



AMxCore User Guide

Logging In

June 2026



Contents

Overview.....	3
MFA Options to Verify Your Identity.....	3
Option 1: Email-based authentication	3
Option 2: Authenticator Application	3
ArborMetrix Login Process: Workflow Diagram.....	4
ArborMetrix Login Process: Step By Step Directions	5
Email Based-Authentication	5
Mobile Authenticator App Based Authentication	7



Overview

AMxCore uses a secure login process to protect your account and data. When signing in, you'll enter your username and password and will be prompted to complete an additional verification step for security, known as Multi-Factor Authentication (MFA). You can choose to receive a verification code by email or use an authenticator app such as Ente Auth, Duo, or Authy. This user guide explains how to log in to AMxCore and provides details about the available verification options.

MFA Options to Verify Your Identity

AMxCore offers two options to authenticate when logging in to the ArborMetrix Registry Platform.

Option 1: Email-based authentication

During the login process, you will receive an email with the authentication code needed to verify your identity and login to Registry.

- The email address used on your Registry account must be an account where you can receive emails and access during the login process.
- You do not need to install an application on your mobile device or laptop.

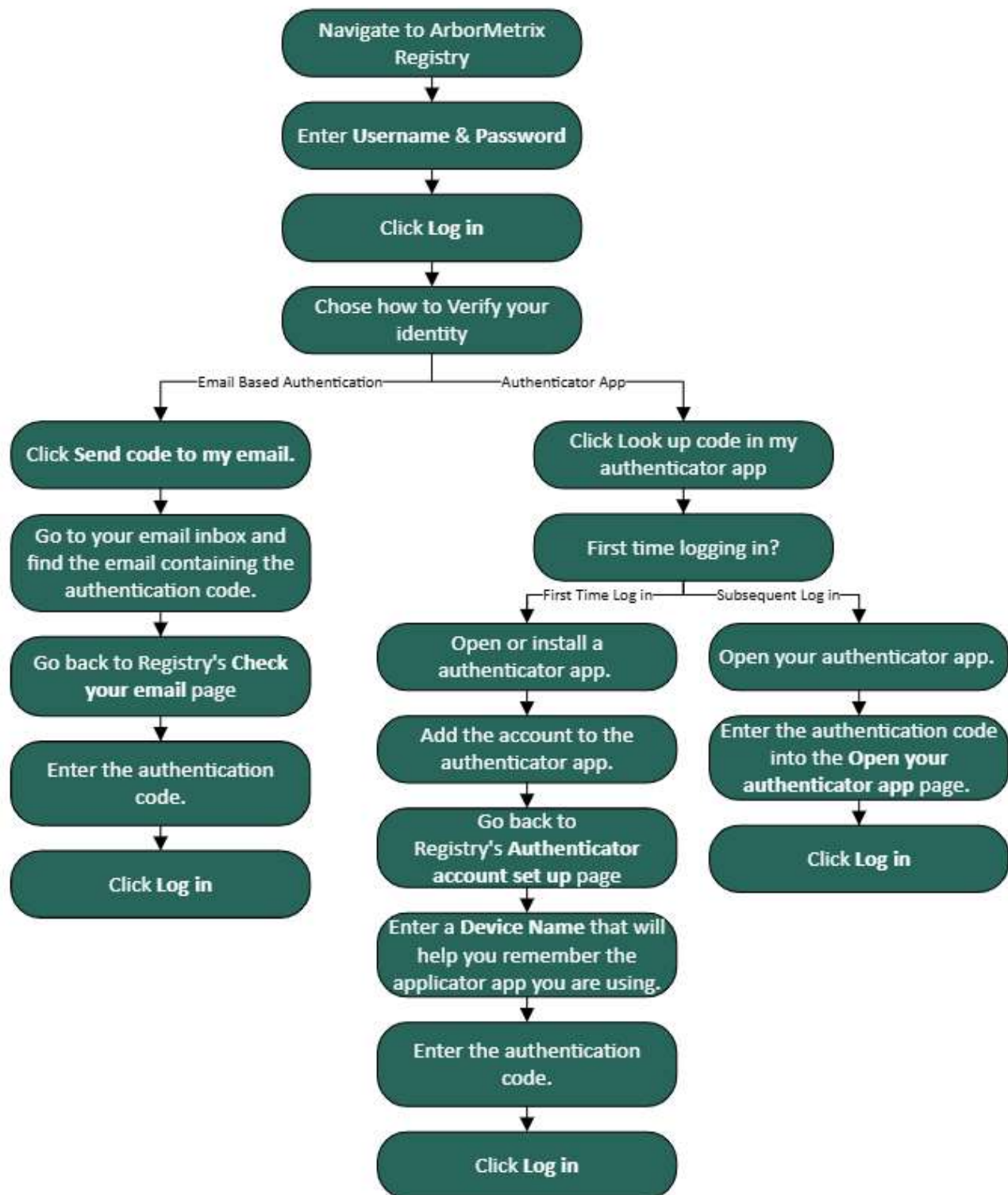
Option 2: Authenticator Application

During the login process, you will open an authenticator application to look up the authentication code needed to verify your identity and login to Registry.

- Requires an authenticator application to be installed on your phone or other device.
