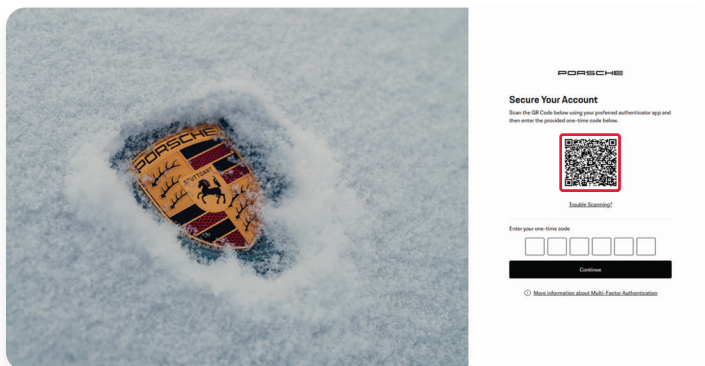
Go to: **PFSMyAccount.com**



02

Enter your Porsche ID email address.

Select Login with password. Enter your password and select **Continue**.



03

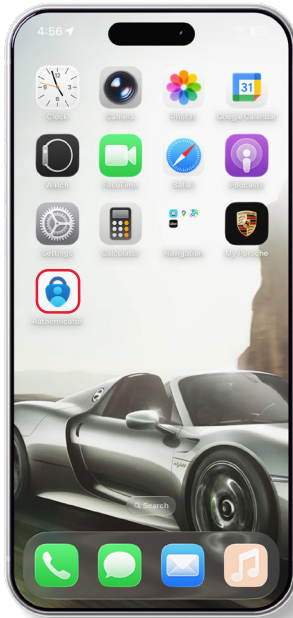
You will see a screen titled **Secure Your Account** with a square black-and-white image called a QR code. You will use your smartphone to scan this code and generate a 6-digit security code using an authenticator app (not your phone's camera).



Do not scan the code yet.
Continue to Step 4.

Setting up MFA

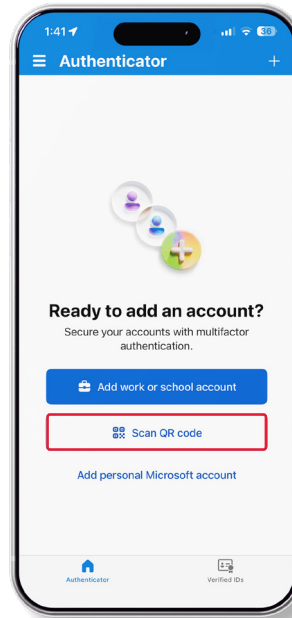
Using a web browser and an authenticator app



04

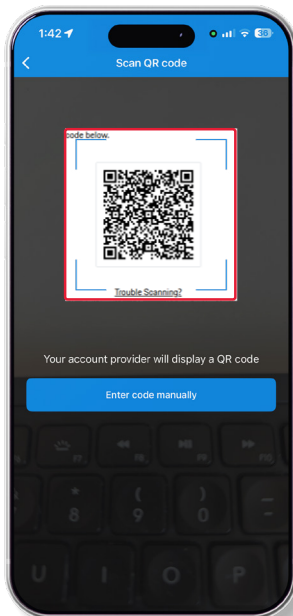
On your smartphone, open the **App Store** (iPhone) or **Google Play Store** (Android). Search for Microsoft Authenticator, then download and install the app (it is free).

Once installed, open the app.



05

In the Microsoft Authenticator app, select **Add account** (or the plus + icon).

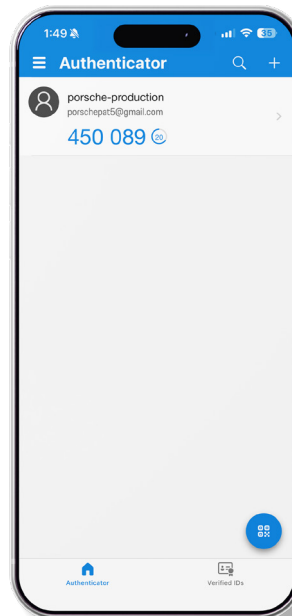


06

On your computer, you will see a QR code.

Using the Microsoft Authenticator app (not your phone's camera), hold your phone up to the screen so the QR code appears inside the square in the app.

Keep your phone steady—the code will scan automatically.



07

After scanning, a 6-digit security code will appear in the app. It will be labeled porsche-production.

