User Guide Document For Two Factor Authentication

"In the age of GDPR and more digital legislation coming, it is vital you keep your organization secure too – to show you've taken all reasonable steps to protect your customer's data."

Two factor authentication is a form of multi factor authentication where a person confirms their identity using two different pieces of evidence.

Two-factor (2FA) or multi-factor authentication (MFA) is an additional security layer for your business – helping to address the vulnerabilities of a standard password-only approach

We have four different ways by which user can enable 2FA on it's account

1. **SMSTOKEN** :- SMS token this will send a security code on registered phone number.
2. **VOICECALL** :- User will get call on registered phone number which they use at time of 2FA enable.
3. **QRCODE** :- A QRCode will be visible on screen which can be scanned by using Google Authenticator to authenticate
4. **ONETOUCH** :- System will send an approve push notification request which will live for 30 seconds only. User need to install an app (Authy) on their (mobile/desktop) to get token where user can approve the request and system will auto login.

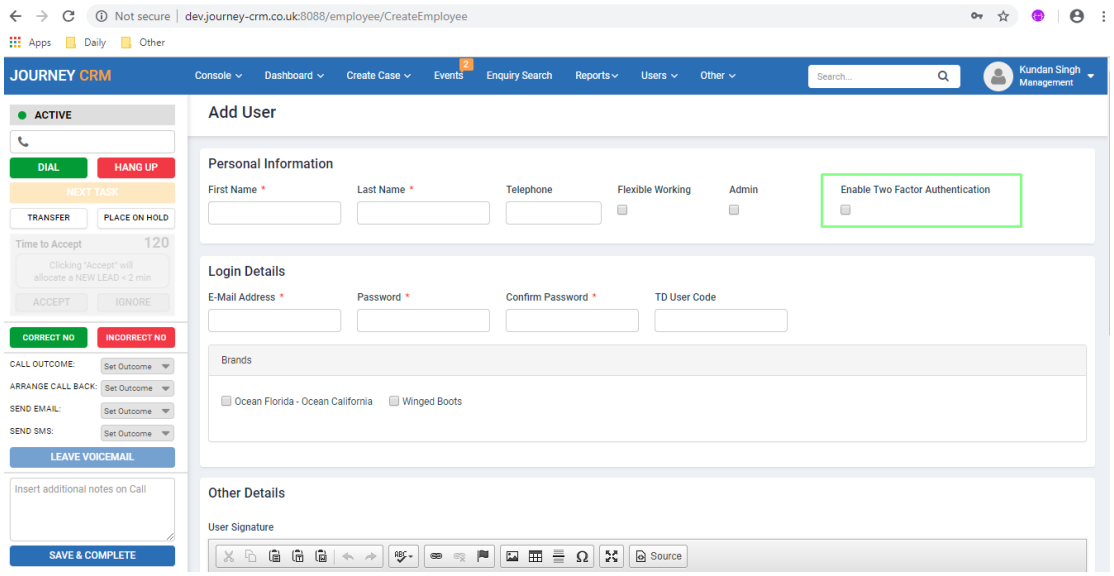
Implemented Areas

1) Journey CRM User Accounts

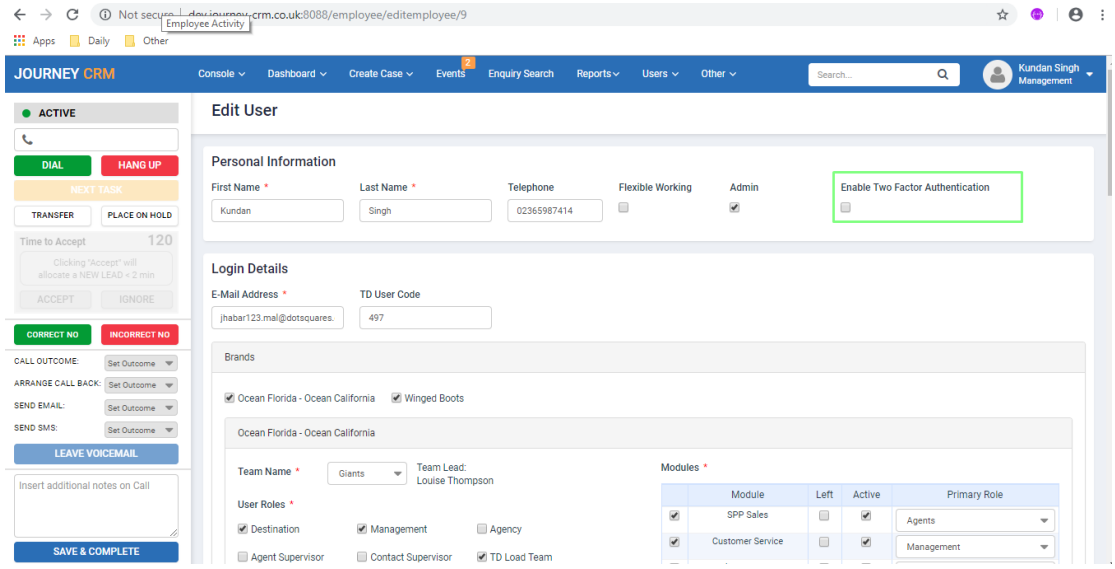
Management/ Manager Users will be able to manage enable/disable 2FA for users.
They will have an option in user list to manage 2FA feature and they will be able to update existing number in case user's phone is lost or number has changed.

