Multi-factor Authentication

Parentix starters kit

Multi-factor Authentication (MFA) is a tool which helps to secure the access to your data and applications. This document describes how you can verify your log in with Multi-factor Authentication and how to use the Microsoft Authenticator App.

The connection to a remote desktop is secured with double verification. Besides a regular password and name combination there is also an authorization notification sent to your mobile phone. The notification that is sent the first time, will be an automated telephone call. You can change this to the notification method of your preference.

Setup MFA

After Parentix activates MFA for you company, you can log in. The basic verification method for MFA is via a phone call. This instruction manual teaches you how to change the verification method.
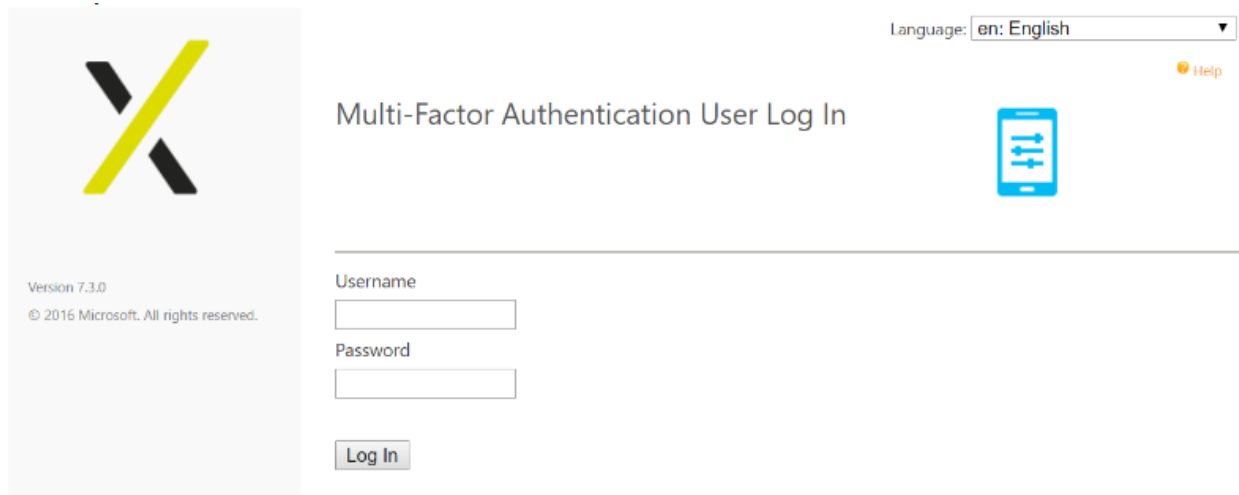
Take note: MFA is being used to log on to the remote desktop and Synergy, these are two separate services. Please make sure for which service you want to modify your MFA method.

Modify MFA

The standard verification method for MFA is a phone call. You can also use an app on your mobile phone. In order to change the verification method, use the following links: (this does not work while logged on to the Remote Desktop)

- for Hosted Desktop https://mfa.safespace.nl
- for Synergy https://mfa-web.safespace.nl

If you click on one the URL's mentioned above, you will see the following screen.

Log in using your Parentix credentials:


After filling out your credentials, you will get a telephone call. The lady on the other side will request you to press #. After this, your verification is set. You are now signed in. The screen you will see is the home screen.
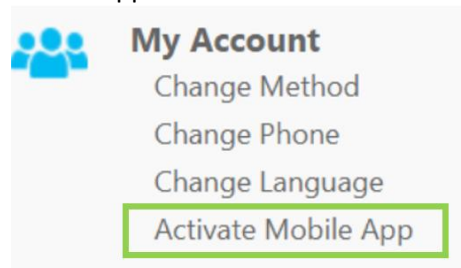
Configurations

In this menu you have different options for the configuration of the verification. For example; you can change the method, but also your phone number and language settings.
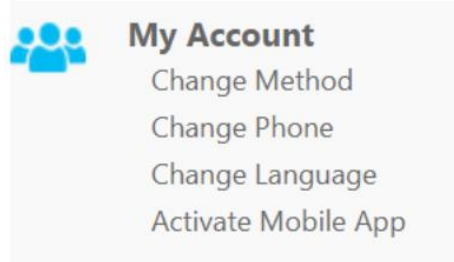

Activate mobile app

In order to change the verification method, the mobile app has to be activated first. Click on "Activate mobile app" in the menu.
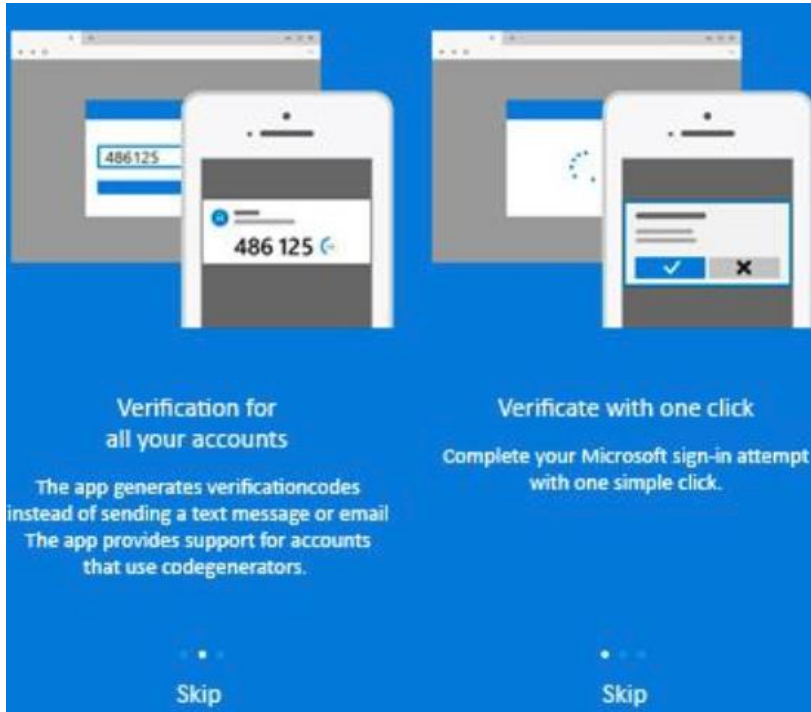

Choose "generate activation code" next and you will see the activation code and URL.

Now take out your smartphone.

For MFA, we recommend using the mobile app. You can download the app in the App store or the Google Play store. You will find it under "Microsoft Authenticator".
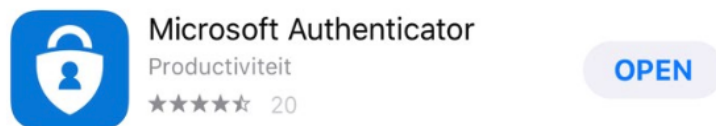
You can add an account after installing the app. You can do this by scanning the QR-code with the app (tap the '+' on the top right of the app and choose Work or School account). Unlike the method of the verification call, you will receive a push notification in the app with a 6-figure digit. You will need to enter this number to get access.

Verification for
all your accounts

The app generates verificationcodes
instead of sending a text message or email
The app provides support for accounts
that use codegenerators.

Skip

Verificate with one click

Complete your Microsoft sign-in attempt
with one simple click.

Skip

Change method

If you want to use the app, you will need to set the verification method to mobile app.

My Account: Change Method

Select **Phone Call** method to receive a phone call to authenticate. Select **Mobile App** method to authenticate using push notifications to the Microsoft Authenticator mobile app.

Method

Phone Call ▼

Save