Payentry

Two-Factor Authentication

Two-Factor Authentication is an enhanced security feature for Payentry. It adds an extra layer of protection to ensure only authorized users can gain access to your data.

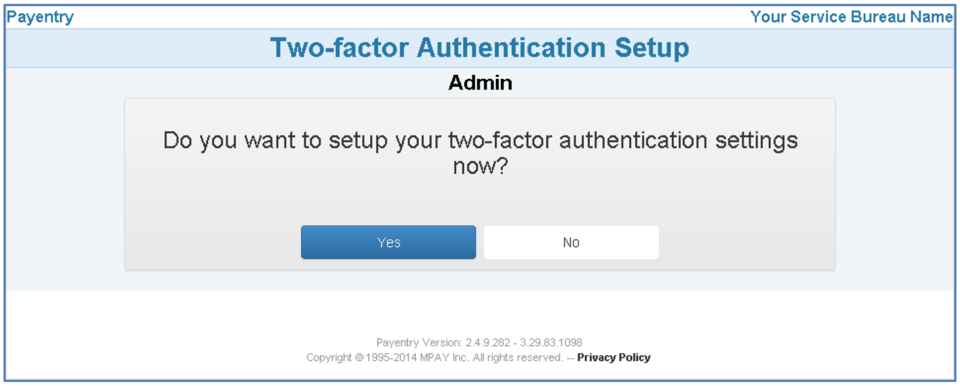
In addition to your Username and Password, Payentry will now require a Verification Code for authorization. For ease of use, you may select to enter the Verification Code once in the morning and have it remain active for up to twelve hours. Note that as always, Payentry will automatically logout the user after 20 minutes of inactivity.

You can choose to have the Verification Code come through your choice of a:

- Free App
- Text
- Phone call

Getting Started

When the option for Two-Factor Authentication is turned on, the next time the user enters their Username and Password, they will see this message:



Two-factor Authentication Setup

Admin

Do you want to setup your two-factor authentication settings now?

Payentry Version: 2.4.9.282 - 3.29.83.1098

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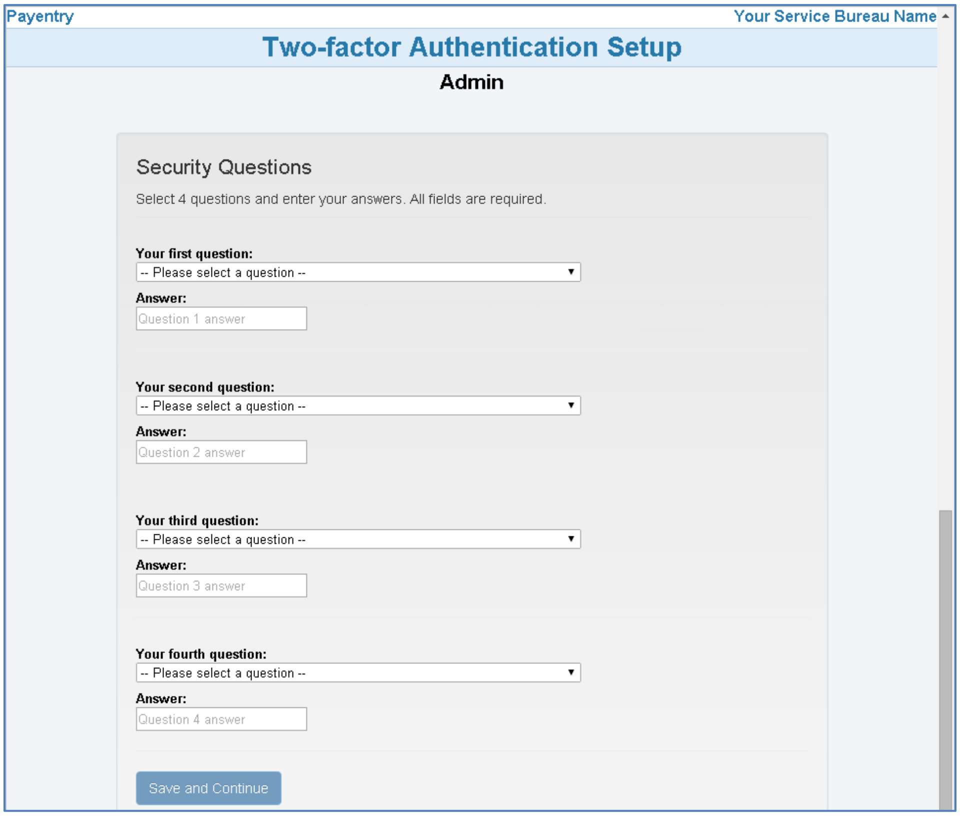
You may choose to not set up this feature for up to five times. On the sixth time Payentry will require the setup to be completed before it allows you access to the system.

