

## eXCHANGE Multi-Factor Authentication

To make the sign-in process more secure, the EERE Funding Opportunity Exchange (eXCHANGE) has been updated to require Multi-Factor Authentication (MFA) methods for signing in. Potential applicants and reviewers now need a Login.gov account to log in and apply for open opportunities, and U.S. Department of Energy (DOE) users will use OneID to log in. Read more information about this change below.

### MFA METHODS

#### LOGIN.GOV (EXTERNAL USERS)

Potential applicants and reviewers will use Login.gov, a secure sign-in service used by the public to sign in to participating government agencies.



**We strongly encourage potential applicants to register with Login.gov as soon as possible to ensure there are no delays accessing the system and applying for open opportunities.** Learn more about [Login.gov](#) and [create an account](#) today.

Please note that the email address associated with Login.gov **must** match the email address associated with the eXCHANGE account. If they differ, once the use of Login.gov is required, the current eXCHANGE account cannot be accessed until the email is registered in Login.gov. If the user already has a Login.gov account and the email address associated with Login.gov does not match the email associated with eXCHANGE, the user can either:

1. Register a new account with Login.gov that matches the eXCHANGE account. (This option should only be taken if the user has ensured that the email address associated with eXCHANGE is current)
2. Register for a new eXCHANGE account with an email address that matches the existing Login.gov account. (This option would only be used if the user's organization has changed. If this option is used, the current eXCHANGE account cannot be accessed.)

#### ONEID (FEDERAL USERS)

For DOE users, Exchange has been upgraded to integrate with OneID. This will allow internal users, who are logged into the DOE network\*, to sign into eXCHANGE in one of two ways:



1. Select the **EITS Energy IT Services** button to authenticate through the DOE Network. They will see a blank white page while being redirected to the eXCHANGE home page. OneID will send a token back to eXCHANGE confirming a successful authentication and the user will be logged in.
2. Select the **DOE PIV/DHS PIV/DOD CAC** button and enter their pin correctly. They will then be redirected to the eXCHANGE home page.

\*Internal users **MUST** be logged into the DOE network to access eXCHANGE.

## HELPFUL RESOURCES

### USER GUIDES & PRESENTATIONS

View the [eXCHANGE Multi-Factor Authentication presentation](#) for everything you need to know about the transition to MFA, including step-by-step instructions for how to log into eXCHANGE using MFA and how to register for a Login.gov account.

Additionally, the following [user guides](#) will be updated to reflect the new log-in screens and process:

- EERE eXCHANGE Lab Call Applicant Guide
- EERE eXCHANGE Applicant Guide
- EERE eXCHANGE Reviewer Manual
- [EERE Exchange: User Guide for FOA Managers](#) *(For DOE users logged into the DOE network only)*

### HELP DESK

If you have any questions about these updates or need any assistance using MFA to log into eXCHANGE, please contact the EERE Information Systems Help Desk at [ITSIHelp@ee.doe.gov](mailto:ITSIHelp@ee.doe.gov). Support is available Monday through Friday, 8:30 a.m.– 5 p.m. Eastern Time.