

Our client portal uses SMS-based two-factor authentication (2FA) to ensure secure access. This system requires a U.S.-based phone number to send verification codes. Unfortunately, international or non-U.S. numbers are not supported by the portal's authentication system.

To log in from outside the United States, users must set up a third-party service that provides a U.S. phone number capable of receiving text messages online. This ensures continued secure access to your account, even while abroad.

Option 1: Paid US Phone Number via Virtual Communication service such as Number Barn

Some VoIP services allow purchasing a U.S. number with SMS reception capabilities. Examples:

- **Number Barn: Offers low-cost US phone numbers. We've confirmed this service works with our system to receive SMS online. (Some services are as low as \$1.99/mo.)**
- TextNow: Offers a free U.S. number after signing up (app-based).
- Twilio or Burner: Offer temporary or long-term numbers with SMS support.

Option 2: Free via Google Voice Number (U.S.)

Google Voice offers free U.S. phone numbers, and in many cases, they work for receiving SMS-based 2FA codes.

However, initial setup of Google Voice requires:

- An active U.S. IP address (or VPN with a U.S. endpoint).
- A valid U.S. phone number to verify initially—which makes this circular if the client doesn't already have one.

If you had a U.S. number previously (e.g. with their mobile provider) or if someone they trust in the U.S. can temporarily verify the Google Voice setup, this could work.

Please let us know if you update your mobile number associated with your account for logging in, as this is the number used for authentication messages.