Two-Factor Authentication

Security Questions

When you select ‘Yes’ to the question ‘Do you want to setup your Two-Factor authentication settings now?’ it will take you directly to the Security Questions screen.



Payentry

Your Service Bureau Name

Two-factor Authentication Setup

Admin

Security Questions

Select 4 questions and enter your answers. All fields are required.

Your first question:
-- Please select a question --

Answer:
Question 1 answer

Your second question:
-- Please select a question --

Answer:
Question 2 answer

Your third question:
-- Please select a question --

Answer:
Question 3 answer

Your fourth question:
-- Please select a question --

Answer:
Question 4 answer

The Security Questions consists of 4 questions and answers. **You must set up all four questions**. These questions will be used in the event that you are locked out of Payentry and the administrator must unlock your record.

To set up these questions/answers:

1. Select a question from the dropdown menu
2. Enter your answer (Note that your answer must be at least **<u>5 characters</u>** long)
3. Select: *Save and Continue*

Two-Factor Primary Method - Setup

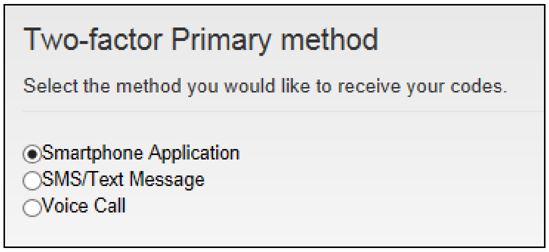
The *Primary Method* is where you choose how you prefer to receive your *Verification Code*. You have a choice of three methods:

1. Using a Smartphone Application
2. Receiving a SMS/Text Message
3. Receiving a phone call

The next couple of pages will walk you through each setup choice:

Two-Factor Authentication

1. Setting up a Smartphone Application

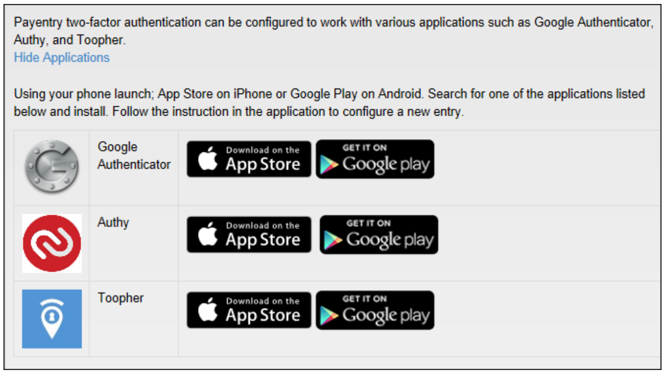


Two-factor Primary method

Select the method you would like to receive your codes.

● Smartphone Application
○ SMS/Text Message
○ Voice Call

a) Choose which app you will use on your Smartphone (Google Authenticator, Authy, Toopher)



Payentry two-factor authentication can be configured to work with various applications such as Google Authenticator, Authy, and Toopher.
Hide Applications

Using your phone launch; App Store on iPhone or Google Play on Android. Search for one of the applications listed below and install. Follow the instruction in the application to configure a new entry.

