ArborMetrix

Multi-Factor Authentication (MFA)

Help Guide

April 2023

Contents

Multi-Factor Authentication Overview

What is MFA?

Multi-Factor Authentication (MFA) strengthens authentication with an additional layer of verification, reducing the risk of compromised passwords by requiring digital users to supply two pieces of evidence to prove their identity when they log in. MFA is one of the most effective ways to prevent unauthorized account access and safeguard your data.
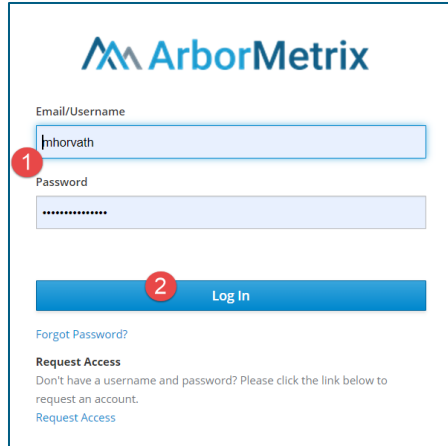
How Does MFA Work

- In addition to their username and password, all registry users will be required to use an authenticator application to log in.
- ArborMetrix recommends Authy, but users are free to use other authentication applications of their choosing such as Duo or FreeOTP.
- Initial setup is quick and easy by scanning a QR code. See *Initial Login Steps* below.
- For each subsequent login, users will need to enter a one-time code generated by their authenticator application. See *On-going Log-Ins Steps* below.

Registry Login with Authy

Your experience logging into ArborMetrix Registry will be different upon the initial set up of MFA and all subsequent logins. To get started you will set up an authenticator app. On-going logins will use the already set up token or one-time passcode. The steps below walk you through the initial set up with Authy as your Authenticator app and the on-going process to login.
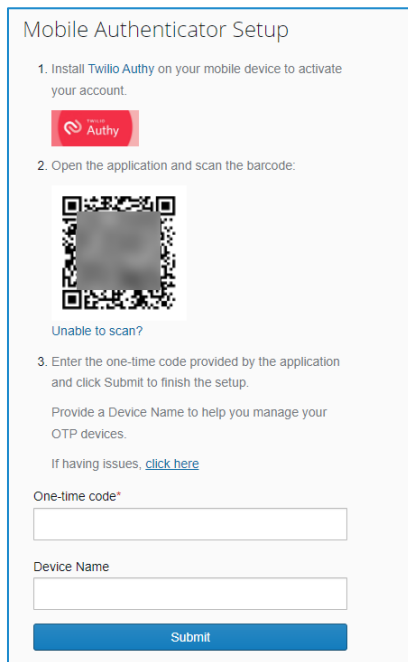
Initial Login Steps

1. Go to the Login page and enter your username & password.

2. Click Log In.

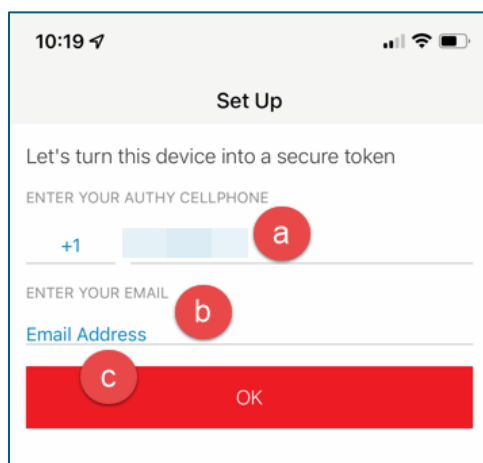   a. The Mobile Authenticator Setup page will show.

3. Download the Twilio Authy app to your phone from the Apple App Store or Google Play.

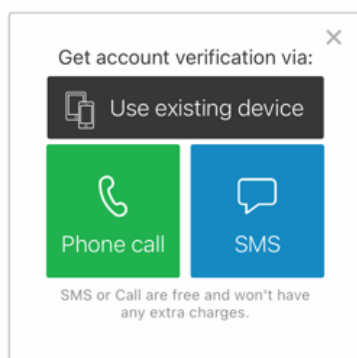4. Open Authy app on your phone.

    a. Authy also has a desktop application that can be downloaded from the Authy Web site. https://authy.com/download/
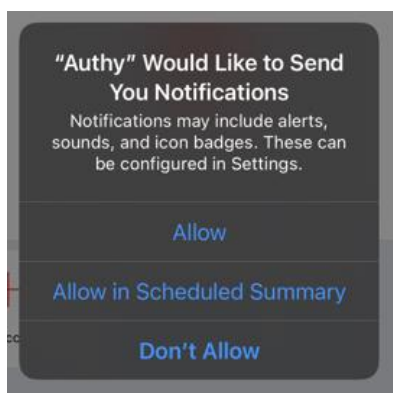
5. Set Up Authy.

    a. Select your country and enter your mobile number.