Screens are below:

A) Manager user can apply 2FA by using of (Enable Two Factor Authentication checkbox) on the new user account.

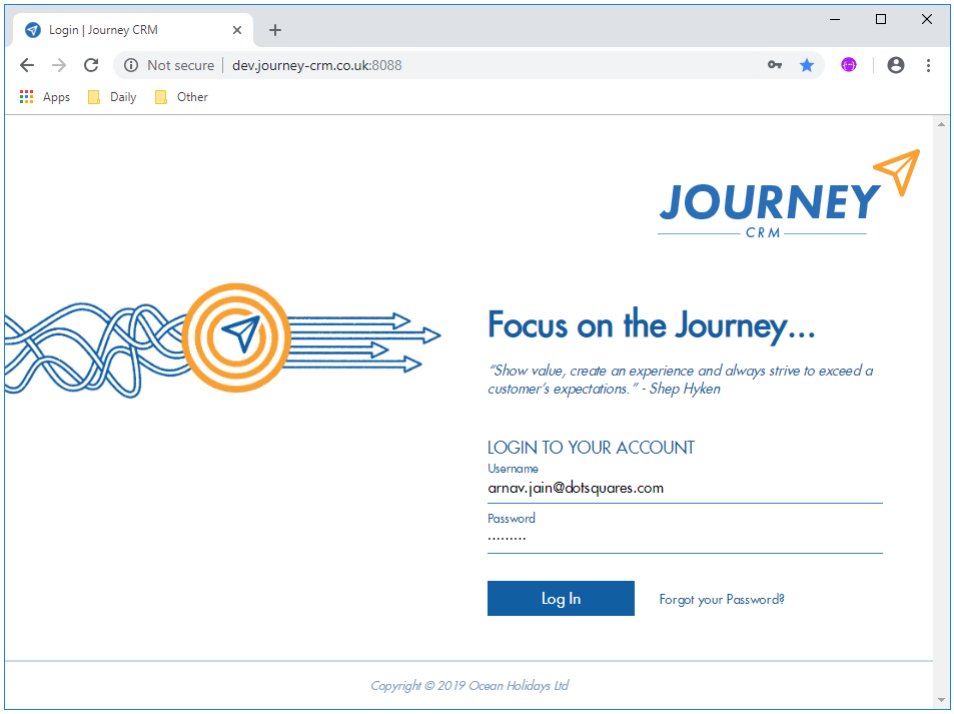


B) Management user can reset or disable 2FA for existing users account in case user's phone is lost or phone number has changed.



2) Journey CRM Login

Step 2.1 :- Initially, When 2FA is not enabled in user's account.