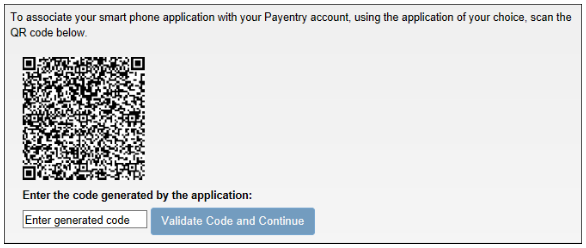
Google Authenticator

Authy

Toopher

Download on the App Store
GET IT ON Google play
Download on the App Store
GET IT ON Google play
Download on the App Store
GET IT ON Google play

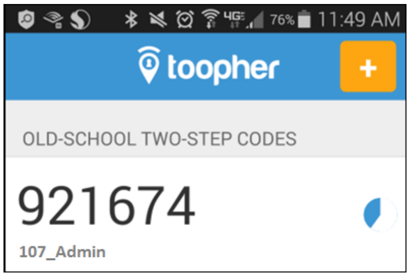
b) Using your Smartphone scan the QR code



To associate your smart phone application with your Payentry account, using the application of your choice, scan the QR code below.

Enter the code generated by the application:

c) Enter the Verification Code which appears on your Smartphone and Click: **Validate Code and Continue.** The Verification Code resets every 30 seconds.



OLD-SCHOOL TWO-STEP CODES

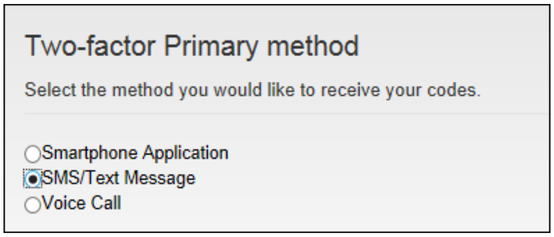
921674

107_Admin

This is an example of what a code looks like using Toopher.

Two-Factor Authentication

2. Receiving a SMS/Text Message

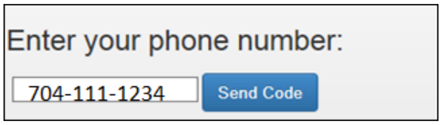


Two-factor Primary method

Select the method you would like to receive your codes.

○ Smartphone Application
● SMS/Text Message
○ Voice Call

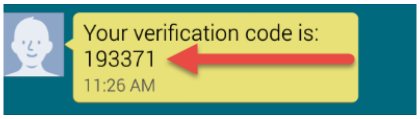
a) Enter your **SMS/Text Phone number** and click: **Send Code**



Enter your phone number:

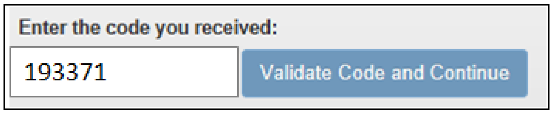
704-111-1234

b) You will receive a Text Message with your Verification code



Your verification code is:
193371
11:26 AM

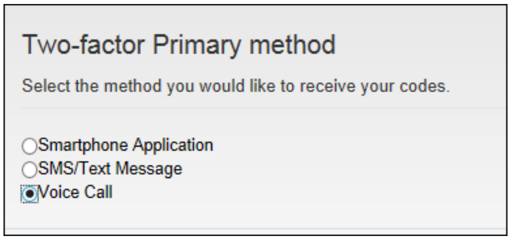
c) Enter the Verification Code and click: **Validate Code and Continue.** The Verification Code expires after 60 seconds. If it expires, go back to the Login screen and login again and click: **Send Code**.



Enter the code you received:

193371

3. Receiving a Voice Call

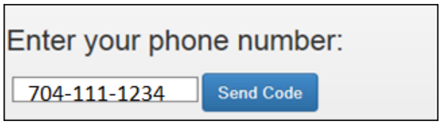


Two-factor Primary method

Select the method you would like to receive your codes.

