



Multi Factor Authentication

In order to better serve and protect the interest of Florida PRIME participants, SBA will begin requiring multi-factor authentication for online access to all Florida Prime account users **effective May 5, 2021**.

Multi-factor authentication enhances security by adding an extra layer of protection in requiring additional verification methods to verify a participant's identity. This further assures that only the authorized user accesses the account(s).

Effective May 5th, when logging into the PRIME website, authorized users will be required to enter information and establish a DUO account. DUO Security is a vendor of cloud-based multi-factor authentication services, and this application is being provided at no cost to PRIME participants.

More information and detailed instructions about how to establish a DUO account will be provided to PRIME participants soon via email as well as on the PRIME website. Florida PRIME participants need to insure their account information is up to date in advance of the May 5th effective date. Group email addresses as PRIME usernames and multiple users sharing a single PRIME username and password will not be allowed once two factor authentication is implemented. Some participants may need to submit an updated Participant Account Maintenance (PAM) form to our office **before** the new authentication process is activated.

We encourage you to visit our website or call us at 1-850-488-7311 with any questions or concerns.



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