How to set up multi-factor authentication

What is muti-factor authentication (MFA)?

MFA is a security measure that requires two or more proofs of identity to access a website, application, or an account. We will send you verification codes during sensitive account activities to ensure it is really you. The codes will be sent to your <u>mobile device</u> through two methods, either via SMS or an authenticator app, depending on how you have set up MFA. You will <u>not</u> be able to access the NAPS portal without having MFA set up.

You will need to complete MFA to:

- Log into the website – you will only be required to complete MFA the first time you log in per calendar day
- Change sensitive account details (e.g. changing email address, resetting your password, changing your method of MFA)
    - Note: we recommend using an email address that complies with local organisational requirements (work email address, where possible)
- Reset your password if you forget it
- Our password requirements are to have:
    - at least 1 capital letter (A-Z)
    - at least 1 number (0-9)
    - at least 1 symbol
    - at least 10 characters long

Setting up multi-factor authentication for the first time	
Signing up (new users)	**Logging in (existing users)**

• Click the sign-up button and complete the sign-up form
• An email verification code will be sent to your nominated email
• After verifying your email address, you will be prompted to set up MFA
• You will need to set up MFA using one method initially
    ○ Via an <u>authenticator</u> app of your choice (e.g. Microsoft authenticator, Okta Verify etc) OR
    ○ Via <u>SMS</u>
	• Log in with your existing NAPS credentials (username and password)
	• You will then be prompted to set up MFA
	• You will need to set up MFA using one method initially
	    ○ Via an <u>authenticator</u> app of your choice (e.g. Microsoft authenticator, Okta Verify etc OR
	    ○ Via <u>SMS</u>

Setting up SMS authentication

Enter in the mobile phone number you want your verification codes sent to, then enter the code sent to your SMS inbox

Once you are logged in, you will be able to access the NAPS website as you would normally

<u>Note</u>: this requires a signal or connection to a cellular network

Set up SMS authentication

Enter the mobile phone number you want your verification codes sent to.

Country

Australia(+61) ⌄ *

Phone Number *

Click 'Send Code' below to receive a verification code to this phone number to complete setup.

[Send Code]

Setting up an authenticator app

- On your mobile phone, download an authenticator app of your choice (e.g., Microsoft authenticator)
- Open your authenticator app, create a new account, and scan the QR code as prompted on the screen, or enter in your account details manually as prompted to on the screen
- To continue to log into NAPS, open your authenticator app and enter in the verification code
- Once you have logged in, you will be able to access the NAPS website as you would normally

<u>Note</u>: authenticator apps generate your codes on the device they're installed on and don't rely on a network connection. They will still work if you can't access a network and are harder for hackers to intercept

Set up Authenticator app

Download the Microsoft Authenticator using the download links for iOS and Android or use any other authenticator app of your choice.
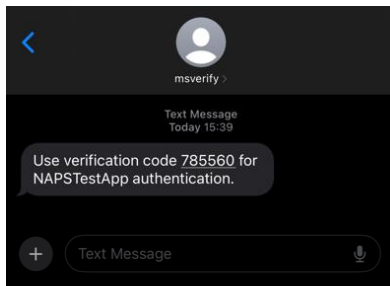
[GET IT ON Google Play] [Download on the App Store]

Once you've downloaded the Authenticator app, you can use any of the methods below to continue with enrollment.

Contact us: support@naps.org.au   (03) 9342 9415

Where is my verification code sent?

Using SMS:
Your verification code is sent as a text message to your mobile phone.

For example:

Using authenticator app:
Open your authenticator app, and look for your NAPS account.

For example:

Adding in an alternative method of MFA

- You must have <u>at least one method</u> of MFA set up to access the NAPS portal. We strongly recommend you set up both methods for MFA. If your primary method becomes unavailable, then you can use your secondary method

- Click onto <u>'my account settings'</u> and scroll to the security section to set up the alternative method of MFA