

Sprintax Calculus MFA Guide

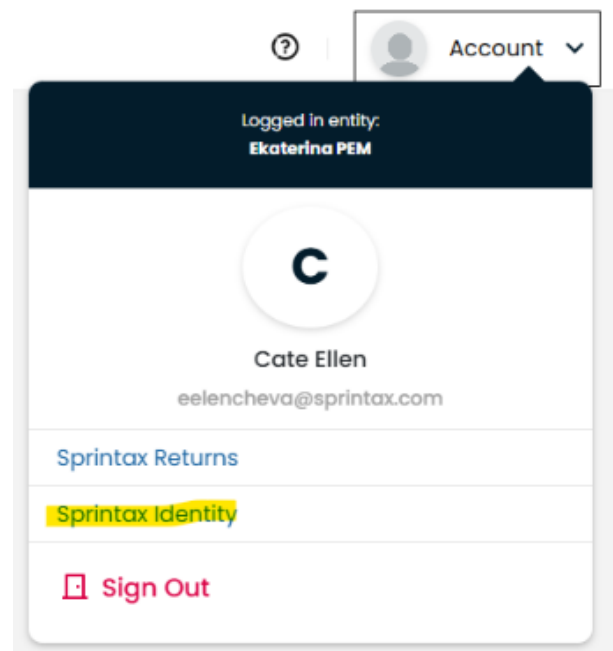
Please note that, as per IRS regulations, e-signing tax forms in Calculus requires Multi-Factor Authentication (MFA) to be enabled.

Setting Up Multi-Factor Authentication Through an MFA App

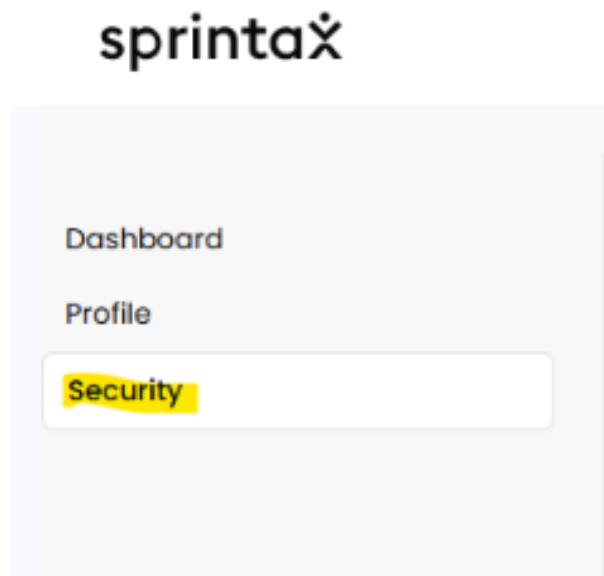
Follow the steps below to enable MFA on your Sprintax Calculus account.

Step 1: Access Security Settings

1. Log in to your Sprintax Calculus account.
2. In the **top-right corner**, click **Account** and select **Sprintax Identity**.