Login | Journey CRM
Not secure | dev.journey-crm.co.uk:8088
Apps
Daily
Other
JOURNEY
CRM
Focus on the Journey...
"Show value, create an experience and always strive to exceed a customer's expectations." - Shep Hyken
LOGIN TO YOUR ACCOUNT
Username
arnav.jain@dotsquares.com
Password
Log In
Forgot your Password?
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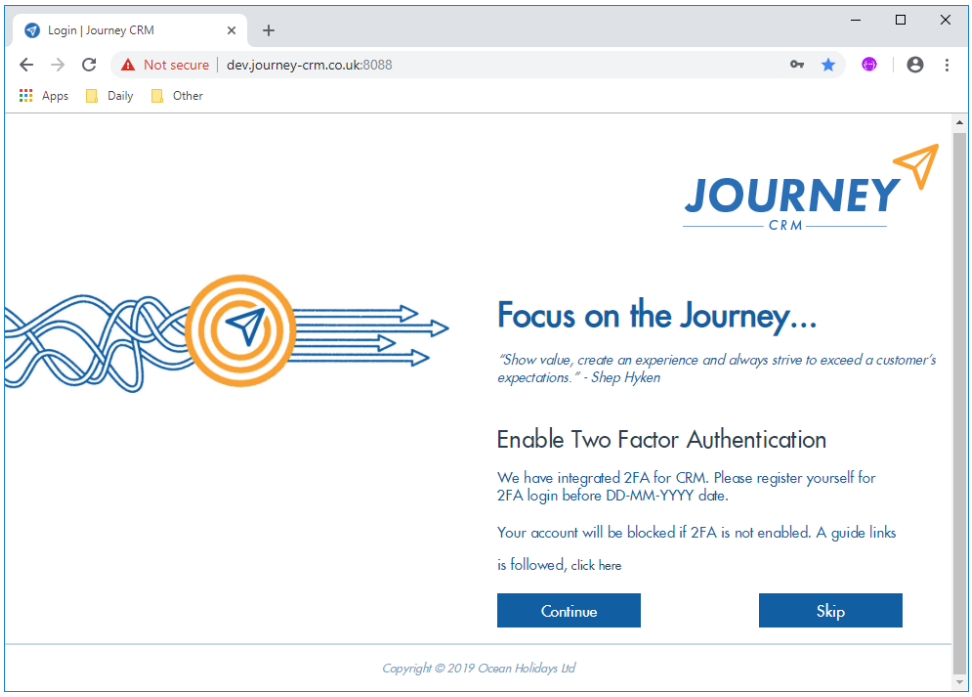
Step 2.2 :- Enable two factor authentication notification will come after login screen.

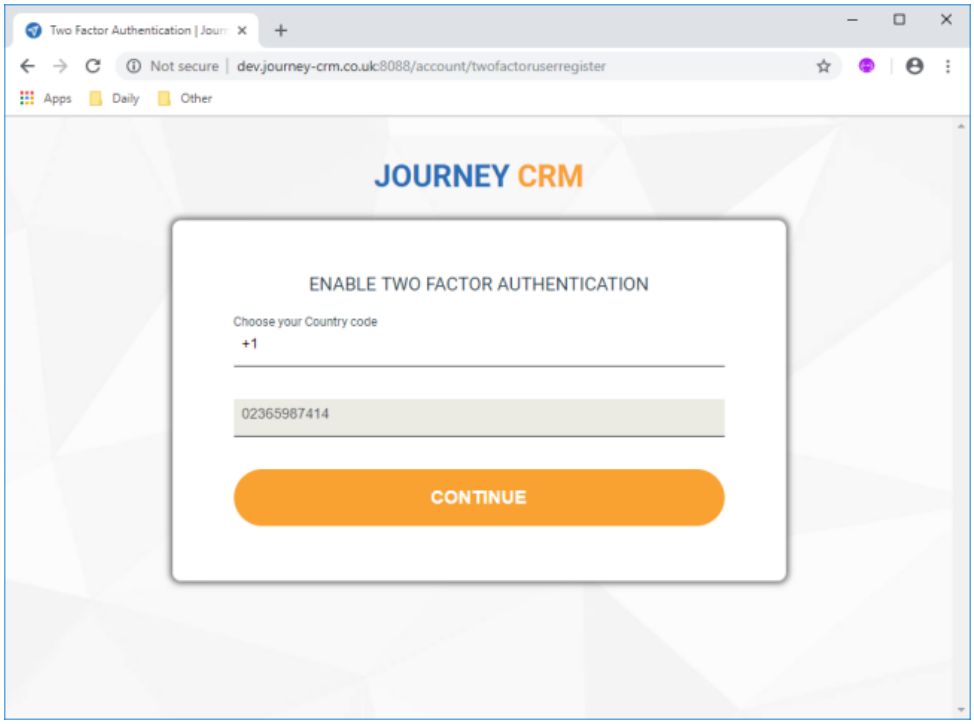
Here, user will have two options:

