


HTSB Multi-Factor Authentication (MFA)

How-to Guide

HTSB policy requires all users to have a verified **personal** email address on file. A personal email is an address that uses an external provider (e.g., Outlook, Gmail, Yahoo, Apple). Employer (e.g., .k12.hi.us, .gov, charter school,), academic institutions (e.g., .edu,) are not considered a personal email address. We are actively working to ensure compliance with this guideline.

This how-to guide will walk you through various login scenarios based on your current email address type on file. It also provides instructions on how to enable Multi-Factor Authentication (MFA) on your account before August 1, 2025.

Please note: On August 1, 2025, MFA will be automatically enabled for all accounts upon login.



HTSB Multi-Factor Authentication (MFA) How-to Guide



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MFA: Verified Personal Email Address

1. Login with your Username and Password

Log In

Current users

Log in to access your account

Username

testing123

[Forgot username](#)

Password

.....

Show Password

[Forgot password](#)

Multi-Factor Authentication Will Be Enabled on 8/1/25

Log In

Unauthorized use of this site is prohibited and may be subject to civil and criminal prosecution.

New users

Create your HTSB online account

- ✓ Apply for new license or permit
- ✓ Use the [Public License Search](#) to check on a teacher's licensing status.
- ✓ Receive renewal reminders
- ✓ Receive important announcements
- ✓ Access your records/documents 24/7

HTSB ACCOUNT LOCKED: Please **DO NOT** create another HTSB account

- Email us at htsb@hawaii.gov
- or
- Call 808-784-5580

Create an Account

MFA: Verified Personal Email Address

2. Under “My Profile” go to the “Security” tab

- You’ll see “Multi-Factor Authentication (MFA)”
- Toggle to “Yes” under “Enable MFA”

My Profile

My Profile Home Name Address Phone Email Contact HTSB Applications Documents Licenses/Permits Tests/Certs Security

My Action Items

Please enable MFA. All users will be required to utilize MFA starting on August 1, 2025.

Change your current Password

New password *

Show Password

Password Confirmation *

Show Password

New Password requirements

- ✗ At least one lower case letter
- ✗ At least one upper case letter
- ✗ At least one number
- ✗ At least one of these symbols [!@#^&*()_+...{}?]
- ✗ Minimum 8 characters
- ✗ Maximum 20 characters
- ✗ Password matches password confirmation

Change your Username

Username *

testing123

Your Username must be unique and at least 4 characters long and consist of only letters and numbers. Non-alphanumeric characters are not allowed.

Multi-Factor Authentication (MFA)

Enable MFA: *

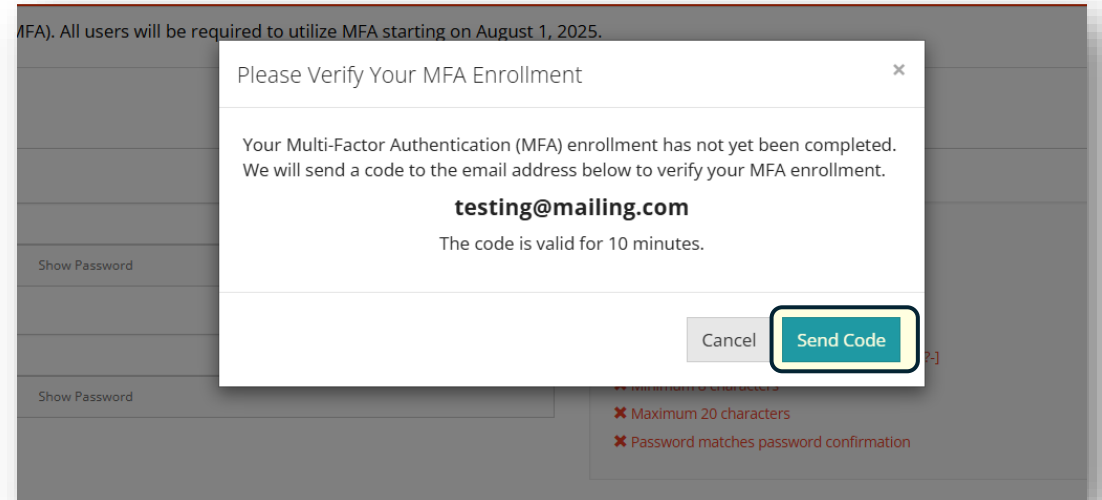
☐ Yes ☒ No

Multi-factor Authentication (MFA) is a security feature of your Profile that helps protect you by requiring that you provide two forms of proof (authentication) when you log in. One is your Email or Username and Password. The second is a unique one-time use code that you enter on screen. The verification code is sent out to a verified email address on your Profile that you select and is only valid for a short period of time. The unique code you enter must match what was sent to you to complete the log in process and be able to access your Profile information.

