

FYDO Two-Step Authentication

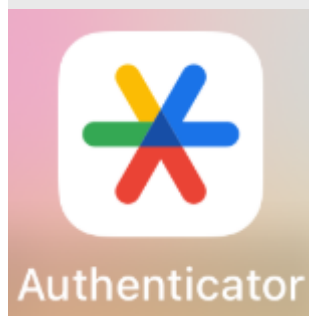
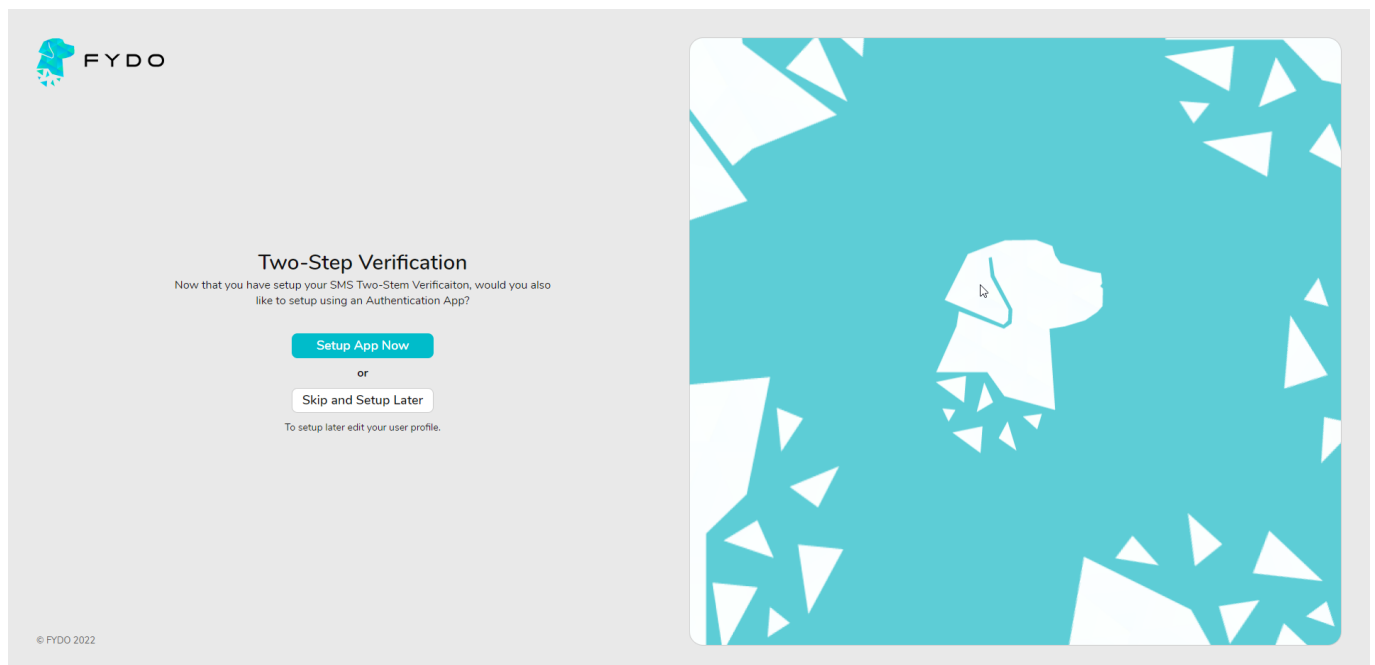
FYDO manages highly sensitive information, which is why Two-Step Verification is mandatory for all users.

Each facility can choose whether users must complete the Two-Step Verification process on every log in, or if they will allow users to choose the option to **Remember me for 30 days**.

Using an Authenticator App (*like Google Authenticator*) is the most efficient and reliable way to complete your **Two-Step Verification**. It's faster and more dependable than receiving codes by SMS or email, especially in areas with poor reception or slow internet.

You may choose SMS & Email authentication if needed. Just note that delivery can be delayed in low-connectivity areas.

During first log in – You'll be prompted to **Setup App Now**.



Download and open the **Google Authenticator App** on your mobile device. Once the user clicks **Setup App Now**, on FYDO, they will be shown a QR Code that they can utilise the app to scan.

Two-Step Verification Setup

For added security, since we are dealing with patient data, FYDO has introduced added security by enabling two-step verification. You will need both your password and Authentication App to sign in.

Scan this with Google Authentication App



Write down this secret key and keep it in a safe place.



Enter your 6-digit code via authenticator app

Enter your 6-digit code

Verify

Open the Google Authenticator App & click **Add a Code**. Then select **Scan a QR Code**.

After following the prompts on the app, the user will be able to obtain their 6-digit code to enter into the field before clicking **Verify**.

(Writing down the secret key & keeping it in a safe place will allow users to access their account in the case that they misplace their mobile phone)

Want to set up later? Just click **Skip and Setup Later**. You can continue with SMS or Email verification and set up the app when you're ready.



To enable app-based verification later:

1. Go to your **User Profile** and click **Edit Profile**
2. Open the **Authentication** tab
3. Click **Edit**
4. Tick the **Two-Step Authentication > Enable** box
5. Follow the instructions on the page
6. Click **Save**