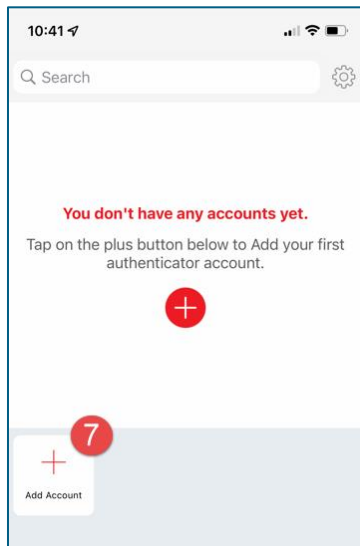   b. Enter your email address.

    c. Press OK.

    d. Verify account using Phone call or SMS as prompted in Authy.
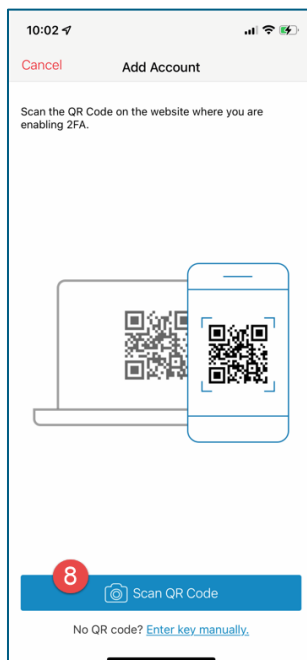

6. Select the notification set up you desire.

7. Press Add Account.

8. Press Scan QR Code.

9. Scan the QR Code on the Mobile Authenticator Setup page.

10. Edit the Logo and select the ArborMetrix logo.

   a. Press Edit logo.

   b. In the search field enter "ArborMetrix" and press search.
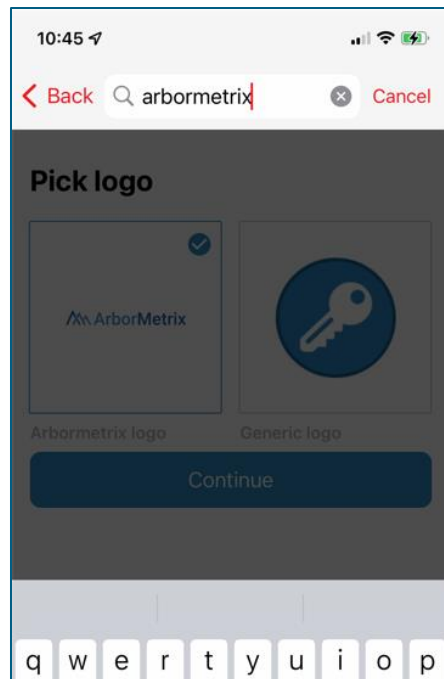
c. ArborMetrix logo will be displayed.
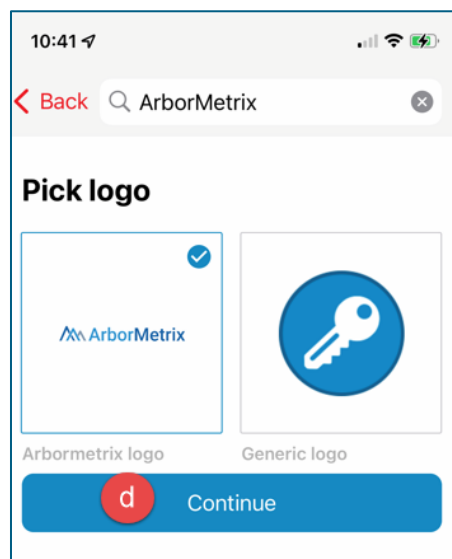
d. Press Continue.