MFA: Verified Personal Email Address

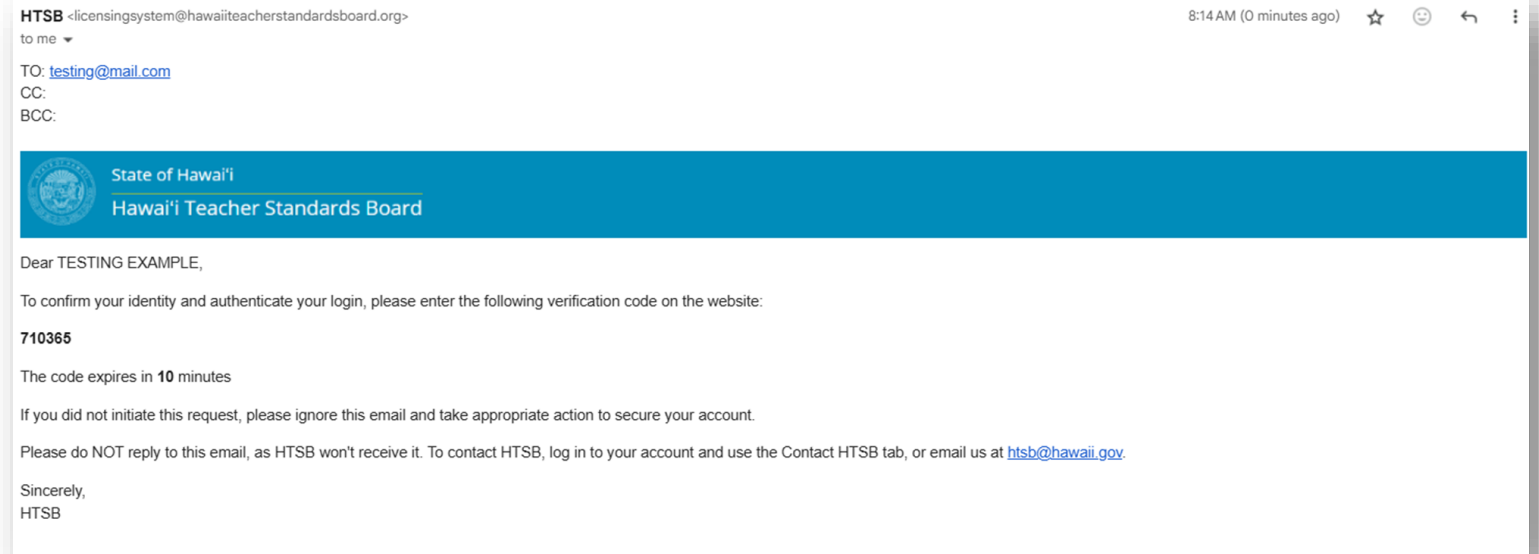
3. After clicking “Yes” under “Enable MFA” you will get a pop-up confirming the email address that your MFA code will be sent to

- Click “Send Code”
- The code is valid for 10 minutes



MFA: Verified Personal Email Address

4. Check your verified personal email for your 6-digit code



MFA: Personal and Verified Email Address

5. Enter the 6-digit code and click “Complete MFA”

will be required to utilize MFA starting on August 1, 2025.

Enter your 6 digit code

We just sent a code to **testing@mailing.com**. Enter the code below to verify your MFA enrollment.

Enter MFA Code:

The code is valid for 10 minutes.

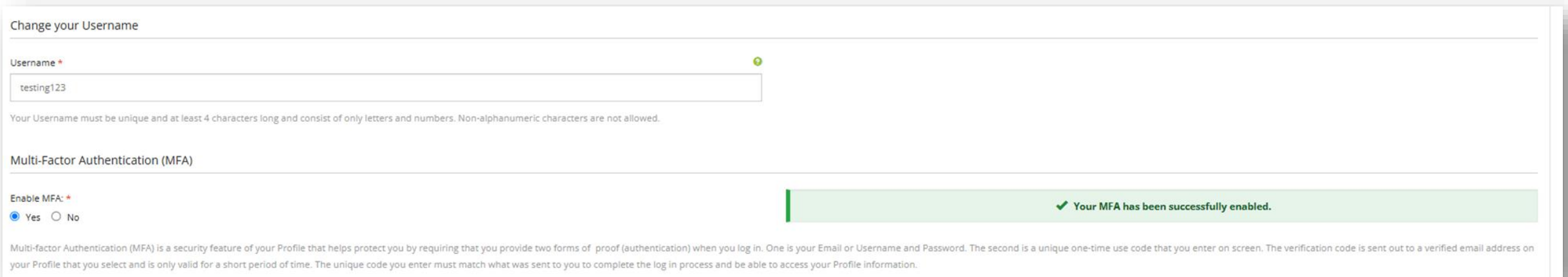
Cancel

Complete MFA

✖ Password matches password confirmation

MFA: Personal and Verified Email Address

6. Once complete you'll see "Your MFA has been successfully enabled."



The screenshot displays a user profile interface with two main sections. The top section, titled "Change your Username", contains a "Username" label with a red asterisk, a text input field containing "testing123", and a green information icon. Below the input field is a validation message: "Your Username must be unique and at least 4 characters long and consist of only letters and numbers. Non-alphanumeric characters are not allowed." The bottom section, titled "Multi-Factor Authentication (MFA)", features an "Enable MFA" label with a red asterisk and two radio buttons: "Yes" (selected) and "No". To the right of this section is a green success banner with a checkmark icon and the text "Your MFA has been successfully enabled." At the very bottom, a detailed explanatory paragraph for MFA is provided.

Change your Username

Username *

testing123

Your Username must be unique and at least 4 characters long and consist of only letters and numbers. Non-alphanumeric characters are not allowed.

