


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), and 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.

Please note: On August 1, 2025, MFA was enabled for all accounts.



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




Table of Contents

- [Verified Personal Email Address](#)
- [Non-Personal Email Address](#)
- [Unverified Personal Email Address](#)

Logging in with MFA: Verified Personal Email Address

1. Login with 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

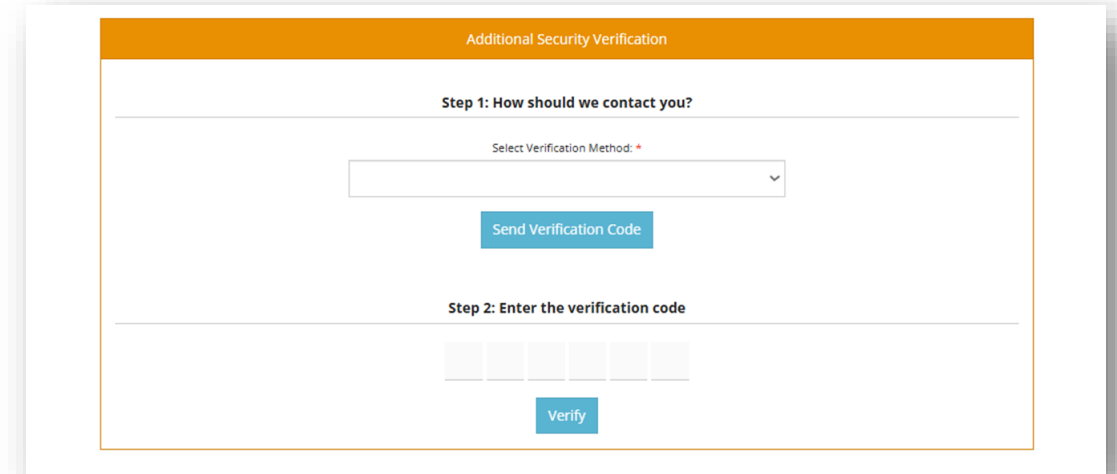
- Email us at htsb@hawaii.gov
- or
- Call 808-784-5580

Create an Account

Logging in with MFA: Verified Personal Email Address

2. Select your email from the drop-down menu

- Click “Send Verification Code”



Additional Security Verification

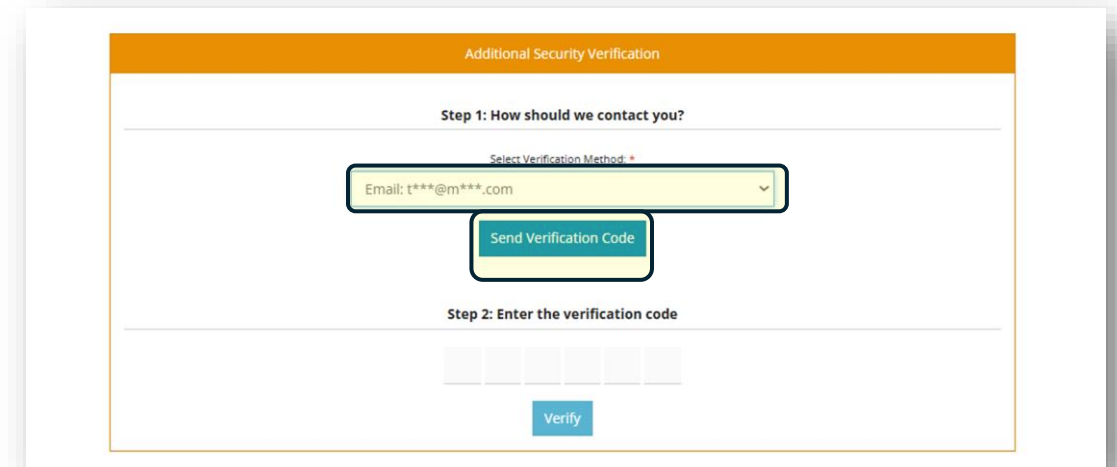
Step 1: How should we contact you?