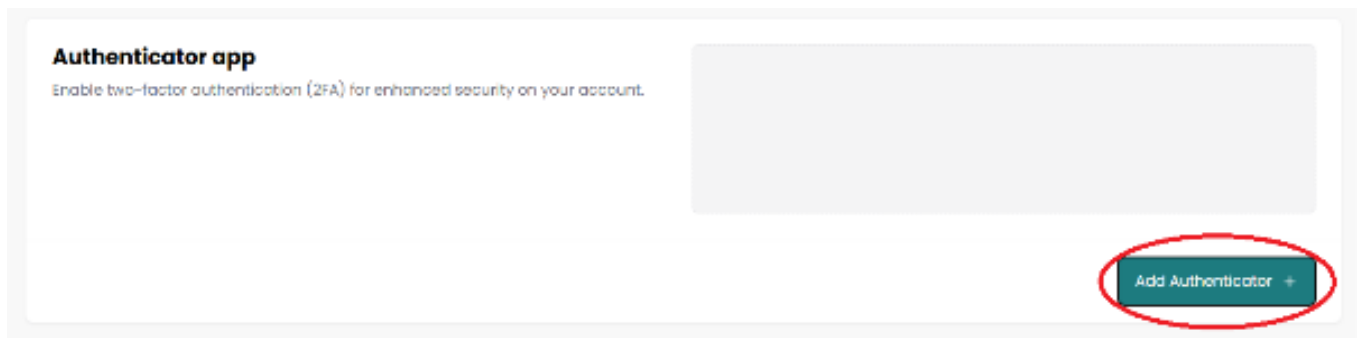


3. From the left-hand menu, click **Security**.



Step 2: Add an Authenticator App

1. Scroll down to the **Authenticator app** section.
2. Click **Add Authenticator**.



3. Enter a name for the authenticator (for example, *My Phone*).

Add name to the authenticator

Display name*

Step 3: Connect Your Authenticator App

1. A new window will appear with a **QR code**.

Setup authenticator app

Use an authenticator app like iPassword, Authy, Google Authenticator, Microsoft Authenticator to generate one-time passcode for an extra layer of security when verifying your identity during login.

Scan the QR code

Use your authenticator app or browser extension to scan.



Unable to scan?

7GJIXZTEWXXNURIMP84VQANPY73XCQAN
PBAOE4JANNUSQXPRO3ISHFC5W7R25F5

Copy

You can also enter this secret key into your authenticator app

Verify the passcode from your app*

XXXXXX

Cancel

Verify

2. Open your authenticator app on your smartphone.
3. In the app, go to **Settings** or **Add new account**.
4. Scan the QR code displayed in your Sprintax account.

Step 4: Confirm and Activate

1. After scanning the QR code, your authenticator app will generate a verification code.
2. Enter this code into Sprintax Calculus when prompted.

Verify the passcode from your app*

XXXXXXXX

3. A confirmation message will appear in the top-right corner of your screen, indicating that MFA has been successfully activated.



Tip: We recommend using **Microsoft Authenticator**, as it is easy to set up and use. If you need step-by-step instructions for Microsoft Authenticator, refer to the guidance provided by Microsoft.

Disabling App MFA

If you need to disable MFA, make sure to remove it from **both** Sprintax Calculus and your authenticator app.

Step 1: Remove MFA from Sprintax

1. Go to **Account > Sprintax Identity > Security**.
2. Locate your authenticator and remove it.

Authenticator app

Enable two-factor authentication (2FA) for enhanced security on your account.

Name	Date Added	Status
Sprintax	04.02.2025	Confirmed

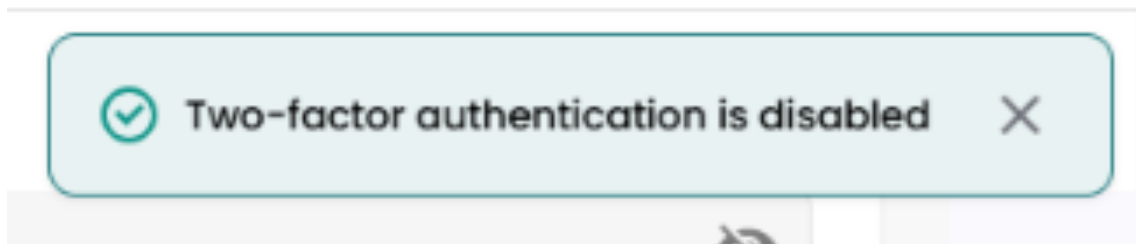
Remove

Rename

Remove

Authenticator +

3. You will see a confirmation message that MFA has been disabled.



Step 2: Remove the Account from Your Authenticator App

1. Open your authenticator app.
2. Delete or remove the Sprintax Calculus account from the app.

This ensures that you can successfully re-enable MFA in the future if needed.

MFA Not Working?

If you are unable to complete MFA, one of the situations below may apply.

1. Authenticator App Was Deleted

If you deleted the authenticator app from your device **without first disconnecting it from Sprintax Calculus**, MFA will no longer work.

Reinstalling the app and attempting to reconnect it will not resolve the issue.