Multi-Factor Authentication (MFA)

Enable MFA: *

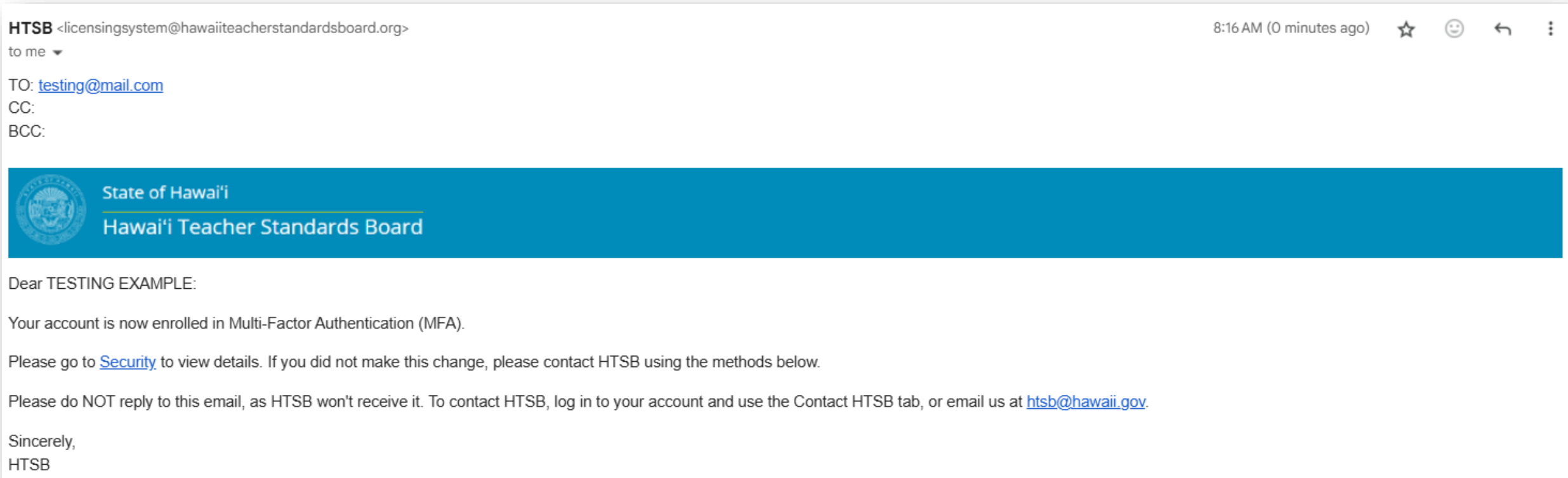
☒ Yes ☐ No

✓ Your MFA has been successfully enabled.

Multi-factor Authentication (MFA) is a security feature of your Profile that helps protect you by requiring that you provide two forms of proof (authentication) when you log in. One is your Email or Username and Password. The second is a unique one-time use code that you enter on screen. The verification code is sent out to a verified email address on your Profile that you select and is only valid for a short period of time. The unique code you enter must match what was sent to you to complete the log in process and be able to access your Profile information.

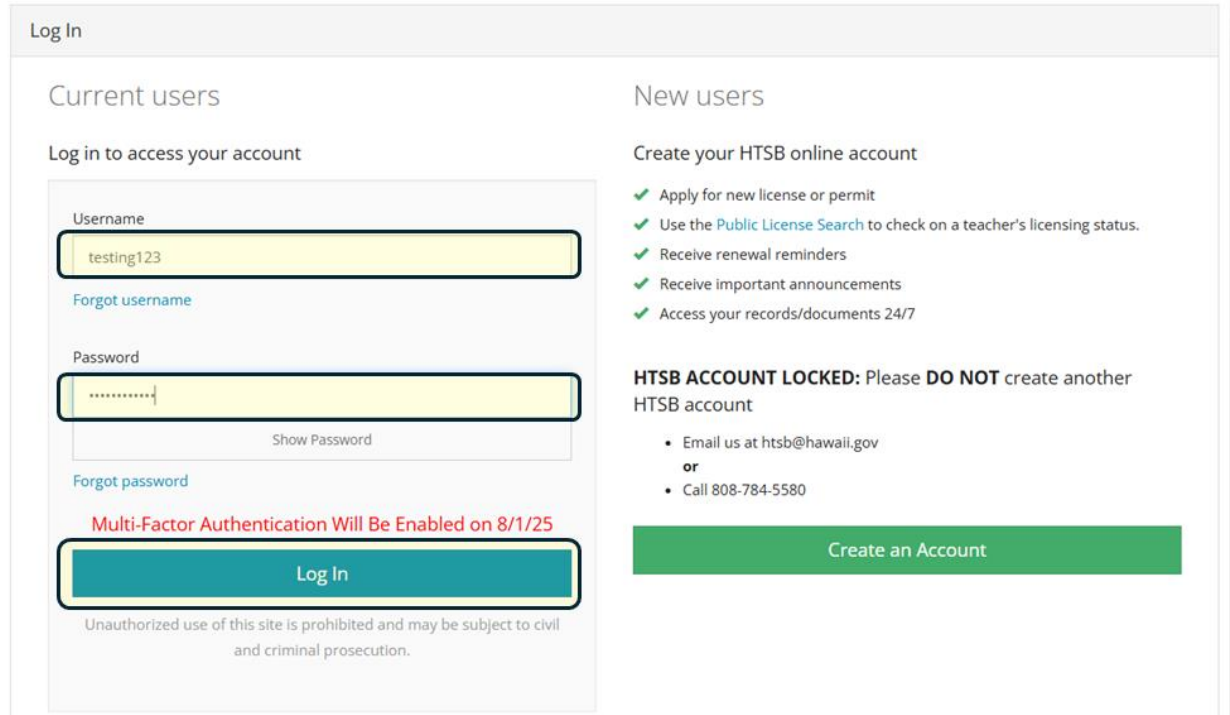
MFA: Personal and Verified Email Address

