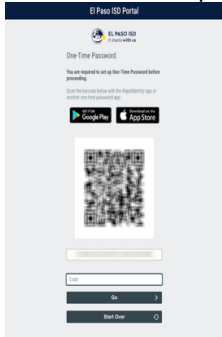**EL PASO ISD**
it starts with us

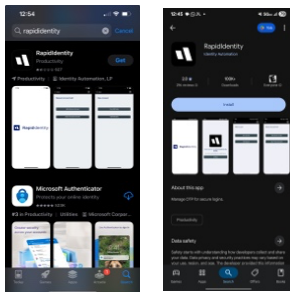To Users of RapidIdentity with Multi-Factor Authentication (MFA),

The following outlines steps required for setting up MFA in conjunction with your RapidIdentity account on both iOS (Apple) and Android platforms. The only difference for iOS and Android is where you download the application. All application screens are almost identical. For any problems you may encounter, please contact our IST Help Desk at (915) 230-2601.
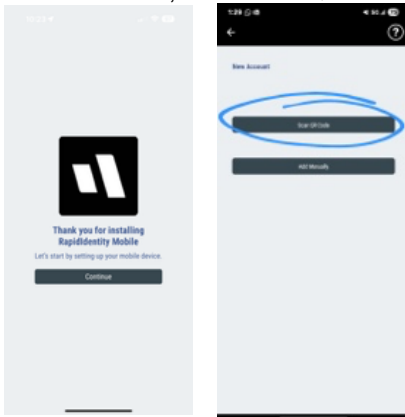
iOS and Android:

1) You will receive this message when you claim your account from your email, after logging in with your username and password. Keep this page open:
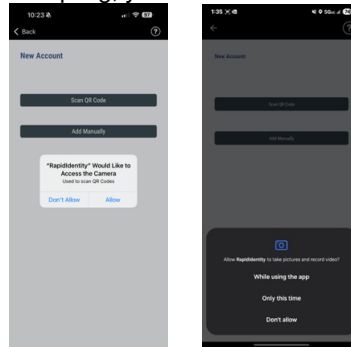

2) For iOS, download the RapidIdentity application from the App Store . For Android, download the application from the Google Play Store :
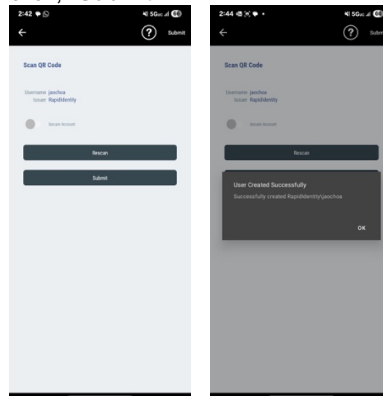

3) Once you open the app, click "Continue", and on the next screen, click "Scan QR Code."

4) The app will then ask to allow camera access on both iOS and Android. You must allow access. After accepting, you will scan the QR code from step 1:

5) You will now get this screen showing your username, click, "Submit":

6) You will now receive a one-time passcode. This will be entered into the dialog box from Step1. Refer to this code when logging into your account.