A) Continue (user want to enable 2FA their account)

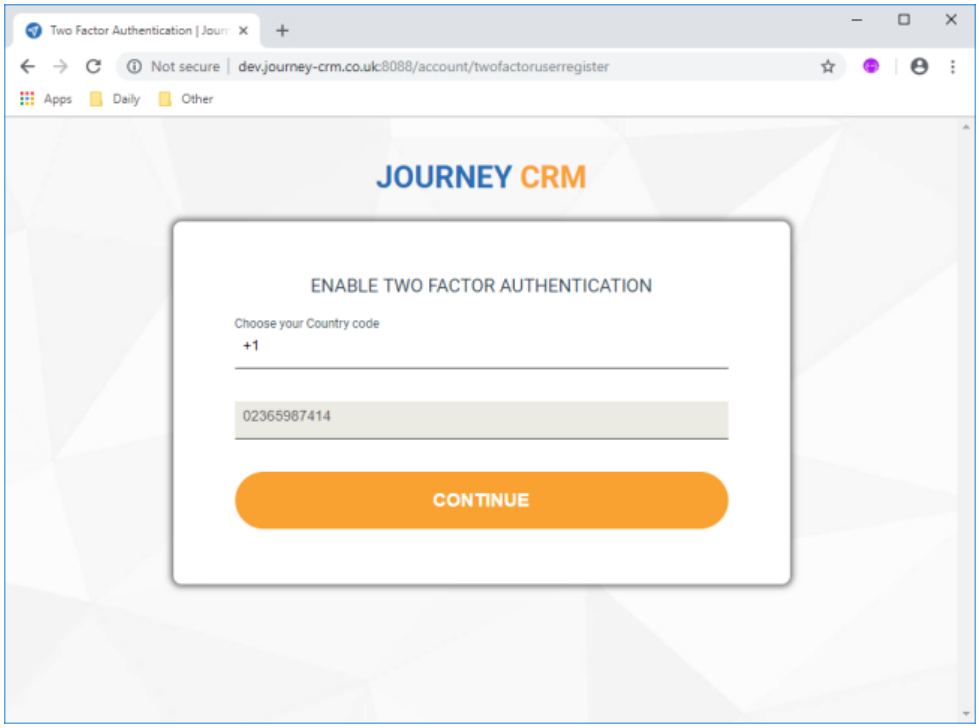
B) Skip (user can skip this process only for specific duration of 15 days)



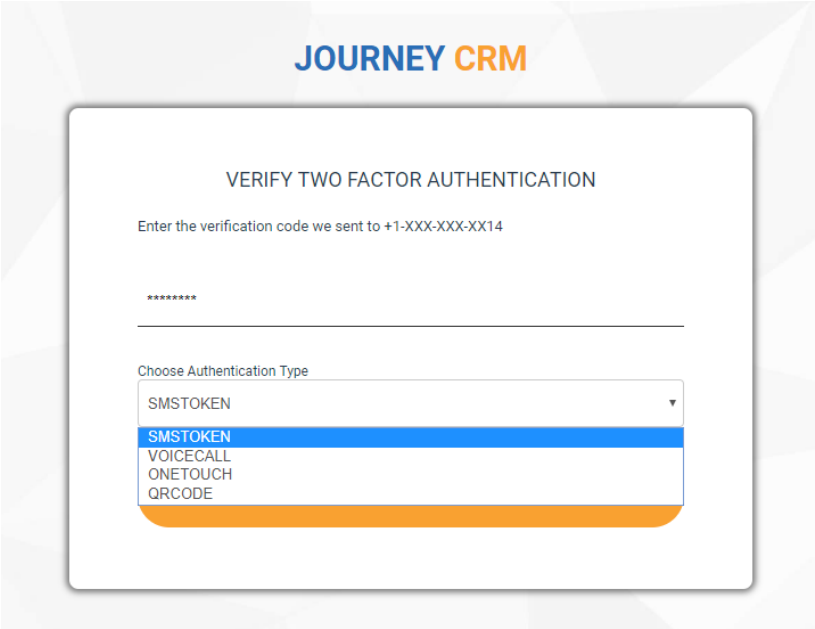
Step 2.2 A1 :- If user clicks on Continue button. The user will be redirected to the below page for 2FA enabling



