# **PropertyIQ**

# Multi-factor Authentication (MFA) for Users

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#### INTRODUCTION

You can use two-step Multi-factor Authentication (MFA) to improve security for your PropertylQ.

You may be familiar with this type of feature when signing in to Google or Apple, where you enter your password and one other piece of information to verify your identify.

You can setup and manage MFA at the user level under *Utilities>Security* screen, which'll require you to have permission to *View Users* and *Edit Users* in your PropertyIQ.

Changes to the MFA status of a user will be recorded in the global audit trail under *Utilities>Audit Trail*.

# **Benefits of MFA**

- Provides an extra layer of security for your account and any sensitive information saved in your PropertyIQ.
- Ensures only authorised users can login and access PropertylQ by requiring the user to enter an additional authentication code at the time of login.
- Easily enable, reset or disable MFA at the user level, allowing flexible roll out in your business to one or more staff members at a time.

#### You can

- Enable MFA for users
- Setup MFA on the user's next login
- Login with MFA
- View MFA status of users
- Reset MFA for users
- Disable MFA for users
- Use MFA during session timeout

# To get started

- 1. Review your existing user roles and responsibilities to understand your MFA needs.
- 2. It's recommended that you begin by enabling MFA for your *Administrator* user accounts.
- 3. Anyone using MFA will need to have an Android or iOS mobile device available.
- **4.** Read this detailed guide on setting up and managing MFA.

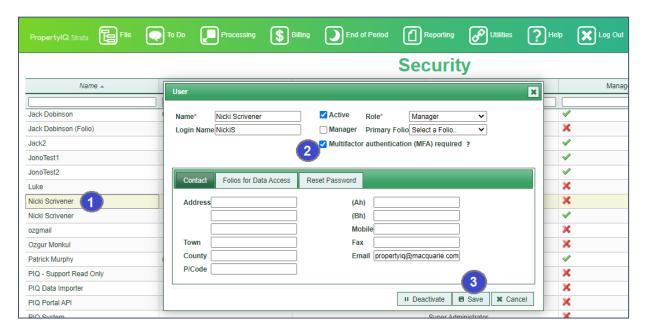
IMPORTA<u>NT NOTE</u>: This feature is only available to Macquarie AWS cloud hosted clients.

# MULTI-FACTOR AUTHENTICATION (MFA)

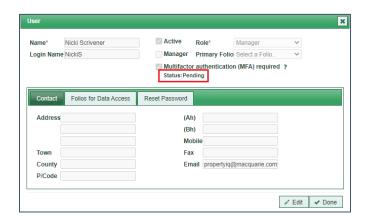
#### **ENABLE MFA FOR USERS**

Go to the Utilities > Security screen.

- 1. View and open the User card of the relevant user
- 2. In Edit mode, tick the checkbox called Multifactor authentication (MFA) required
- 3. Click Save
- The help icon states: "MFA provides an additional layer of security when signing in. When ticked, signing into PIQ will require both password and a verification code that this user can generate with an authentication app. Once configured, the user can get verification codes without the need for a network or mobile connection."



Once MFA is enabled, the user's MFA Status will show as Pending.



The user will then be required to setup MFA on their next login to PropertylQ. Refer instructions <u>Setup MFA on user's next login</u>.

#### SETUP MFA ON USER'S NEXT LOGIN

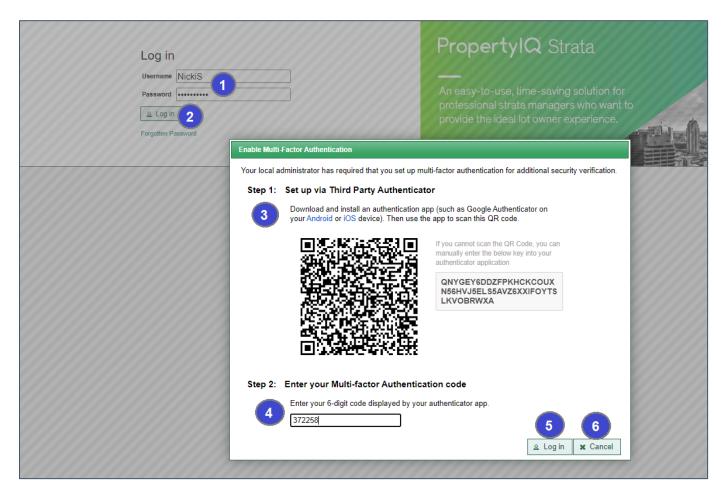
- 1. Enter your Username and Password
- **2.** Click the *Log In* button
- 3. \*This step is done outside of PropertyIQ\*
  - **a.** Use your Android or iOS mobile device and install an Authentication Application (such as *Google Authenticator*).
  - **b.** Once this Authentication App is installed on your device, use it to scan the QR code shown on screen.
  - **c.** Once successfully authenticated, you'll see a new account created in your Authentication App for PropertyIQ.