- You will need access to the device with the authenticator application when you login.
- You can use any authenticator application you want, such as Ente Auth, Duo, Authy, Google Authenticator, etc.
 - ArborMetrix suggests using Ente Auth. Ente Auth (pronounced en-tay aath) will sync passcodes across platforms (mobile devices, desktop and the Ente Auth webapp) in a secure way. If you use the desktop, browser plug-in or Ente's website, you can easily copy & paste the authentication code during the login process. Refer to [Ente Auth User Guide](#) for more information.



ArborMetrix Login Process: Workflow Diagram

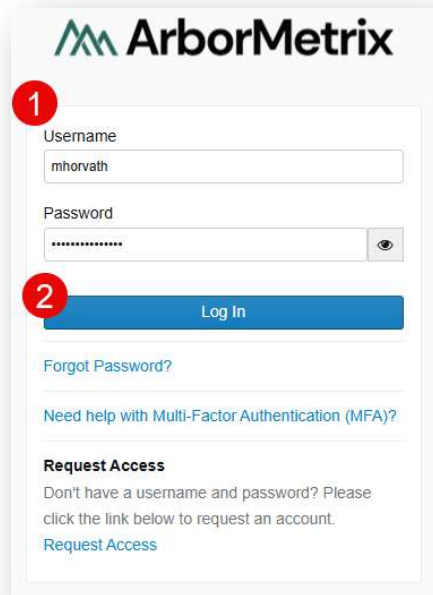




ArborMetrix Login Process: Step By Step Directions

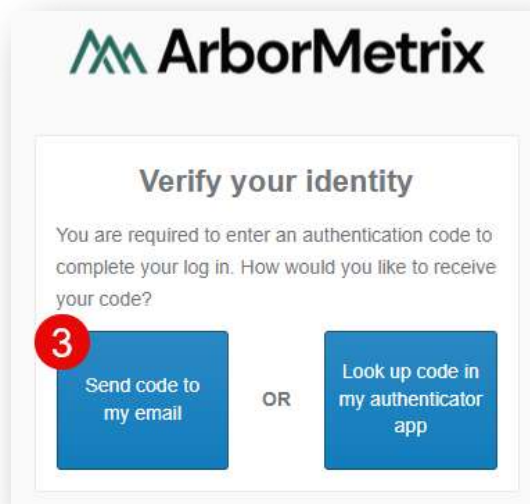
Email Based-Authentication

1. Enter your **username** and **password** on the login page.
 - a. Clicking the eye button  will reveal your password.



The screenshot shows the ArborMetrix login page. At the top is the ArborMetrix logo. Below it, a red circle with the number '1' points to the 'Username' field, which contains the text 'mhorvath'. Below the username field is the 'Password' field, which contains a series of dots. To the right of the password field is an eye icon. A red circle with the number '2' points to the 'Log In' button, which is blue and located below the password field. Below the 'Log In' button are two links: 'Forgot Password?' and 'Need help with Multi-Factor Authentication (MFA)?'. At the bottom of the login form is a section titled 'Request Access' with the text 'Don't have a username and password? Please click the link below to request an account.' and a link 'Request Access'.