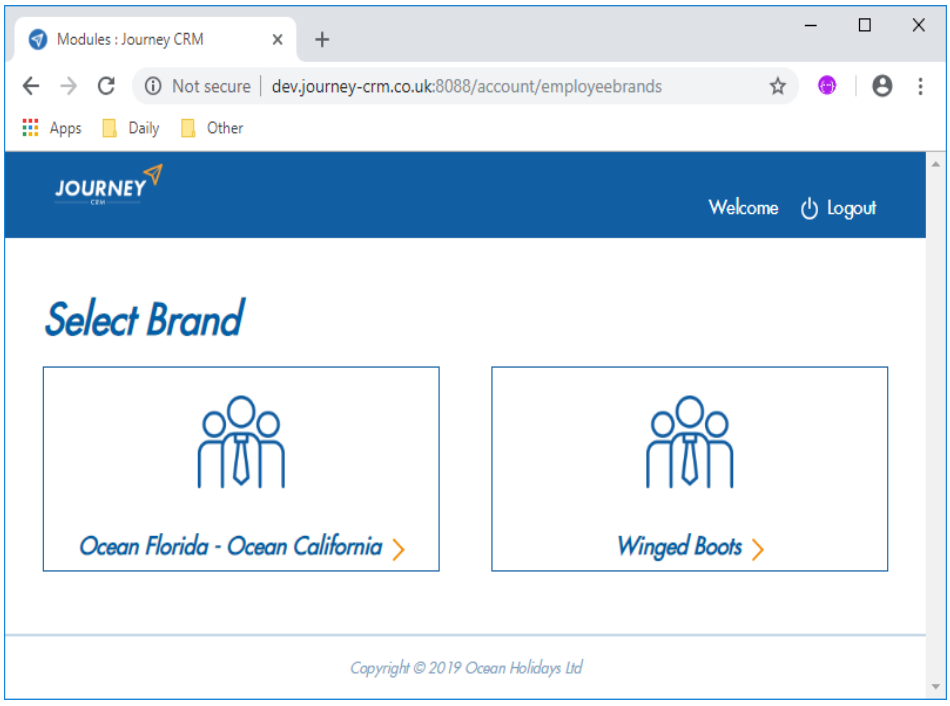
Step 2.2 A2 :- Here user can choose country code, verify it's phone number and press continue button. That way the system will send a SMS token to user for the verification.



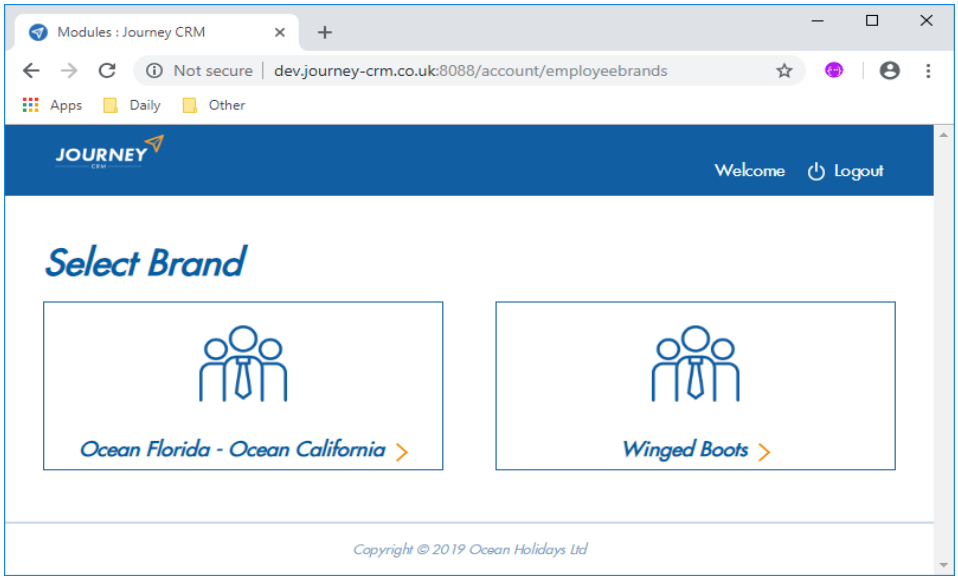
Step **2.2 A3** :- Here user enters token code and chooses the option of 2FA Authentication type as (SMSTOKEN, VOICECALL,QRCODE,ONETOUCH) By clicking on verify button, the user will be logged into the system if the token value is valid.