<u>Example</u> of Authentication App and new account created after successfully scanning the QR code (**example only, do not use**):



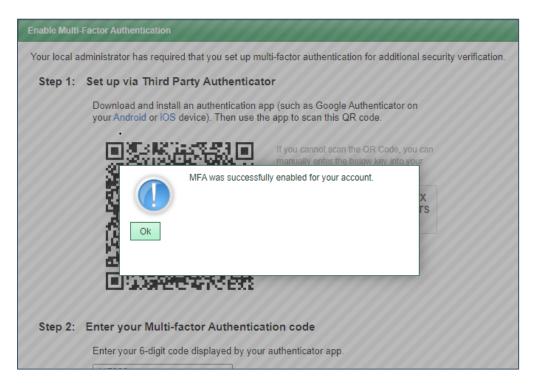
- **4.** Enter the 6-digit code shown in your Authentication App.
  - <u>TIP</u>: The codes will refresh frequently. Use the code quickly or wait for a new code to appear. If you receive an error message that says the code is incorrect, use a new code (the next code that appears after refresh) from your Authentication App.
- **5.** Click the *Log In* button.
- **6.** Click the *Cancel* button to return to the login screen.

**NOTE:** Your session will expire if you're inactive on the MFA screen for 15+ minutes. For an expired session, you'll see an error message that'll ask you to try again. You will need to repeat steps 1-5 above.



Once successfully authenticated, you will see a confirmation message to advise MFA has been enabled.

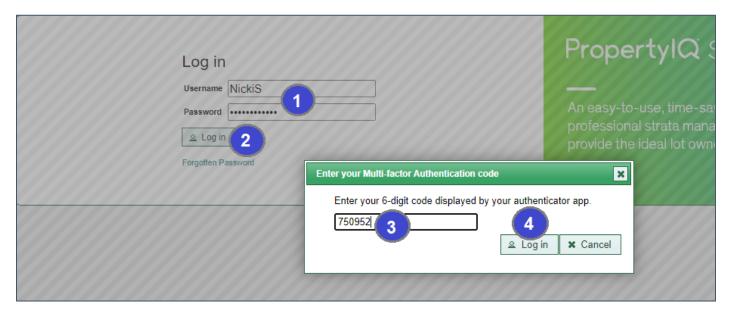
Once MFA is enabled, every time you log into PIQ you'll need to enter your Username, Password and a 6-digit code from your Authentication App. Refer <u>Login with MFA</u>.



#### LOGIN WITH MFA

- 1. Enter your Username and Password
- 2. Click the Log In button
- 3. Use your Android or iOS mobile device to open your Authentication App (the same App used to setup your initial MFA account in the above step <u>'Setup MFA on user's next login'</u>).
  Enter the 6-digit code shown in your Authentication App.
- **4.** Click the *Log In* button

Once successfully authenticated, you'll be logged into PIQ.



