



# Getting started with 2 factor authentication

*The complete user guide*

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## Introduction

Two factor authentication (2FA) is an additional layer of security for your private data. It ensures that a simple user name and password is strengthened by the addition of a one-time code that needs to be entered before access to your secure ELMhub portal is permitted. You can access your ELMhub on your laptop, desktop, mobile phone or tablet.

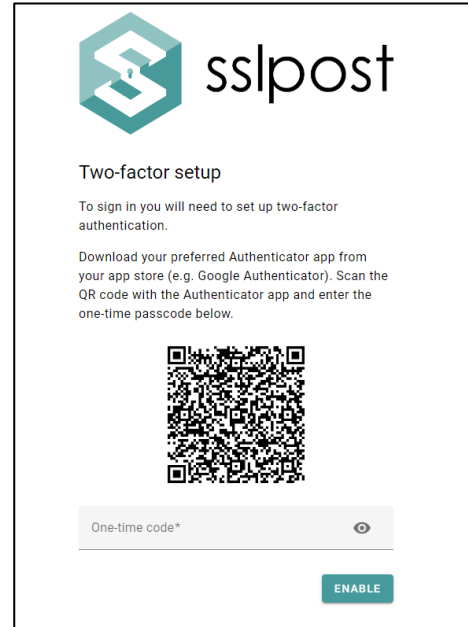
There are two primary methods by which you can complete 2FA; via an authenticator application or by email. Your organisation will define which you will use, and you will be presented with the appropriate screen. You can then skip to the relevant section on this guide.

## Using 2FA – Authenticator method

You will need a device that allows an Authenticator App (such as a mobile phone) to perform this additional security step. If you are using a mobile phone to access your ELMhub, you can use the same phone to access your Authenticator App to complete 2FA. If you are using a laptop or desktop, you will need a mobile phone or (App and camera enabled) tablet.

### Using an Authenticator App

1. If 2FA has been added to your account and your organisation has chosen the Authenticator App option, when you next log in you will be presented with this screen.



2. Using your mobile device, download a proprietary Authenticator App from your Apple or Android store. Popular examples include Google Authenticator and Microsoft Authenticator.
3. Scan the QR code using your chosen Authenticator App on your mobile device and complete the onscreen instructions.

### How to Scan a QR Code from a computer or another device

- If the QR code is displayed on your computer or a separate screen:
- Open your Authenticator app
- Tap the "+" icon (or "Add Account").
- Tap Scan a QR code.
- Point your phone's camera at the QR code so it fits squarely within the scanning box.

The app will automatically detect it and instantly add the 6-digit rotating code.

### Move onto step 4.

#### **How to scan a QR code when accessing from your mobile phone only**

If the QR code is on a website or app *inside* the same smartphone, your camera cannot scan it physically. Instead, follow these steps:

##### **For Android:**

- When viewing the QR code page, take a screenshot of it.
- Open your default Gallery app.
- Open the screenshot of the QR code.
- In the top right hand side of your screen, you will see three vertical dots. Click to open menu.
- Select **Google Lens** (or **Scan**).
- It will read the QR code and provide a link. Copy the link and enter it into the "enter manually" option of your Authenticator app. NOTE: some Authenticator apps will automatically open when the QR code is scanned or provide an option to "open in". Complete the on-screen instructions in your Authenticator to complete the process.

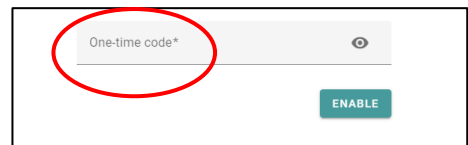
### Move onto step 4.

##### **For iPhone (iOS):**

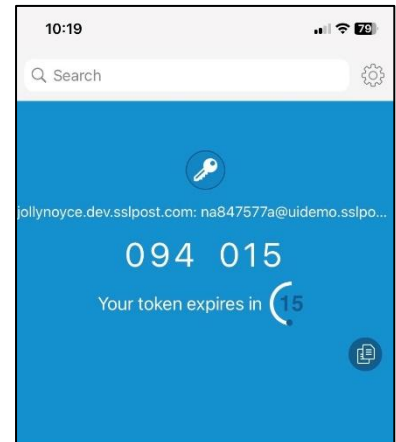
- Take a screenshot of the QR code page.
- Open the **Photos** app and view the screenshot.
- Tap and hold the **QR code** in the image.
- A pop-up menu will appear allowing you to select the "Open in Authenticator" link or copy the URL/key to manually paste into your app.

### Move onto step 4.

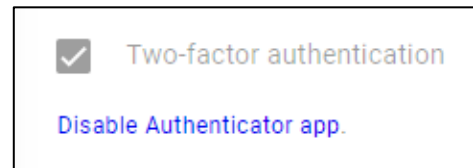
4. Once added, you will then need to enter the one-time code from your Authenticator App into the One Time Code box on the screen.

A screenshot of a mobile application interface. It features a light gray background. At the top, there is a header bar with a title and a toggle switch. Below the header, there is a large input field labeled "One-time code\*" in a light gray font. A red circle is drawn around this input field. To the right of the input field, there is a small eye icon. At the bottom right of the screen, there is a green button with the word "ENABLE" in white capital letters.

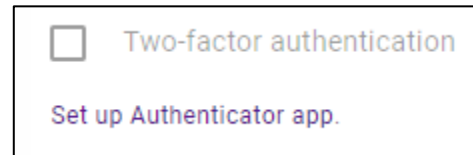
5. An example of the one-time code from Twilio Authy looks like this. Other authentication apps may vary.
6. When you log in to your secure ELMhub portal in future, you will be asked to use your Authenticator app to add the relevant one-time pass code to the screen.



7. You can also go to your SETTINGS within your ELMhub to turn on or off the 2FA functionality (unless your organisation has deemed 2FA mandatory).



8. If you manually turn 2FA back on in your SETTINGS, you will be presented with this screen which will allow you to set up 2FA again. Don't forget to SAVE before you exit your SETTINGS page.



9. **Please note: We do not provide support for third party Authentication Apps. Should you encounter difficulties with the Authenticator App you have chosen, please contact the provider or choose another Authenticator App.**
10. If you use a proprietary Authenticator and change your device, please inform [support@sslpost.com](mailto:support@sslpost.com) as the new device will require registering before it can be used for 2FA.

## Getting started – Emailed based 2FA

If your organisation has set your account up to capture email addresses upon registration, then 2FA will be set up for email.

1. **It is vital that you complete ALL steps of your registration process and follow the instructions for email verification as instructed on your User Guide.**
2. You will be emailed a PIN number upon login that will need to be entered to gain access to your ELMhub portal each time. The PIN will be sent to the email address entered at registration on your account set up.
3. If you are using a mobile device only to access your ELMhub and your organisation has chosen email-based two factor authentication, you will need to swap between your applications to obtain and complete the code.
4. To switch between applications to view and enter your one time code:

### Email-based 2FA for iPhones

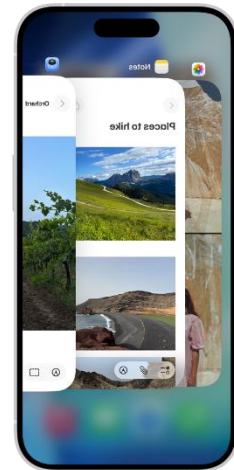
Use the App Switcher on your iPhone. To see all your open apps, do one of the following:

#### On an iPhone with Face ID:

- Swipe up from the bottom of the screen, pause in the centre of the screen, then lift your finger.

#### On an iPhone with a Home button:

- Double-click the Home button.
- To browse the open apps, swipe right, then tap the app you want to use.



### Switch between open apps

To quickly switch between open apps on an iPhone with Face ID, swipe right along the bottom edge of the screen. **Once you have obtained the code, move on to step 5.**

## Email-based 2FA for Android

### Button Navigation

- Open the overview: Tap the square button or the three-line icon at the bottom corner of your screen.
- Quick switch: Double-tap the square button quickly to jump right back to your last-used app.
- Pick an app: Scroll through the tiles and tap the one you want.



### Gesture Navigation

- Open the overview: Swipe up from the bottom of your screen, hold your finger there for a second, and let go.
- Switch apps: Swipe left or right across the very bottom edge of the screen to jump straight between recent apps.
- Pick an app: Tap the window of the app you want to use from the list.

5. Once you have obtained the code from your email, you will need to enter it into the One Time Code box on the screen.



6. You can also go to your SETTINGS within your ELMhub to turn on or off the 2FA functionality (unless your organisation has deemed 2FA mandatory).



7. Don't forget to SAVE before you exit your SETTINGS page.