Setting Up Two-Factor Authentication (2FA)

Two-factor authentication (2FA) adds an extra layer of security to your accounts by requiring a second form of verification in addition to your password. Here's a step-by-step guide to setting it up.

Why Do We Require Two-Factor Authentication?

Passwords can be stolen or guessed, but 2FA makes it significantly harder for attackers to gain access to your accounts. Even if someone has your password, they'll also need the second factor (such as a code sent to your phone or an authentication app) to log in.

First time logging in? Following these instructions to setup your two-factor authentication at the login screen.

Step 1: Choose Your 2FA Method

Currently, CONNECT only supports 2FA through the use of Authentication Apps:

1. **Authentication Apps**: Install one of the following apps on your mobile device. These generate time-based one-time passwords (TOTP), such as:
   - Google Authenticator
   - Authy
   - Microsoft Authenticator

Step 2: Set Up Your Authentication App

If you're using an authentication app:

1. Download and install an app like Google Authenticator or Authy on your smartphone.
2. Navigate to your account settings, select "Authenticator" on the left panel.

3. Scan the QR code displayed on the website using your app.
4. Enter the one-time code generated by the app at the bottom and click "Save" to verify and complete the setup.

Step 3: Test 2FA

1. Log out of your account.
2. Log back in using your password.
3. Complete the second authentication step (i.e. entering a code from your app).

Tips for Using 2FA

- **Use an Authentication App**: Apps are generally more secure than SMS.
- **Avoid Public Wi-Fi**: Be cautious when accessing your accounts on public networks.
- **Update Your 2FA Method**: If you change your phone number or device, update your 2FA settings immediately.

Troubleshooting

- **Lost Phone or Device**: Contact our customer support for account recovery.
- **Code Not Working**: Ensure your device's clock is synced correctly when using an authentication app.

By following these steps, you can protect your accounts from unauthorized access and enjoy greater peace of mind.

Revision #10
Created 17 December 2024 15:53:58 by Andrew Keith
Updated 17 December 2024 16:59:21 by Andrew Keith