○ Smartphone Application
○ SMS/Text Message
● Voice Call

a) Enter your **Phone number** and click: **Send Code**

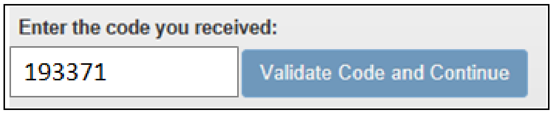


Enter your phone number:

704-111-1234

b) You will receive a Phone Call and will be instructed to enter '1' for your Verification Code. If you do not answer the phone, it will leave a blank voice-mail. The Verification Code expires after 60 seconds. If it expires, go back to the Login screen and login again and click: **Send Code**. The system will call again with a new code. Make sure to enter the code within 60 seconds.

c) Enter the Verification Code given and click: **Validate Code and Continue**

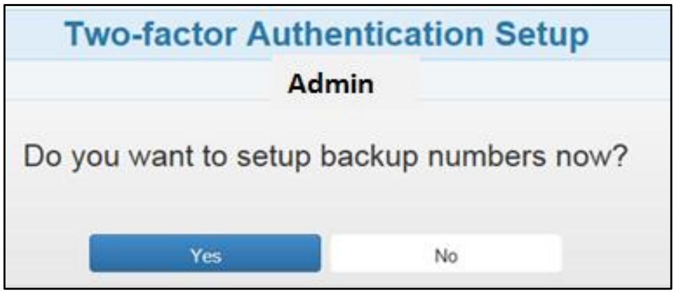


Enter the code you received:

193371

Backup Numbers

Next you will be prompted to setup your backup numbers. Though it is recommended that you set it up now, you can post-pone entering this data now. You can setup up to 7 Backup Numbers. The Two-Factor Authentication data can be updated at any time by going to **Main Menu > Preferences**.

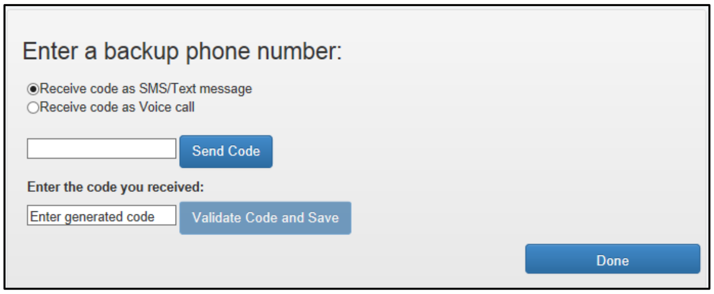


Two-factor Authentication Setup

Admin

Do you want to setup backup numbers now?

If you choose 'Yes', it will prompt you to select a SMS/Text or Voice call as your Backup Method.



Enter a backup phone number:

● Receive code as SMS/Text message
○ Receive code as Voice call

Enter the code you received:

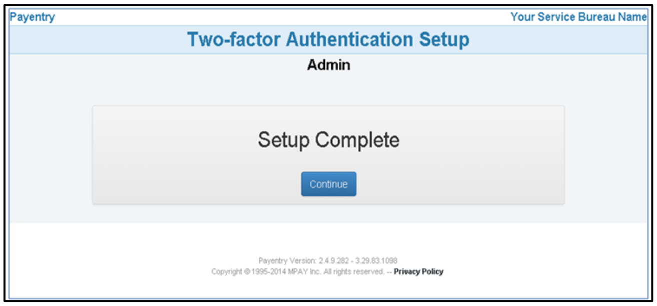
Enter generated code

Enter your phone number and click: **Send Code**

Then to enter your Verification Code and click: **Validate Code and Save**

Click: **Done**

You will then see the **Setup Complete** message:



Payentry

Your Service Bureau Name

Two-factor Authentication Setup

Admin

Setup Complete

Payentry Version: 2.4.9.282 - 3.29.83.1098

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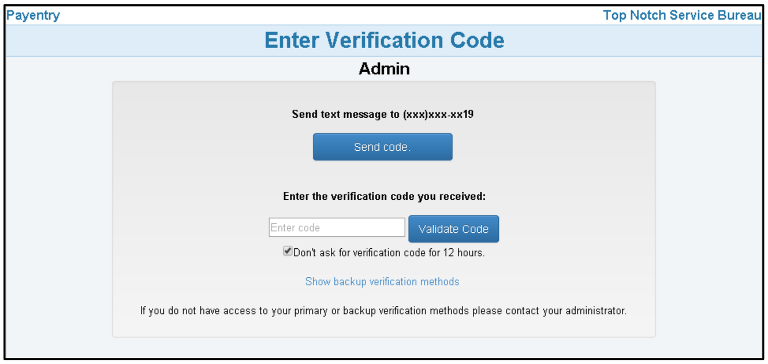
Two-Factor Authentication