11. Press Save.
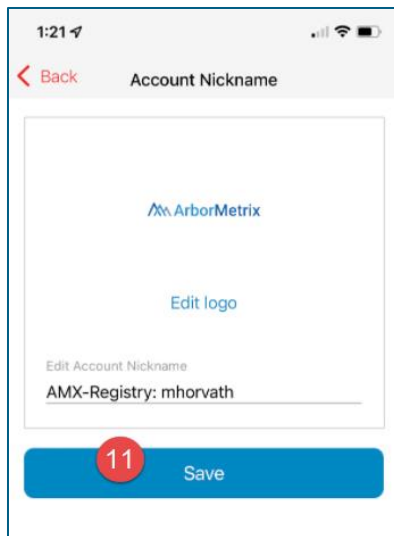
12. There is now a Token or One-Time Passcode displayed in Authy on your device.
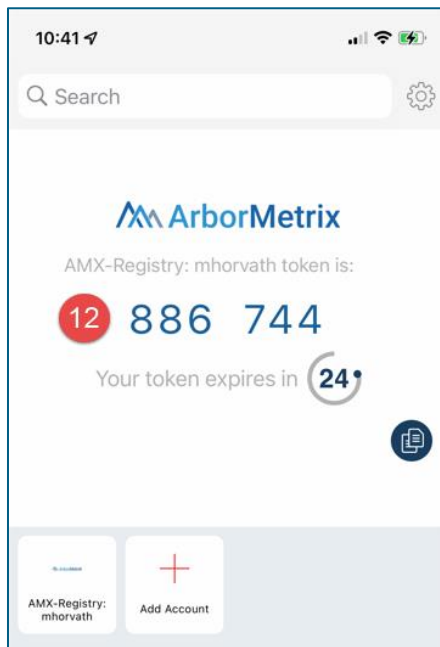
13. On the ArborMetrix website, enter the number displayed in the mobile authenticator.
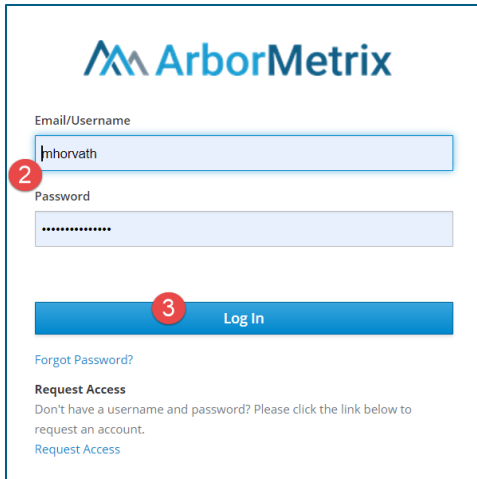
14. You can optionally enter a device name.
    a. If using Authy, the device name is not critical since you can set up your account to be used with multiple devices.
    b.
15. Click Submit.

On-going Log-Ins Steps

1. Go to Registry.
2. Go to the Login page and enter your username & password on the login page.

3. Click Log In.

4. Open Authy on your device.

5. Press the Registry Card.

    a. Press the Registry Card.
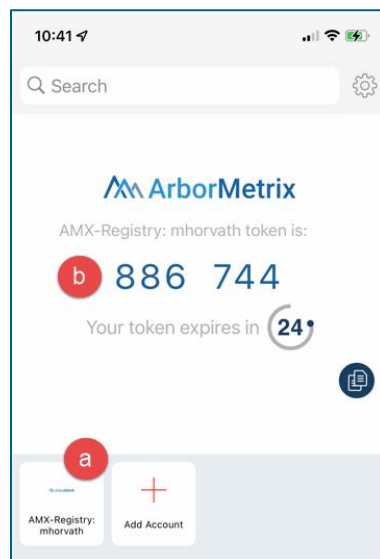
    b. Identify the One-Time Code.

6. Enter the One-time code into the popup.
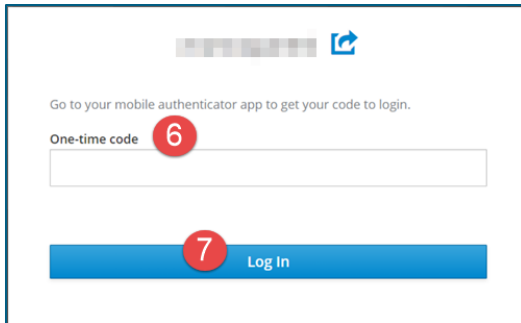
7. Press Login.

How to Sync with multiple devices

Authy can sync the multi-factor authentication tokens with multiple devices giving more flexibility.

