Multi Factor Authentication

See previous W5 version guide

PURPOSE

This document shows the steps on how to activate and deactivate multi factor authentication for the CS Lucas system.

WHY IS THIS IMPORTANT?

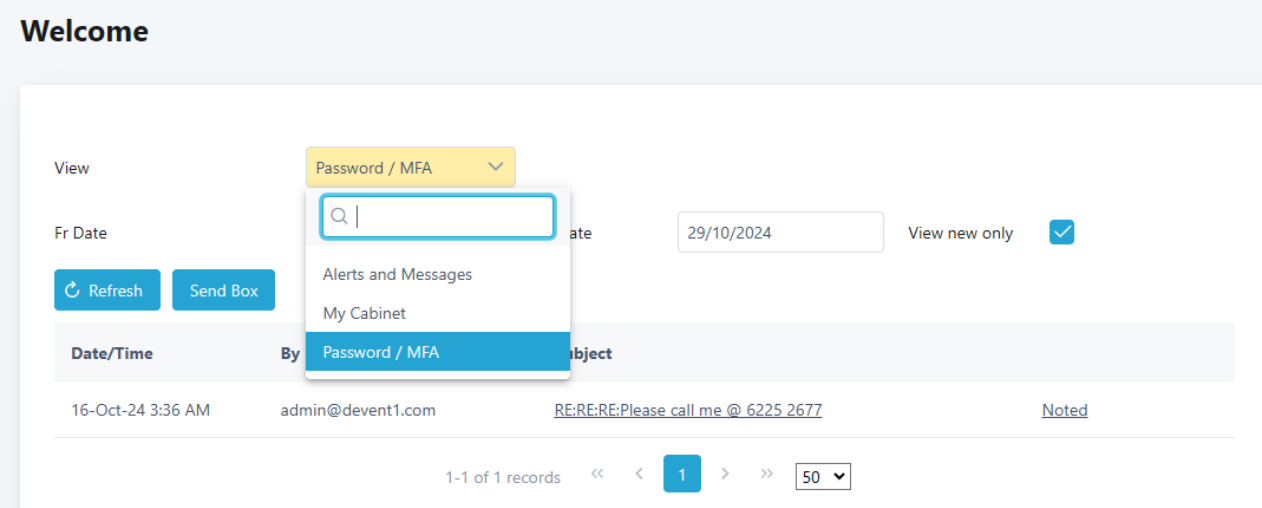
This is important as MFA is a security tool to verify the user's identity and ensures only those authorized are the only ones to access the system.

PROCEDURE

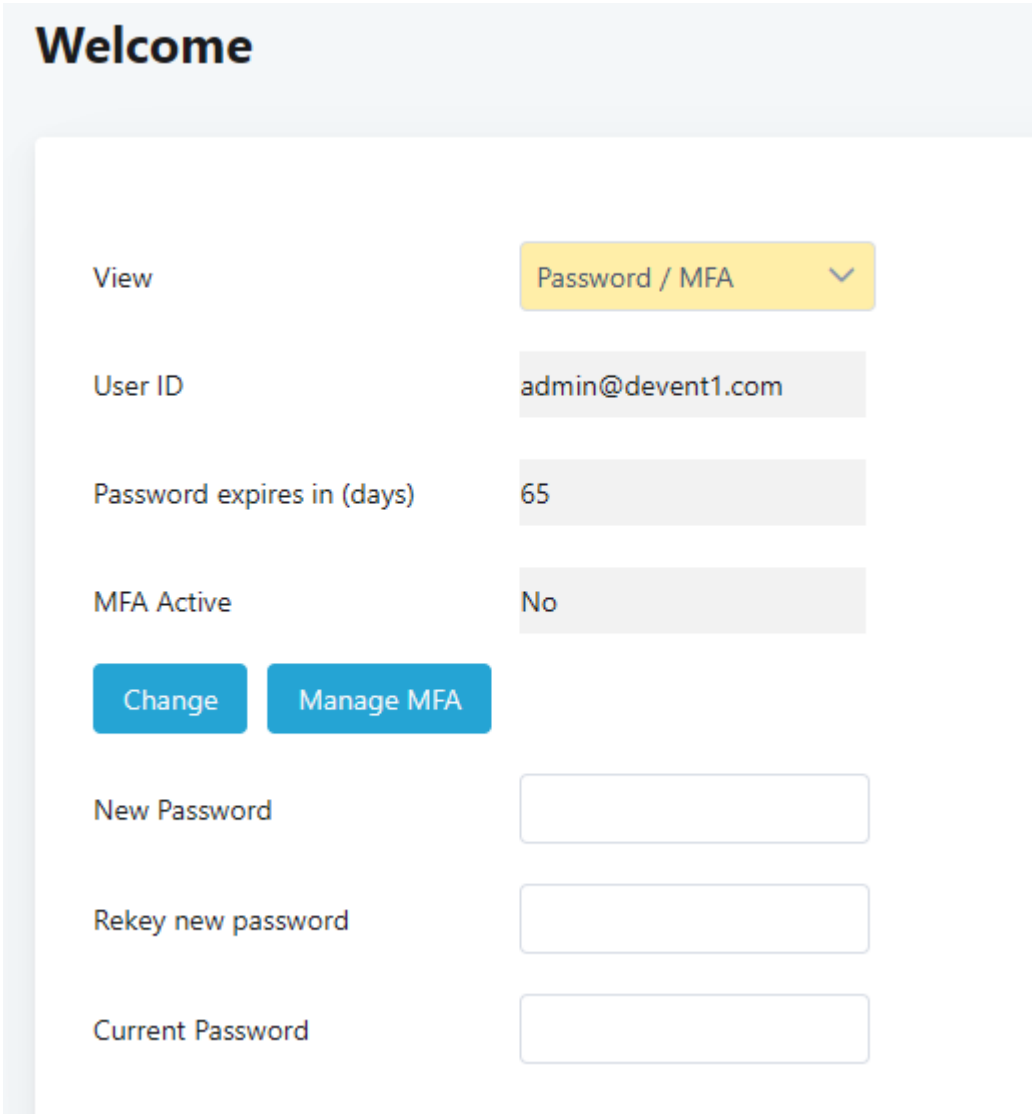
I. Activate MFA for Android devices

Pre-requisite: You'll require permission rights "10354 Activate MFA" to activate multi factor authentication. If you do not have permission, please contact your administrator.