7. You'll also receive an email confirming the process is complete



MFA: Unverified Personal Email Address

1. Login with your Username and Password



The screenshot shows the HTSB (Hawaii Teacher Standards Board) login interface. It is divided into two main sections: 'Current users' and 'New users'. The 'Current users' section contains a login form with fields for 'Username' (containing 'testing123') and 'Password' (masked with dots). Below the password field is a 'Show Password' link. There are also links for 'Forgot username' and 'Forgot password'. A red banner at the bottom of the login form states 'Multi-Factor Authentication Will Be Enabled on 8/1/25'. A large teal 'Log In' button is at the bottom of the form. Below the button is a disclaimer: 'Unauthorized use of this site is prohibited and may be subject to civil and criminal prosecution.' The 'New users' section is titled 'Create your HTSB online account' and lists four benefits: 'Apply for new license or permit', 'Use the Public License Search to check on a teacher's licensing status.', 'Receive renewal reminders', 'Receive important announcements', and 'Access your records/documents 24/7'. Below this is a warning: 'HTSB ACCOUNT LOCKED: Please DO NOT create another HTSB account'. It provides contact information: 'Email us at htsb@hawaii.gov or Call 808-784-5580'. A green 'Create an Account' button is at the bottom of this section.

Log In

Current users

Log in to access your account

Username

testing123

[Forgot username](#)

Password

.....

[Show Password](#)

[Forgot password](#)

Multi-Factor Authentication Will Be Enabled on 8/1/25

Log In

Unauthorized use of this site is prohibited and may be subject to civil and criminal prosecution.

New users

Create your HTSB online account

- ✓ Apply for new license or permit
- ✓ Use the [Public License Search](#) to check on a teacher's licensing status.
- ✓ Receive renewal reminders
- ✓ Receive important announcements
- ✓ Access your records/documents 24/7

HTSB ACCOUNT LOCKED: Please **DO NOT** create another HTSB account

- Email us at htsb@hawaii.gov
- or
- Call 808-784-5580

Create an Account

MFA: Unverified Personal Email Address

2. If you have an unverified personal email address you will see this screen.

The email address that prepopulates the “primary email” field is the one that is currently on file. You can keep it, or type in a completely new **personal** email address for verification.

- Type your personal email address in again to confirm
- Click “Send Verification Email”

Important: Any account without a verified personal email address will be locked until verification is complete.

Per HTSB policy you must have a verified personal email address on file. Please enter a personal email address e.g. Gmail, Yahoo, Outlook, Hotmail.

Step 1: Enter your email address

Your Primary Email: * Confirm Email *

Send Verification Email

Step 2: Enter the verification code

Verify Email

Important: Any account without a verified personal email address will be locked until verification is complete.

Per HTSB policy you must have a verified personal email address on file. Please enter a personal email address e.g. Gmail, Yahoo, Outlook, Hotmail.

Step 1: Enter your email address

Your Primary Email: * Confirm Email *

Send Verification Email

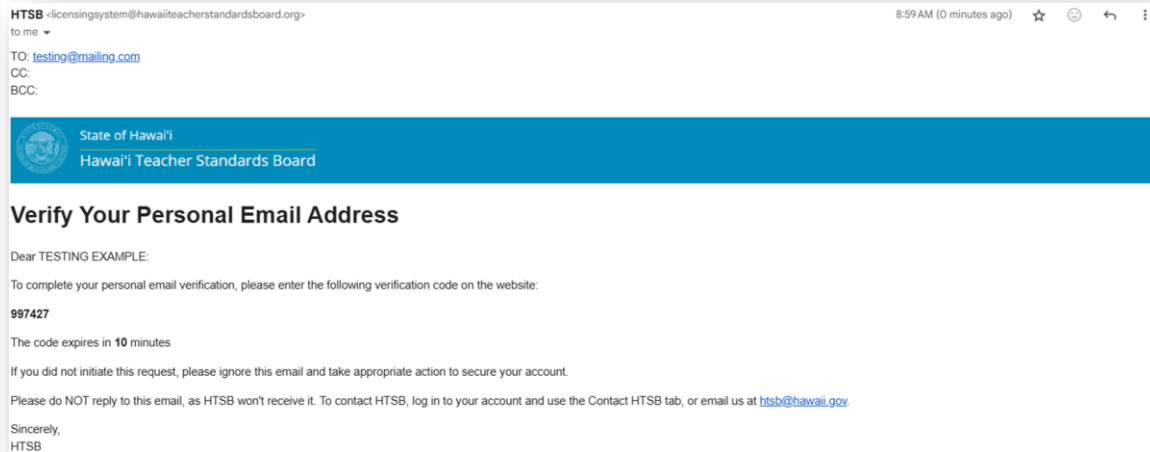
Step 2: Enter the verification code

Verify Email

MFA: Unverified Personal Email Address

3. “A verification code has been sent to xxx.”

- Check your personal email inbox for your 6-digit code.
- Enter the 6-digit code under Step 2 and click “Verify Email”



Monday, May 26, 2025 08:59 AM
A verification code has been sent to testing@mailing.com
Important: Any account without a verified personal email address will be locked until verification is complete.
Per HTSB policy you must have a verified personal email address on file. Please enter a personal email address e.g. Gmail, Yahoo, Outlook, Hotmail.
Step 1: Enter your email address
Your Primary Email: * testing@mailing.com Confirm Email *
Resend Verification Email
Step 2: Enter the verification code sent to testing@mailing.com
9 9 7 4 2 7
Verify Email

MFA: Unverified Personal Email Address

4. An email confirmation will be sent to your now verified personal email address

HTSB <licensingssystem@hawaiiiteacherstandardsboard.org>

9:00 AM (0 minutes ago)



to me ▾

TO: testing@mailing.com

CC:

BCC:



State of Hawai'i

Hawai'i Teacher Standards Board

Thank you for verifying your personal email address

Dear TESTING EXAMPLE:

Your personal email address is now verified.