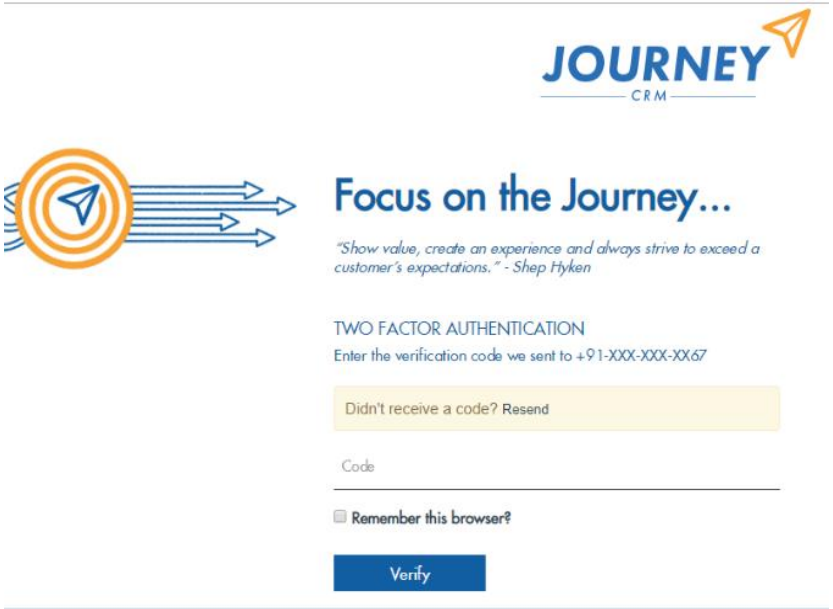
Step **2.2 A4** :- Logged-IN



Step 2.2 B1 :- If user chooses skip option then the user will be logged into the system without 2FA.



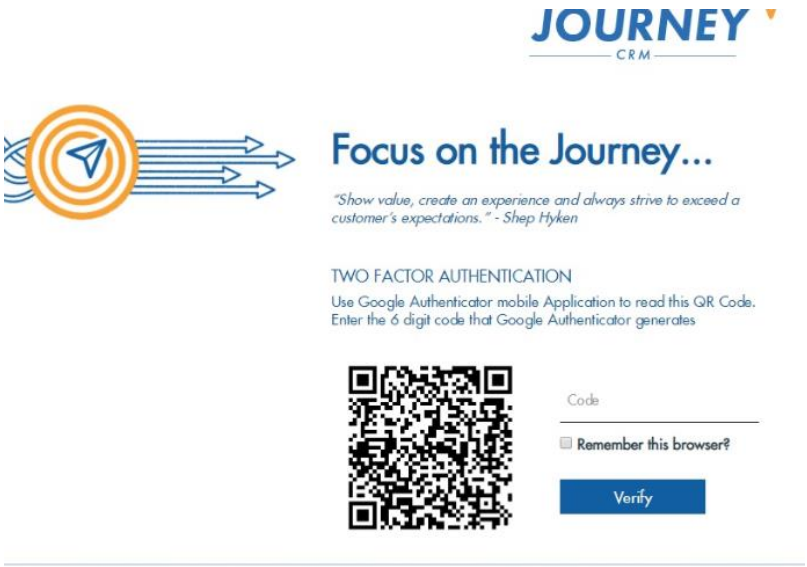
Step 2.1.1 :- When user account 2FA already enabled then the selected 2FA verification screen will appear for 2FA SMSTOKEN Authentication type:



For 2FA VOICECALL Authentication type:

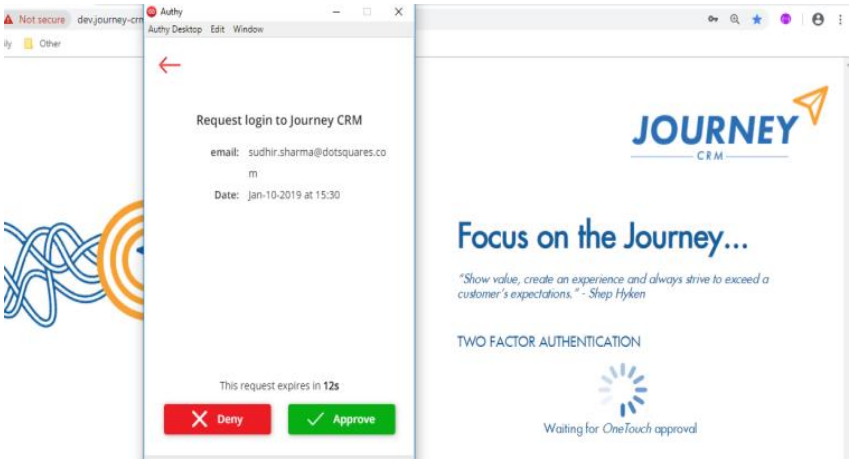
For 2FA QRCODE Authentication type:

Note : - Use Google Authenticator mobile App to read the QR CODE and A user can download app by clicking this URL:- https://bit.ly/19dDzPR

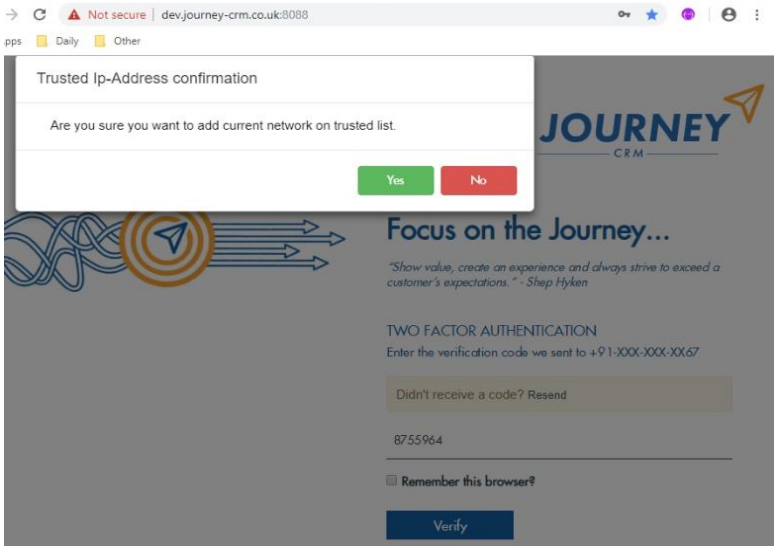


For 2FA ONETOUCH Authentication type:

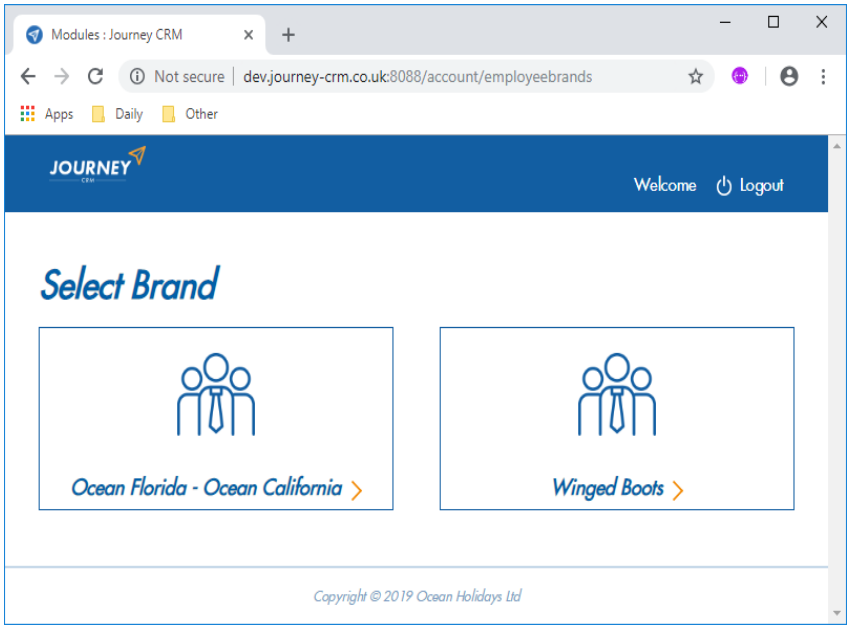
Note:- Use Authy 2-Factor Authentication Application. You can download this through the following URL:- https://authy.com/download



Step 2.1.2 :- Trusted IP Confirmation pop will come if the user works on Untrustworthy network and user can add current network IP set as a Trusted-IP.