1. From the Welcome menu, click on the dropdown in View field. Choose Password / MFA.

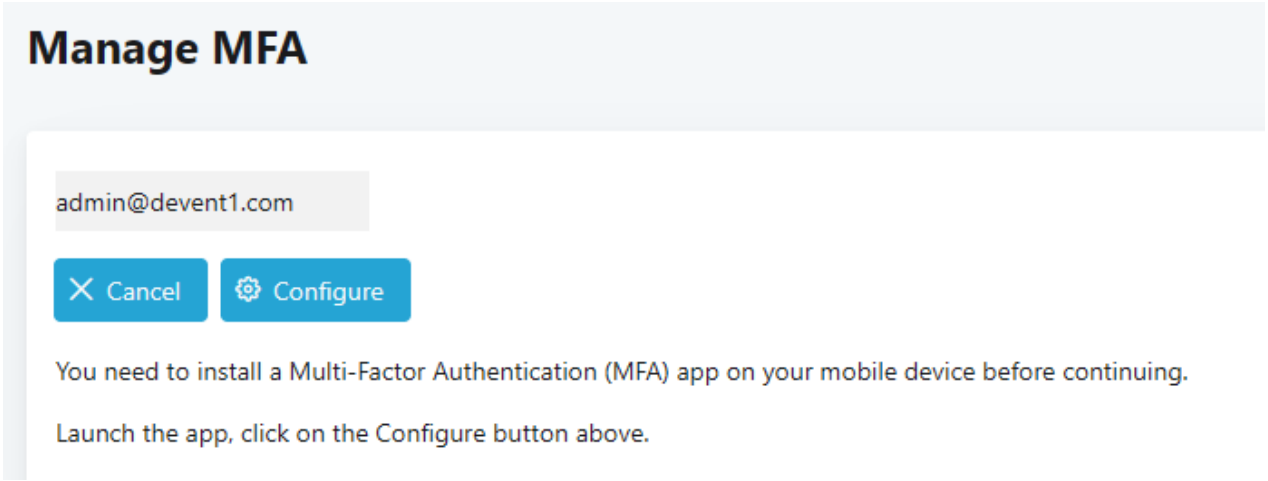


2. The Welcome – Password / MFA screen will be displayed.



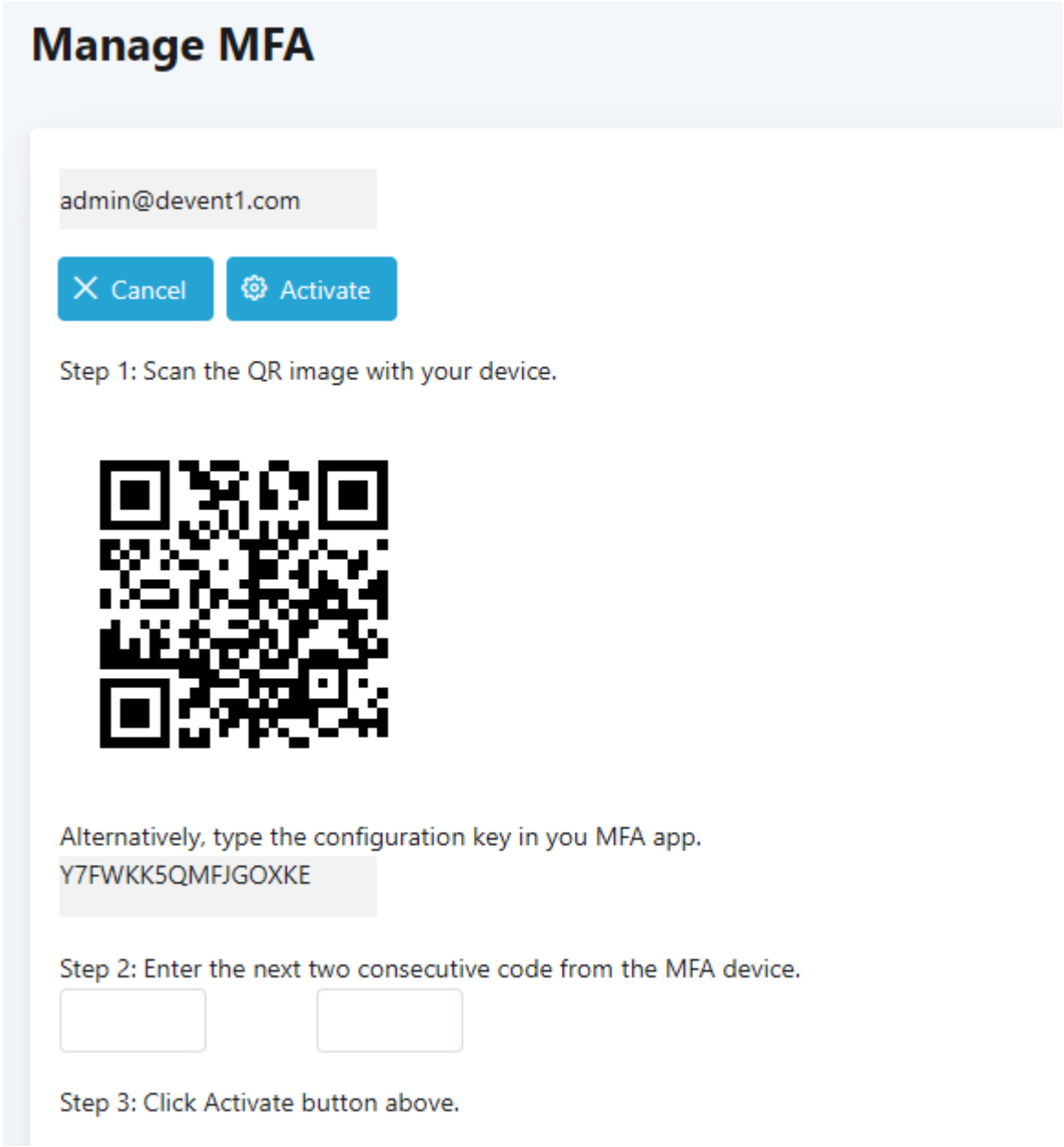
3. Click Manage MFA.

4. The Manage MFA screen is displayed. Please download and install Google Authenticator on your mobile device. For more details on setting up the app, click here.



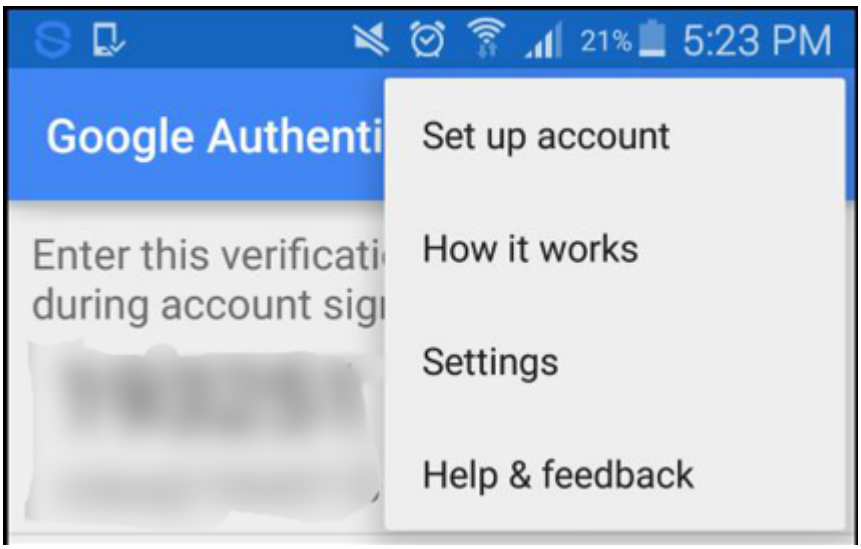
5. Click Configure.