Please do NOT reply to this email, as HTSB won't receive it. To contact HTSB, log in to your account and use the Contact HTSB tab, or email us at htsb@hawaii.gov.

Sincerely,
HTSB

MFA: Unverified Personal Email Address

5. Once the code has been verified you will be taken to “My Profile Home”

[HOME](#) / [MY PROFILE](#)

My Profile

[My Profile Home](#)[Name](#)[Address](#)[Phone](#)[Email](#)[Contact HTSB](#)[Applications](#)[Documents](#)[Licenses/Permits](#)[Tests/Certs](#)[Security](#)

Hi TESTING EXAMPLE, welcome to your HTSB Profile.

You last logged in on 05/26/2025 09:00 AM

My Current License / Permit

Your HTSB ID is 052306.

[Start New Application](#)

You currently do not have any license or permit. Please go to the applications tab to apply for a new license or permit.

[Go to applications](#)

My Action Items

Please click on the links below to take action on your action items.

- [Please Add a Mobile Phone on the Phone tab to allow HTSB to contact you when needed!](#)
- [Please Upload a Government Issued ID to Verify Your Identity. When uploading, please choose document type "Government Issued ID"](#)
- [Please Upload a Social Security Card to Verify Your SSN. When uploading, please choose document type "Social Security Card".](#)

My HTSB Transaction History

Event	Summary	From	To	Event Date	Action
Multi-Factor Authentication Enabled	Multi-Factor Authentication Successfully Enabled	HTSB	TESTING EXAMPLE	05/26/2025 09:31 AM	View Email
Email Verification Confirmed	Email Address Verified	HTSB	TESTING EXAMPLE	05/26/2025 09:00 AM	Details View Email

Business Solution Technologies

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MFA: Unverified Personal Email Address

- Steps to Enable MFA are the same as Steps 4-10 in “[Verified Personal Email Address](#)”

My Profile

My Action Items

Please enable MFA. All users will be required to enable MFA starting on August 1, 2025.

Change your current Password

New password:

Confirm password:

Change your Username

Username:

Multi-Factor Authentication (MFA)

Enroll MFA:

Enter your 6-digit code

We just sent a code to testing@mail.com. Enter the code below to verify your email address.

Enter MFA code:

The code is valid for 10 minutes.

Change your Username

Username:

Multi-Factor Authentication (MFA)

Enroll MFA: ☒ Yes ☐ No

Success Message: Your MFA has been successfully enrolled.

Please Verify Your MFA Enrollment

Your Multi-Factor Authentication (MFA) enrollment has not yet been completed. We will send a code to the email address below to verify your MFA enrollment.

testing@mail.com

The code is valid for 10 minutes.

HTSB - htsb@hawaii.gov

To: testing@mail.com

CC: BCC:

State of Hawaii
Hawai'i Teacher Standards Board

Dear TESTING EXAMPLE,

To confirm your identity and authenticate your login, please enter the following verification code on the website:

710365

The code expires in 10 minutes.

If you did not initiate this request, please ignore this email and take appropriate action to secure your account.

Please do NOT reply to this email, as HTSB won't receive it. To contact HTSB, log in to your account and use the Contact HTSB tab, or email us at htsb@hawaii.gov

Sincerely,
HTSB

HTSB - htsb@hawaii.gov

To: me

TO: testing@mail.com

CC: BCC:

State of Hawaii
Hawai'i Teacher Standards Board

Dear TESTING EXAMPLE,

Your account is now enrolled in Multi-Factor Authentication (MFA).

Please go to [Security](#) to view details. If you did not make this change, please contact HTSB using the methods below.

Please do NOT reply to this email, as HTSB won't receive it. To contact HTSB, log in to your account and use the Contact HTSB tab, or email us at htsb@hawaii.gov

Sincerely,
HTSB

MFA: Non-Personal Email Address

1. Login with your Username and Password

Log In

Current users

Log in to access your account

Username

testing123

[Forgot username](#)

Password

.....

Show Password

[Forgot password](#)

Multi-Factor Authentication Will Be Enabled on 8/1/25

Log In

Unauthorized use of this site is prohibited and may be subject to civil and criminal prosecution.

New users

Create your HTSB online account

- ✓ Apply for new license or permit
- ✓ Use the [Public License Search](#) to check on a teacher's licensing status.
- ✓ Receive renewal reminders
- ✓ Receive important announcements
- ✓ Access your records/documents 24/7

HTSB ACCOUNT LOCKED: Please **DO NOT** create another HTSB account

- Email us at htsb@hawaii.gov
- or
- Call 808-784-5580

Create an Account

MFA:

Non-Personal Email Address

2. If you have a non-personal email address this screen will appear. The “primary email” email field will be blank because the email address on file cannot be used.

- Enter a **personal** email (e.g. Gmail, Yahoo, Hotmail) address and type it in again to confirm
- Click “Send Verification Email”

Important: Any account without a verified personal email address will be locked until verification is complete.

Per HTSB policy you must have a verified personal email address on file. Please enter a personal email address e.g. Gmail, Yahoo, Outlook, Hotmail.

Step 1: Enter your email address

Your Primary Email: * Confirm Email *

Send Verification Email

Step 2: Enter the verification code

Verify Email

Important: Any account without a verified personal email address will be locked until verification is complete.