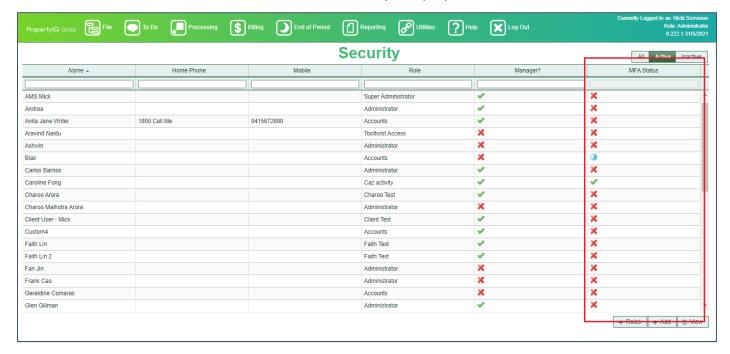
#### VIEW MFA STATUS OF USERS

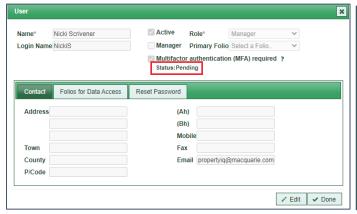
You can view the MFA status of users in two areas:

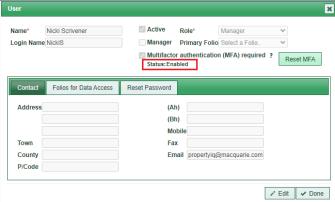
- 1. Utilities > Security > Users screen > MFA Status column
- 2. Utilities > Security > Users screen > User card

#### **Status types**

- Kon the interpretation (No status shown on user card) MFA not required or enabled for the user
- Pending MFA enabled, not yet setup by the user e.g. user has not logged in PIQ since MFA was enabled
- **Enabled** MFA enabled, has been successfully setup by the user







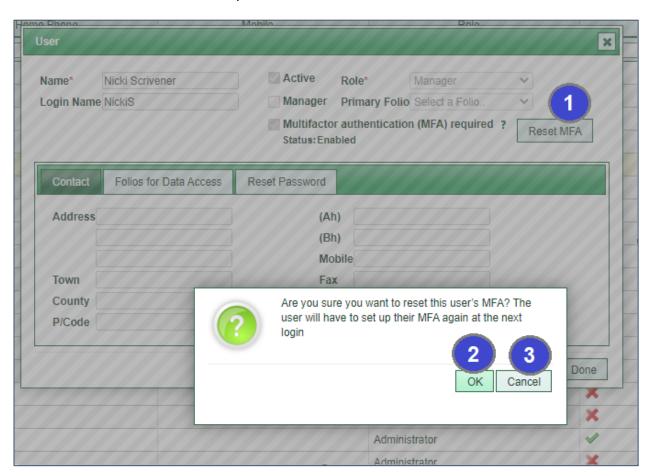
#### RESET MFA FOR USERS

- There may be cases where MFA needs to be reset for a user that has MFA enabled.
  - <u>Example:</u> Where the user's mobile device is lost, damaged or inaccessible and the user is unable to access the Authentication App and retrieve a 6-digital code to login.
- An Administrator with permission to edit users in your PropertyIQ can reset MFA on behalf of another user.
- Once reset, that user can setup MFA again on a new device (refer instructions '<u>Setup MFA</u>').
- Follow the below instructions to reset MFA for a user.

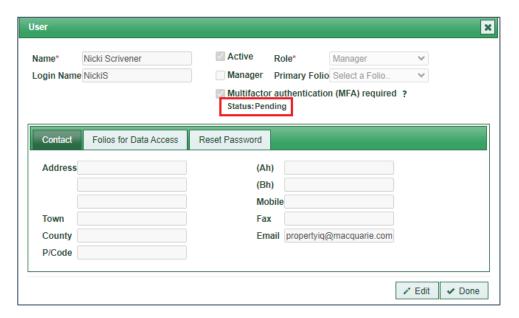
Go to Utilities > Security screen > View the User card of the user that requires MFA to be reset.

- 1. Click Reset MFA button

  NOTE: This button will only appear if MFA Status is 'Enabled'.
- 2. Click OK to confirm and proceed with the reset
- 3. Click Cancel to return to the previous screen



**4.** Once reset has been completed, the user's MFA status will revert back to *Pending*.



5. The user will need to setup MFA again when they next login – Repeat steps outlined in <u>Setup MFA</u> on user's next login

<u>IMPORTANT:</u> The user must repeat the setup process again and <u>scan the new QR code</u>, which will create a new account in their Authentication App (with new authentication codes). The codes generated by their old authentication account (which is linked to the previous QR code) cannot be used.