1. Open the Authy App.
2. Press the settings gear in the upper right.
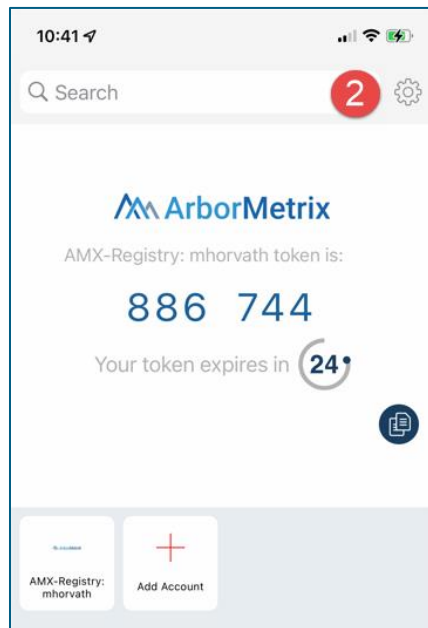
   a.
3. Allow Authy to be used on Multiple devices.
   a. Press the Devices on the lower right.
   b. If the Allow Multi-device toggle is off, toggle on.
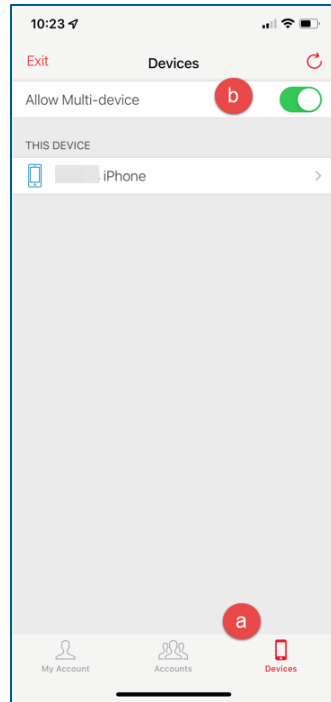
4. Enable Authenticator Backups.
    a. Press Accounts on the bottom.
    b. Turn on Authenticator Backups.
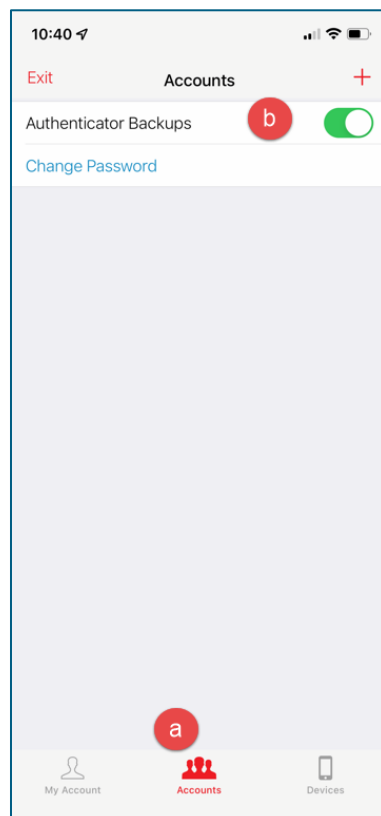
c. Enter a password for backups.
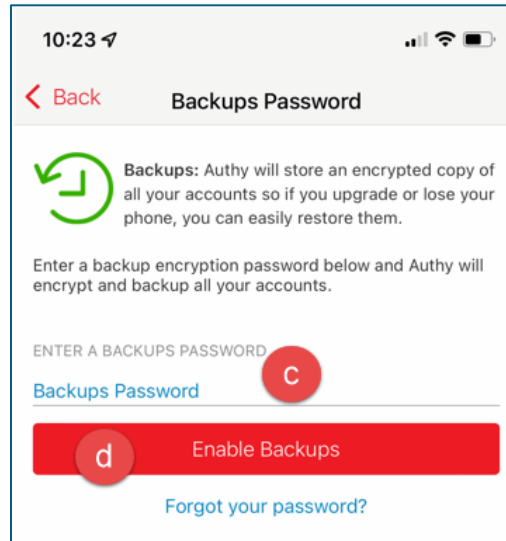
d. Press **Enable Backups.**
e. In the Password Confirmation prompt, re-enter your password to complete the backup process. You will need this password when setting up additional devices or the desktop application.
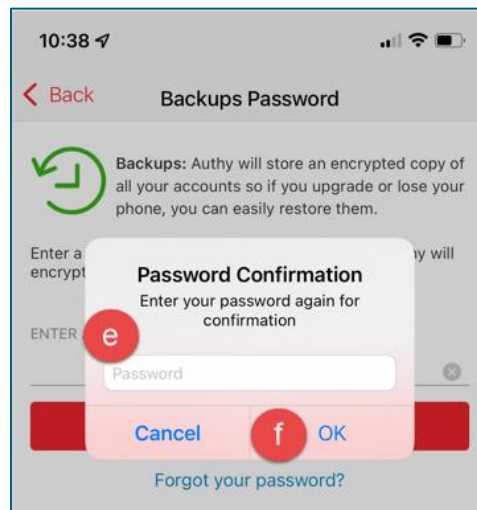
f. Press OK