6. The screen with instructions on activating MFA will display.



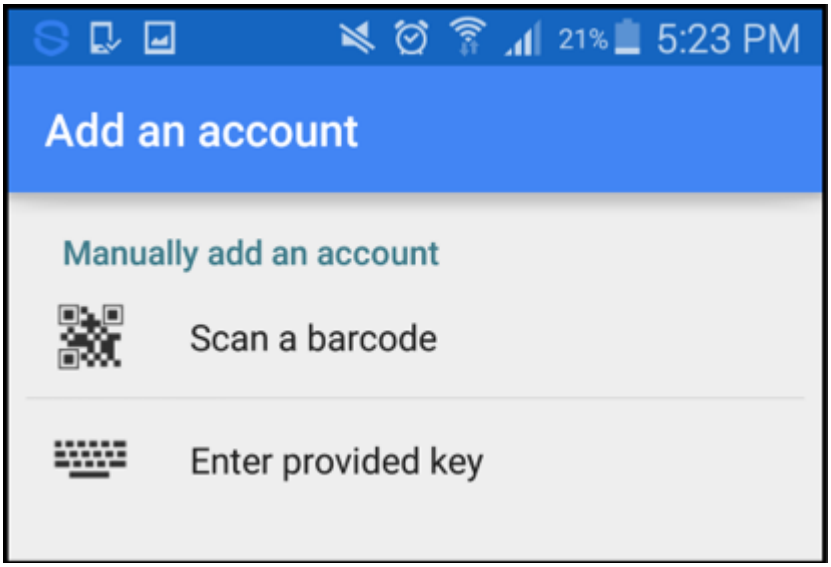
7. On your mobile device, open the Google Authentication application.

8. To add a new account, choose Set Up Account from the app’s menu.



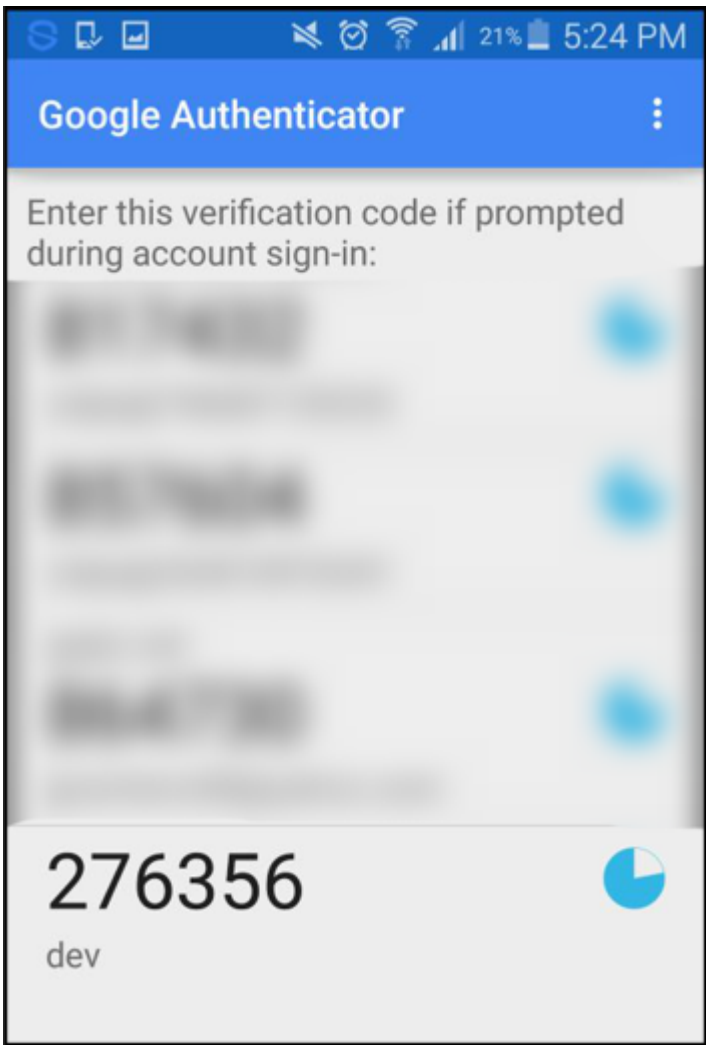
9. To link your mobile device to your CS Lucas account:

- Using QR code: Select Scan a barcode and then point your camera at the QR code on your computer.
- Manual Entry: Select Enter provided key and then enter the user id of your CS Lucas account in the “Enter account name” field. Next, enter the configuration key on your computer screen in the “Enter your key” field. Make sure to make the key Time Based and select Add.