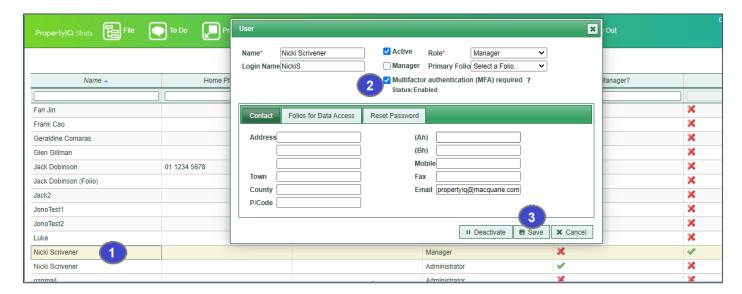
#### **DISABLE MFA FOR USERS**

Once MFA has been enabled for a user, it can also be disabled if required.

As soon as MFA is disabled, the user will not be asked for a 6-digit authentication code when logging in.

Go to Utilities > Security screen.

- 1. View the User card of the user that requires MFA to be disabled
- 2. Untick the checkbox called Multifactor authentication (MFA) required
- 3. Click Save button

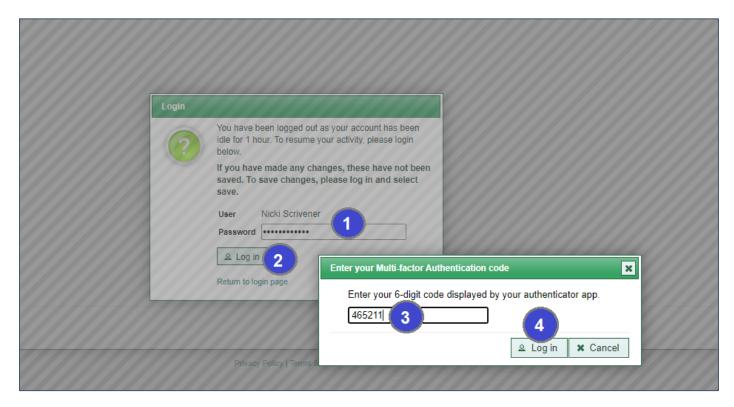


#### MFA DURING SESSION TIMEOUT

When you've been inactive in PropertylQ for at least 1 hour, your session will expire and you'll be required to sign in again.

For users that have MFA enabled, when signing back into PropertyIQ after a session timeout, you'll be required to enter a 6-digit code (much the same as when logging in from the main login screen).

- 1. Enter your Username and Password
- 2. Click the Log In button
- 3. Use your Android or iOS mobile device to open your Authentication App (the same App used to setup your initial MFA account in the above step <u>'Setup MFA on user's next login'</u>).
  Enter the 6-digit code shown in your Authentication App.
- **4.** Click the *Log In* button



#### FAQ'S & TROUBLESHOOTING

#### WHAT IS MFA

Multi-factor Authentication (MFA) provides an extra layer of security for your account and any sensitive information saved in your PropertyIQ. It ensures only authorised users can login and access PropertyIQ by requiring the user to enter their username, password <u>AND</u> an authentication code at the time of login.

You can easily enable, reset or disable MFA for any users in your PropertyIQ.

Anyone using MFA will need to have an Android or iOS mobile device available.

#### WHAT AUTHENTICATION APP CAN I USE

You can use **any** general Authentication App available for download in your mobile App Store, such as Google Authenticator or Microsoft Authenticator.

#### HOW DO I DOWNLOAD THE AUTHENTICATION APP

- 1. Use your Android or iOS mobile device
- 2. Open your device's App Store
- 3. Search for "Authenticator"
- 4. Select and download an Authenticator App of your choice

You can then use this App to scan the QR code that is shown on screen during the MFA Setup process in PropertyIQ (refer instructions <u>Setup MFA</u>).

Please note that PropertyIQ Support cannot assist with any issues related to third party Authenticator Apps, as they are installed on your personal device and aren't associated with the PropertyIQ software products.