5. Press Exit to get back to your home screen to view your existing MFA tokens or add more.
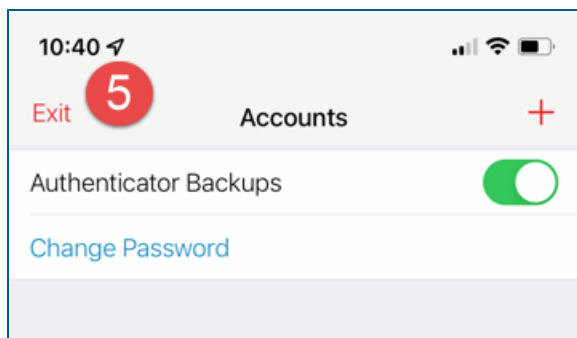
6. Your Authy account is now enabled to allow you to use multiple devices. We suggest installing the Authy for Desktop Application on your machine to give you the ability to obtain your access codes when you do not have your mobile device handy. This gives you more flexibility when trying to access ArborMetrix Registry.

Troubleshooting Guide

MFA Initial Setup Issues

On entering the initial one-time code and clicking Submit, the Registry Mobile Authenticator Setup page refreshes but does not accept the MFA link.

This can happen when the Setup page QR code token is refreshed before you had a chance to enter the initial one-time code. When this happens, the new QR code must be scanned.

Solution:

1. In Authy, delete your existing account (see below for steps). Your old account will be removed from Authy in 48 hours, but you do not need to wait for this to proceed to Step 2.
2. Refresh the webpage to log back into your Registry account with username & password
3. In Authy, press "Add Account" and re-scan the new QR code
4. Enter the new 6-digit one-time code (no spaces) into the Mobile Authenticator Setup page. Make sure that you are entering the initial one-time code on the same page where you originally scanned the QR code.

Default logo is not ArborMetrix

Solution: The logo selected for your Authy account is immaterial to making a successful MFA link to your Registry account. By default, Authy uses Google Image Search to try to find the logo associated with your Registry. After scanning the QR code or after once your account is setup, you can manually search for ArborMetrix or use the generic/default logo for your account.

Don't have a mobile device or would prefer to use a desktop authenticator.

Solution: Authy Desktop is a supported solution for setting up MFA. Click here to download the Desktop application. Please see the ***How to Sync with multiple devices*** section for step-by-step instructions details on how to setup MFA using Authy Desktop.
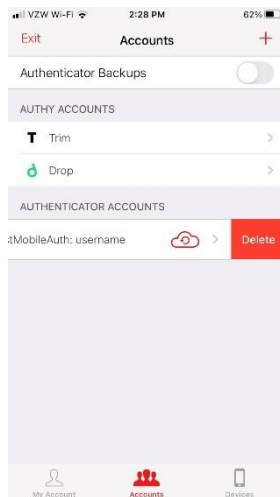
Lost or New Device

If you lose, replace, or reset your MFA device you may lose the MFA pairing for your account. To request an MFA reset, please contact your Registry's coordinating center support.

Deleting your account from Authy

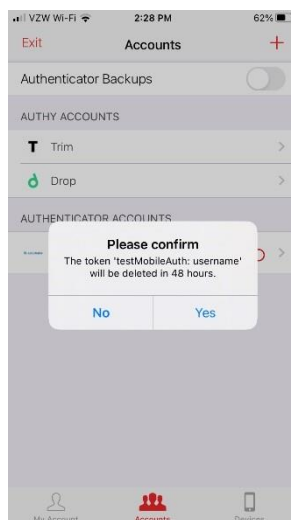1. Press the Settings gear in the upper right.