Per HTSB policy you must have a verified personal email address on file. Please enter a personal email address e.g. Gmail, Yahoo, Outlook, Hotmail.

Step 1: Enter your email address

Your Primary Email: * Confirm Email *

testing@mailing.com testing@mailing.com

Send Verification Email

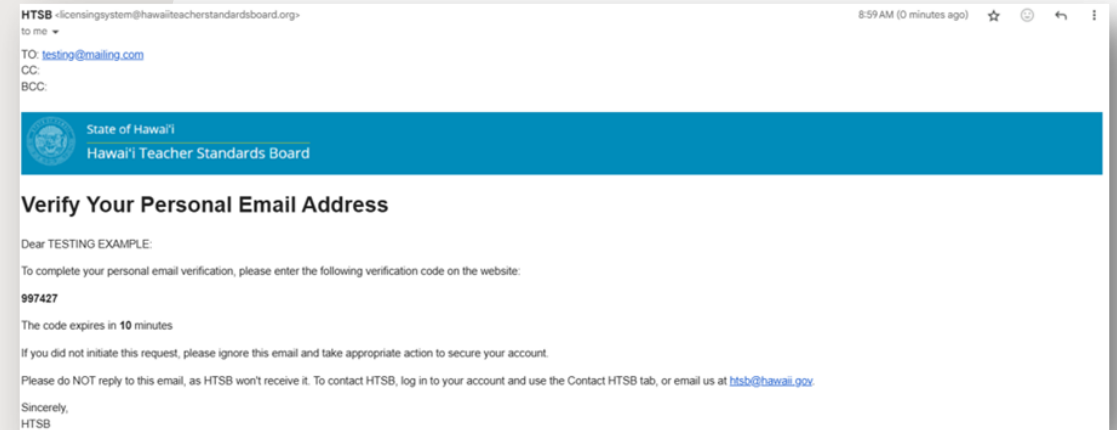
Step 2: Enter the verification code

Verify Email

MFA: Non-Personal Email Address

3. “A verification code has been sent to xxx.”

- Check your personal email inbox for your 6-digit code
- Enter the 6-digit code under Step 2 and click “Verify Email”



A verification code has been sent to testing@mailing.com

Monday, May 26, 2025 08:58 AM

Important: Any account without a verified personal email address will be locked until verification is complete.

Per HTSB policy you must have a verified personal email address on file. Please enter a personal email address e.g. Gmail, Yahoo, Outlook, Hotmail.

Step 1: Enter your email address

Your Primary Email: Confirm Email:

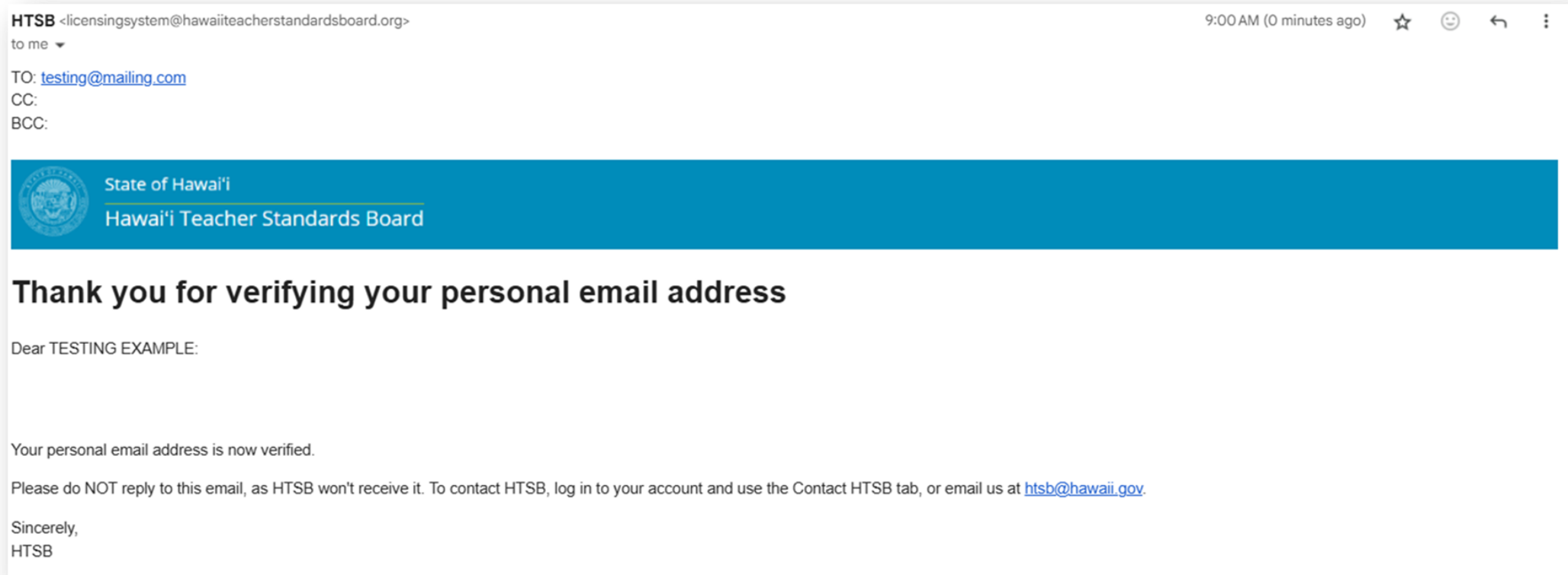
[Resend Verification Email](#)

Step 2: Enter the verification code sent to testing@mailing.com

[Verify Email](#)

MFA: Non-Personal Email Address

4. An email confirmation will be sent to your now verified personal email address



MFA: Non-Personal Email Address

5. Once the code has been verified you will be taken to “My Profile Home”

[HOME](#) / [MY PROFILE](#)

My Profile

[My Profile Home](#) | [Name](#) | [Address](#) | [Phone](#) | [Email](#) | [Contact HTSB](#) | [Applications](#) | [Documents](#) | [Licenses/Permits](#) | [Tests/Certs](#) | [Security](#)

Hi TESTING EXAMPLE, welcome to your HTSB Profile. You last logged in on 05/26/2025 09:00 AM

My Current License / Permit

Your HTSB ID is 052306.