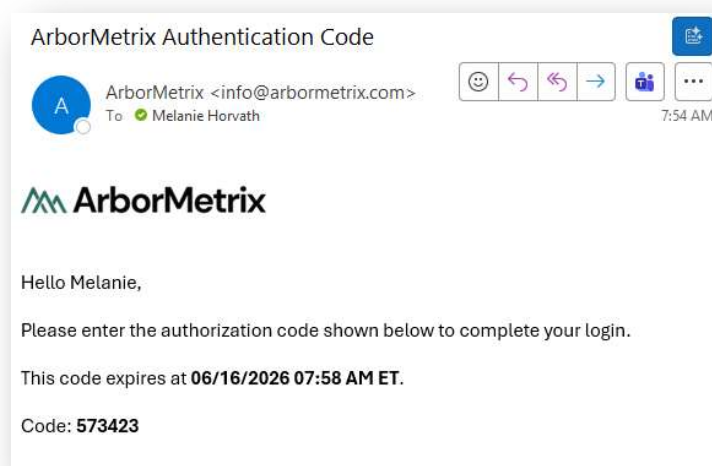
2. Click **Log In**.
3. Click **Send code to my email**.



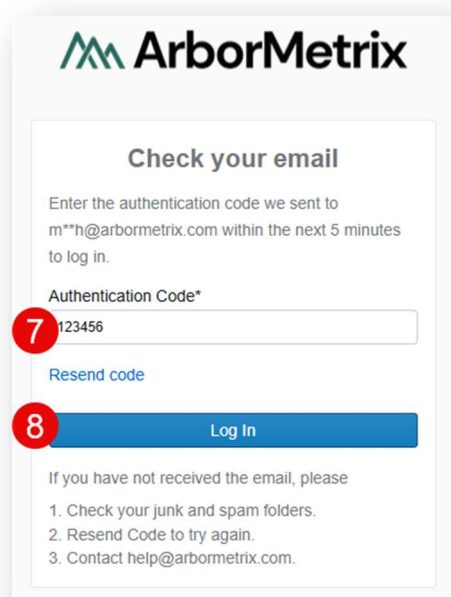
The screenshot shows the ArborMetrix verification page. At the top is the ArborMetrix logo. Below it is a section titled 'Verify your identity' with the text 'You are required to enter an authentication code to complete your log in. How would you like to receive your code?'. Below this text are two blue buttons. A red circle with the number '3' points to the left button, which is labeled 'Send code to my email'. To the right of this button is the word 'OR' and then another blue button labeled 'Look up code in my authenticator app'.



4. Go to your email inbox associated with your ArborMetrix registry account.
5. Find the email containing the authentication code.



6. Go back to the ArborMetrix login page where you left off.
7. Enter the authentication code into the **Check your email** page.



8. Click **Log In**.
 - a. If you are redirected to the Authenticator set up page, contact your administrator or help@arbormetrix.com requesting a password reset.

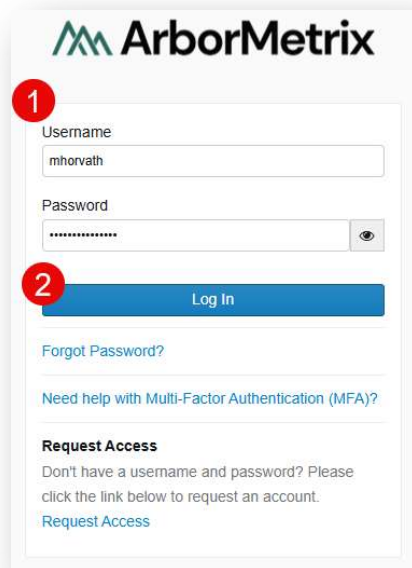


Mobile Authenticator App Based Authentication

Here are the steps for the first time you login using an authenticator app and subsequent logins.

