

# Auto-enrolment Manager for Employers

## Two-Factor and Multi-Factor Authentication Guide

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# Two-Factor and Multi-Factor Authentication for Auto-enrolment Manager for Employers

This guide explains how Two-Factor Authentication (2FA) and Multi-Factor Authentication (MFA) work in Auto-enrolment Manager for Employers (AME), including mandatory login steps for 2FA and the optional MFA upgrade.

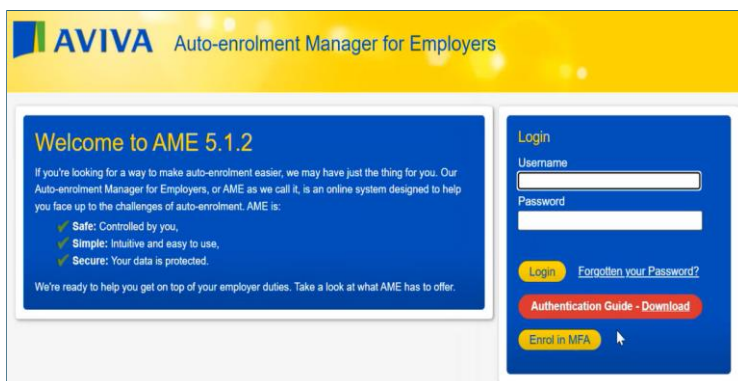
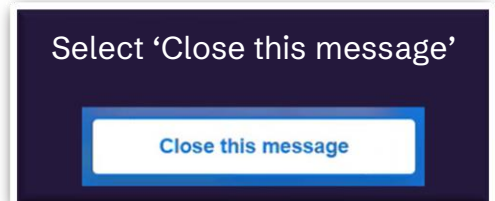
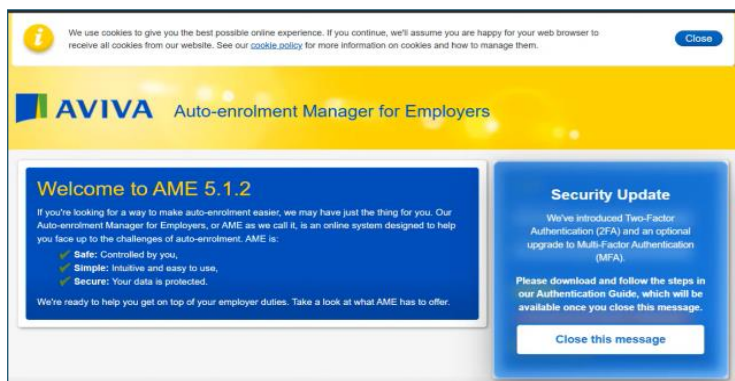
## Why have we taken this action?

To help keep accounts secure, we have introduced 2FA and MFA for Auto-enrolment Manager for Employers. These measures add an extra layer of protection beyond a password, helping to prevent unauthorised access to your data and fraud.

2FA is mandatory for all AME users. An optional upgrade to MFA is also available for organisations that require enhanced security controls.

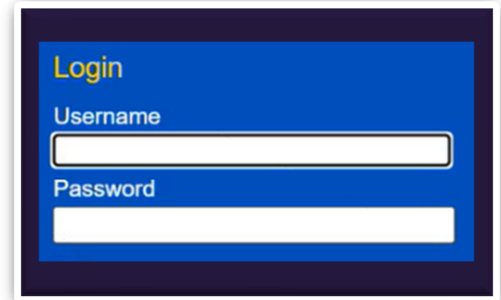
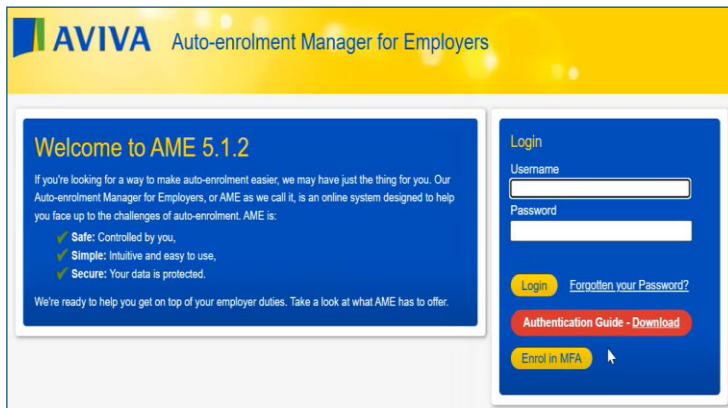
## Authentication Guide

