

Tip of the Week: Two-factor Authentication

Two-factor authentication means the user is only granted access after presenting two pieces of evidence to an authentication mechanism. This pretty much means having 2 passwords. The first password would be the one you created when you signed up with TimeSolv, and the second password would be an authenticated password that constantly changes randomly via another app used to generate and authentic the 2nd password. This week's Tip of the Week will walk you through setting up two-factor authentication.

Ensure two-factor authentication is enabled under **Account>Settings>General** tab.

Specify how often users need to authenticate and select the authentication type as either '**By email**' or '**By Authenticator App**'. If you set it as 'by email', the user will get a one-time PIN code emailed to their registered address which they'll need to log in. If it's set as 'by authenticator app', the user will need to scan a QR code on an authenticator app to generate their one-time PIN code.

For an authenticator app setting, once settings have been enabled, the next time users attempt to log in they will have to go through a series of steps before they can access their TimeSolv accounts. When they try to log in, they will see this screen:

This means that the user will first have to install an authenticator app if they haven't done so already. To download the app on your phone, open up the app store on your phone and search for an authentication app, or scan the QR code from your phone by clicking on 'click here' link shown on '**Step 1**' of the TimeSolv screen. TimeSolv recommends the Microsoft Authenticator app.

In this example, we'll lead you through the steps on the Microsoft Authenticator app. Once you've downloaded the authenticator app, open it up and click on '**Add account**'. Select '**Other**' for the kind of account you'll be adding. This will open up a QR code scanner. Scan the code you see on '**Step 2**' of the TimeSolv screen.

Once successfully scanned, you'll get a unique 6 digit PIN code from the authenticator app that's only valid for a few seconds, so make sure you're quick to type that into the field shown on '**Step 3**' of the TimeSolv screen. You should be logged in now and ready to go.

Two-factor authentication increases the safety of online accounts by requiring two types of information from the user, such as a PIN, before the user can log in. The first factor is the password; the second factor is the additional item. This increases security for the account helping you build secure online relationships with your customers.

If you'd like to contact TimeSolv support for help, please call 1.800.715.1284 or Contact support!

[Contact Support](#)