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

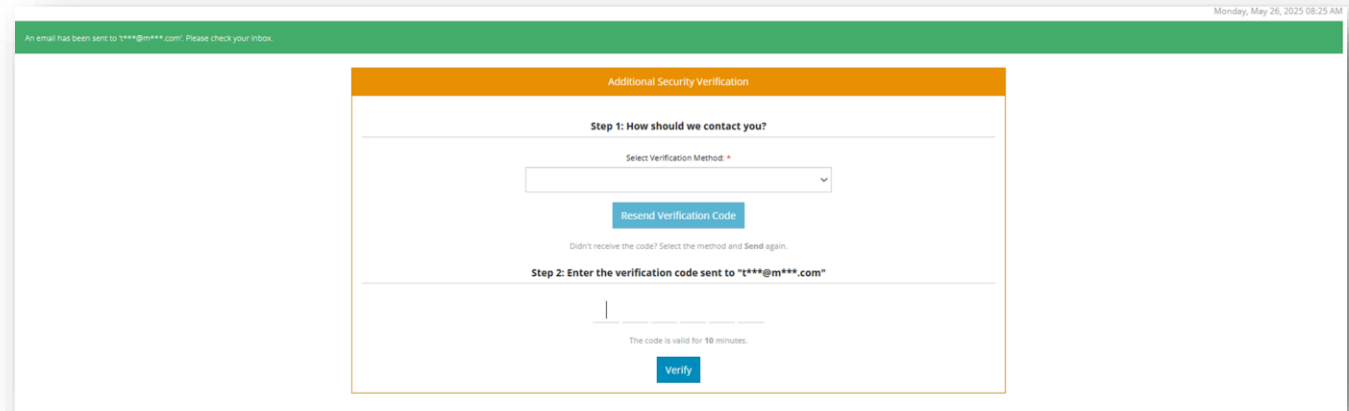
Step 2: Enter the verification code

Verify

Logging in with MFA: Verified Personal Email Address

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

- Check your inbox for your 6-digit security code



An email has been sent to ****@m***.com. Please check your inbox. Monday, May 26, 2025 08:25 AM

Additional Security Verification

Step 1: How should we contact you?

Select Verification Method: *

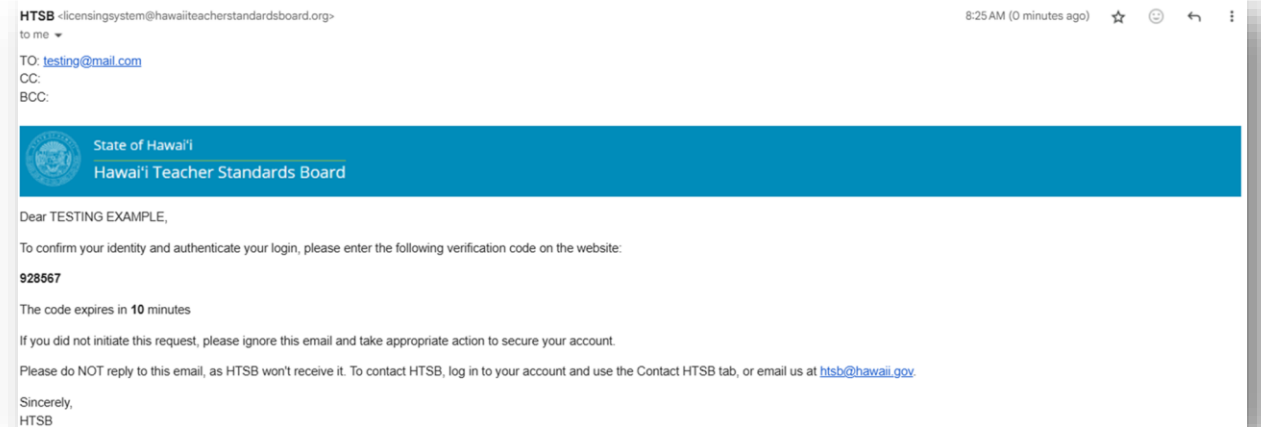
Resend Verification Code

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

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

The code is valid for 10 minutes.

