Setting up multi-factor authentication

Basic operation · https://manual.amnimo.com/en/docs/basic-operation-en/setting-up-multi-factor-authentication/

For tenant members, you can configure whether multi-factor authentication is used for sign-in. Multi-factor authentication protects accounts from unauthorized access and enhances security.

The multi-factor authentication methods that can be configured here are as follows

Email Authentication	The tenant member's e-mail address (the one you set up when you invited them to the Service Management Portal) will be used to verify their identity with a one-time code received via e-mail.
Authentication App	The identity is verified with a time-based one-time code obtained from the authentication application.

Setting up multi-factor authentication on the My Account screen

The My Account screen allows tenant members to enable/disable their own multi-factor authentication and how to do so.

From the icon on the far right of the menu bar at the top of the Service Management Portal, click My Account.



Click on the "Multi-factor authentication" toggle.



Multi-factor authentication is turned on.

In the default value, e-mail authentication is selected.

If you choose to use an authentication application, please perform step 4 or later.



WARNING

If you set up email authentication with multi-factor authentication, you cannot reset your password if you forget your sign-in password.

If you want to reset your password, disable multi-factor authentication once, perform a password reset, and then re-enable multi-factor authentication.

Click "Authentication App" to turn on multi-factor authentication using the authentication app.



Scan the QR code to download the authentication app (①) and click "I already have the authentication app" (②).

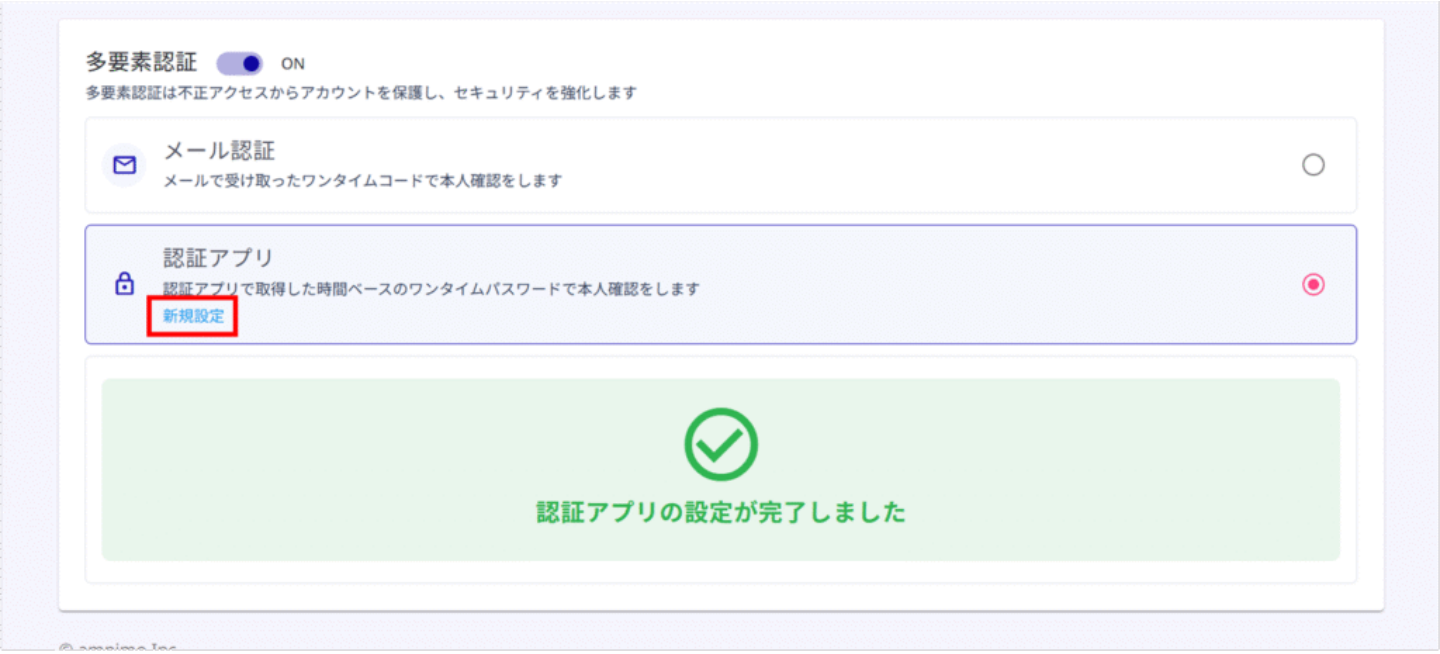


Follow the steps indicated on the screen (①) and click "Next" (②).



Authentication application setup is complete.