If you need help, please contact the support line of the App provider.

#### HOW DO I USE THE AUTHENTICATION APP

There are a number of Authentication Apps available and each will have unique way of setting up and managing your authentication accounts. A new account will be created in the App for each application/software you use that requires MFA or 2FA.

**Example** of Google Authenticator and the new account created for your PropertyIQ login once it's successfully setup — see <u>Setup MFA</u>



Please note that PropertyIQ Support cannot assist with any issues related to third party Authenticator Apps, as they are installed on your personal device and aren't associated with the PropertyIQ software products.

If you need help, please contact the support line of the App provider.

# WHY AM I BEING ASKED FOR A CODE WHEN LOGGING IN

Your local Administrator for PropertylQ (e.g. Supervisor, Manager or Business Owner) has enabled MFA for your user profile in PropertylQ.

The use of MFA is managed by each client and not by PropertylQ, so please speak to the local Administrator in your business.

# I CAN'T LOGIN, MY CODE DIDN'T WORK

There may be a few reasons why your code isn't working.

# **Issues during MFA Setup**

You can attempt the following:

- Make sure you've scanned the QR code shown on screen.
   NOTE: If you've recently reset MFA, you must scan the new QR code to create a new authentication account in your App, which'll produce new codes.
- Check that the 6 digit code is correctly entered in PropertyIQ.
- Wait for a new code to be generated in your Authenticator App (the codes refresh frequently), then enter the new code in PropertyIQ.
- Close the MFA popup, refresh your browser window, login and try again by following the <u>Setup</u>
   <u>MFA</u> steps.

# **Issues during normal login** (after MFA successfully setup)

You can attempt the following:

- Check that the 6 digit code is correctly entered in PropertyIQ.
- Wait for a new code to be generated in your Authenticator App (the codes refresh frequently), then enter the new code in PropertyIQ.
- Refresh your browser window and try logging in again using a new code.
- If the above steps still don't resolve the issue, contact your local Administrator (e.g. Supervisor, Manager or Business Owner) and request they reset MFA for your user profile (see <u>Reset MFA</u>).
   You will then need to setup MFA again (see <u>Setup MFA</u>).

#### I CAN'T ACCESS MY AUTHENTICATION APP

There may be a few reasons why you cannot access your Authenticator App.

An Authenticator App doesn't require an internet connection to work, so there may be an issue with the App itself.

# You can attempt the following

- 1. Close the Authenticator App and reopen it.
- 2. Wait and try again later (the App may be down for maintenance etc).
- 3. Uninstall the Authenticator App and reinstall the Authenticator App.

**IMPORTANT NOTE**: Uninstalling the App will require you to setup MFA again on the newly installed App, which means you'll need to request your local Administrator reset MFA on your user profile so that you can obtain a new QR code (see <u>Reset MFA</u> and <u>Setup MFA</u>).

Please note that PropertyIQ Support cannot assist with any issues related to third party Authenticator Apps, as they are installed on your personal device and aren't associated with the PropertyIQ software products.

If you need help, please contact the support line of the App provider.

### I'VE LOST/CHANGED MY MOBILE DEVICE AND CANT RETRIEVE A CODE

Contact your local Administrator (e.g. Supervisor, Manager or Business Owner) and request they reset MFA for your user profile (see <u>Reset MFA</u>).

#### HOW CAN I CHECK IF MFA IS ENABLED FOR A USER

You can view the MFA status of users in two areas:

- 1. Utilities > Security > Users screen > MFA Status column
- 2. Utilities > Security > Users screen > User card

See View MFA Status of Users for more information.

#### WHAT IF I NO LONGER WANT TO USE MFA

If you're using MFA, it means that your local Administrator for PropertylQ (e.g. Supervisor, Manager or Business Owner) has enabled it for your user profile in PropertylQ.

The use of MFA is managed by each client and not by PropertylQ, so please speak to the local Administrator in your business to discuss disabling it.

If you are an Administrator and have permission to *View Users* and *Edit Users* in your PropertylQ, you can disable MFA for any user by unticking the *MFA Required* checkbox on the User Card.

See <u>Disable MFA for Users</u> for more information.