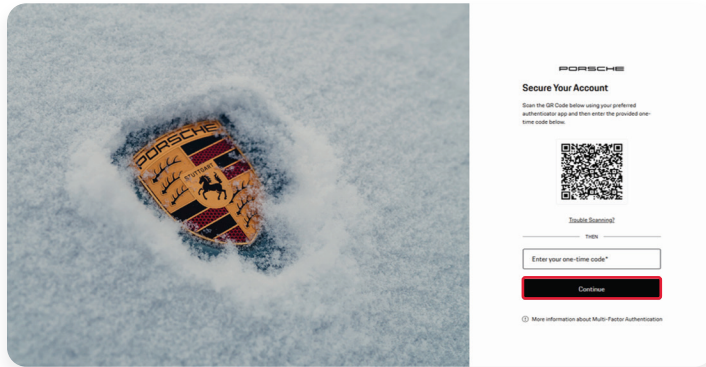
Keep the app open on your phone.



Important: Use the Microsoft Authenticator app to scan the code—not your phone's camera—and if it doesn't scan, move your phone closer or adjust the angle.

Setting up MFA

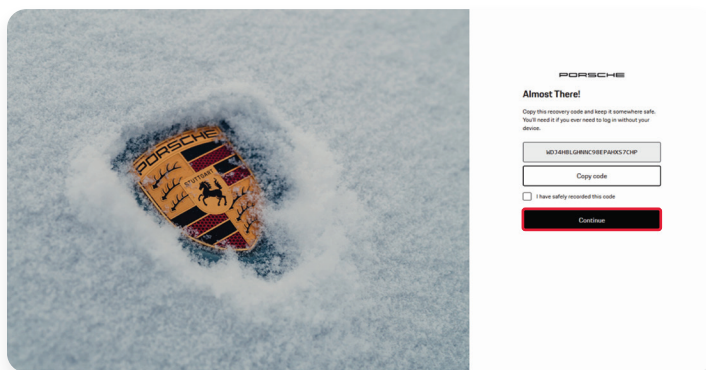
Using a web browser and an authenticator app



08

Return to your computer. Enter the current 6-digit code into the number fields on the screen. Then select **Continue**.

(Note: The code changes every 30 seconds. If it changes while typing, simply enter the new code shown.)

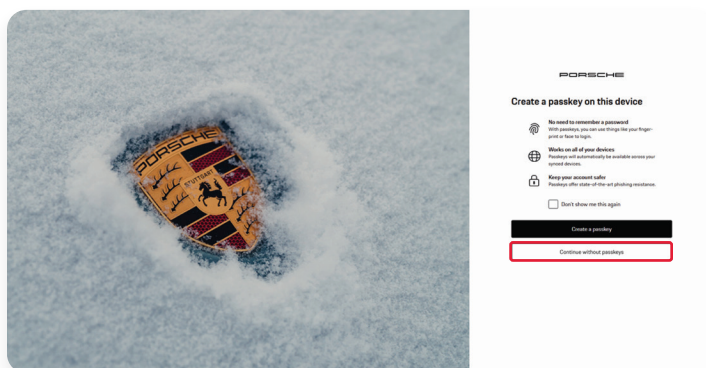


09

You will see a screen with a long Recovery Code.

Write down this code or copy it and save it in a safe place (for example, with other important documents).

After saving it, confirm that you have saved the Recovery Code, then select **Continue**.



10

You may see a screen asking you to create a passkey (an optional sign-in method for future logins).

For the simplest MFA setup, select **Continue without passkey**.

Optional: Create a passkey for faster, more secure future sign-in.

See Addendum on page 9 for setup instructions.



Your Multi-Factor Authentication setup is now complete. The next time MFA is required, you will open your authenticator app and enter the 6-digit code shown to confirm that it is really you.

Addendum:

Create a Passkey for More Secure Future Sign-In

A passkey is an optional sign-in method that allows you to use your device's Face ID, fingerprint, or PIN instead of entering your password in the future.

This step is not required to complete Multi-Factor Authentication setup.

Step 1

Sign in to your Porsche account.

You may use the My Porsche app, or PFSMyAccount.com in a web browser.

Step 2

After signing in, you may see a screen asking if you would like to create a passkey on this device.

Select **Create passkey**.

(If you do not see this screen, your device may not support passkeys.)

Step 3

Your device will ask where you would like to save the passkey.

Depending on your device, this may be saved to your phone, tablet or computer.

Select **Continue**.

Step 4

Your device will ask you to confirm your identity using biometrics (Face ID or fingerprint) already configured on your device or your device PIN / password. Follow the on-screen prompts.

Step 5

Once complete, your passkey is saved to this device.

You can now use Face ID, your fingerprint, or your device PIN/password as a faster way to sign in.

Step 6

Select **Continue** or **Done** to return to your account.

Your passkey setup is now complete.

Contact Information

Need help? Call 1-800-PORSCHE for assistance.