**Before logging in or selecting 'Enrol in MFA', please review the Authentication Guide accessible by download (as shown below):**

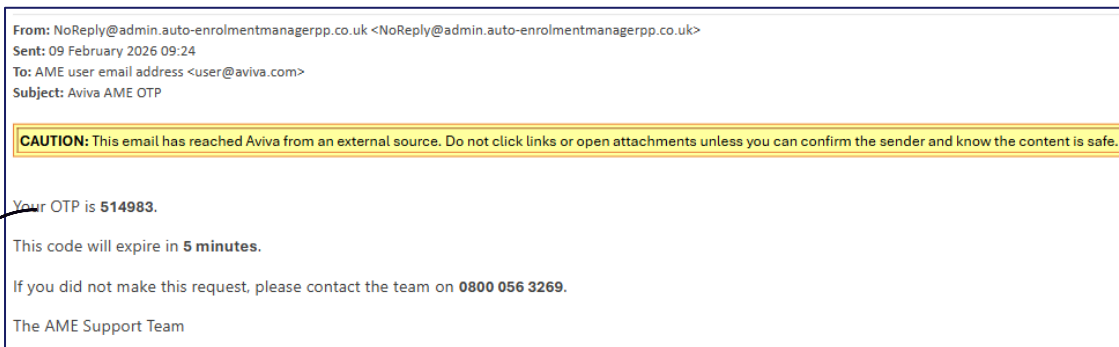


## Two Factor Authentication (2FA) - Mandatory

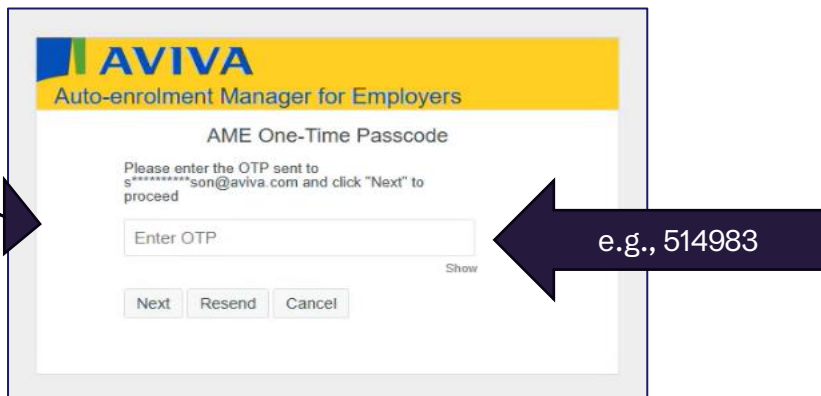
1. Enter your **'Username' (email address)** and **current 'Password'**, then select **Login**.



