

Multi-Factor Authentication User Setup

Last Modified on 08/23/2022 12:04 am EDT

Once multi-factor authentication (MFA) is enforced on an org, any user who authenticates with a username and password will be required to configure MFA prior to accessing that org. Individual security-conscious users who authenticate with a username and password can also opt-in to MFA.



Users are required to configure multi-factor authentication for the initial set-up and if an Admin resets MFA.

Setting up Multi-Factor Authentication (Enforced Org)

Once multi-factor authentication (MFA) is enforced on an Org, the next time users log in, the MFA set up page will be displayed.

To Set Up MFA on an Enforced Org:

1. Log in to Resolver.

Note: If this is an account activation, create a password prior to configuring MFA.

2. The Multi-Factor Authenticator Setup screen will be displayed

R Multi-Factor Authenticator Setup
Your organisation has enforced Multi-Factor Authentication for your account. To set it up, please follow these steps:
 Access authenticator app on your phone. You can use any authenticator app you choose to.
2. Scan the QR code. In the authenticator app choose to add an account and scan the QR code.
If you cannot scan the QR code, you can do a manual setup with code USHGLCSGYSSYPCYFBSQ
digit code generated by scanning the QR code below: Enter 6-digit code *
CANCEL

3. Open your **Authenticator App** and scan the QR code to generate the one-time passcode.

Note: The Authenticator App is of your choosing. If the QR code fails to scan,



complete the manual setup with the code.

- 4. Input the passcode into Resolver and click Verify.
- 5. A message will appear to indicate the setup was successful.

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	Multi-Factor Authentication Setup	
	MFA is successfully set up.	
	Your account has an option to set up Multi-factor authentication (MFA). Multi-factor authentication is an effective way to give additional layer of protection to your data by securing your account.	

Setting up Multi-Factor Authentication (Opt-In)

Any user can set up multi-factor authentication (MFA) on their own account provided that they do not already authenticate with SSO.

To Opt-in and Set Up MFA:

1. Log in to Resolver.

Note: If this is an account activation, create a password prior to configuring MFA.

- 2. Click the Ω icon.
- 3. Click MFA Setup.

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	INC-112	112 2021-04-15 Health & Sa Assigned to me on Oct 4th, 2021	fety TRIAGE		

4. On the Multi-Factor Authentication Setup screen, click Setup MFA.



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5. A QR code appears with instructions to complete the setup.

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RESULVER			& O 24
Applications	v		
	Multi-Factor Authentication Setup		
	Your organisation has enforced Multi-Factor Authentication for your account. To set it up, please follow these steps:		
	1. Access authenticator app on your phone. You can use any authenticator app you choose to.		
	2. Scan the QR code. In the authenticator app choose to add an account and scan the QR code.		
	Action Action	TUJ58A	
	 Enter the authenticator code. Once the new account is configured in your authenticator app, enter the 6-digit code generated by scanning the QR code below 	v:	
	Enter 6-digit code *		
	CANCEL	VERIFY	

6. Open your **Authenticator App** and scan the QR code to generate the one-time passcode.

Note: The Authenticator App is of your choosing. If the QR code fails to scan, complete the manual setup with the code.

7. Input the passcode into Resolver and click Verify.

A message will appear to indicate the setup was successful.

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Applications	•	
	Multi-Factor Authentication Setup	
	MFA is successfully set up.	
	Your account has an option to set up Multi-factor authentication (MFA). Multi-factor authentication is an effective way to give additional layer of protection to your data by securing your account.	