



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 PropertyIQ.

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 identity.

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 PropertyIQ 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.

! IMPORTANT NOTE: *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.”

The screenshot shows the 'Security' screen in PropertyIQ Strata. A modal window titled 'User' is open, showing the edit form for 'Nicki Scrivener'. The form includes fields for Name, Login Name, Role, and Primary Folio. The 'Multifactor authentication (MFA) required' checkbox is checked. The 'Save' button is highlighted with a red circle. The background shows a list of users with a table of MFA status (green checkmarks for 'Yes' and red crosses for 'No').

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

This screenshot shows the 'User' edit form for 'Nicki Scrivener'. The 'Multifactor authentication (MFA) required' checkbox is checked, and the 'Status' is set to 'Pending'. The 'Save' button is highlighted with a red circle. The background shows the same list of users and MFA status table as the previous screenshot.

The user will then be required to setup MFA on their next login to PropertyIQ. Refer instructions [Setup MFA on user's next login](#).

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.

Example 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.

TIP: 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.

Log in

Username

NickiS

1

Password

.....

2

Log in

Forgotten Password

PropertyIQ Strata

An easy-to-use, time-saving solution for professional strata managers who want to provide the ideal lot owner experience.


Enable Multi-Factor Authentication

Your local administrator has required that you set up multi-factor authentication for additional security verification.

Step 1: Set up via Third Party Authenticator

3

Download and install an authentication app (such as Google Authenticator on your Android or iOS device). Then use the app to scan this QR code.



If you cannot scan the QR Code, you can manually enter the below key into your authenticator application

QNYGEY6DDZFPKHCKCOUX

N56HVJ5EL\$5AVZ6XXIFOYTS

LKVOBRWXA

Step 2: Enter your Multi-factor Authentication code

4

Enter your 6-digit code displayed by your authenticator app.

372258

5

6

Log in

Cancel

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 [Login with MFA](#).

Enable Multi-Factor Authentication

Your local administrator has required that you set up multi-factor authentication for additional security verification.

Step 1: Set up via Third Party Authenticator

Download and install an authentication app (such as Google Authenticator on your Android or iOS device). Then use the app to scan this QR code.



If you cannot scan the QR Code, you can manually enter the below key into your authenticator application

QNYGEY6DDZFPKHCKCOUX

N56HVJ5EL\$5AVZ6XXIFOYTS

LKVOBRWXA

Step 2: Enter your Multi-factor Authentication code

Enter your 6-digit code displayed by your authenticator app.

! MFA was successfully enabled for your account.

Ok

PropertyIQ

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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 [‘Setup MFA on user’s next login’](#)).
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.




The screenshot displays the PropertyIQ login page. The main form has a 'Log in' title, a 'Username' field containing 'NickiS', a 'Password' field with masked characters, a 'Log in' button, and a 'Forgotten Password' link. A modal window titled 'Enter your Multi-factor Authentication code' is open, asking for a 6-digit code from an authenticator app. The code '750952' is entered. The modal includes 'Log in' and 'Cancel' buttons. Numbered callouts 1 through 4 highlight the key elements: 1. Username field, 2. Log in button, 3. Code input field, and 4. Modal Log in button.

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

-  **(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

Security					
Name	Home Phone	Mobile	Role	Manager?	MFA Status
AMS Mick			Super Administrator	✓	✗
Andrea			Administrator	✓	✗
Anita Jane Writer	1800 Call Me	0415672890	Accounts	✓	✗
Aravind Naidu			Tooltwist Access	✗	✗
Ashwin			Administrator	✗	✗
Blair			Accounts	✗	ⓘ
Carlos Barrios			Administrator	✓	✗
Caroline Fong			Caz activity	✓	✓
Charoo Arora			Charoo Test	✓	✗
Charoo Malhotra Arora			Administrator	✗	✗
Client User - Mick			Client Test	✓	✗
Custom4			Accounts	✓	✗
Faith Lin			Faith Test	✓	✗
Faith Lin 2			Faith Test	✓	✗
Fan Jin			Administrator	✗	✗
Frank Cao			Administrator	✗	✗
Geraldine Comaras			Accounts	✗	✗
Glen Gillman			Administrator	✓	✗

User

Name*

Nicki Scrivener

Active

✓

Role*

Manager

Login Name

NickiS

Manager

Primary Folio

Select a Folio...

Multifactor authentication (MFA) required ?

Status: Pending

Contact

Folios for Data Access

Reset Password

Address

(Ah)

(Bh)

Mobile

Town

Fax

County

Email

P/Code

Edit

Done

User

Name*

Nicki Scrivener

Active

✓

Role*

Manager

Login Name

NickiS

Manager

Primary Folio

Select a Folio...

Multifactor authentication (MFA) required ?

Status: Enabled

Reset MFA

Contact

Folios for Data Access

Reset Password

Address

(Ah)

(Bh)

Mobile

Town

Fax

County

Email

P/Code

Edit

Done

RESET MFA FOR USERS

- There may be cases where MFA needs to be reset for a user that has MFA enabled.

