

# MFA

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# 1 Introduction to MFA

MFA stands for Multi-Factor Authentication and offers protecting data and applications by adding a verification layer to the authentication.

A user that wants to login needs to validate in a minimum of 2 ways. The most common ways of authenticating are:

- Username and password;
- Receiving a SMS with a code to enter;
- Receiving a code via an app which needs to be entered;
- Via a phone call where user needs to press a button.

This document describes how to setup and use MFA within the Exact Cloud environment.

## 2 Configuring MFA for Exact Cloud

In this chapter we'll explain how to install and configure MFA for usage within Exact Cloud for both Hosted Desktop users as well as Exact Synergy users. Within Exact Cloud we only support the option 'phone call' and the 'mobile app'.

### 2.1 Configuring MFA for the administrator

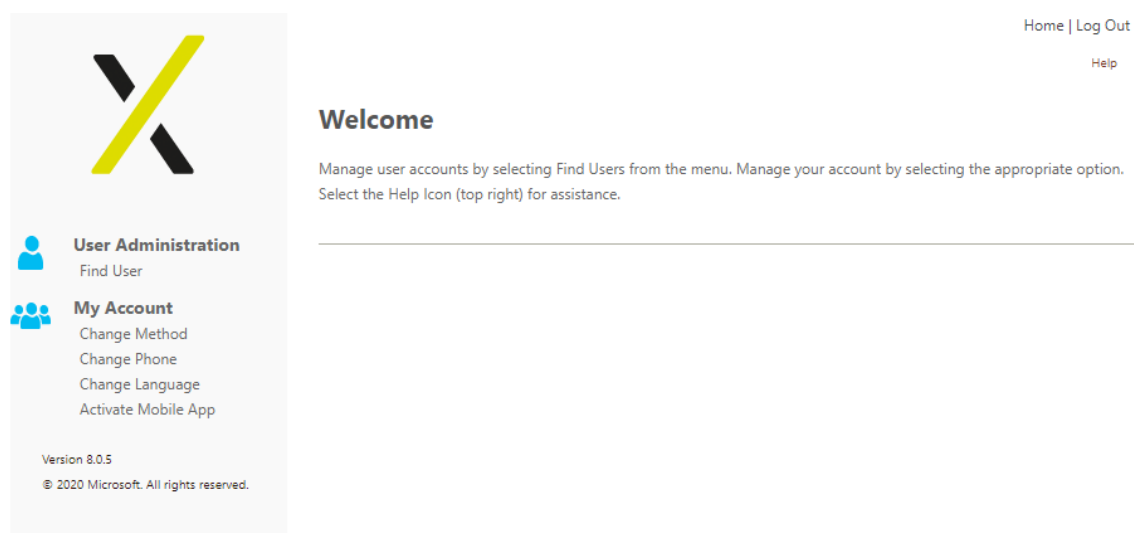
This paragraph is only meant for users that are an administrator of the MFA-portal. Within each organization there are one or more users that can manage the MFA-portal as an administrator. As an administrator you will have more rights than a regular user and you are able to configure certain MFA aspects for other users.

Depending if you either use the Hosted Desktop or only Exact Synergy you will use different URL's to login to the MFA-portal. If you, when working within the Exact Cloud, use the Hosted Desktop then you will need to login to the MFA-portal using: <https://mfa.safespace.nl>.

If you, when working within the Exact Cloud, only use Exact Synergy you will need to login using: <https://mfa-web.safespace.nl>

When logging in you will need to use the same username and password as you do when logging on to the Exact Cloud environment.

The screen below will be shown after logging in:



The section 'My Account' is available for every user (including yourself) to change certain MFA aspects of your own account.

The section 'User Administration' is only available and visible for MFA-administrators and allows an administrator to configure certain MFA-aspects for every user within your organization. Via the option 'Find User' you will be able to search for a specific user to configure MFA. If you want to get a complete overview of all users you will need to use the '\*' in the field username. After pressing 'Find' you will get a list of every user within your organization (also see the example picture below).

### User Administration: Find User



Select a user from the list or select Back to find a different user.

#### Matching Users

Username	Name	Email Address	User Group	Phone
<a href="#">demo@safespace.nl</a>	Demo, PTX			
<a href="#">demo2@safespace.nl</a>	Demo2, PTX			
<a href="#">demo3@safespace.nl</a>	Demo3, PTX			

By clicking on the specific username, you will be able to configure MFA for that user. You will have a few options you will be able to modify which will be described in the next paragraphs.

#### 2.1.1. Change Method

Through this option you will be able to configure that this user will either use the option 'Phone Call' or 'Mobile App' as MFA-method.

With the option 'Phone Call' the user in question will get a phone call and to complete the MFA-authentication, this user will need to answer the call and press '#' to complete the login procedure.

To use the option 'Mobile App' the user will need to install the 'Microsoft Authenticator' app on his smartphone. How to install and how to use this app will be described in another chapter in this manual.

#### 2.1.2 Change Phone

Via this option you will be able to change the phone number of this specific user. Next to that you can also specify a backup phone number. It is important to mention that you will need to leave out the '0' in the phone number.

So, for example you will need to use +31612345678 and NOT +310612345678. Also note that, because Microsoft uses datacenters throughout the world, it is possible that your 'MFA-phone call' is from abroad.