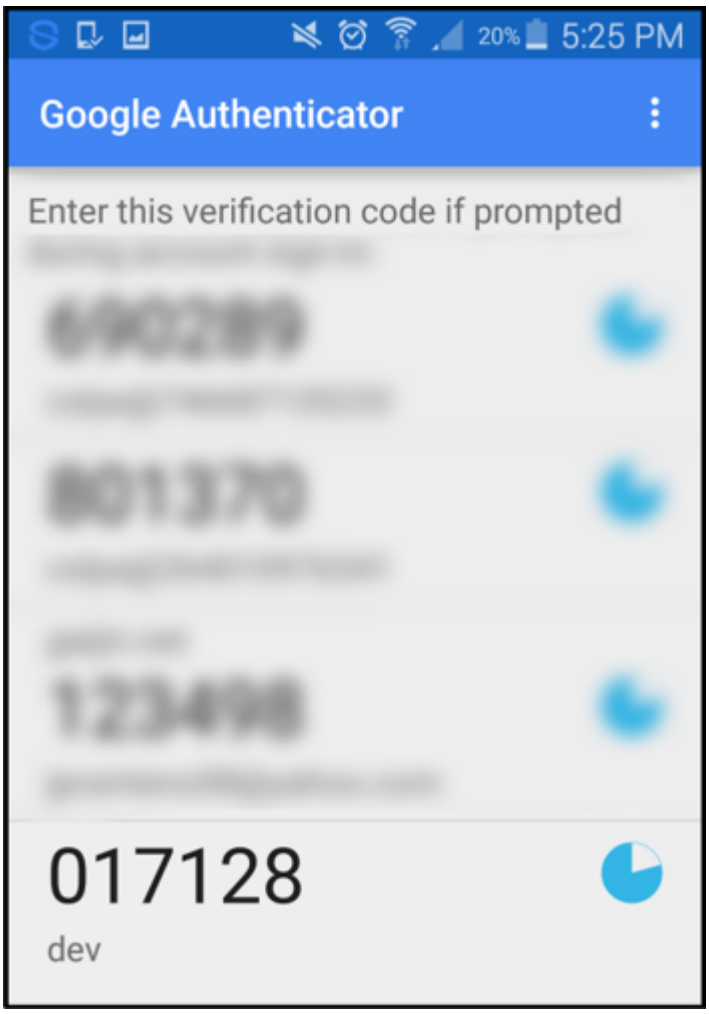


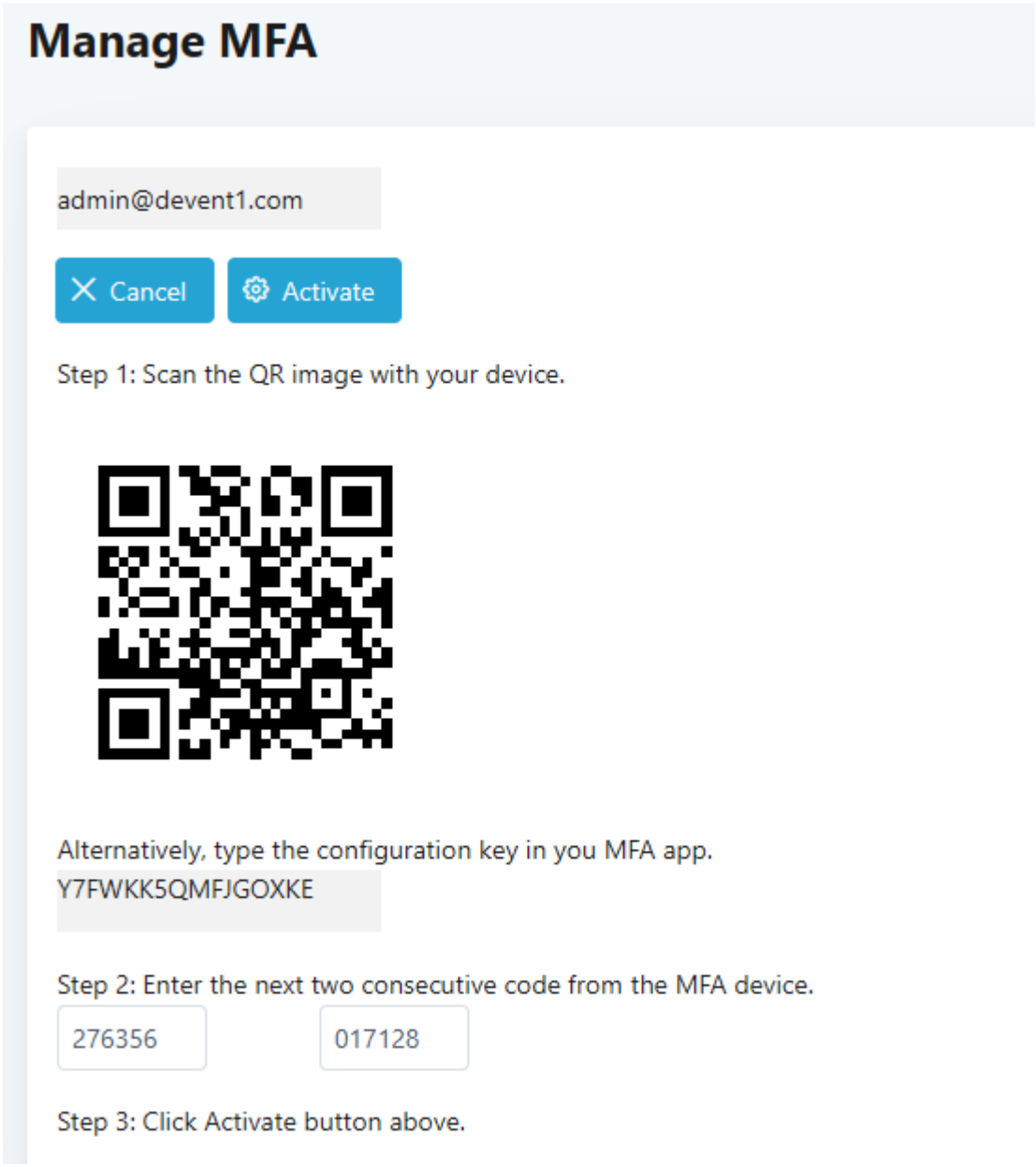
10. Next, enter the 6 digits code generated from the device on your computer screen. Enter the code in the first box. Wait for the authenticator to refresh with a new code, enter the code in the second box. Note that 2 codes must be entered consecutively. See screenshots below.

1st code:


5:24 PM
Google Authenticator
Enter this verification code if prompted during account sign-in:
276356
dev

2nd code:


20% 5:25 PM
Google Authenticator
Enter this verification code if prompted
017128
dev



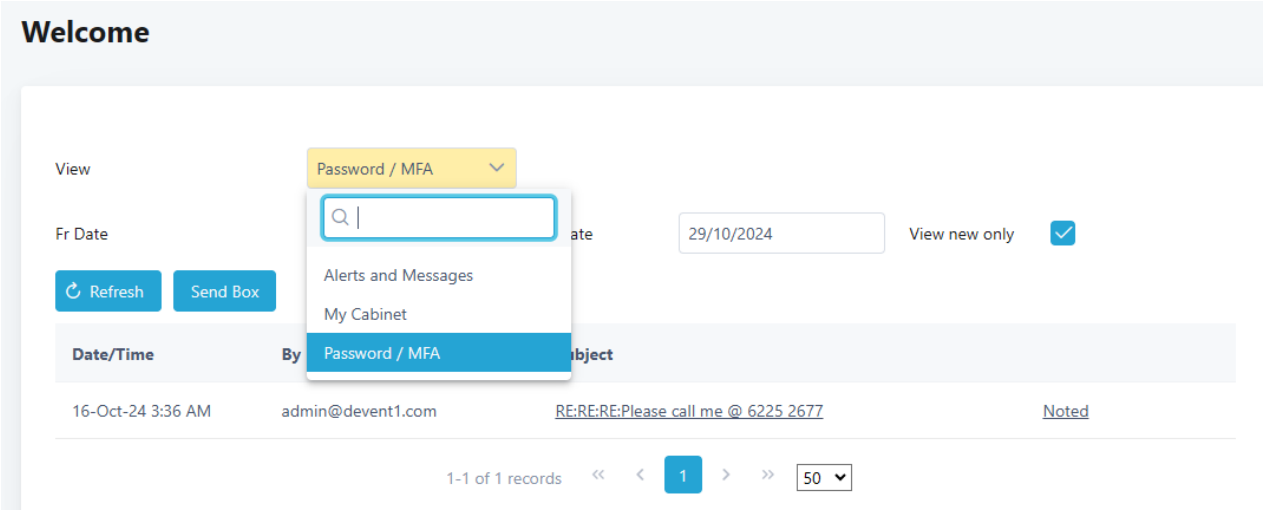
11. Click Activate. If your code is correct, you will see activation successful message. If your code is incorrect, please try generating new verification codes from your mobile devices.