What to do:

- Contact your institution directly.
- They can provide you with a **special reset link**, valid for **24 hours**, to reset your MFA.

2. You Switched Devices

If you changed phones or tablets, your Sprintax account may still be linked to the authenticator app on your previous device.

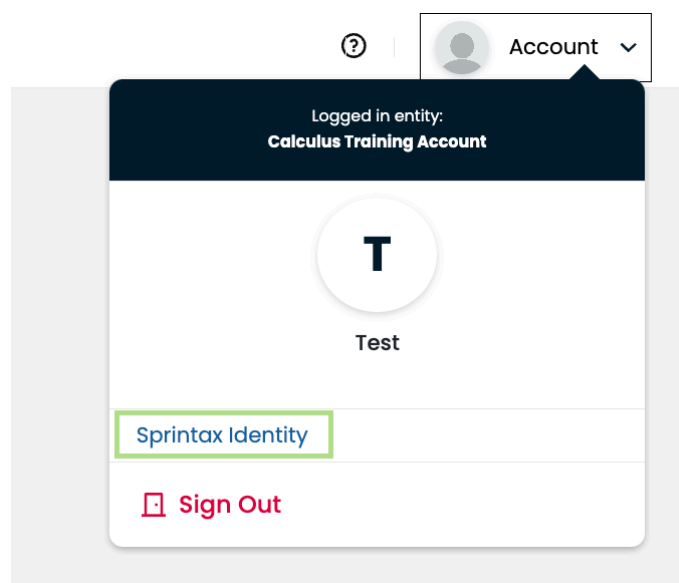
What to do:

- Contact your institution directly.
- They will send you a **24-hour MFA reset link** so you can set up MFA on your new device.

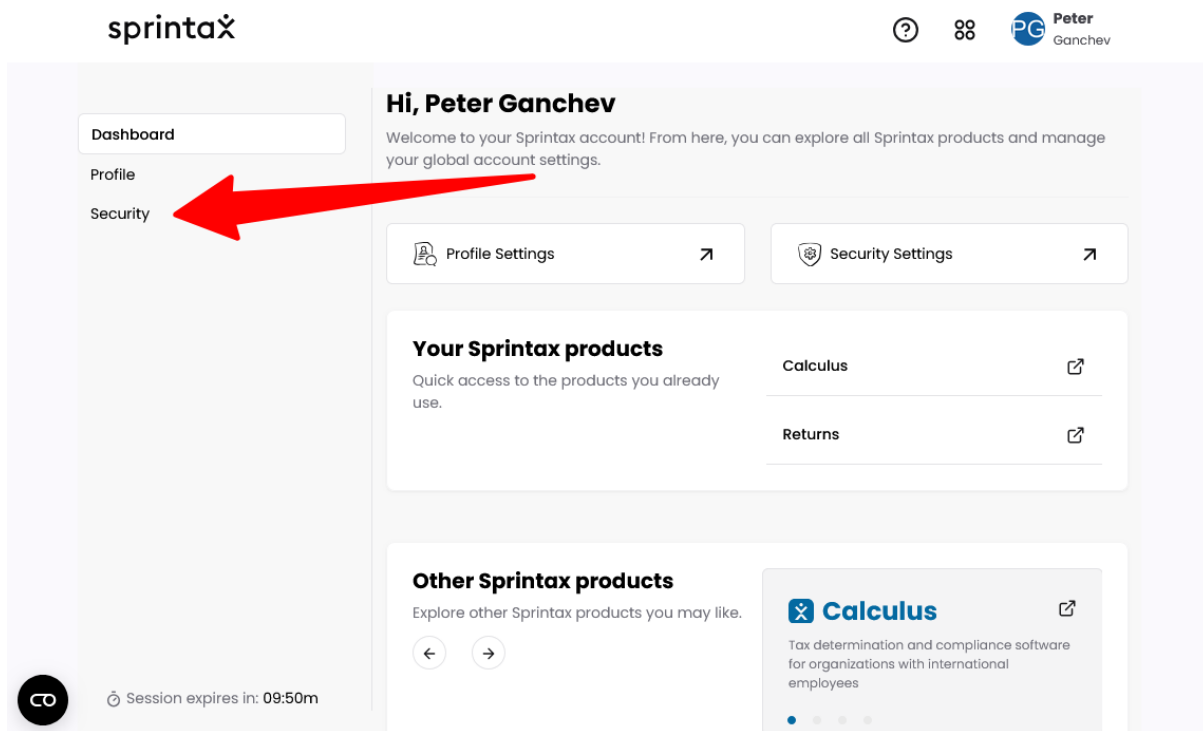
Setting Up Multi-Factor Authentication Through SMS