### **2.1.3 Change Language**

Through this option you will be able to change the language of the MFA-authentication. Setting the language to English for example will ensure that the phone call you receive will be in English.

### **2.1.4 Block/Unblock user**

Via this option you will be able to block the MFA-usage of a specific user. When blocking you will need to enter a reason for blocking this user. Via the same menu you will be able to unblock the user in question. Blocking a user will only block MFA usage, the account in the Active Directory is still present.

### **2.1.5 Test Authentication**

If you want to test the MFA-authentication for a certain user, you can do that using this option.

### **2.1.6 Activate Mobile App**

This option allows you to setup the Mobile App for MFA usage. The description on how to achieve this will be described in another chapter in this manual.

## 2.2 Configuring MFA as a specific user

### 2.2.1 Introduction

This paragraph describes how to setup MFA for your own user account. If you only work using the hosted desktop when working in the Exact Cloud, you will need to go to the following website:

<https://mfa.safespace.nl> to configure MFA. You can use the same credentials for this website, as you use when logging on to the Exact Cloud environment.

When you only use Exact Synergy, when working in the Exact Cloud, you will need to go to the following website: <https://mfa-web.safespace.nl> to configure MFA.

If you use both when working in the Exact Cloud you will need to setup your MFA using both URL's.

### 2.2.2 Configuring the MFA-method

Through this option you will be able to configure the MFA method of your account. You can either choose the option 'Phone Call' or 'Mobile App' as MFA-method.

With the option 'Phone Call' you will get a phone call and to complete the MFA-authentication, you will need to answer the call and press '#' to complete the login procedure.

To use the option 'Mobile App' you will need to install the 'Microsoft Authenticator' app on your smartphone. How to install and use this app will be described in another chapter in this manual.

### 2.2.3 Changing the phone number

Via this option you will be able to change the phone number of your own account. Next to that you can also specify a backup phone number. It is important to mention that you leave out the '0' in the phone number. So, for example you will need to use +31612345678 and NOT +310612345678.

Also note that, because Microsoft uses datacenters throughout the world, it is possible that your 'MFA-phone call' is from abroad.

### 2.2.4 Change Language

Through this option you will be able to change the language of the MFA-authentication. Setting the language to English for example will ensure that the phone call you receive will be in English.

### 2.2.5 Activate Mobile App

This option allows you to setup the Mobile App for MFA usage. The description on how to activate the Mobile App will be described in another chapter in this manual.

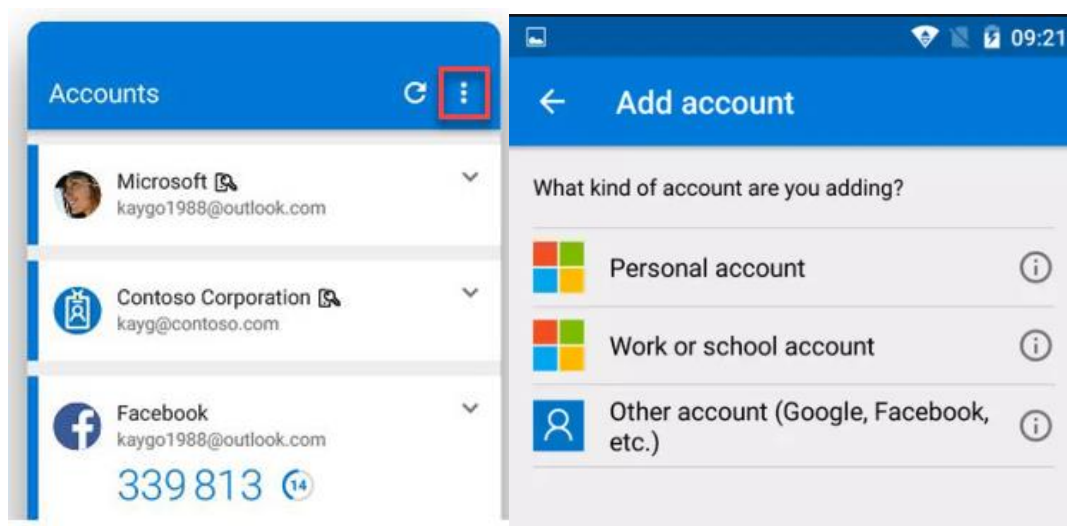
### 3 Installing and configuring the Mobile App

This chapter will describe on howto install and use the Mobile App for usage of MFA within the Exact Cloud environment.

First, please ensure you are already logged on to the MFA-portal and you have set your MFA-authentication to 'Mobile App'. Then download on your mobile phone the app "Microsoft Authenticator" via the 'App Store' or 'Google Play Store' by searching on "Microsoft Authenticator".

After you have installed the mobile app you can add an account. You can do this by choosing in the top right corner of the screen for the menu and after that choosing the option 'Add Account' (also see the example pictures below).

You will need to choose the specific account type and after that you will need to scan the QR-Code.



In the MFA-portal you will need to choose the option 'Activate Mobile App' and after that 'Generate New Activation Code'. Now you will need to scan the QR-code which is shown in the screen. Finally, you will need to choose the option 'Complete Activation' to complete the process.