12. Approve the user once MFA is successfully activated.

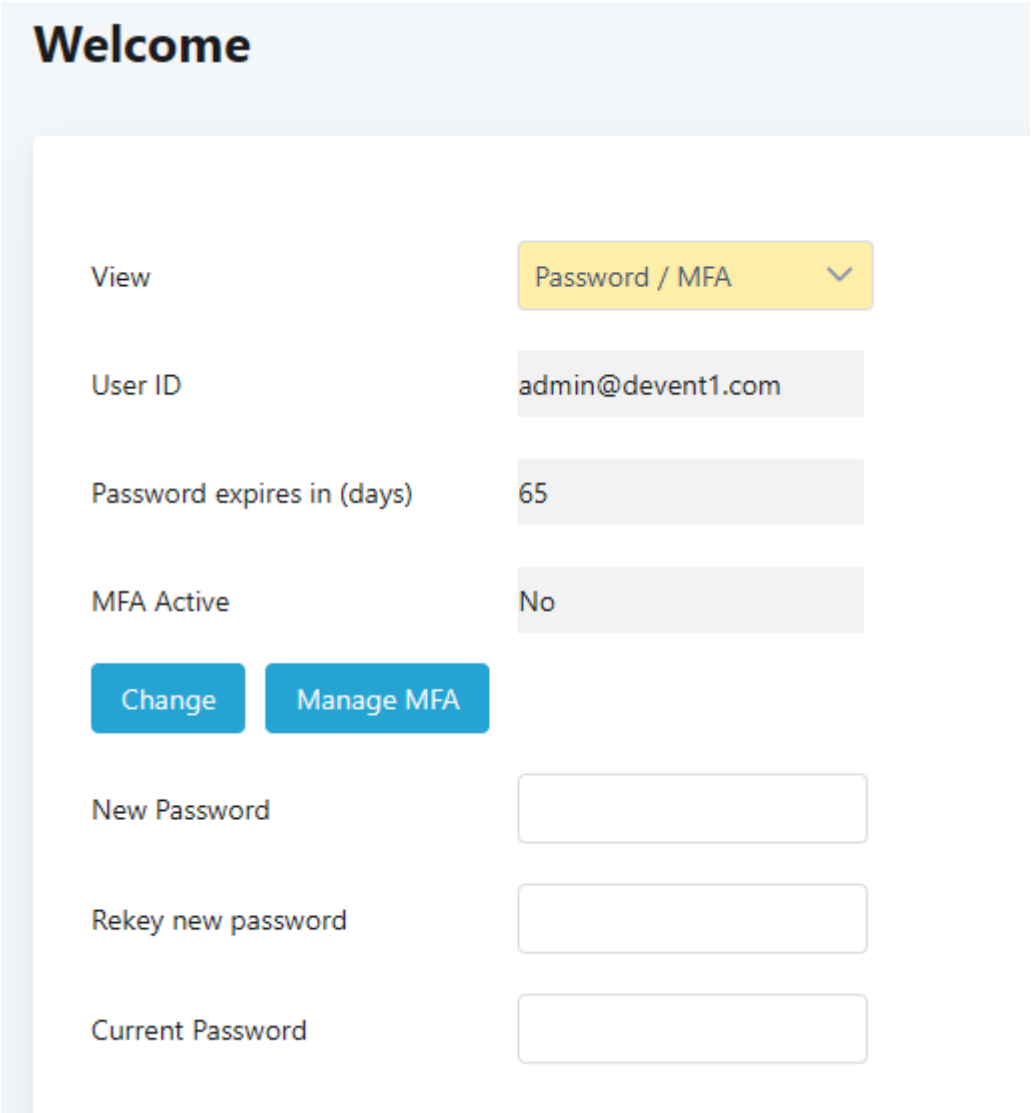
II. Activate MFA for iPhone

Pre-requisite: You'll require permission rights "10354 Activate MFA" to activate multi factor authentication. If you do not have permission, please contact your administrator.

1. From the Welcome menu, click on the dropdown in View field. Choose Password / MFA.



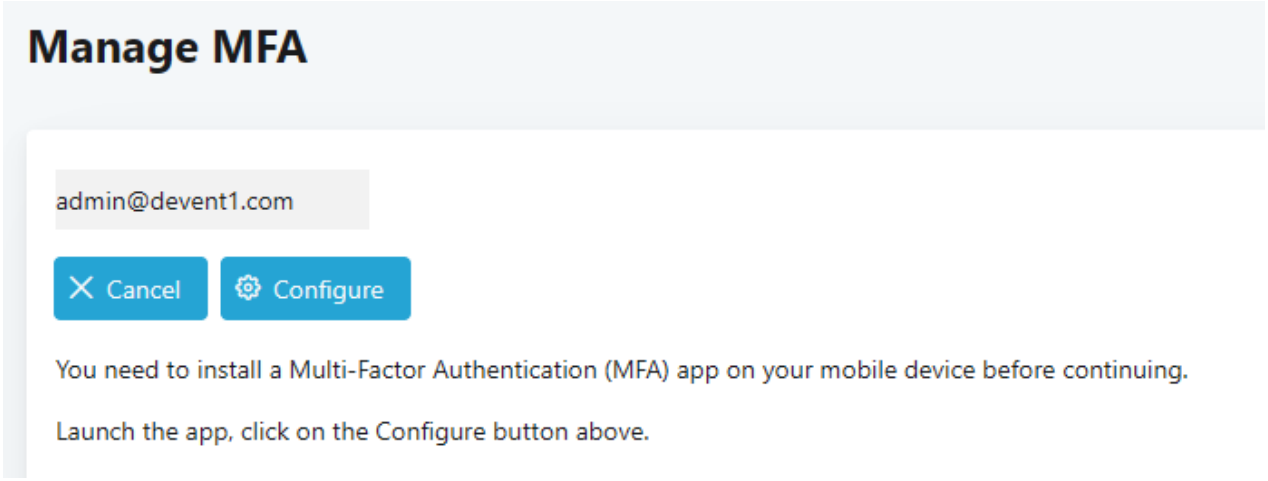
2. The Welcome – Password / MFA screen will be displayed.



3. Click Manage MFA.

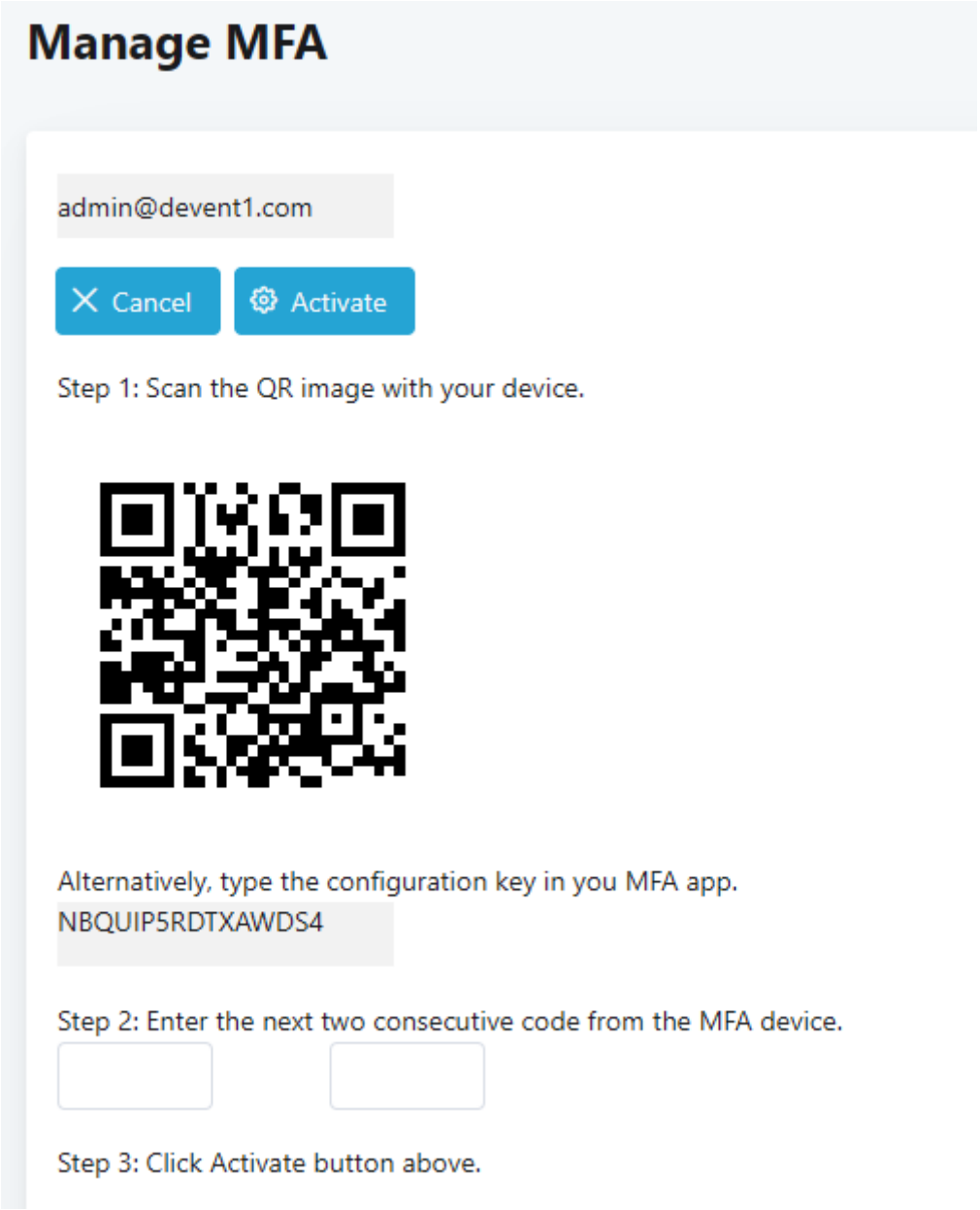
4. The Manage MFA screen is displayed. Please download and install Google

