Link to article: https://discover.claromentis.com/knowledgebase/articles/331/enabling-two-factor-authentication-in-your-intranet

# Enabling Two Factor Authentication in your Intranet

Multi-factor Authentication (MFA), or Two Factor Authentication, is a method of access control to Claromentis in which a user is granted access only after successfully entering the unique number generated by a dedicated app.

It is the second layer of security to make sure a user is authorised to access, by combining a password and other means of authentication, which in this case is a uniquely generated number.

Authentication apps are most commonly used on smartphones, but there are also desktop options available.

Implementation of two-factor can have teething problems, so we recommend allowing users to skip setting up the connection for a period before enforcing it and sharing any guides or how-tos with your user base, with instructions on what they need to do.

We have a user-facing guide here, but you may wish to write your own if you have any requirements for your user base to follow. e.g. if your company wants them to use a specific authentication app, which devices users should use for this, etc

## Supported Authentication Apps

Claromentis support the following authentication apps:

Google Authenticator

Duo Mobile

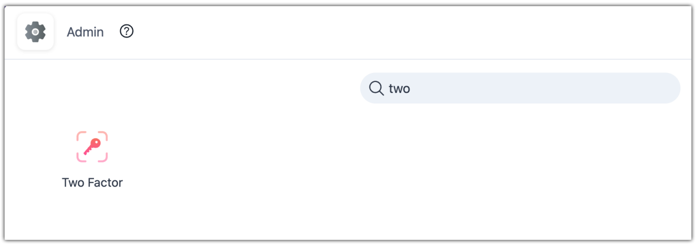
Authy (Desktop version is to be deprecated in August 2024 - alternatives provided here)

Windows Phone Authenticator

## How to enable in Claromentis

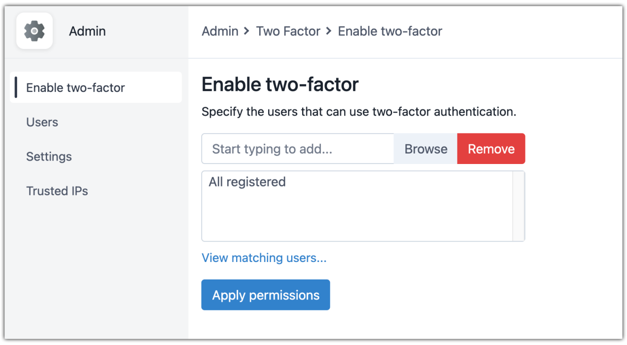
Your account needs to be made an application administrator of the Two factor application to follow the steps below.

**Step 1** - Navigate to Applications > Admin > Two-factor



**Step 2** - In the 'enable two factor' tab, enter all users/roles or groups you wish to use two factor.

e.g. If you wish this to be everyone that uses the site, simply enter 'All registered' or if this should only be certain people, enter applicable roles or groups they are members of.



Admin > Two Factor > Enable two-factor

Enable two-factor

Specify the users that can use two-factor authentication.

All registered

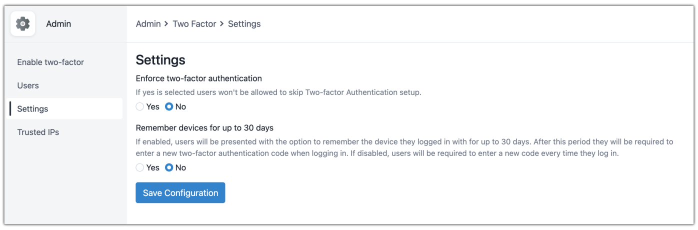
**Step 3** - Consider whether you want to enforce two-factor for those users or to let them skip for a time period

Open the 'settings' tab. Choose to enforce two-factor by setting the first option to 'yes'.

This means all the users included in permissions entered in Step 2 will be forced to set up two-factor to log in the next time they access the site.

Choosing 'no' means they can skip the setup and still log in successfully.

Click 'save configuration' to apply.



Admin > Two Factor > Settings

Settings

Enforce two-factor authentication

If yes is selected users won't be allowed to skip Two-factor Authentication setup.

○ Yes ● No

Remember devices for up to 30 days

If enabled, users will be presented with the option to remember the device they logged in with for up to 30 days. After this period they will be required to enter a new two-factor authentication code when logging in. If disabled, users will be required to enter a new code every time they log in.

○ Yes ● No

**Step 4:** Consider remembering devices

Look at the second option in the 'ssettings' tab and set this accordingly.