Users can register their phone number through **Sprintax Identity** as well.

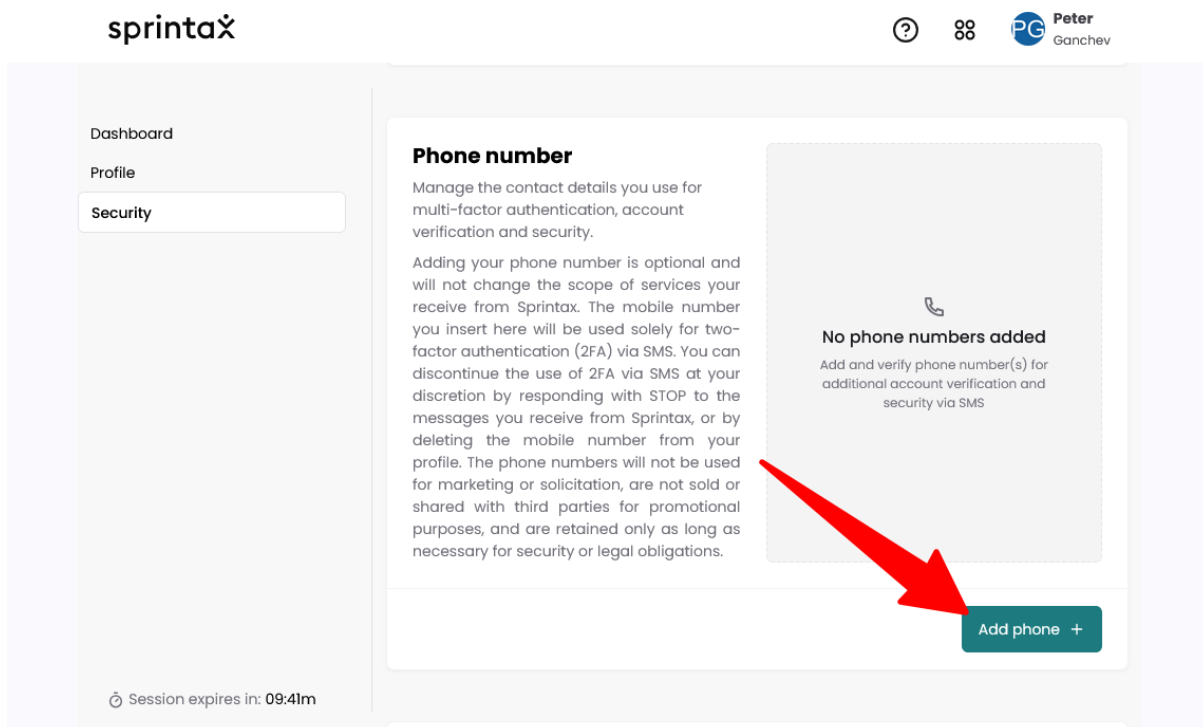
- ✘ Log in to **Calculus**.
- ✘ Click **Account** in the upper right corner of the screen.
- ✘ Select **Sprintax Identity**.



