Two-Factor Authentication

Two-Factor Authentication (2FA) requires users to verify their identity using a code sent to their mobile device in addition to their password. It provides an added layer of security, particularly for users with extensive permissions such as knowledgebase administrators.

Prerequisites

For users who will sign with two-factor authentication, the Cell Phone field in their user record must contain a validly formatted number. Non-US phone numbers must be preceded by '+' and the country code. For US numbers, the country code (+1) is optional.

The system ignores spaces, hyphens, and parentheses in the phone number. The following lists examples of acceptable formats:

- US Numbers:
  - 555-111-2222
  - 5551112222
  - 1 (555) 111 2222
  - +15551112222
- International Numbers:
  - +382 5555555555
  - +91 5555-5555
  - +7 012 345 6789

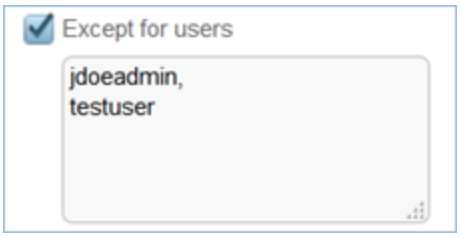
Enabling Two-Factor Authentication

Be aware that access to the admin console is only available for on-premise customers who maintain their own Agiloft server.

Also note, if you do not see Two Factor Authentication, you may need to upgrade to a later Agiloft release.

1. To enable 2FA in a specific knowledgebase, log in as an admin and go to **Setup > Access > Two Factor Authentication**.
   or
   To enable 2FA in the admin console, log in and go to **General > Settings** and click **Two Factor Authentication**.
2. Select the checkbox Require two factor authentication.
3. You can optionally Exclude groups or Exclude users from two-factor authentication. For instance, you may wish for users with low permission levels to log in with a password only, while admin-level users must provide two forms of authentication.

   When excluding specific users from 2FA, enter the user's Login. Use a comma to separate logins, e.g. jdoeadmin, testuser as shown below:

4. Choose whether two-factor authentication is required For every login, or only For the first login from a particular device.
   Optionally, choose an expiration period after which users must reauthenticate.
5. Authentication Method: Choose whether to use standard SMS or the Google Authenticator app. If Google Authenticator is chosen, users must download the app to their smart device and create an account before receiving verification codes.

Notes

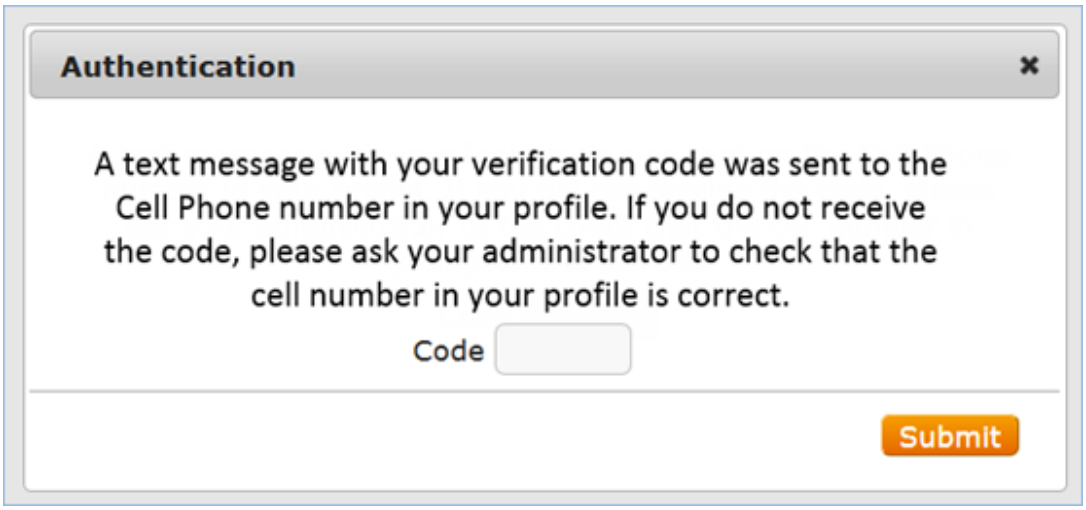
Two-factor authentication uses cookies, which are both browser and device-specific. Logging in from a different device, a different browser on the same device, or after clearing cookies from the browser cache will prompt the user for reauthentication.

Google Authenticator is compatible with Android, BlackBerry, and iOS devices.

Signing in with Two-Factor Authentication

Text Message SMS

1. Navigate to the login page for your Agiloft knowledgebase.
2. Enter your username and password and click **Log In**.
3. A verification code is sent to your cell phone number on record. Enter the code in the pop-up window when prompted:



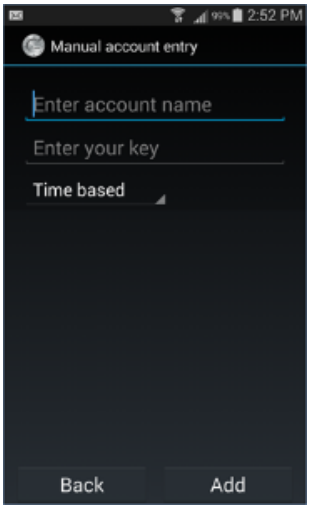
4. Click **Submit**. You will be logged in to your Agiloft knowledgebase.

Google Authenticator

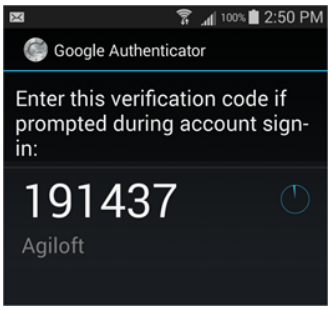
First time setup

1. Navigate to the login page for your Agiloft knowledgebase. Enter your credentials and click **Log In**.
2. When the pop-up dialog appears, click **Send Secret Key** to send the 16-digit key to your cell phone.
3. On your mobile phone, go to the Play Store or App Store and search for 'Google Authenticator' to find, download, and install the app.

4. Open the Google Authenticator app.
5. From the menu, select Set up account, then select Enter provided key.
6. Enter an account name for this knowledgebase. Enter the secret key sent to your mobile device via text message in step 2. Click **Add**.



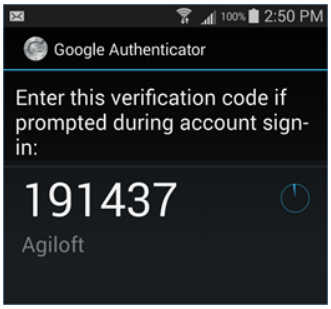
7. The verification codes now appear when you open the account in the app. The code changes every 60 seconds.



Logging in

1. Navigate to the login page for your Agiloft knowledgebase.
2. Enter your username and password and click **Log In**. A pop-up dialog appears.

3. Open the Google Authenticator app on your smart device to retrieve the current 6-digit verification code.



4. Return to the browser. Enter the code in the pop-up dialog and click **Submit**. You will be logged in to your Agiloft knowledgebase.

Resend the secret key

If you lose your secret key, due to reinstalling your app or changing device, the authentication popup dialog contains an option to Resend secret key. The key will be sent to your email address or via SMS to your cellphone, depending on the method defined by the administrator. Note that the option to resend the key only appears once the user has entered their login and password.