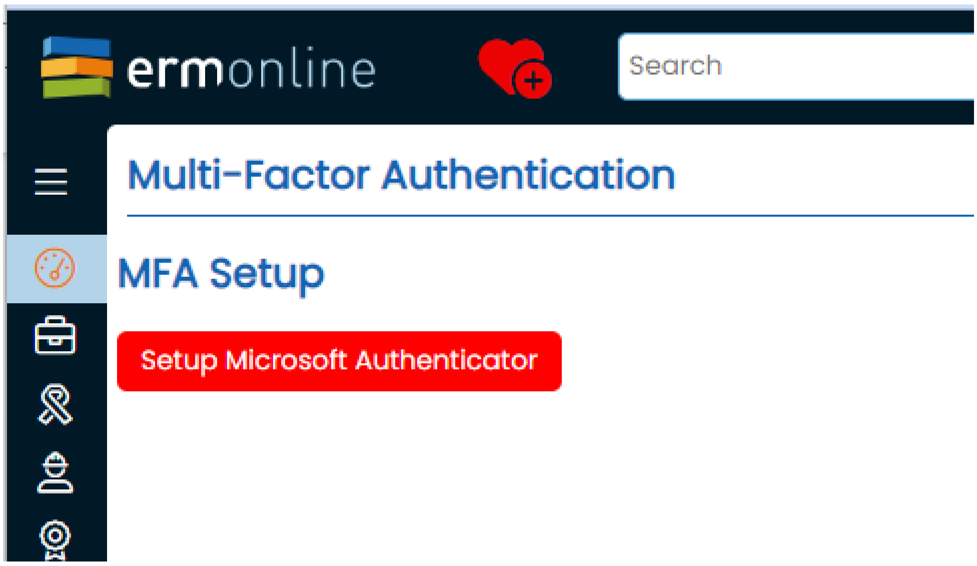
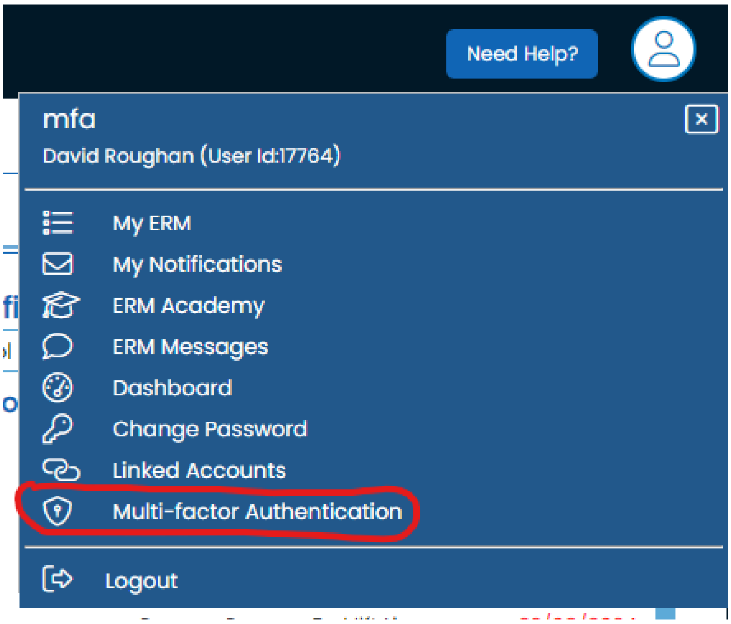
ERM Multi-Factor Authentication (MFA) Support

The application supports MFA using the Microsoft Authenticator App.

MFA can be enabled at a company-wide level, and once deployed users will be able to setup the ERM site in within the app. At login time, any user who has not setup MFA within the grace period will be automatically redirected to the MFA settings page. The number of days in the grace period is configurable for the organisation.

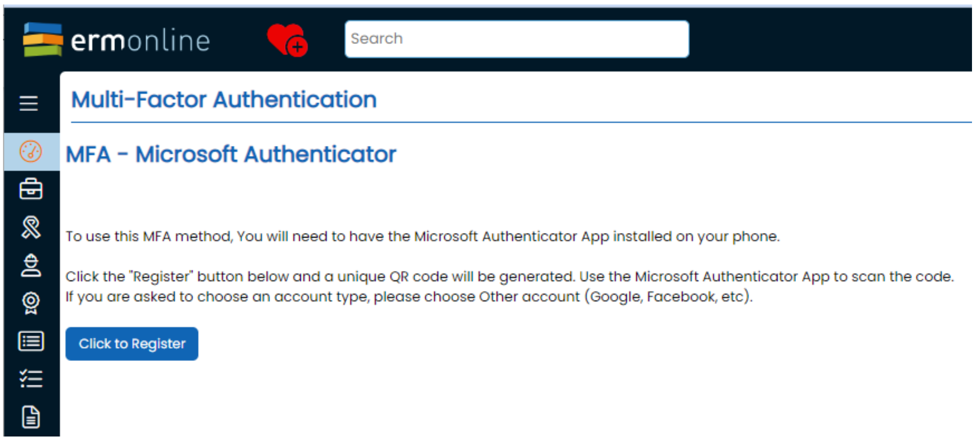


Users may access the MFA settings at any time after login. When MFA has been enabled for a client, users will see a new option on their personal menu for Multi-factor authentication.



