

# 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.



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:

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.



If you cannot scan the QR code, you can do a manual setup with code  
IUSHGLCSGYSSYP CYFBSQ

3. **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:

Enter 6-digit code \*

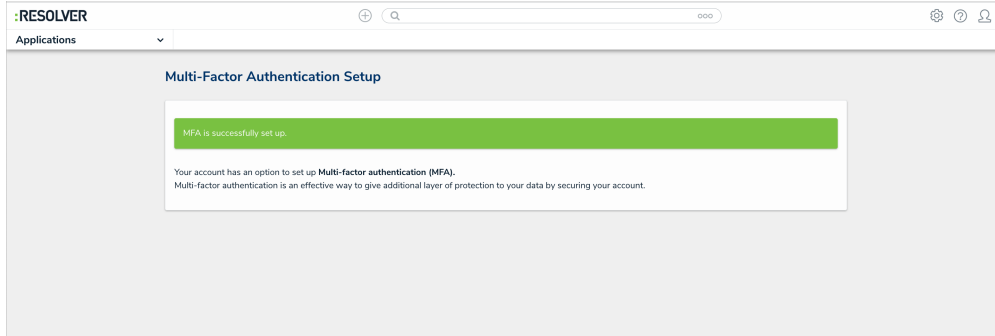
CANCEL **VERIFY**

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)

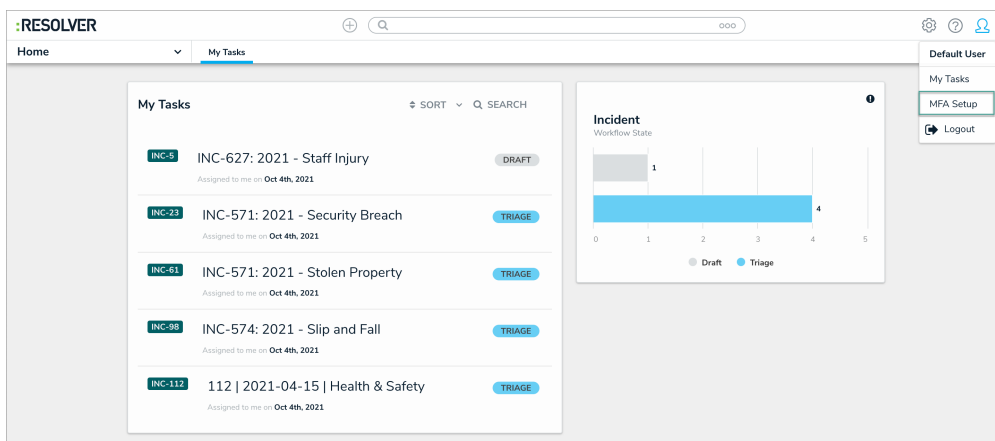
Any user can set up multi-factor authentication (MFA) on their own account provided that they do not already authenticate with SSO.

### To Opt-in and Set Up MFA:

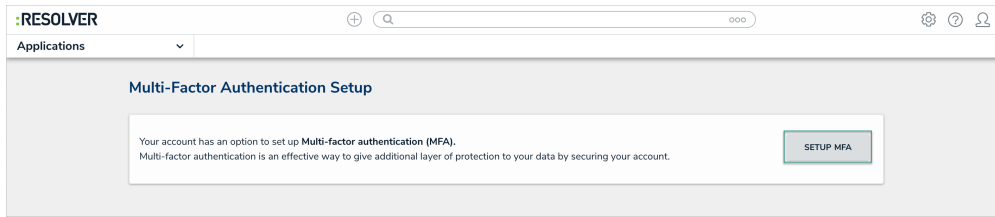
1. Log in to Resolver.

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

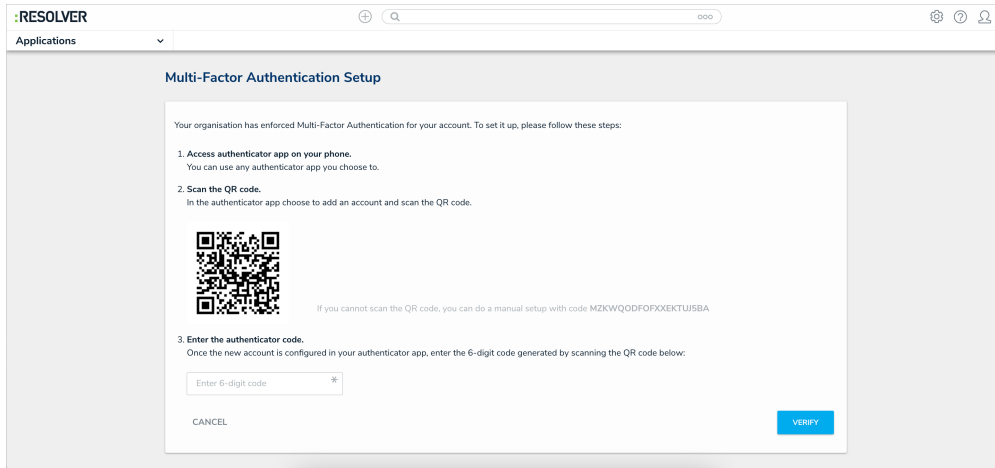
2. Click the  icon.
3. Click **MFA Setup**.



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.

