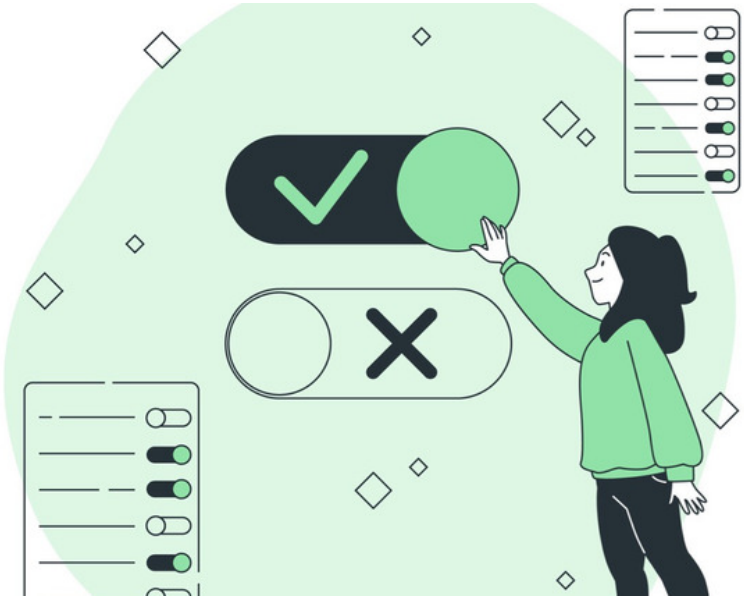
Link to article: https://discover.claromentis.com/knowledgebase/articles/331/enabling-multi-factor-authentication-two-factor-authentication-for-admin



Enabling Multi-factor Authentication (Two Factor Authentication) for Admin

What is Multi-factor Authentication / Two Factor Authentication in Claromentis

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

Supported Authentication Apps

Claromentis support the following authentication apps on smartphones:

Google Authenticator

Duo Mobile

Authy

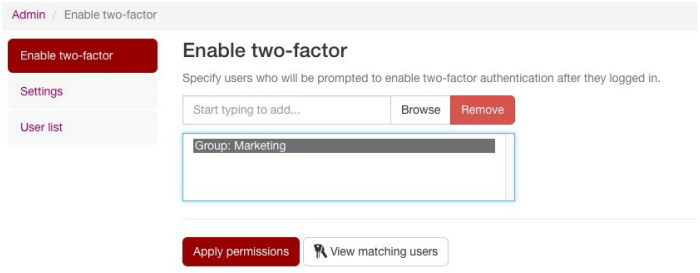
Windows Phone Authenticator

How to enable in Claromentis

Step 1 - Check if the Two Factor module is installed in the admin panel (compatible from Claromentis 8.2). If not, pleasesubmit a ticket to request the module.

Step 2 - Navigate to the Two Factor admin panel.

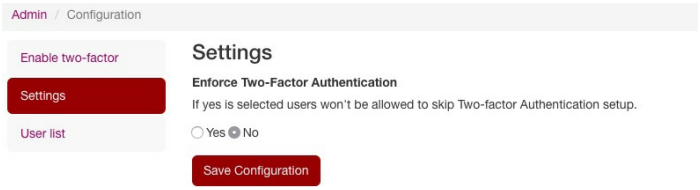
Step 3 - Select the group of users for which you want this feature enabled.



Step 4 - Option to enforce

During the introduction of multi-factor authentication, we recommended that users are given time to familiarise themselves with the feature and making

this optional during a limited time. If you wish to enforce it, this option can be enabled.



Managing users

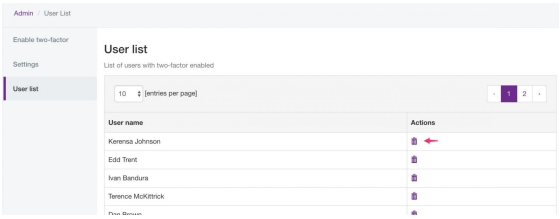
From the User list, a Two Factor administrator can manage and view the list of users who have two-factor authenticaion enabled. It is possible to revoke two factor authentication from this panel if required.

What if my user has lost their phone or changing to a new phone?

If a user has lost their phone or changing to a new phone, they need to notify the admin and re-setup two-factor authentication with a new phone.

As an administrator (user with admin permission to two-factor) you can simply navigate to

`Admin > Two-factor > User List`



Remove user who has a new phone or lost a new phone, the system is going to prompt this user to re-setup two-factor with the new device when they log-in.

Video Guide on how to configure and use two-factor authentication as a user

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Last modified on 13 February 2024 by Hannah Door

Created on 15 January 2018 by Michael Christian
Tags: authentication, login, multi-factor, security, two-factor, 2fa, mfa