Example: 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 '[Setup MFA](#)').
- 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

The screenshot shows the 'User' management screen in PropertyIQ. The user 'Nicki Scrivener' is selected, with 'Manager' as the role and 'MFA Status: Enabled'. A blue circle with the number '1' highlights the 'Reset MFA' button. Below this, a modal dialog box is displayed with a green question mark icon. The dialog text reads: 'Are you sure you want to reset this user's MFA? The user will have to set up their MFA again at the next login'. Two buttons, 'OK' and 'Cancel', are shown at the bottom of the dialog, with blue circles containing the numbers '2' and '3' respectively. The background shows various user details like Name, Login Name, Address, and Contact information.

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

The screenshot shows a 'User' management window with a green header and a close button. The main area contains fields for 'Name*' (Nicki Scrivener), 'Login Name' (NickiS), 'Active' (checked), 'Role*' (Manager), and 'Primary Folio' (Select a Folio...). Below these, there is a checkbox for 'Multifactor authentication (MFA) required ?' which is checked, and a red box highlights the text 'Status: Pending'. At the bottom, there are tabs for 'Contact', 'Folios for Data Access', and 'Reset Password'. The 'Contact' tab is active, showing fields for 'Address', 'Town', 'County', 'P/Code', '(Ah)', '(Bh)', 'Mobile', 'Fax', and 'Email' (propertyiq@macquarie.com). At the bottom right, there are 'Edit' and 'Done' buttons.

5. The user will need to setup MFA again when they next login – Repeat steps outlined in [Setup MFA on user's next login](#)

! IMPORTANT: The user must repeat the setup process again and scan the new QR code, 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

The screenshot shows the PropertyIQ Strata User Management interface. A modal window titled 'User' is open for the user 'Nicki Scrivener'. The modal contains the following fields and options:

- Name***: Nicki Scrivener
- Login Name**: NickiS
- Active**: ☒ Active
- Role***: Manager
- Manager**: ☐ Manager
- Primary Folio**: Select a Folio..
- Multifactor authentication (MFA) required ?**: ☒ Multifactor authentication (MFA) required ?
- Status**: Enabled

The modal has three tabs: **Contact**, **Folios for Data Access**, and **Reset Password**. The **Contact** tab is active, showing the following fields:

- Address**: [Empty field]
- (Ah)**: [Empty field]
- (Bh)**: [Empty field]
- Mobile**: [Empty field]
- Town**: [Empty field]
- Fax**: [Empty field]
- County**: [Empty field]
- P/Code**: [Empty field]
- Email**: propertyiq@macquarie.com

At the bottom of the modal, there are three buttons: **Deactivate**, **Save** (highlighted with a blue circle labeled '3'), and **Cancel**.

The background shows a list of users. The user 'Nicki Scrivener' is highlighted with a blue circle labeled '1'. The list includes the following users:

Name	Home Phone
Fan Jin	
Frank Cao	
Geraldine Comaras	
Glen Gillman	
Jack Dobinson	01 1234 5678
Jack Dobinson (Folio)	
Jack2	
JonoTest1	
JonoTest2	
Luke	
Nicki Scrivener	
Nicki Scrivener	
ozemail	

MFA DURING SESSION TIMEOUT

When you've been inactive in PropertyIQ 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 [‘Setup MFA on user’s next login’](#)).
Enter the 6-digit code shown in your Authentication App.

4. Click the *Log In* button

The screenshot illustrates the login process after a session timeout. It features two overlapping windows. The background window is titled 'Login' and contains a message: 'You have been logged out as your account has been idle for 1 hour. To resume your activity, please login below. If you have made any changes, these have not been saved. To save changes, please log in and select save.' Below this message are fields for 'User' (containing 'Nicki Scrivener') and 'Password' (masked with dots). A blue circle with the number '1' is placed over the password field. A 'Log in' button with a user icon is highlighted with a blue circle and the number '2'. A 'Return to login page' link is also visible. The foreground window is titled 'Enter your Multi-factor Authentication code' and contains the instruction: 'Enter your 6-digit code displayed by your authenticator app.' A text input field contains the code '465211', with a blue circle and the number '3' over it. To the right of the input field is a blue circle with the number '4'. At the bottom of this window are 'Log in' and 'Cancel' buttons.

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 AND 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 [Setup MFA](#)).

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 [Setup MFA](#)



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 PropertyIQ (e.g. Supervisor, Manager or Business Owner) has enabled MFA for your user profile in PropertyIQ.

The use of MFA is managed by each client and not by PropertyIQ, 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 [Setup MFA](#) 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 [Reset MFA](#)). You will then need to setup MFA again (see [Setup MFA](#)).

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 [Reset MFA](#) and [Setup MFA](#)).

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 [Reset MFA](#)).

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 PropertyIQ (e.g. Supervisor, Manager or Business Owner) has enabled it for your user profile in PropertyIQ.

The use of MFA is managed by each client and not by PropertyIQ, 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 PropertyIQ, you can disable MFA for any user by unticking the *MFA Required* checkbox on the User Card.

See [Disable MFA for Users](#) for more information.