

Pennsylvania Gaming Control Board
Interactive Gaming Accounts Multi-Factor Authentication (MFA) Requirement

Multi-Factor Authentication Requirement:

The PGCB is requiring Interactive Gaming Operators to implement a mandatory Multi-Factor Authentication process for all Interactive Gaming Accounts. Operators can use one of the following methods to achieve compliance with this requirement.

- A One-Time Password/Code sent to a device or account that is confirmed to be owned/possessed by the owner of the interactive gaming account.
- Use of software tokens (authentication apps or software such as Google Authenticator or Microsoft Authenticator)
- A face ID or fingerprint verification
- Other method as approved by the PGCB

Additional details of the requirement:

When a patron attempts to access their interactive gaming account from any device, a multi-factor authentication (MFA) must be performed and successfully completed, prior to allowing access to the interactive gaming account. Once a successful MFA has been completed for a specific device, that device is not required to perform another MFA verification for a period of 14 days. Each new device used by a patron attempting to log into their account, must perform an MFA verification and be successfully authenticated, prior to allowing access to the interactive gaming account. Once the device has successfully completed the MFA verification, that device will not require another MFA verification for a period of 14 days.

The MFA requirement must be implemented by December 31, 2022.