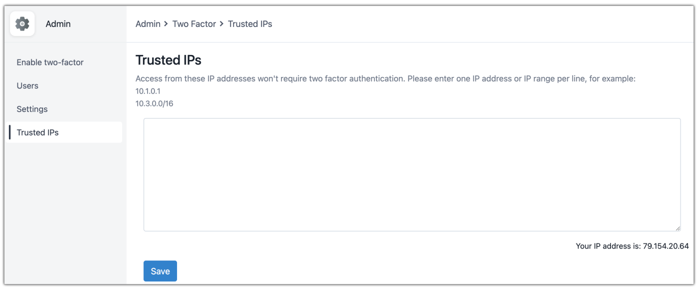
If 'yes' users will not be prompted for a new code for the next 30 days when accessing from a device they previously authenticated on. Set this to 'no' if you wish them to have to obtain a new code for every log in.

Click 'save configuration' to apply.

**Step 5:** Consider adding trusted IPs

Open the Trusted IPs tab.

Here you can enter any IPs that would not ask for two-factor at login, even if the user has this set up.



Admin > Two Factor > Trusted IPs

Trusted IPs

Access from these IP addresses won't require two factor authentication. Please enter one IP address or IP range per line, for example:
10.1.0.1
10.3.0.0/16

Your IP address is: 79.154.20.64

This is useful if the IPs being accessed from are those your company recognises as secure, e.g. offices and allows users accessing from those places to log in freely.

Access from any IP outside those entered as trusted will prompt for two-factor for all users included in permissions in step 2.

## Ongoing management

After saving your settings, the users included in permissions will now be prompted to set up two-factor when next accessing the site.

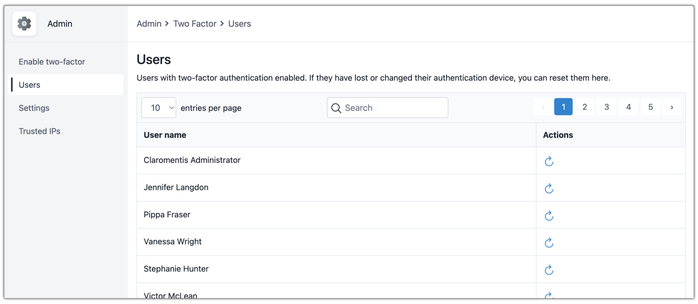
Administrators can manage these users in the 'Enable two-factor' & 'Users tab'.

Add or remove users from two-factor in the 'Enable two factor' area and reset users' connections if required in the 'users' area.

### Resetting a user's connection

If a user loses their devices or buys a new one, their two factor connection needs to be reset so they can set this up again.

In the 'Users' tab it is possible to reset a user's factor connection by clicking the arrow 'reset' icon in line with their name.



Users

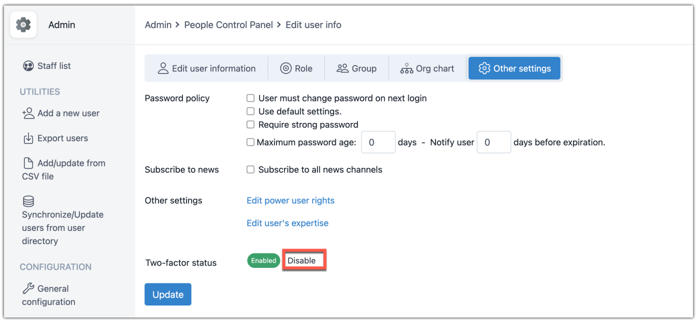
Users with two-factor authentication enabled. If they have lost or changed their authentication device, you can reset them here.

| User name | Actions |
|---|---|
| Claromentis Administrator | ↻ |
| Jennifer Langdon | ↻ |
| Pippa Fraser | ↻ |
| Vanessa Wright | ↻ |
| Stephanie Hunter | ↻ |
| Victor McLean | ↻ |

Resetting the connection means they will be prompted to complete two-factor set-up again when next logging in, allowing them to do so with a new device or chosen authenticator app.

Alternatively, their two-factor connection can also be reset by a People administrator in Admin > People.

Open the user's profile, click on the 'other settings' tab and click 'disable':



Password policy
□ User must change password on next login
□ Use default settings.
□ Require strong password
□ Maximum password age: 0 days - Notify user 0 days before expiration.

Subscribe to news
□ Subscribe to all news channels

Other settings
Edit power user rights
Edit user's expertise

Two-factor status: Enabled Disable

Created on 18 September 2025 by Hannah Door
Tags: authentication, login, multi-factor, security, two-factor, 2fa, mfa