

## Changes to How You Sign in to the ISD customer service portal

TO Access the ISD Customer Service Portal: <https://portal.irishimmigration.ie/en/>

### Who This Affects

This update is for **everyone who uses the [ISD customer service portal](https://portal.irishimmigration.ie/en/)**.

### What Is Multi-Factor Authentication (MFA)?

MFA is a simple two-step process to confirm who you are. When it is implemented, you will be required to:

- Enter your **username** and **password** as usual.
- Confirm it's really you by using the **Microsoft Authenticator app**.

The Microsoft Authenticator app is trusted and widely used by public services in Ireland and across the EU.

### Using the Microsoft Authenticator App for the first time

#### Step 1: Download the App

Download the Microsoft Authenticator app from:

- Apple App Store (iPhone)
- Google Play Store (Android)

Search for: **Microsoft Authenticator**, (the app is published by Microsoft Corporation).



#### Step 2: Sign In to the ISD Portal

- Go to <https://portal.irishimmigration.ie/en/>.
- Sign in with your username and password.
- If you haven't already downloaded the app, you will be asked to download it.



### Step 3: Link the App to Your Account

- Open the Microsoft Authenticator app.
- Tap Add account.
- Tap the QR code icon (circle icon in the bottom right).
- Scan the QR code shown on the ISD portal.



If you can't scan the code, tap **Enter Code Manually** and follow the instructions.

### Future Sign-Ins

*Each time you log in you will need to:*

- Enter your email and password.
- Open the Microsoft Authenticator app.
- Tap your ISD account.
- Enter the 6-digit code shown in the app.

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