Verify




HTSB <licensingssystem@hawaiiteacherstandardsboard.org> 8:25AM (0 minutes ago) ☆ ☺ ↶ ⋮

to me

TO: testing@mail.com

CC:

BCC:

 State of Hawai'i
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:

928567

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

Logging in with MFA: Verified Personal Email Address

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

Logging in with MFA: Verified Personal Email Address

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.

[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

Logging in with MFA: Non- Personal Email Address

1. Login with your Username
and Password

The screenshot shows the HTSB login interface. On the left, under 'Current users', there are input fields for 'Username' (containing 'testing123') and 'Password' (masked with dots). Below these are links for 'Forgot username' and 'Forgot password'. A red warning banner states 'Multi-Factor Authentication Will Be Enabled on 8/1/25'. A teal 'Log In' button is at the bottom of this section. On the right, under 'New users', there is a 'Create your HTSB online account' section with a list of 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', 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 right. A footer note at the bottom of the page reads: 'Unauthorized use of this site is prohibited and may be subject to civil and criminal prosecution.'

Logging in with 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 *

Send Verification Email

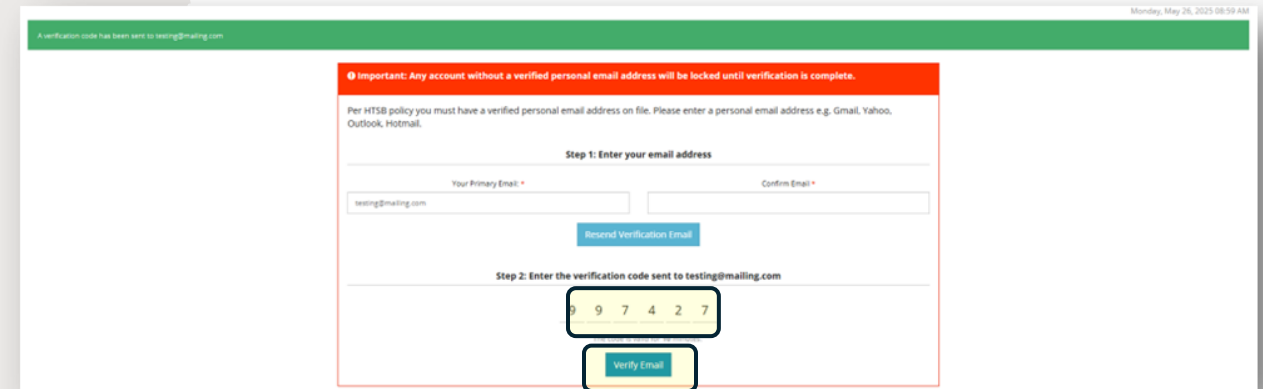
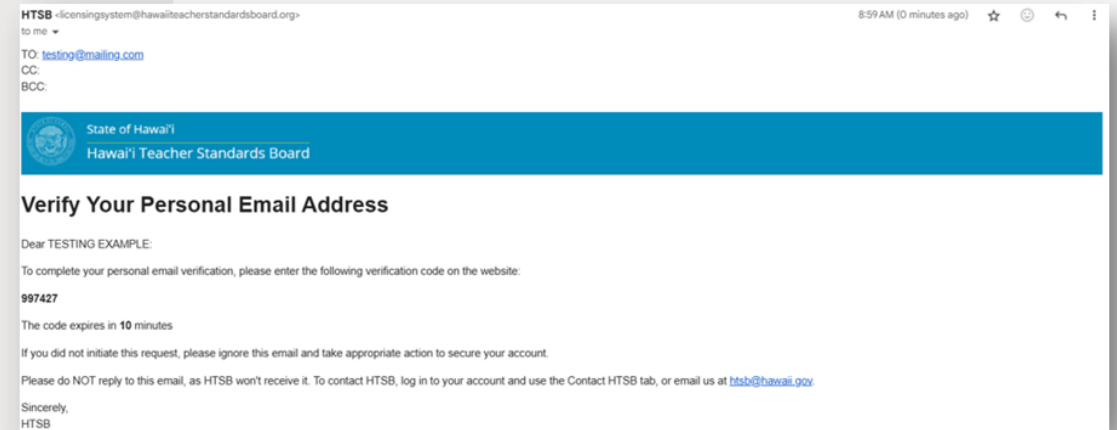
Step 2: Enter the verification code

