# FYDO Two-Step Authentication

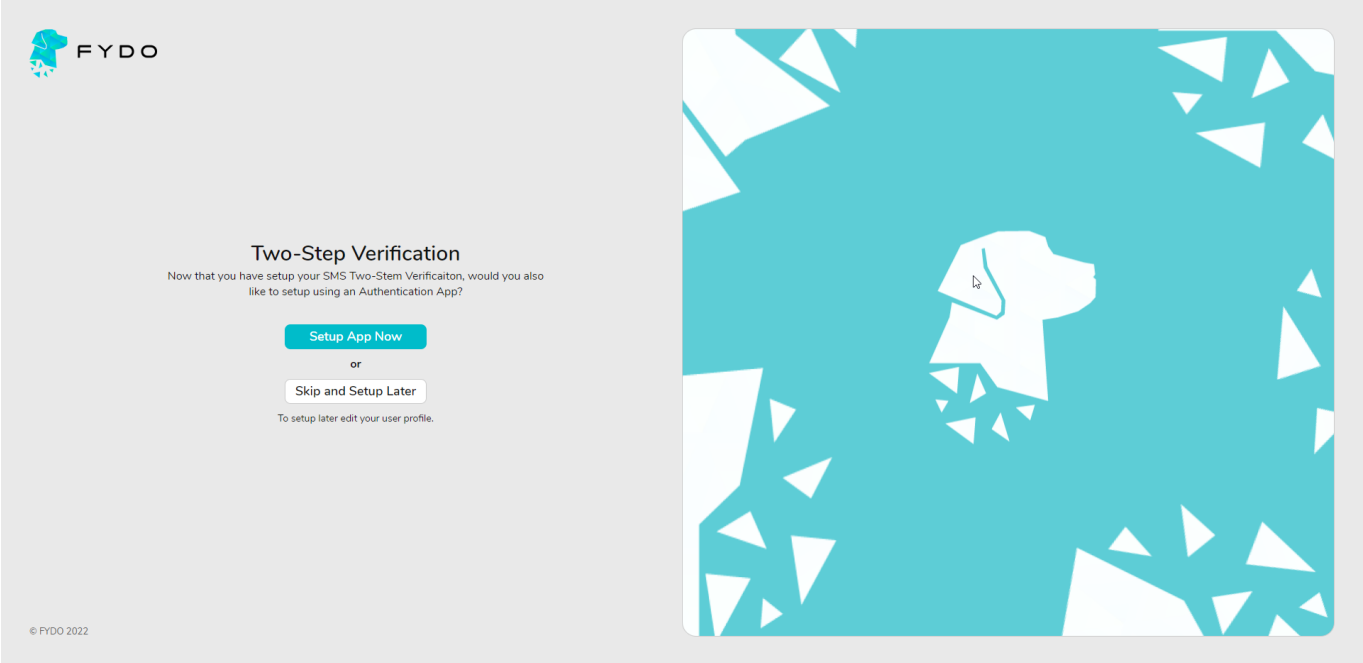
FYDO manages highly sensitive information, which is why Two-Step Verification is mandatory for all users.

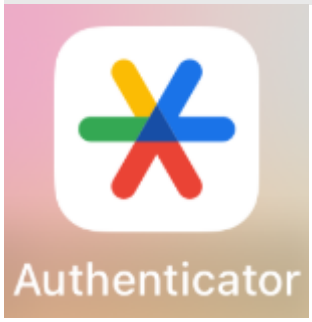
Each facility can choose whether users must complete the Two-Step Verification process on every log in, or if they will allow users to choose the option to **Remember me for 30 days.**

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.