Authenticator on your mobile device. For more details on setting up the app, click here.



5. Click Configure.

6. The screen with instructions on activating MFA will display.



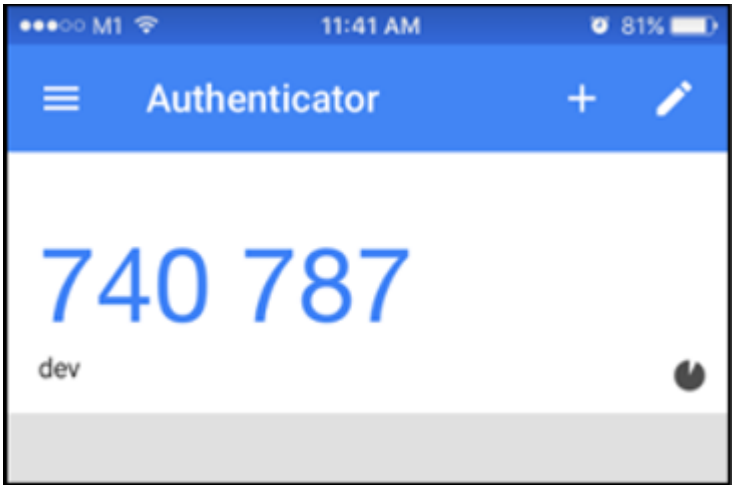
7. On your mobile device, open the Google Authentication application.

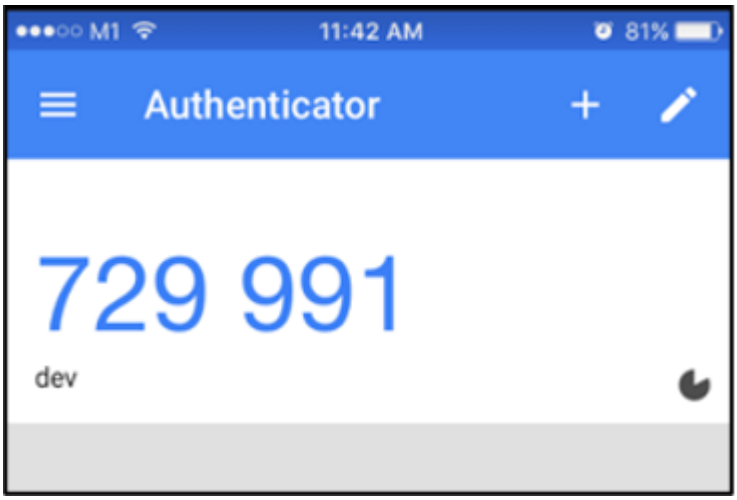
8. If this is the first time you use Google Authenticator, tap on Begin Setup. To add a new account, tap on the plus icon.

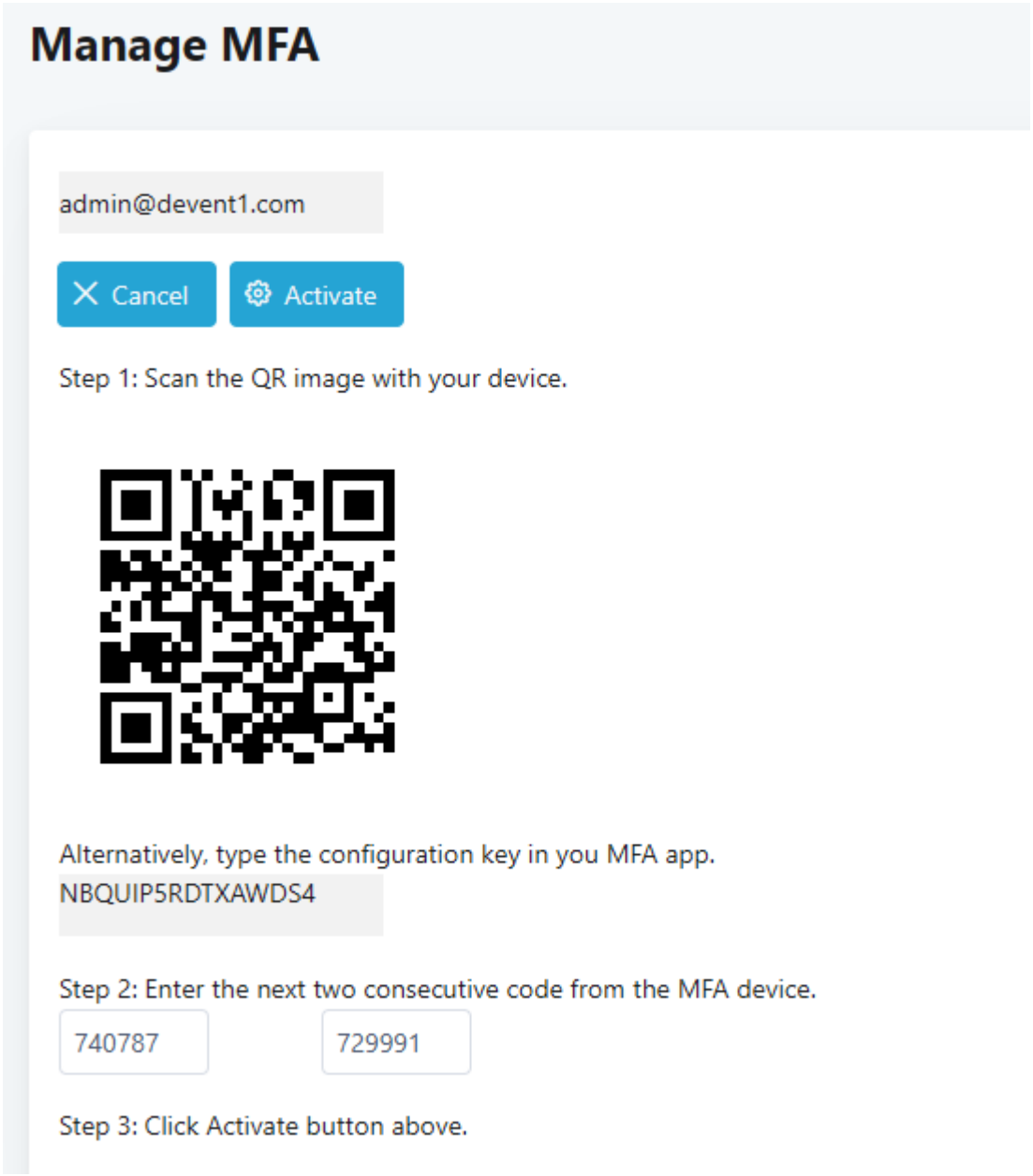
9. To link your mobile device to your CS Lucas:

- Using QR code: Select Scan barcode and then point your camera at the QR code on your computer.
- Manual Entry: Select Manual entry and then enter the user id of your CS Lucas account in the “Account” field. Next, enter the configuration key on your computer screen in the “Key” field. Make sure to make the key is switched to Time Based and tap Done.