Verify Email

Logging in with MFA: Non-Personal Email Address

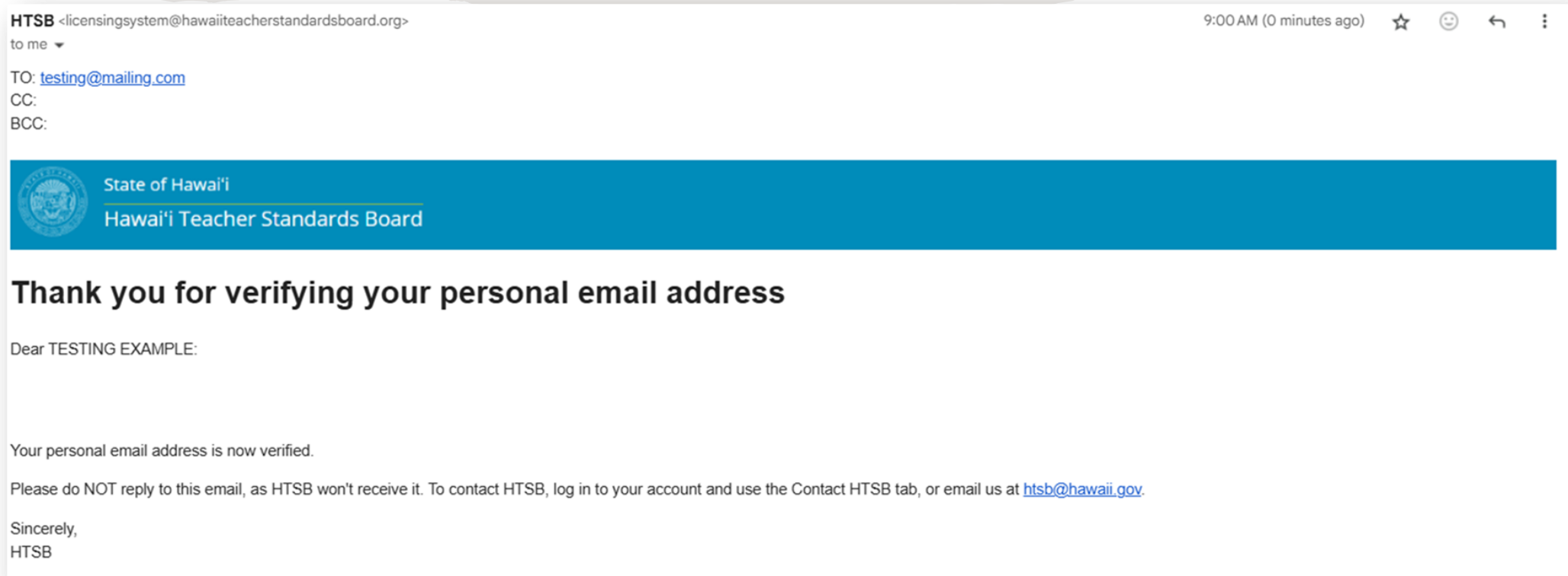
3a. “A verification code has been sent to
XXX.”