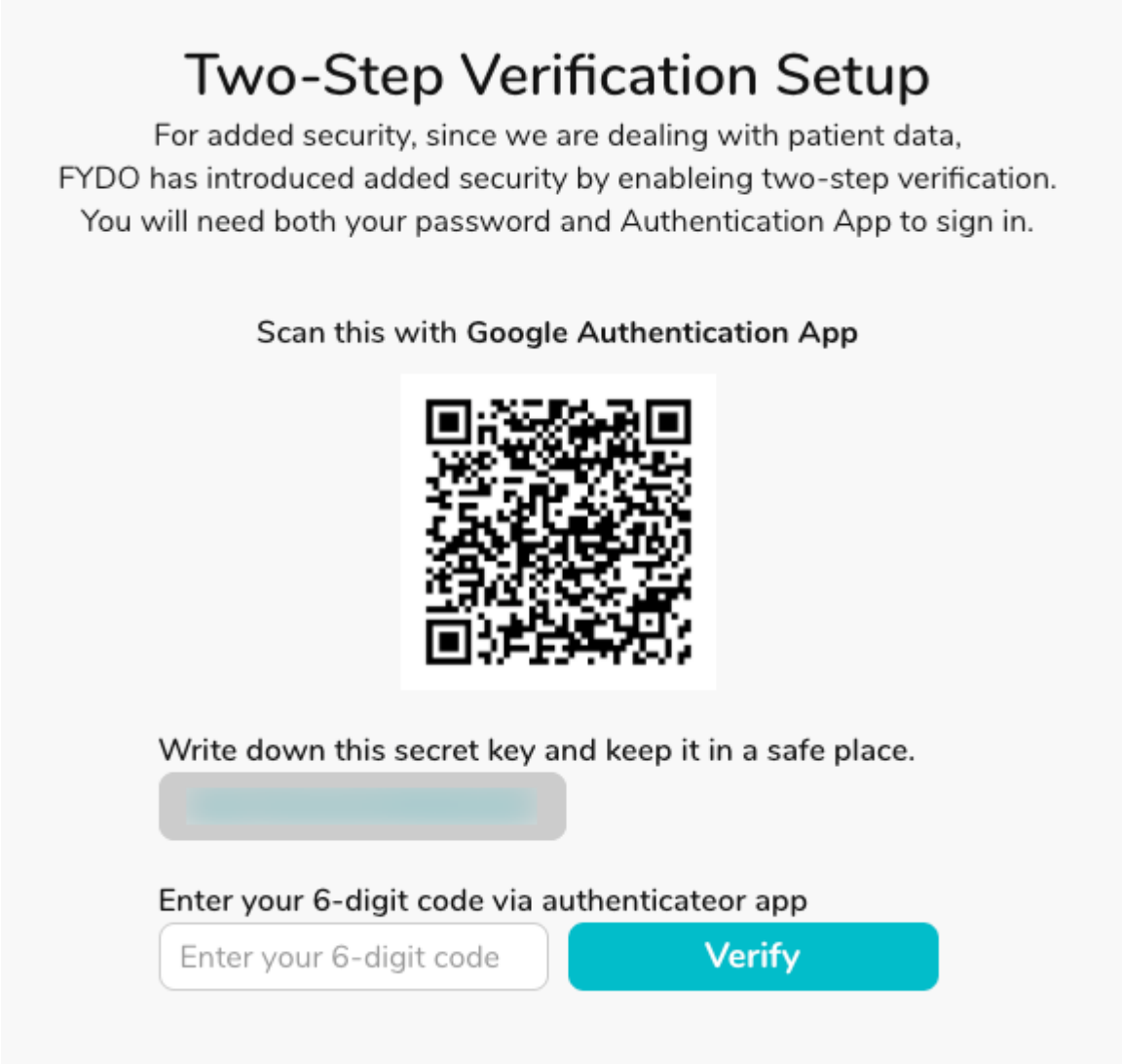
You may choose SMS & Email authentication if needed. Just note that delivery can be delayed in low-connectivity areas.

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.




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

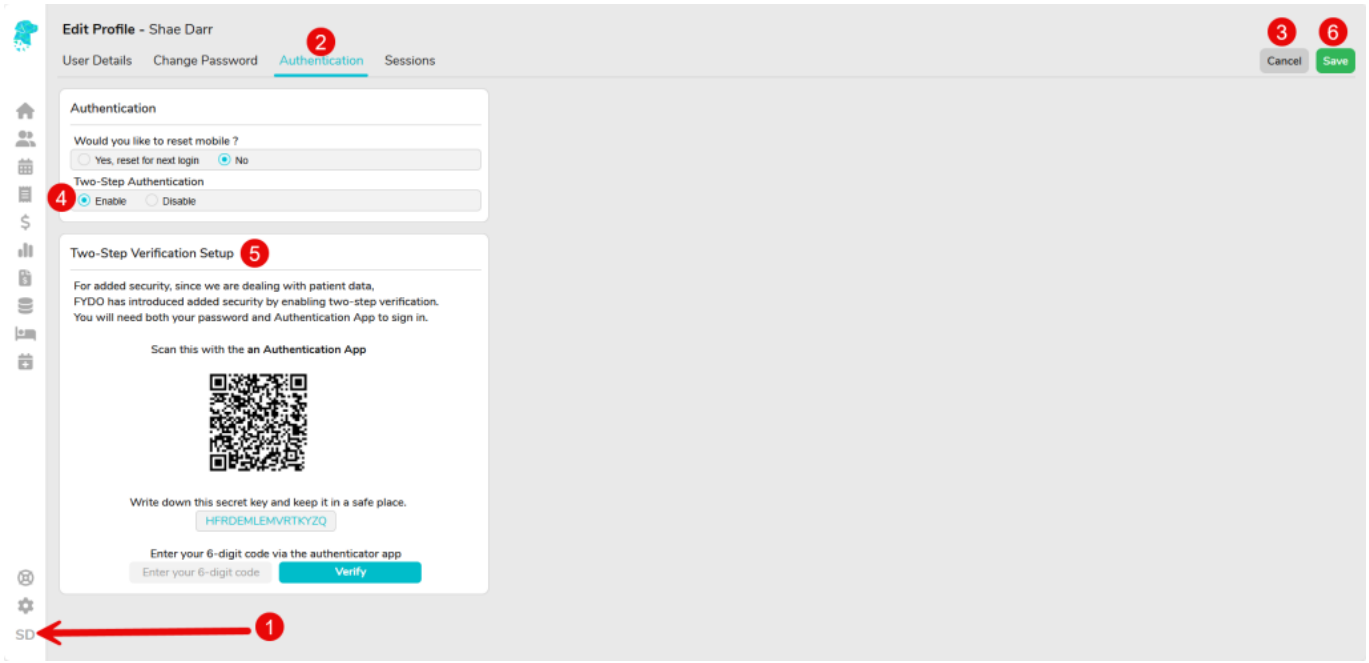
After following the prompts on the app, the user will be able to obtain their 6-digit code to enter into the field before clicking **Verify.**
*(Writing down the secret key & keeping it in a safe place will allow users to access their account in the case that they misplace their mobile phone)*

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.

[redacted]

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**




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.