

FYDO Two-Step Authentication

FYDO deals with sensitive information, which is why we have made Two-Step Verification mandatory for all users.

Each facility is able to decide if they want users to have to meet the Two-Step Verification requirements on every log in, or if they will allow users to choose the option to **Remember me for 30 days**.

The most efficient & easy way to meet these requirements is to use the **Two-Step Verification App**. It allows for increased security & will save time for users as it is a more reliable & timely option than receiving the verification code via SMS or Email.

SMS & Email are also available options, however these are not recommended for areas of poor mobile reception or slow internet speed as this can delay their delivery time.

When users log in, they will be prompted to **Setup App Now**. Users will need to download the **Google Authenticator App** to their mobile phone. Once the user clicks **Setup App Now** they will be shown a QR Code.

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)

Users are also given the option to **Skip and Setup Later**, when they first log in, and proceed with using the SMS or Email option for Two Step Authentication. Users will be able to go back and set the App up, when it is convenient for them, by:

1. Going into their **User Profile**
2. Selecting the **2 Step Authentication** tab
3. Click **Edit**
4. Tick the **Allow Google Authentication** box
5. Follow the instructions on the page
6. Click **Save**



If the facility allows users to utilise the **Remember me for 30 days** option, then the authentication process will only need to be performed once a month. However if this function isn't allowed by the facility then this authentication process will need to be met each log in.