Selecting this option will take the user to the MFA setup page.

From the MFA setting page, the user can configure the app by clicking the button. Some brief instructions are presented for users not familiar with using authenticator apps.



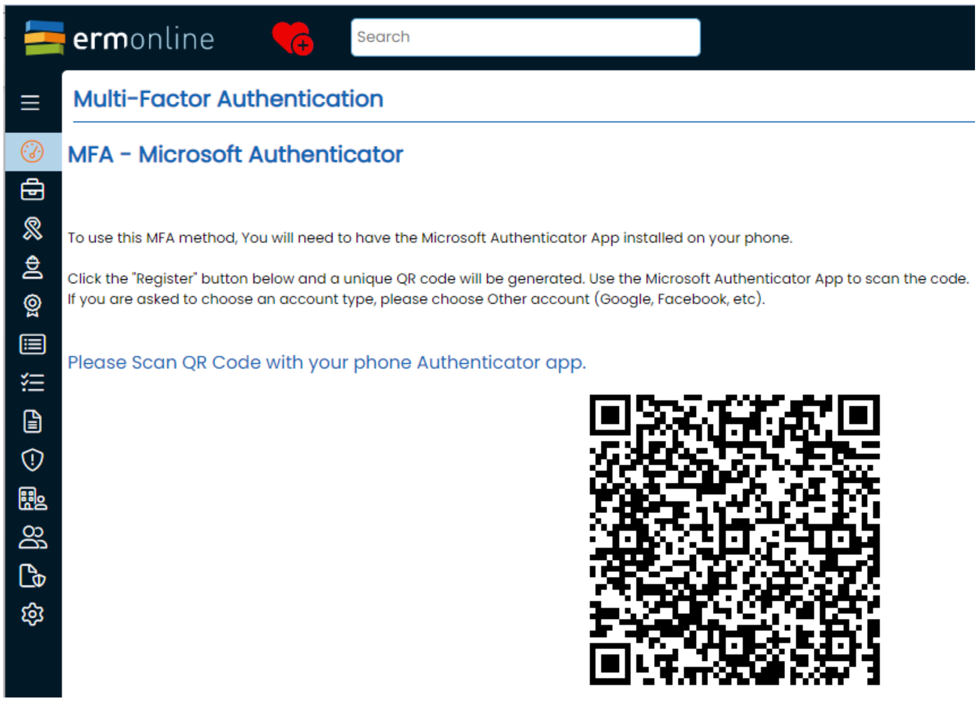
Multi-Factor Authentication

MFA - Microsoft Authenticator

To use this MFA method, You will need to have the Microsoft Authenticator App installed on your phone.

Click the "Register" button below and a unique QR code will be generated. Use the Microsoft Authenticator App to scan the code. If you are asked to choose an account type, please choose Other account (Google, Facebook, etc).

When they click the Register button, they will be shown a QR code that can be scanned with the Microsoft Authenticator App



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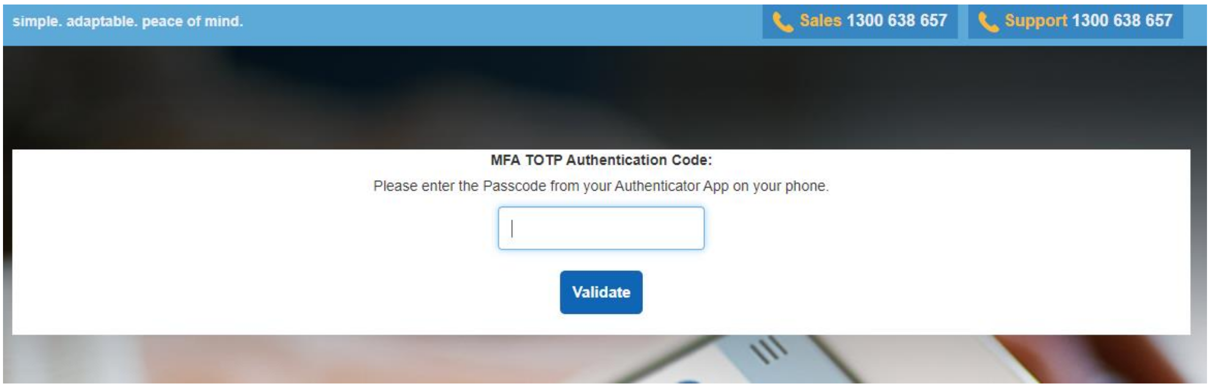
Please Scan QR Code with your phone Authenticator app.

Once MFA is setup, when the logs in, after their username and password are validated, they will be presented with an extra page where they will need to enter the code from the Microsoft Authenticator App



MFA TOTP Authentication Code:

Please enter the Passcode from your Authenticator App on your phone.

After entering the correct code, the user will be taken to their home page.

The experience on the mobile app at login time is essentially the same, however the mobile app does not currently provide access to setup MFA, and this needs to be completed using the desktop version.

The application supports “whitelisting” IP addresses that are considered safe, and for which an MFA challenge will not be issued at login time when logging in from the desktop version. Login via the App will always present the MFA challenge.