10. Next, enter the 6 digits code generated from the device on your computer screen. Enter the first code in the first box. Wait for the authenticator to refresh with a new code, enter the second code in the second box. Note that the 2 codes must be entered consecutively. See screenshots below.







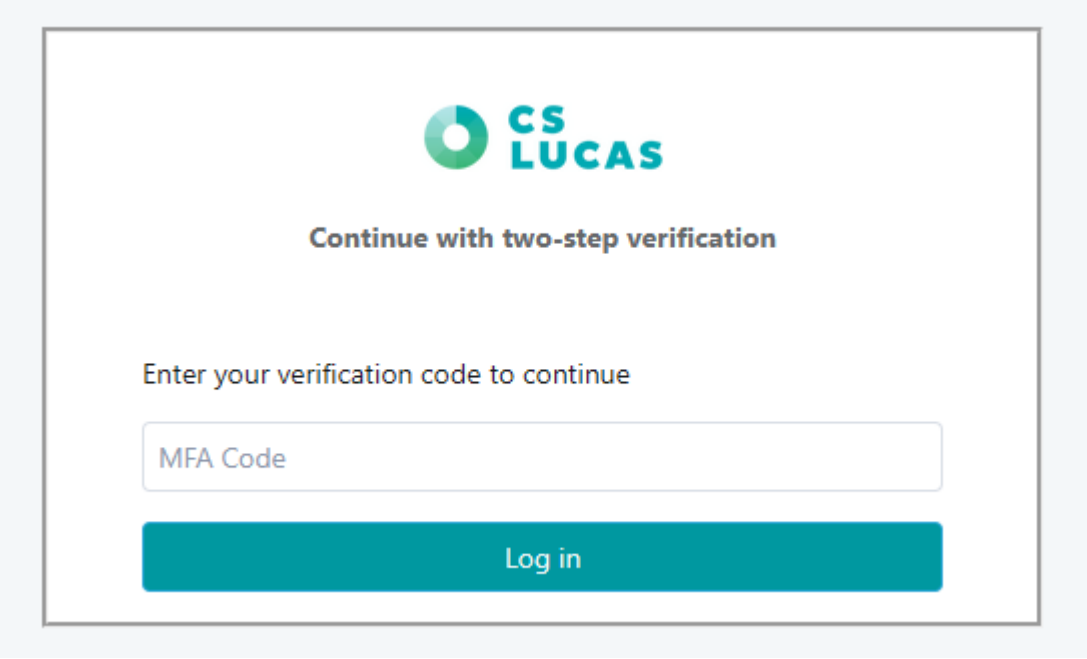
11. Click Activate. If your code is correct, you will see activation successful message. If your code is incorrect, please try generating new verification codes from your mobile devices.

12. Approve the user once MFA is successfully activated.

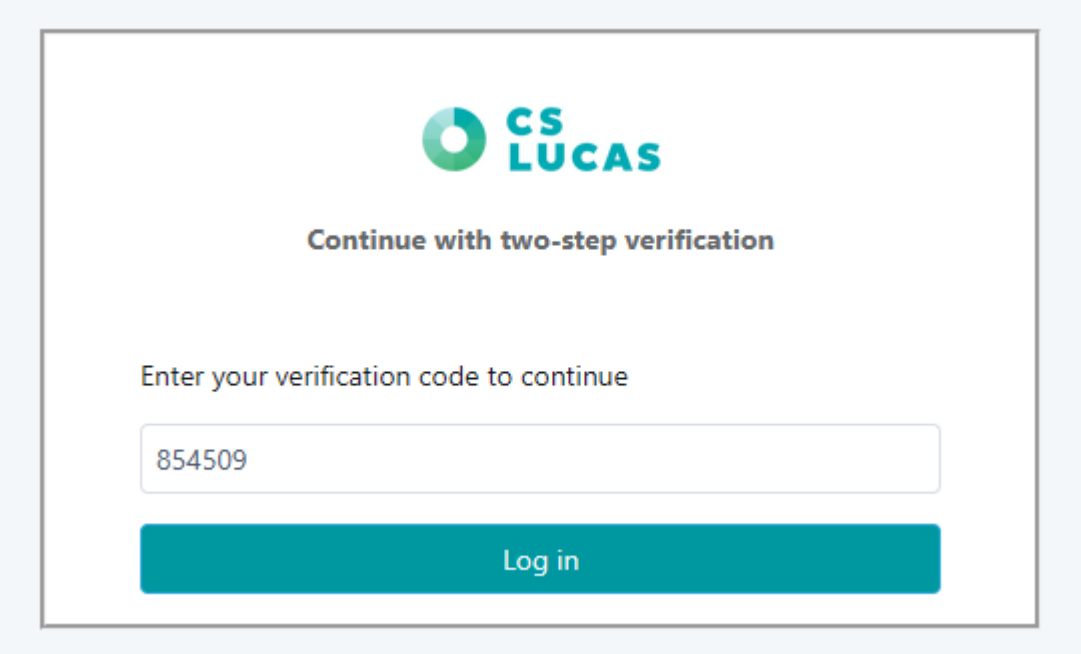
III. Login with MFA

1. On the login page, sign in with user ID and password. Click Sign In.

2. The system asks for the MFA code.



3. Get the code generated by Google Authenticator and enter in the system.



4. Click Submit.

5. If the code is correct, you will be successfully login to the system. If the code is incorrect, please try generating a new code from your device again.