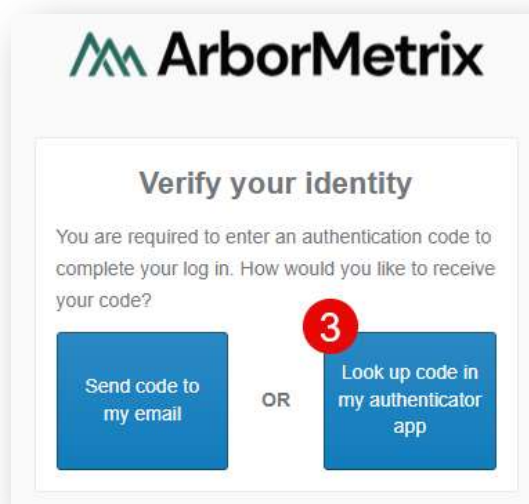
First Time Login

1. Enter your **username** and **password** on the login page.



The screenshot shows the ArborMetrix login page. At the top is the ArborMetrix logo. Below it, a red circle with the number '1' points to the 'Username' field, which contains the text 'mhorvath'. Below the username field is the 'Password' field, which is masked with dots. A red circle with the number '2' points to the 'Log In' button. Below the password field are links for 'Forgot Password?' and 'Need help with Multi-Factor Authentication (MFA)?'. At the bottom, there is a section titled 'Request Access' with the text 'Don't have a username and password? Please click the link below to request an account.' and a link 'Request Access'.

2. Click **Log In**.
3. Click **Look up code in my authenticator app**.



The screenshot shows the ArborMetrix verification page. At the top is the ArborMetrix logo. Below it, the heading 'Verify your identity' is displayed. The text below the heading reads: 'You are required to enter an authentication code to complete your log in. How would you like to receive your code?'. There are two blue buttons: 'Send code to my email' and 'Look up code in my authenticator app'. A red circle with the number '3' points to the 'Look up code in my authenticator app' button. The word 'OR' is placed between the two buttons.



4. Open or install an authenticator app on your mobile device.
 - a. ArborMetrix suggests using Ente Auth for the mobile authenticator app since it supports multiple platforms, mobile app, desktop & website. Refer to [Ente Auth User Guide](#).
 - b. NOTE: Ente Auth is not required. You are welcome to use any third-party authentication application (e.g. Duo, Authy, Google Authenticator, etc.)
5. Add the account to the authenticator app. This step will vary based on the authenticator app selected.
 - a. **DO NOT use the camera app to scan the QR Code. You need to use the QR code scanner within the Authenticator app.**
6. Go back to the ArborMetrix Registry **Authenticator account set up** page.

The screenshot shows the 'Setup authenticator account' page. It contains the following elements:

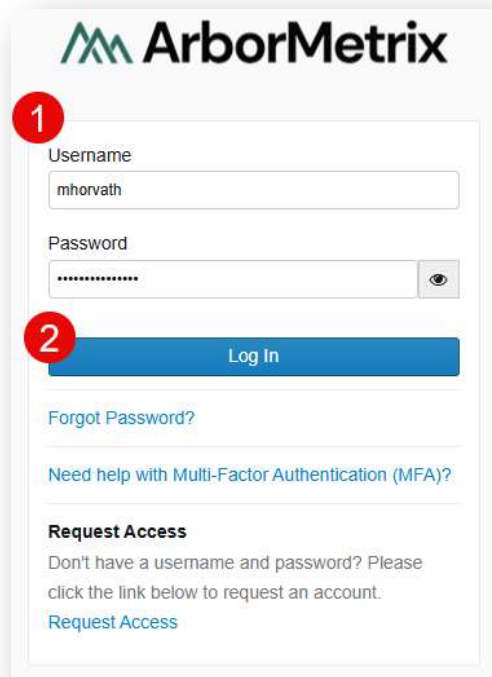
- Section title: 'Setup authenticator account'
- Step 1: '1. Open or install an authenticator app that supports one-time-passcodes such as Ente Auth, Duo, Authy.'
- Step 2: '2. Add the Account in the authenticator app.'
- A QR code for scanning.
- A link: 'Unable to scan?'
- Step 3: '3. Enter a device name that will help you remember the authenticator app you are using for this account.'
- Field: 'Device Name' with a red circle '7' next to it. The input contains 'ente auth'.
- Step 4: '4. Enter the authentication code provided by the authenticator app and click Log in to finish the setup.'
- Field: 'Authentication Code*' with a red circle '8' next to it. The input contains '123456'.
- A red circle '9' next to the 'Log In' button.

7. Enter a **Device Name** that will help you remember the authenticator app you are using for the ArborMetrix Registry.
 - a. ArborMetrix suggests entering the name of the authenticator app you decided on.
8. Enter the **authentication code** displayed in the authentication app.
9. Click **Log In**.



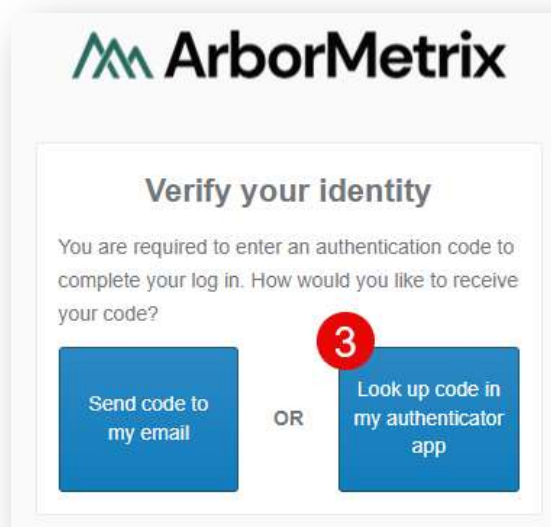
Subsequent Logins

1. Enter your **username** and **password** on the login page.



The screenshot shows the ArborMetrix login page. At the top is the ArborMetrix logo. Below it, a red circle with the number '1' points to the 'Username' field, which contains the text 'mhorvath'. Below the username field is the 'Password' field, which is masked with dots. A red circle with the number '2' points to the 'Log In' button. Below the login fields are links for 'Forgot Password?' and 'Need help with Multi-Factor Authentication (MFA)?'. At the bottom, there is a 'Request Access' section with a link to 'Request Access'.

2. Click **Log In**.
3. Click **Look up code in my authenticator app**.



The screenshot shows the ArborMetrix verification page. At the top is the ArborMetrix logo. Below it, the heading 'Verify your identity' is displayed. The text below the heading says: 'You are required to enter an authentication code to complete your log in. How would you like to receive your code?'. There are two blue buttons: 'Send code to my email' and 'Look up code in my authenticator app'. A red circle with the number '3' points to the 'Look up code in my authenticator app' button. The word 'OR' is placed between the two buttons.



4. Open your authenticator app and find the one-time-passcode displayed.
5. Enter the authentication code into the **Open your authenticator app** page.

The image shows a login page for ArborMetrix. At the top is the ArborMetrix logo. Below it is a section titled 'Open your authenticator app'. Under this title, there is a text prompt: 'Enter the authentication code displayed in your authenticator app.' Below that, a smaller text says 'Your saved Device Name is ente auth'. Then, there is a label 'Authentication Code*' followed by a red circle with the number '5'. Below the label is a text input field. At the bottom of the form is a blue button with the text 'Log In' and a red circle with the number '6' to its left.

6. Click **Log In**.