Using Two-Factor Authentication

The next time you log into Payentry, after you enter your Username and Password, it will display the **Enter Verification Code** screen:



Enter Verification Code

Admin

Send text message to (xxx)xxx-xx19

Enter the verification code you received:

☑ Don't ask for verification code for 12 hours.

If you do not have access to your primary or backup verification methods please contact your administrator.

Click: **Send Code** and it will send the code to the primary method you set up (app, text, or phone call)

Enter: The **Verification Code** you received

Click: **Validate Code**

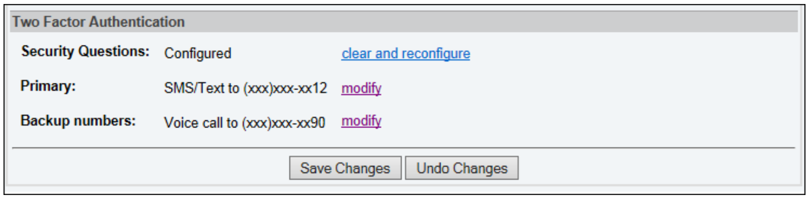
Optional: Click the checkbox beside 'Don't ask for verification code for 12 hours' to skip this step for the next twelve hours.

Note: If you do not have access to your primary method and wish to use one of your backup methods, click on the words: 'Show backup verification methods' and it will allow you to choose one of those methods for the verification code.

Updating Your Two-Factor Authentication Data

From the Main Menu > Preferences

At the bottom of the Preferences page see the Two-Factor Authentication information. Click: modify to change your current primary or backup method/numbers.



Two Factor Authentication

Security Questions:	Configured	clear and reconfigure
Primary:	SMS/Text to (xxx)xxx-xx12	modify
Backup numbers:	Voice call to (xxx)xxx-xx90	modify

Frequently Asked Questions

Does the verification code expire?

Yes

The Smartphone App verification code resets every 30 seconds.

The SMS/Text and Voice Call verification code expires after 60 seconds.

What should I do if my verification code expires?

Go back to the Login screen - login again and click: **Send Code**

The system will send you a new code, enter the code (within 30 seconds for Smartphone App, and 60 seconds for Text or Voice Call) and click: **Validate Code**

I don't have a cell phone, what can I do?

Use the Voice Call method. The system will call your direct line phone number with the code. It will prompt you to Press '1' and then it will give you the 6 digit Verification Code.

Do I have to have a backup method?

No but it is highly recommended in case of an unforeseen problem with the primary method.

If I choose to get a Text, will my phone company charge me for the Text?

Normal texting charges apply.

Do phone numbers that go through a queue work for the Voice Call method?

Future enhancements to the system will allow for this, however currently when using the Voice Call method, it must be direct line.

What if I have issues with Two-Factor when out of the country or spotty cell service?

The mobile app can be used to access the system without phone or cell service. All you need is a mobile device with one of the apps already installed. iPod, iPads, etc… should work fine.

Can I have generic logins for multiple users (EX: Accounting firm)?

This is considered a security issue; therefore any group of people using the same login will have to change. The mobile app still may work for them as they are sharing the user name and password. You just have to have both.

Will the system default to 12 hours for the authentication to reset?

The box is set up to be checked for this so you don't have to check it each time.

How will Two-Factor impact SSO (Single Sign-on)?

The model will create a step in the SSO instances where they will need a code to get into Payentry. There are no plans for any back doors at this time.

What's the difference between Two-Factor Authentication and Multi-Factor Authentication?

Payentry uses Two-Factor Authentication, which is just one type of Multi-Factor Authentication.

What happens if the user enters the wrong Verification code?

The user will have up to 5 attempts to enter the right code before the system locks them out. If locked out, the System Administrator must reset the User's Payentry password to unlock them.