Multi-Factor Authentication User Setup

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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.

> *i* 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
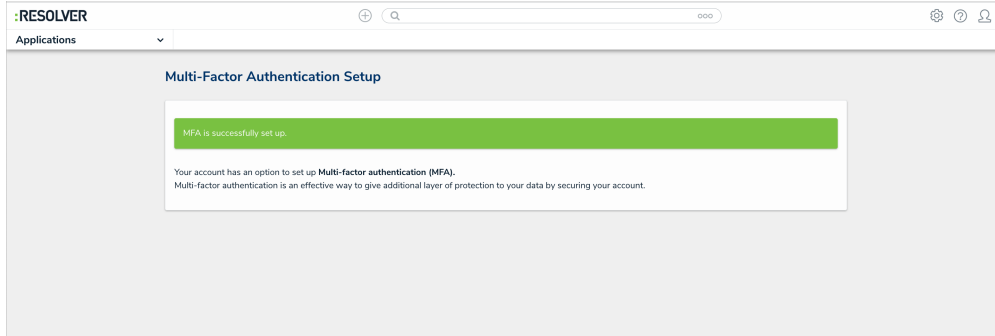

3. Open your **Authenticator App** and scan the QR code to generate the one-time passcode.

    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.
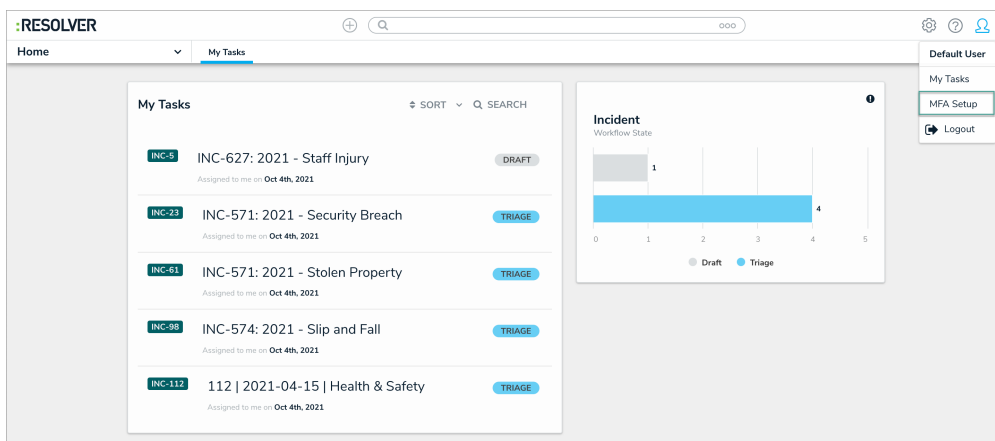

Setting up Multi-Factor Authentication (Opt-In)

Any user can set up multi-factor authentication (MFA) on their own account provided that they do not already authenticate with SSO.
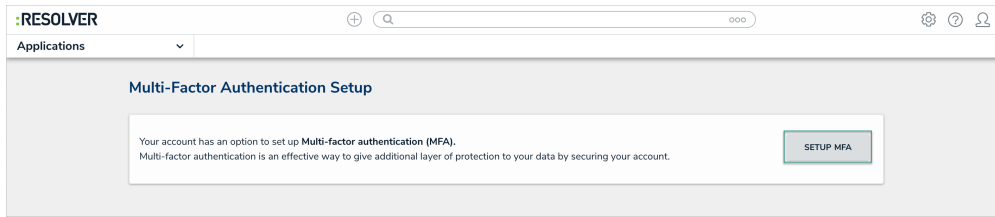
To Opt-in and Set Up MFA:

1. Log in to Resolver.

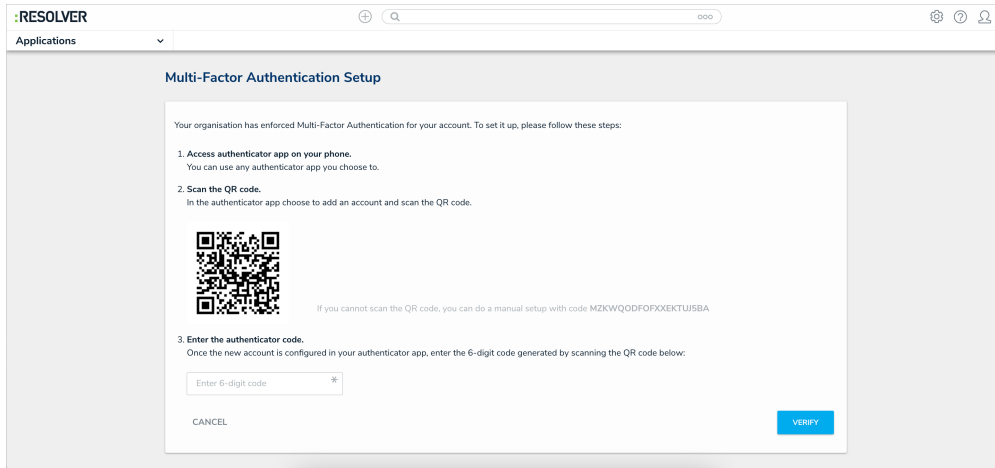   **Note:** If this is an account activation, create a password prior to configuring MFA.

2. Click the [Ω] icon.
3. Click **MFA Setup.**

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

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

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.