

FTW Password Reset MFA Troubleshooting Guide

05/29/2026 10:25 am CDT

If you are having trouble receiving your password reset code or email, please follow the steps below based on the method you are using.

Text Message Troubleshooting

- **SMS Compatible Device:** Ensure your device can receive SMS messages and is not a business/landline.
- **Check Signal Strength:** Ensure your device has a strong cellular connection.
- **Refresh Your Connection:** Toggle **Airplane Mode** on and off to reset your network.
- **Request a New Code:** Sometimes there's a delay—try requesting the code again.
- **Restart Your Device:** A quick restart can resolve minor issues.
- **Disable VPN:** If you're using a VPN, turn it off as it may interfere with message delivery.
- **Review Text Message Settings**
 - Turn off **Do Not Disturb** mode.
 - Ensure **Filter Unknown Senders** is disabled or that the text are not going to a **Spam & blocked** text folder.
 - Check your **Blocked Numbers** list to confirm **844-910-0193** isn't blocked.

Email Troubleshooting

- **Wait a few minutes:** Sometimes there can be a slight delay in receiving the email.
- **Check your spam or junk folder:** The email may have been mistakenly filtered.
- **Verify the email address:** Double-check for typos in the email address in your account profile.
- **Email forwarding:** Forwarding can disrupt authentication protocols and cause issues with password reset emails.
- **Add the sender to your safe list:** Some email providers or corporate domains may block emails from certain senders.
 - Add donotreply@ftwilliam.com to your trusted list.

Authenticator App Troubleshooting

- **Open the Authenticator App:** Locate your ftwilliam account entry and retrieve the current verification code.
- **Verify Device Date & Time Settings:** Ensure your device date and time are set to automatic, as incorrect settings can cause codes to fail.
- **Ensure the Authentication App is Up to Date:** If the application has available updates, ensure the application is up to date. You may need to uninstall and reinstall the application.
- **Check Notification Settings (if applicable):** Ensure notifications are enabled and Do Not Disturb or Focus modes are turned off.
- **Restart Your Device:** Restart your device to resolve temporary issues.
- **Disable VPN:** Turn off any VPN that may interfere with authentication.

Important

- Password reset emails come from donotreply@ftwilliam.com.

- Reset codes are sent via text from **844-910-0193**.
 - Authenticator apps generate codes directly on your device and do not rely on email or text delivery. If you do not see a code or cannot access the app, use another MFA method or contact your administrator for assistance.
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