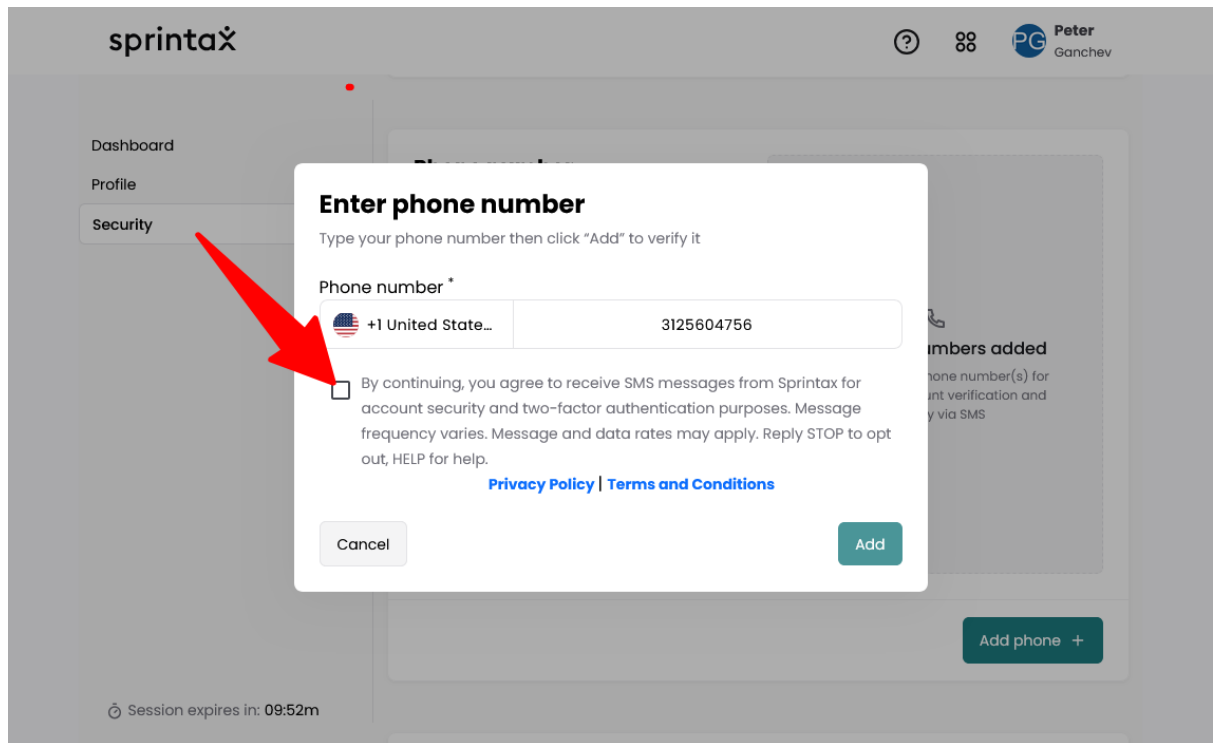
- ✘ On the Identity Server dashboard, select **Security**.