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



Logging in with MFA: Non-Personal Email Address

3b. You will receive an email confirming your address is now verified



Logging in with MFA: Non-Personal Email Address

4. 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

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Email Verification Confirmed	Email Address Verified	HTSB	TESTING EXAMPLE	05/26/2025 09:00 AM	Details View Email

Logging in with MFA: Unverified Personal Email Address

1. Login with Username and Password

The screenshot displays the 'Log In' page for the HTSB system. It is divided into two main sections: 'Current users' and 'New users'.

Current users: This section is titled 'Log in to access your account'. It contains a form with two input fields: 'Username' (containing 'testing123') and 'Password' (containing masked characters). Below the password field is a 'Show Password' link. There are also links for 'Forgot username' and 'Forgot password'. A prominent red warning message states: 'Multi-Factor Authentication Will Be Enabled on 8/1/25'. At the bottom of this section is a large teal 'Log In' button. A disclaimer at the very bottom reads: 'Unauthorized use of this site is prohibited and may be subject to civil and criminal prosecution.'

New users: This section is titled 'Create your HTSB online account'. It lists several benefits of creating an account, each preceded by a green checkmark: '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 list is a warning: 'HTSB ACCOUNT LOCKED: Please DO NOT create another HTSB account'. Two options are provided: 'Email us at htsb@hawaii.gov' or 'Call 808-784-5580'. At the bottom of this section is a large green 'Create an Account' button.

Logging in with 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](#)

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[Send Verification Email](#)

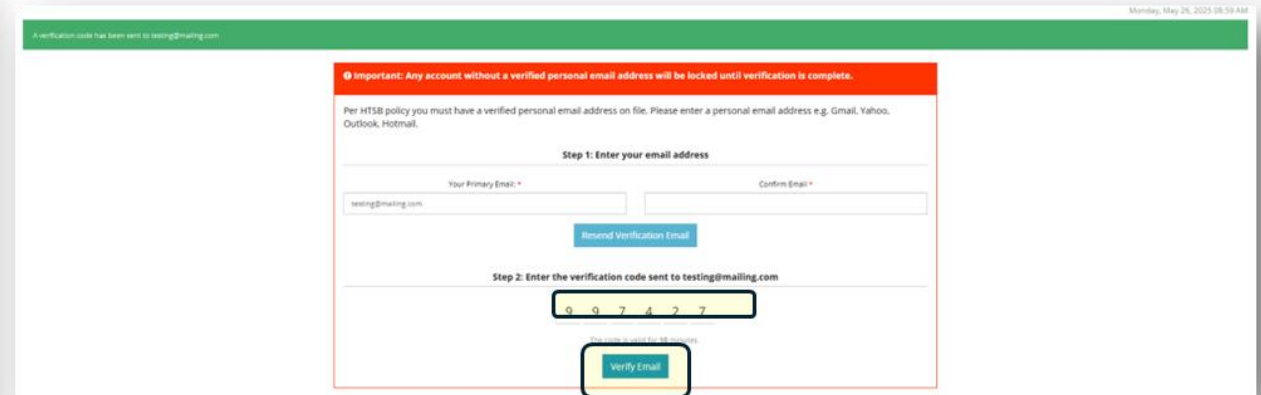
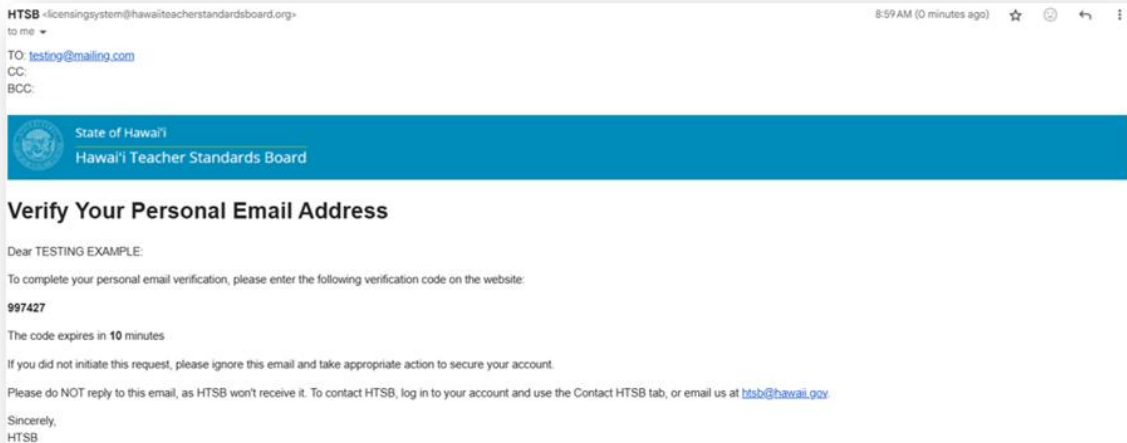
Step 2: Enter the verification code