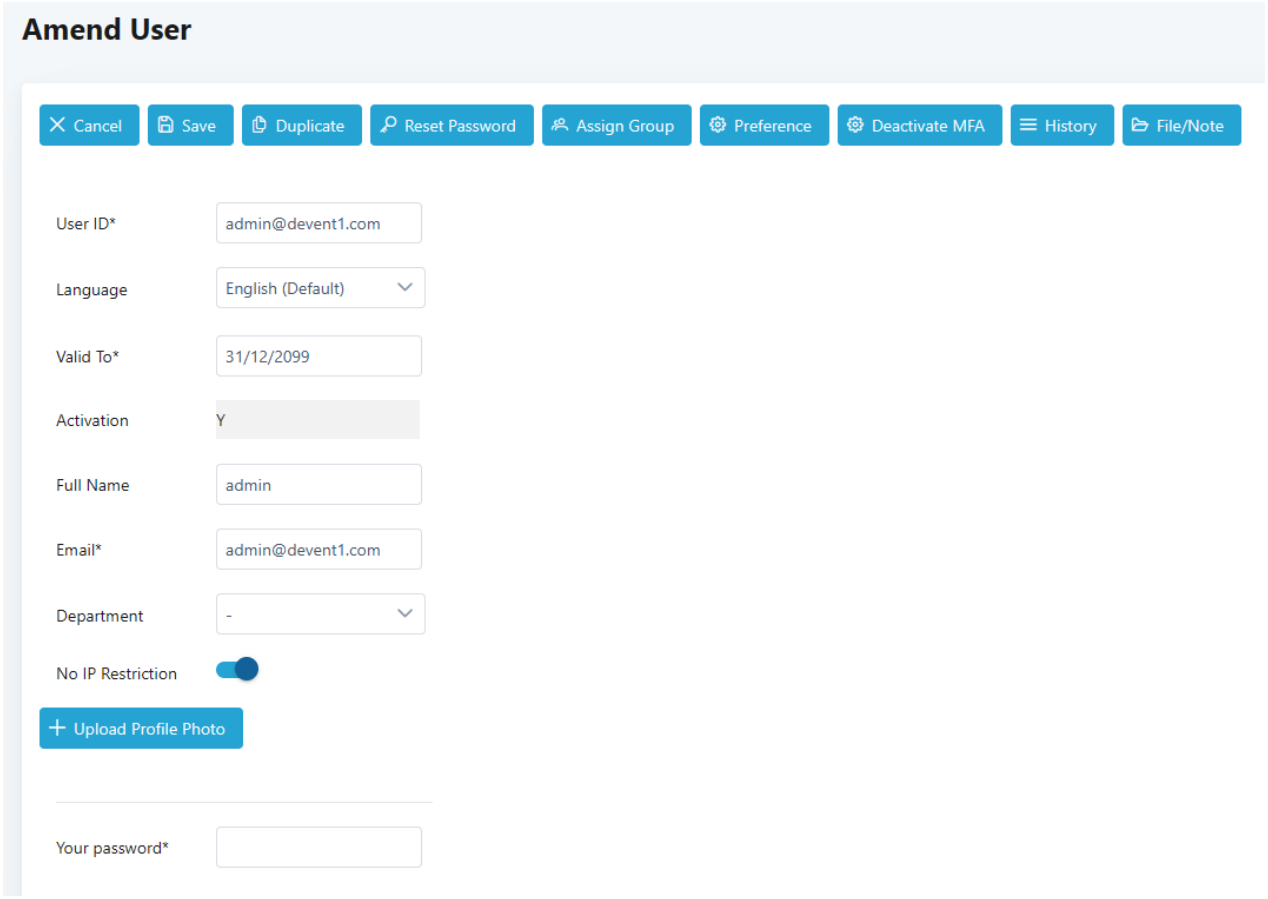
IV. Deactivate MFA

Pre-requisite: You'll require permission rights "10355 Deactivate MFA" to deactivate multi factor authentication. If you do not have permission, please contact your administrator.

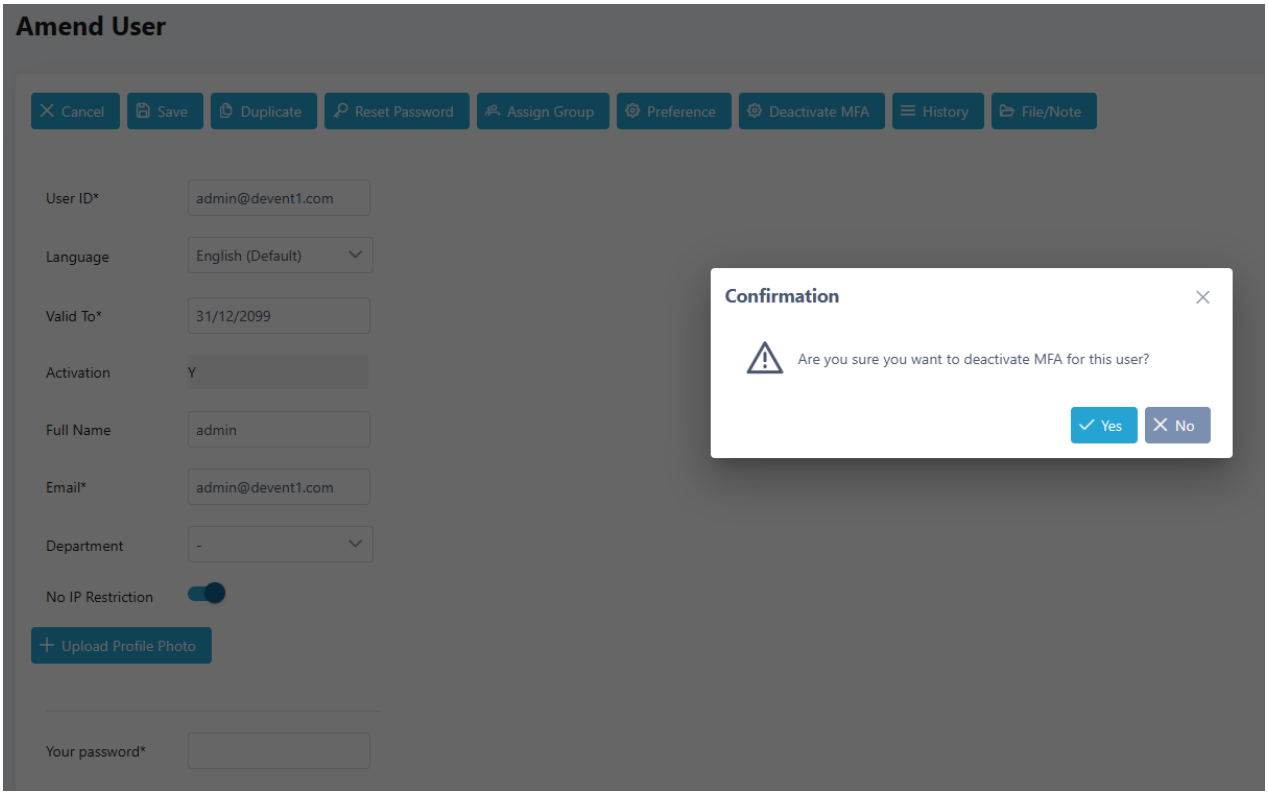
1. To deactivate MFA, select Set Up > User and Rights.

2. Click on the User ID to deactivate MFA.

3. The Amend User screen displays.



4. Click Deactivate MFA. A pop-up window will appear to confirm that you want to deactivate MFA. Click Yes.



5. This will deactivate the MFA and the next login will no longer require MFA.

Note: Deactivate MFA rights should be assigned to user administrator only so that he/she can deactivate for all users.

Deactivating a user's MFA does not require approval after the deactivation.

FREQUENTLY ASKED QUESTIONS

RELATED INFORMATION

Security Recommendations for CS Lucas

CHANGE HISTORY

Date	By	Changes
31-Aug-2016	Clarissa	Created.
27-Nov-2019	Lyra	Updated screenshots.
29-Oct-2024	TS	Updated to W6 instructions and screenshots.