[Start New Application](#)

You currently do not have any license or permit. Please go to the applications tab to apply for a new license or permit.

[Go to applications](#)

My Action Items

Please click on the links below to take action on your action items.

- ❗ Please Add a Mobile Phone on the Phone tab to allow HTSB to contact you when needed!
- ❗ Please Upload a Government Issued ID to Verify Your Identity. When uploading, please choose document type "Government Issued ID"
- ❗ Please Upload a Social Security Card to Verify Your SSN. When uploading, please choose document type "Social Security Card".

My HTSB Transaction History

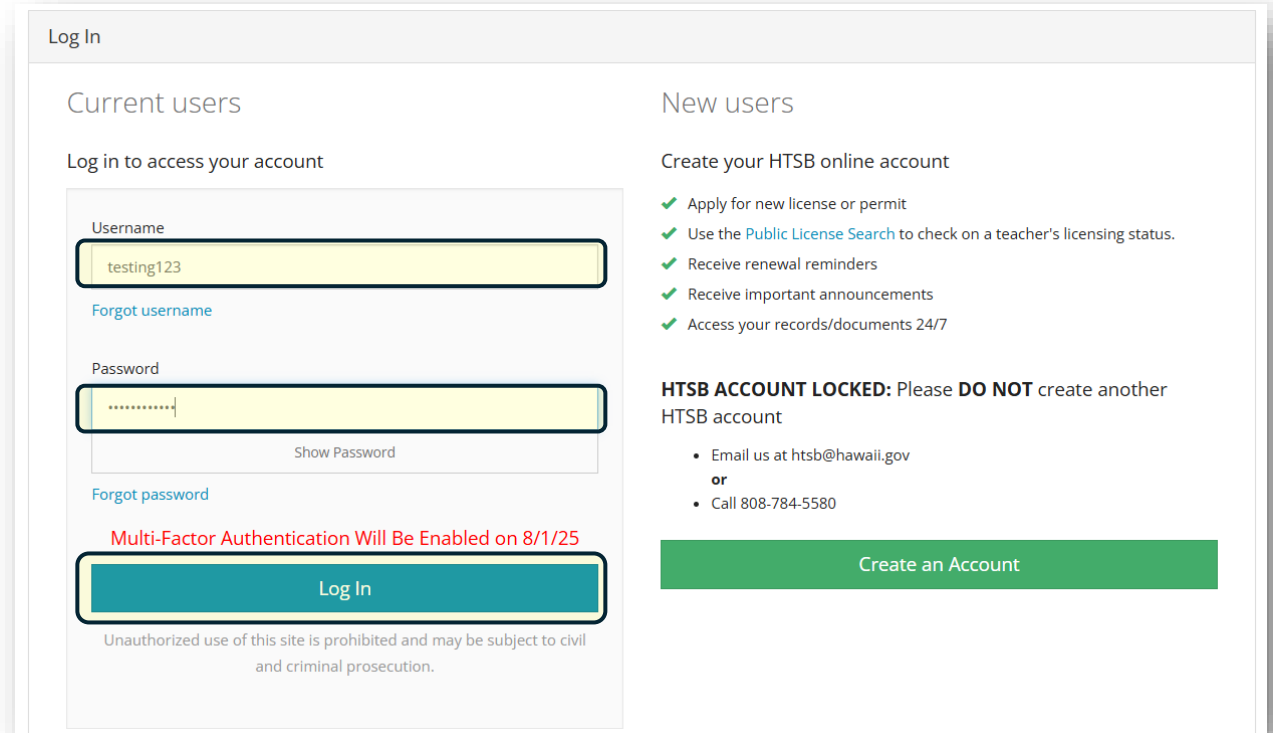
Event	Summary	From	To	Event Date	Action
Multi-Factor Authentication Enabled	Multi-Factor Authentication Successfully Enabled	HTSB	TESTING EXAMPLE	05/26/2025 09:31 AM	View Email
Email Verification Confirmed	Email Address Verified	HTSB	TESTING EXAMPLE	05/26/2025 09:00 AM	Details View Email

MFA: Non-Personal Email Address

- Steps to Enable MFA are the same as Steps 4-10 in “[Verified Personal Email Address](#)”

MFA: Logging in After MFA is Enabled

1. Login with Username and Password



The screenshot shows the HTSB 'Log In' page. It is divided into two main sections: 'Current users' and 'New users'. The 'Current users' section contains a login form with fields for 'Username' (containing 'testing123') and 'Password' (masked with dots). There are links for 'Forgot username' and 'Forgot password', and a 'Show Password' toggle. A red warning message states 'Multi-Factor Authentication Will Be Enabled on 8/1/25'. A teal 'Log In' button is at the bottom of the form. Below the button is a disclaimer: 'Unauthorized use of this site is prohibited and may be subject to civil and criminal prosecution.' The 'New users' section is titled 'Create your HTSB online account' and lists four benefits with green checkmarks: 'Apply for new license or permit', 'Use the Public License Search to check on a teacher's licensing status.', 'Receive renewal reminders', 'Receive important announcements', and 'Access your records/documents 24/7'. Below this is a warning: 'HTSB ACCOUNT LOCKED: Please DO NOT create another HTSB account', followed by contact information: 'Email us at htsb@hawaii.gov or Call 808-784-5580'. A green 'Create an Account' button is at the bottom of this section.