2. Swipe left on your account to Delete.


3. Press Delete
4. Confirm Delete

Changing the logo of your Authy account

Authy uses an internet search to try to find an acceptable logo. If the logo isn't correct you can change it. If following these steps does not find an acceptable logo, you can use the ArborMetrix logo or a generic logo.
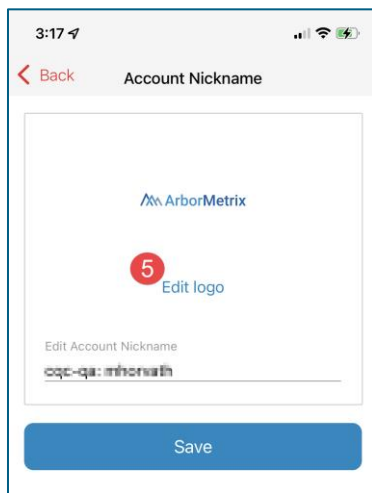
1. Open Authy on your device.
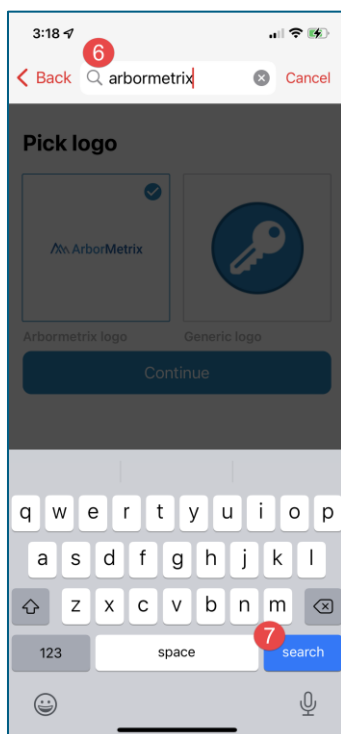2. Press the Gear in the upper right corner.
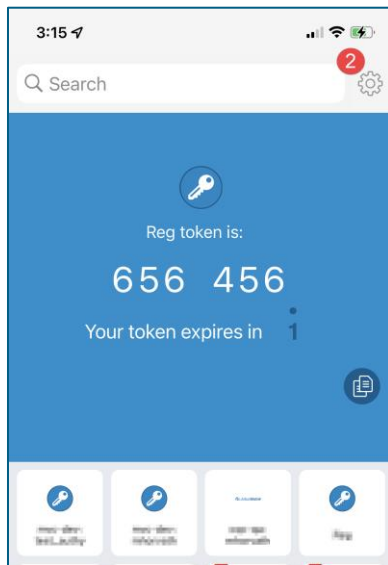
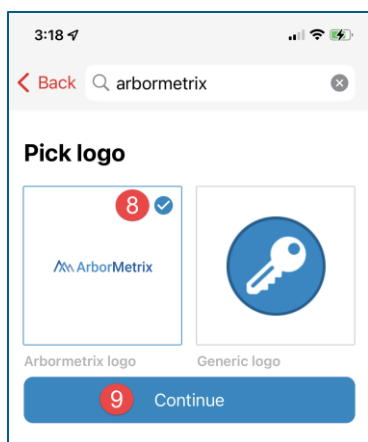3. Press Accounts in the bottom menu.
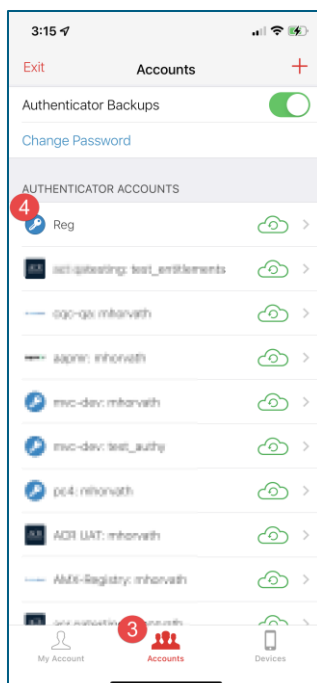
4. In the AUTHENTICATOR ACCOUNTS area, press on the account.
5. Press Edit Logo

6. Enter text to search for the logo. ArborMetrix has a logo that you can use if you don't find another appropriate logo.

7. Press search
8. Press the desired logo or you can use a generic logo.

9. Press Continue
10. Press Save