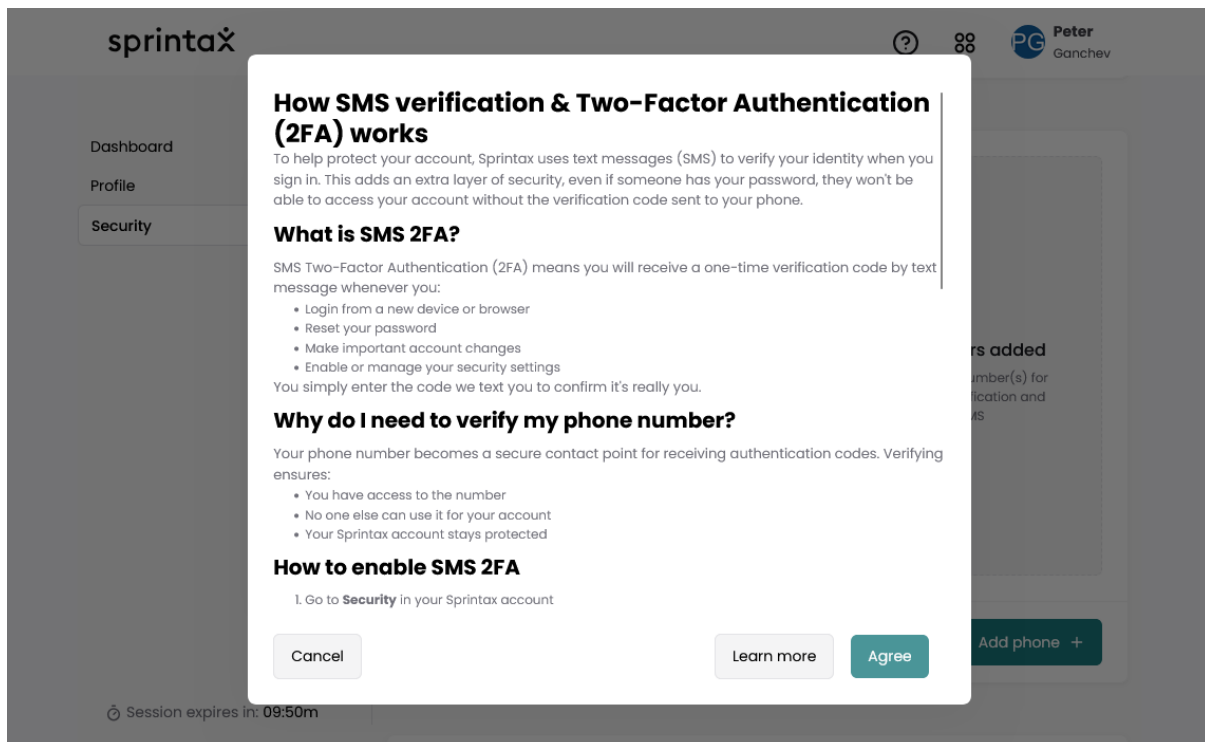
✘ Scroll to the bottom of the page and click **Add phone**.



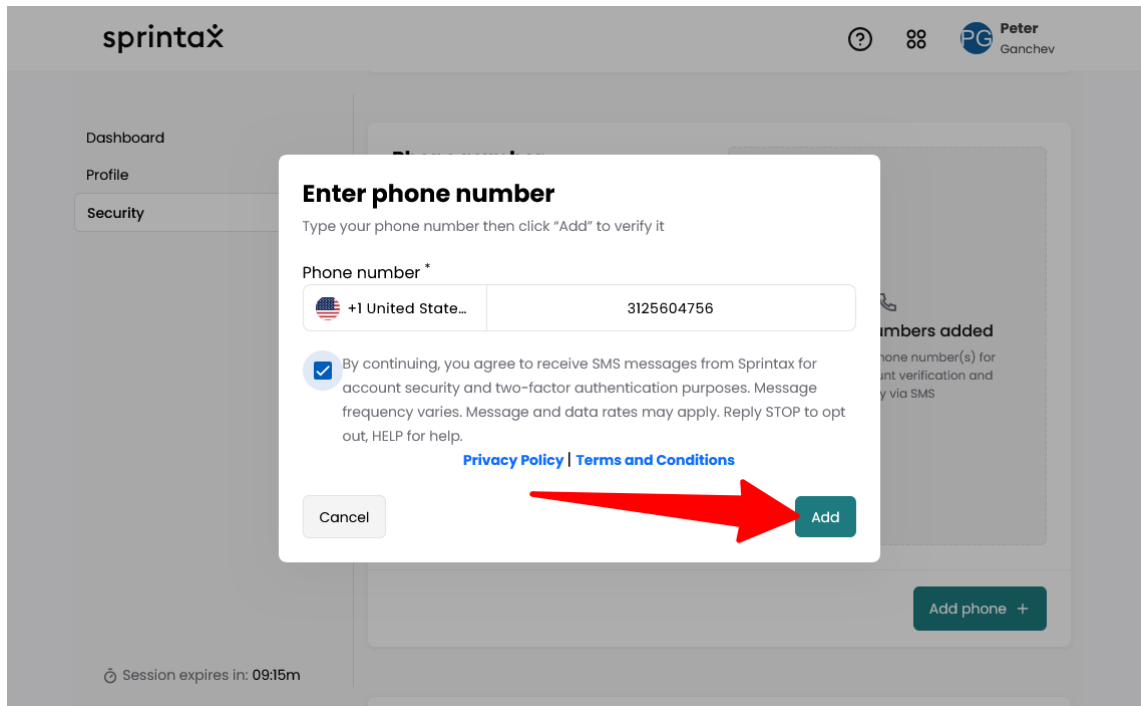
✘ Enter the phone number and review the conditions.



