

Two Factor Authentication installation

What is Two Factor Authentication?

Two-factor authentication (also known as 2FA) provides unambiguous identification of users by means of the combination of two different components. These components may be something that the user knows, something that the user possesses or something that is inseparable from the user.

Overview

- NPCC staff modifies your ID so that your ID needs 2FA to Sign In
- You install a client app on your smartphone
- You continue the installation by signing into the NPCC web site
- You complete the installation by “linking” your client app with the NPCC site, during this sign in

What do I need to install on my phone?

You will need to install

Google Authenticator (<https://support.google.com/accounts/answer/1066447?hl=en>) or another smartphone app that supports RFC6238 (<https://tools.ietf.org/html/rfc6238>). Microsoft Authenticator is a compatible app (supports RFC6238)

NOTE: If you install on an iPhone, you probably need your iTunes ID/password

Installing the app

You will get this screen after your next sign in

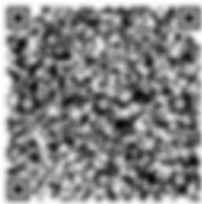
Setup 2-Factor Device

Your account is configured with two factor authentication (2FA). You must initialize your 2FA.

You need a compatible 2FA app that supports RFC6238 (<https://tools.ietf.org/html/rfc6238>). Compatible smartphone apps include Google Authenticator, Microsoft Authenticator, Duo or Authy. The Google Authenticator instructions are here.

Once your smartphone app is installed:

1. Scan the QR code
2. Type your 2FA code in the Authenticator Code text box
 - Your 2FA code is six numbers, no space.
 - Most apps change to a red font when the code is about to change. Wait for the new code.
3. Click the Sign In button



Authentication Code

Installing the app - Google Authenticator

Click the Google Authenticator Tutorial link, which should be <https://support.google.com/accounts/answer/1066447?hl=en>

Click on your phone type (iPhone, Android, etc.)

Follow Google's instructions

NOTE: If Google Authenticator is already installed on your phone, you do not need to install Authenticator a second time but you will need to add another site to your phone 's Authenticator.

iPhone – start with step3 under **Setting up the app**

Android – start with step4 under **Setting up the app**

Enter the Authentication Code and click the SIGN IN button

NOTE: Authenticator works on the combination of PC and browser. If you want to login from a second PC or a second browser, you will need to enter a Verification Code and click that Save button so that your access is trusted on the second combination.

Authenticator – Sync Time

If you get this error message

Errors were found above. Please correct them before proceeding.
The Verification Code is not valid.

Your Google Authenticator may need to re-sync time. Look for “sync time” or “time sync.” Here is one sequence

- Go to the main menu on the Google Authenticator
- Tap More Settings
- Tap Time correction for codes
- Tap Sync Now

This should not change the date/time on your smartphone. It should change only the Google Authenticator’s sync with the server

Note – it appears that the iPhone version of Google Authenticator does not have a “sync time” choice

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