[Verify Email](#)

Logging in with MFA: Unverified Personal Email Address

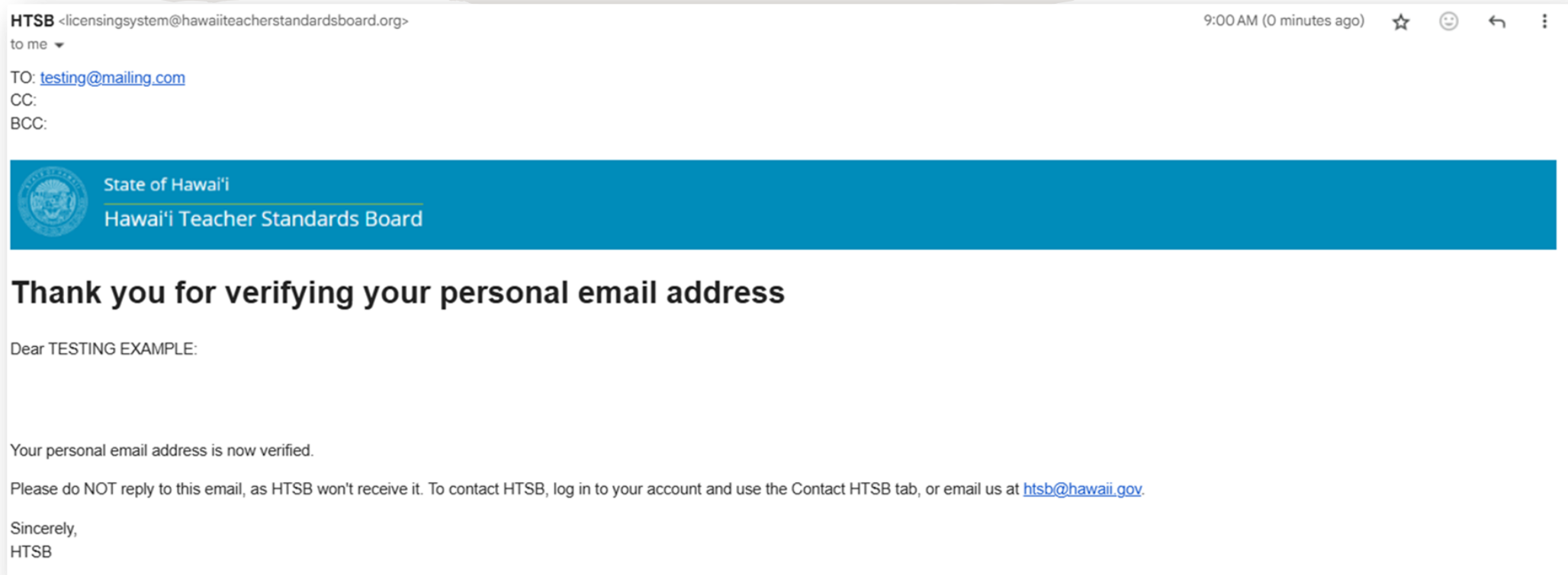
3. “A verification code has been sent to xxx.”

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



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