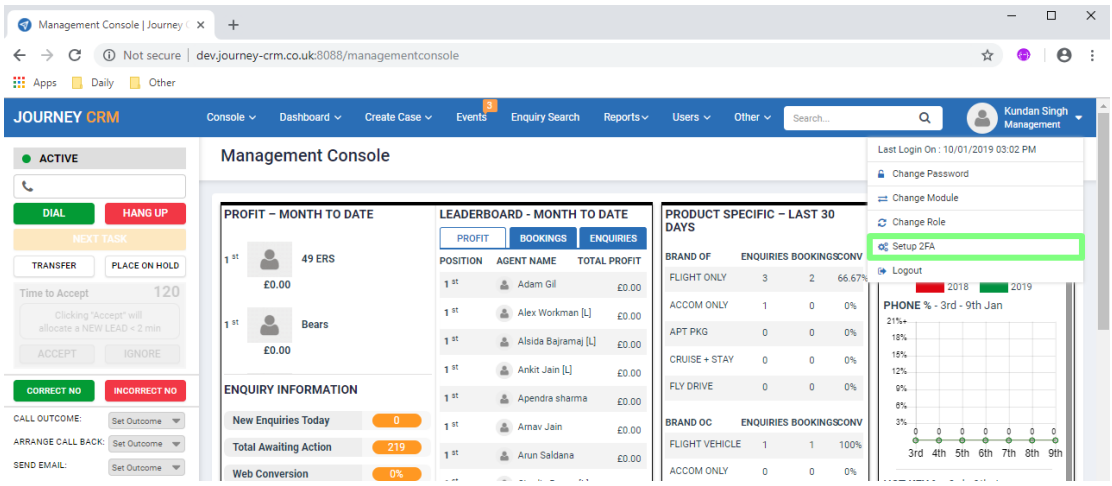


Step 2.1.2 :- After this confirmation user will be logged into the system with 2FA



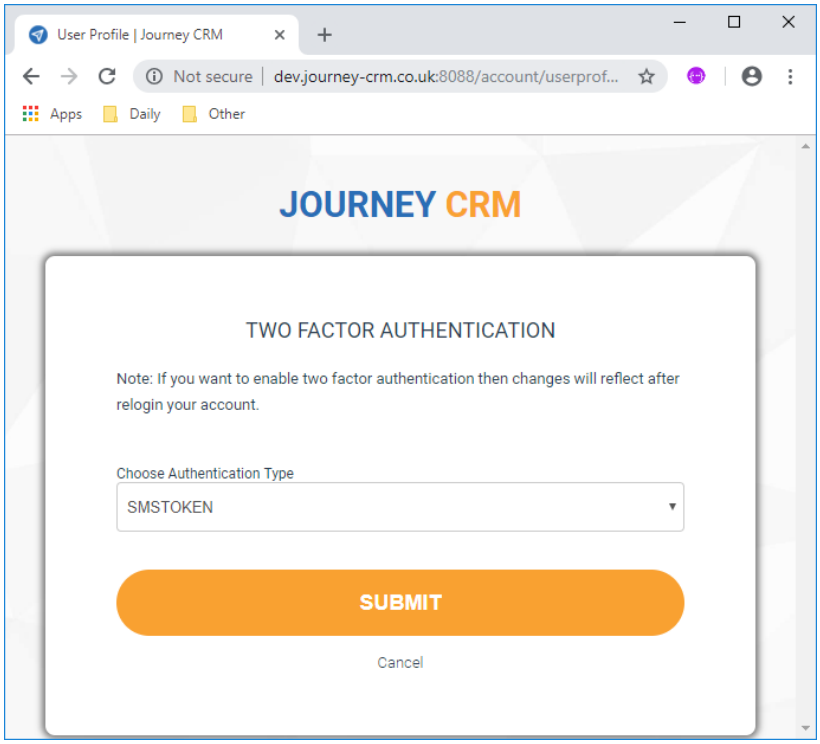
3) Journey CRM User Profile

User can change or add 2FA own account by “Setup 2FA” link.



Step 3.1 :-

If user submit this form with their selected authentication type then system gets auto logout and for reflecting new changes user needs to re-login to our account . By pressing cancel link, user system redirects on previous page.



Step 3.2 :- Re-login user account