2. AME will send a **'One-Time Passcode'** to your registered email address:



3. Enter the **'OTP'** to complete your 2FA login.

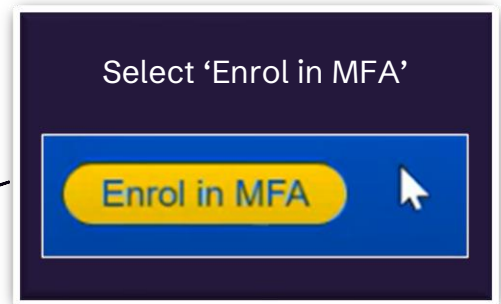
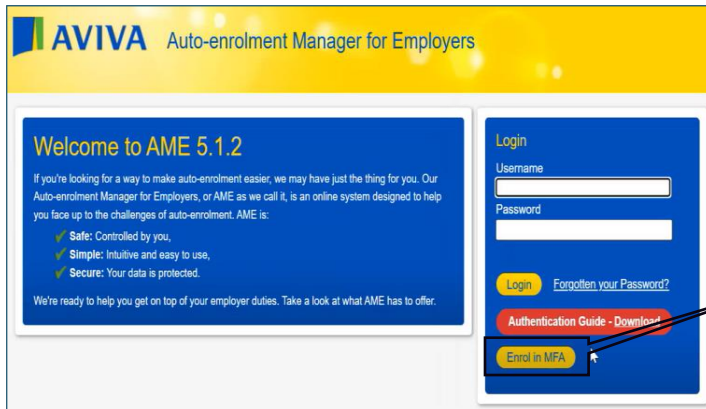


The OTP is **valid for 5 minutes**.

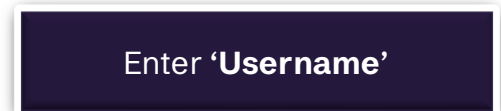
Please check your email inbox and your junk email folder. If you have not received your verification code within 30 seconds, please request a new code by clicking 'Resend'.

## Multi-Factor Authentication (MFA) - Optional

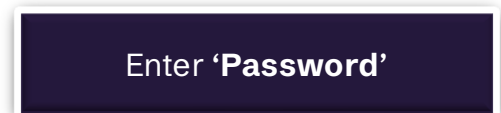
1. Download and access your approved authenticator App. AME MFA works with Google Authenticator or Microsoft Authenticator, available from the Android/iOS store.
2. Select **'Enrol in MFA'**, which will open a new window:



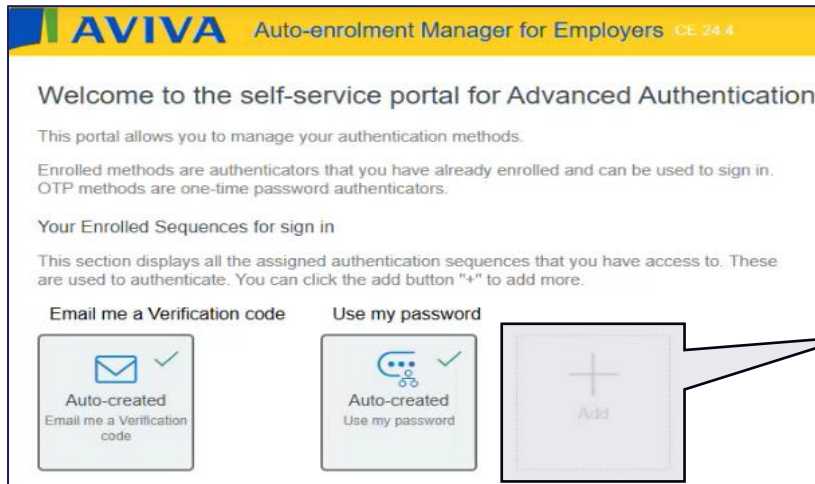
3. Enter your **'Username'** and click **'Next'**:



