

eXCHANGE Multi-Factor Authentication

EERE Funding Opportunity Exchange (eXCHANGE) users will switch to using Multi-Factor Authentication (MFA) methods to log into eXCHANGE in July 2022, for enhanced security. Beginning Jul. 8, 2022*, Login.gov (for potential applicants and reviewers) and OneID (for U.S. Department of Energy [DOE] users) will become optional log-in methods to allow for users to get familiar with the new process. On Aug. 5, 2022*, users will be required to use these new log-in methods to log into eXCHANGE. Read more information about this change below.

**Please note that these dates are tentative and subject to change.*

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. 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 will be upgraded to integrate with OneID. This will allow internal users to sign in one of two ways:

1. If the DOE user has logged into the DOE Network through their PIV Card or DOE credentials, OneID will validate the credentials provided. It will send a token back to eXCHANGE confirming a successful authentication and the user will be logged in.
2. If the DOE user hasn't logged into the DOE Network, or their security token has expired, they will be prompted to log in by providing their PIV Card or DOE credentials.



TIMELINE

OPTIONAL TRANSITION PERIOD: JULY 8–AUGUST 4 *

From Jul. 8–Aug. 4, 2022*, all users will be able to continue to use their current username and password to sign into eXCHANGE. External users (potential applicants and reviewers) should use this time to register with Login.gov to ensure there are no delays accessing the system. Once registered, external (DOE) users may opt to use Login.gov to sign into eXCHANGE.

DOE users may opt to use OneID to log into eXCHANGE during this time.

MULTI-FACTOR AUTHENTICATION REQUIRED: AUGUST 5 *

Beginning Aug. 5, 2022*, the system will no longer allow users to log into eXCHANGE using their current username/password. All external users will be required to use Login.gov to sign into eXCHANGE and all DOE users will be required to use OneID or provide their PIV Card or DOE credentials..

**Please note that these dates are tentative and subject to change.*

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 in July 2022 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. Support is available Monday through Friday, 8:30 a.m.–5 p.m. Eastern Time.