✘ Scroll to the end of the instructions and click **Agree**.



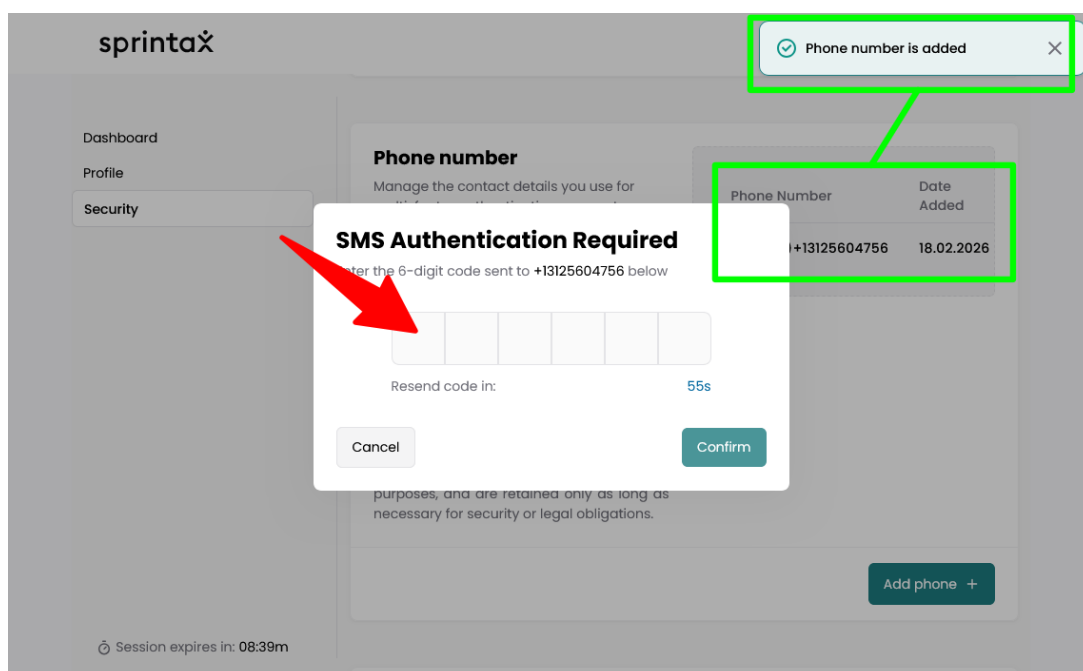
✘ Click **Add** to save the phone number.



Phone Number Verification

Once the phone number is added:

- The system will send an **SMS containing a 6-digit verification code**.
- The user must enter this code in the verification field to confirm their phone number.



After successful verification, the phone number will appear in the account and can be used for **SMS MFA when e-signing tax forms**.

Removing a Phone Number

Users can remove their phone number at any time:

- ✘ Navigate to the **Security** section in **Sprintax Identity**.
- ✘ Click the **three dots** beside the phone number.
- ✘ Select **Delete**.

The screenshot shows the 'Security' section of the Sprintax Identity dashboard. On the left is a navigation menu with 'Dashboard', 'Profile', and 'Security' (selected). The main content area is titled 'Phone number' and includes a table with the following data:

Phone Number	Date Added	Status	
(+1)3125604756	18.02.2026	Pending	⋮

A red arrow points to the 'Delete' option in the dropdown menu that appears after clicking the three dots. Below the table is an 'Add phone +' button. Further down, the 'Delete Account' section is visible, containing a form with 'Calculus' and 'Returns' fields, each with a 'Delete' button. The footer includes '© Sprintax 2026. All rights reserved.' and links for 'Privacy Policy', 'Cookies Policy', 'Terms and Conditions', 'Security', and 'Quality'.

Removing the number will stop the system from sending SMS verification codes to that device.