After setting up the authentication application, if you wish to set up the authentication application on another device, click "New Setting" and perform step 5 or later again.



Sign-in with multi-factor authentication

Sign in via email authentication

On the sign-in screen, enter your e-mail address and password, then click "Sign In" to display the multifactor authentication dialog box.

Check the authentication code (6 digits) in the email with the subject line "Authentication Code".

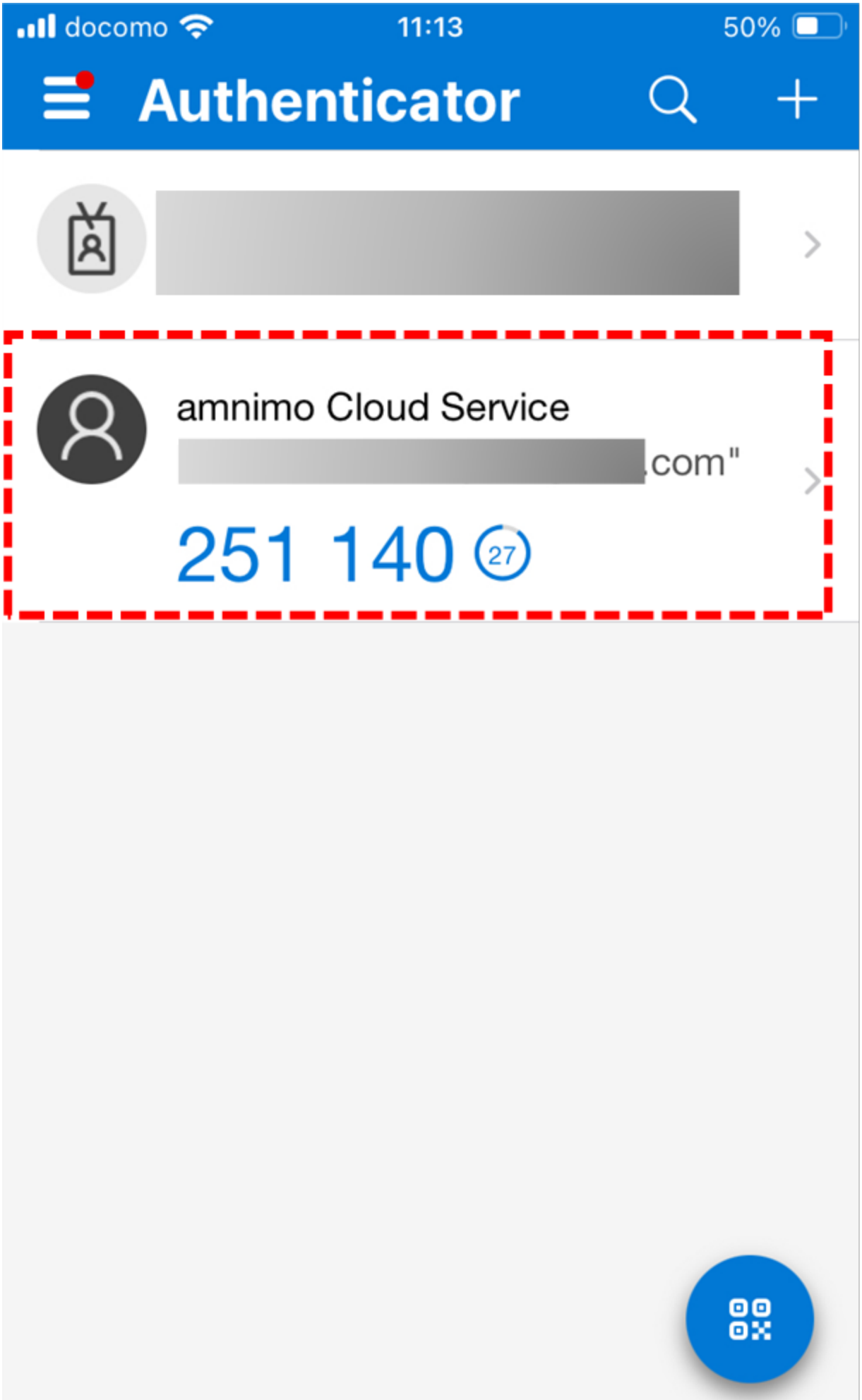


Enter the authentication code in half-width characters (①) and click [Confirm] (②) to complete sign-in.



Sign-in with Authentication App

On the sign-in screen, enter your e-mail address and password, then click "Sign In" to display the multifactor authentication dialog box.
Confirm the authentication code (6-digit number) displayed on the authentication application.


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Enter the authentication code in half-width characters (①) and click [Confirm] (②) to complete sign-in.