Log In

Current users

Log in to access your account

Username

testing123

[Forgot username](#)

Password

.....

Show Password

[Forgot password](#)

Multi-Factor Authentication Will Be Enabled on 8/1/25

Log In

Unauthorized use of this site is prohibited and may be subject to civil and criminal prosecution.

New users

Create your HTSB online account

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HTSB ACCOUNT LOCKED: Please **DO NOT** create another HTSB account

- Email us at htsb@hawaii.gov
- or
- Call 808-784-5580

Create an Account

MFA: Logging in After MFA is Enabled

2. Select your email from the drop-down menu

- Click “Send Verification Code”

Additional Security Verification

Step 1: How should we contact you?

Select Verification Method: *

Send Verification Code

Step 2: Enter the verification code

Verify

Additional Security Verification

Step 1: How should we contact you?

Select Verification Method: *

Email: t***@m***.com

Send Verification Code

Step 2: Enter the verification code

Verify

MFA: Logging in After MFA is Enabled

3. “An email has been sent to xxx. Please check your inbox.”

- Check your inbox for your 6-digit security code

Monday, May 26, 2025 08:25 AM

An email has been sent to ****@****.com. Please check your inbox.

Additional Security Verification

Step 1: How should we contact you?

Select Verification Method: *

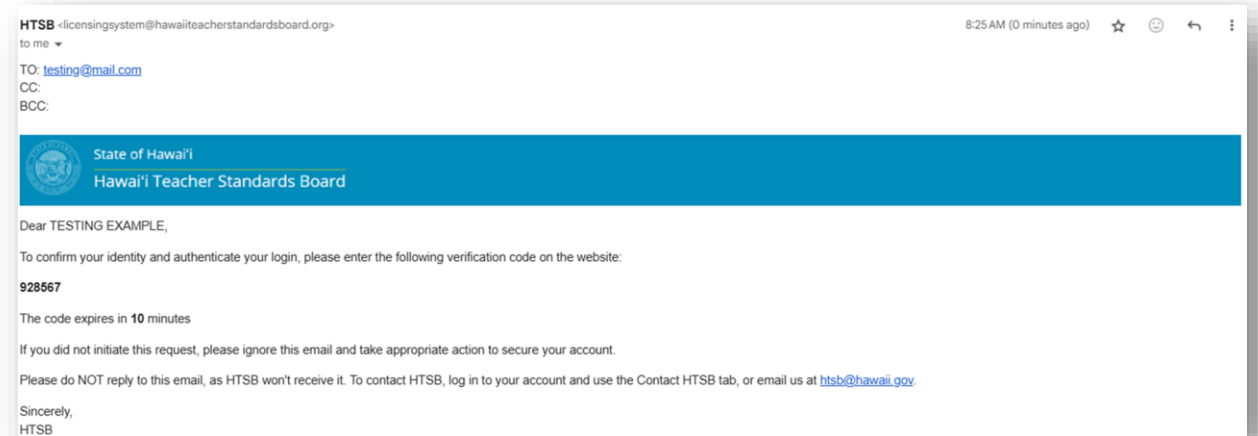
Resend Verification Code

Didn't receive the code? Select the method and Send again.

Step 2: Enter the verification code sent to ****@****.com*

The code is valid for 10 minutes.

Verify



MFA: Logging in After MFA is Enabled

4. Enter the 6-digit code from your email into “Step 2”, then click “Verify”

Monday, May 26, 2025 08:25 AM

An email has been sent to 't***@m***.com'. Please check your inbox.

Additional Security Verification

Step 1: How should we contact you?

Select Verification Method: *

Resend Verification Code

Didn't receive the code? Select the method and Send again.

Step 2: Enter the verification code sent to "t***@m***.com"

9 2 8 5 6 7

The code is valid for 10 minutes.

Verify

MFA: Logging in After MFA is Enabled

5. Once the code has been verified, you'll be taken to "My Profile Home"

HOME / MY PROFILE

My Profile

My Profile Home | Name | Address | Phone | Email | Contact HTSB | Applications | Documents | Licenses/Permits | Tests/Certs | Security

Hi TESTING EXAMPLE, welcome to your HTSB Profile. You last logged in on 05/26/2025 09:00 AM

My Current License / Permit

Your HTSB ID is 052306.

[Start New Application](#)

You currently do not have any license or permit. Please go to the applications tab to apply for a new license or permit.

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My Action Items

Please click on the links below to take action on your action items.

- 1 Please Add a Mobile Phone on the Phone tab to allow HTSB to contact you when needed!
- 1 Please Upload a Government Issued ID to Verify Your Identity. When uploading, please choose document type "Government Issued ID"
- 1 Please Upload a Social Security Card to Verify Your SSN. When uploading, please choose document type "Social Security Card".

My HTSB Transaction History

Event	Summary	From	To	Event Date	Action
Multi-Factor Authentication Enabled	Multi-Factor Authentication Successfully Enabled	HTSB	TESTING EXAMPLE	05/26/2025 09:31 AM	View Email
Email Verification Confirmed	Email Address Verified	HTSB	TESTING EXAMPLE	05/26/2025 09:00 AM	Details View Email