4. Enter your **'Password'** and click **'Next'**:

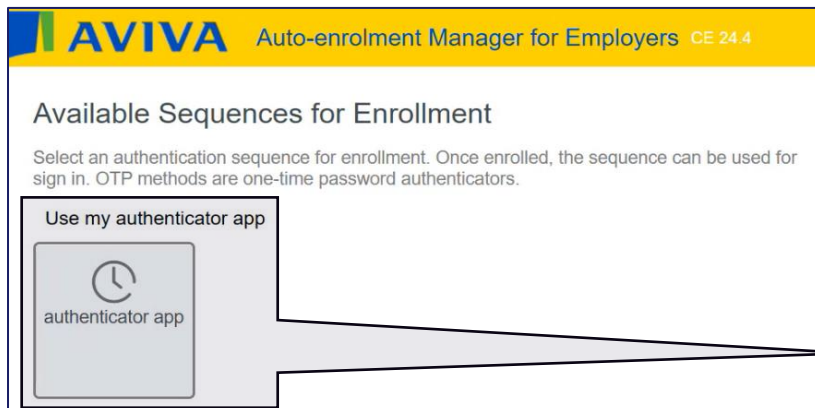


5. Select **'Add'** to set up your authenticator app:



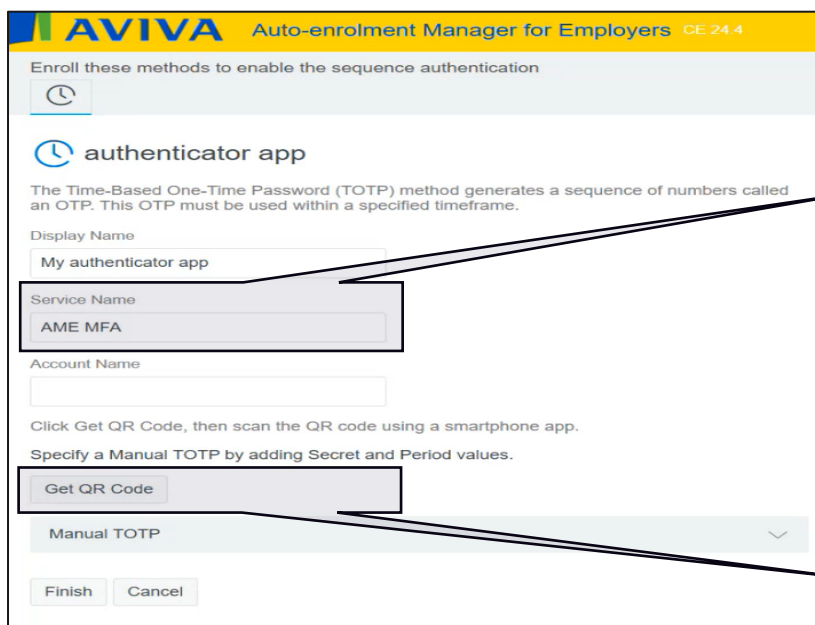
Select **'Add'**

6. Select **'Use my authenticator app'**:



Click on **'authenticator app'**

7. Enter **'AME MFA'** in the **'Service Name'** field and click **'Get QR Code'**:



Enter **'AME MFA'** in the Service Name field

Click **'Get QR Code'**

8. Scan the displayed **QR Code** using your selected **authenticator app**. Your app will inform you that your account has been added successfully:

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Enroll these methods to enable the sequence authentication

authenticator app

The Time-Based One-Time Password (TOTP) method generates a sequence of numbers called an OTP. This OTP must be used within a specified timeframe.

Display Name  
My authenticator app

Service Name  
AME MFA

Account Name

Click Get QR Code, then scan the QR code using a smartphone app.

Specify a Manual TOTP by adding Secret and Period values.

Get QR Code

Manual TOTP

Finish Cancel

Scan the QR Code

9. Click **'Finish'**.

10. Your screen will now show that you have successfully added the additional authentication method **'Use my authenticator app'**.

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Welcome to the self-service portal for Advanced Authentication

This portal allows you to manage your authentication methods.

Enrolled methods are authenticators that you have already enrolled and can be used to sign in. OTP methods are one-time password authenticators.

Your Enrolled Sequences for sign in

This section displays all the assigned authentication sequences that you have access to. These are used to authenticate. You can click the add button "+" to add more.

Email me a Verification code

Use my authenticator app

Use my password

Auto-created Email me a Verification code

My authenticator app authenticator app

Auto-created Use my password

+

Successfully Added

- To close, select the drop-down menu in the far-right hand side of your screen and click **'Sign out'**, then **close** your window.



Click  
**'Sign out'**

- To **login** in, return to AME login screen:

- Enter your **'Username'** and **'Password'**:

- AME will then request you to enter your **'Time-based One-Time Passcode (TOPT)'** which will be available in your Authenticator App:

