



# Setup and Update 2-Factor Authentication

## GrACE User manual

Version 3.0, April 2022

## Table of contents

1.	Introduction to 2-Factor Authentication .....	3
2.	2FA in GrACE .....	3
2.1.	If 2FA is already turned on .....	3
2.2.	Turn on the 2FA .....	4
3.	Setup the 2FA application .....	5
3.1.	Alternative 1: use Microsoft Authenticator .....	5
3.2.	Alternative 2: use Google Authenticator .....	7
4.	Finishing the setup process .....	9
5.	If you change/lost your phone .....	10
6.	Resetting the 2FA .....	10
6.1.	In Microsoft Authenticator.....	10
6.2.	In Google Authenticator.....	12

## 1. Introduction to 2-Factor Authentication

2-Factor Authentication (2FA) means that to log in to your account, you need 2 factors. This is usually a password (1<sup>st</sup> factor) and then a unique code that changes all the time (2<sup>nd</sup> factor). This code is called a “token”. For GrACE, the method involves an authentication app on your smartphone to be the secure 2<sup>nd</sup> factor.

This is a guide on how to set up the 2-step authentication. FMO recommends you use this to increase the security on your GrACE account.

For further help and support, please contact [grace.support@efta.int](mailto:grace.support@efta.int). This user manual and other manuals can be found at our website <https://eeagrants.org/gracemanuals>, be sure to check in sometimes for updated versions.

## 2. 2FA in GrACE

### 2.1. If 2FA is already turned on

The 2-Factor Authentication is mandatory for all users. You might be asked to set it up within a given number of days when you try to log in to GrACE. In other words, you can delay setting it up for a few days (it will tell you how long in the message), but at some point, you will have to set it up. Follow the instructions for turning it on (the section below) if you want to set it up before the timer runs out.

If the screen looks like this when you try to log in to GrACE (1), then go to Setup the 2FA application.

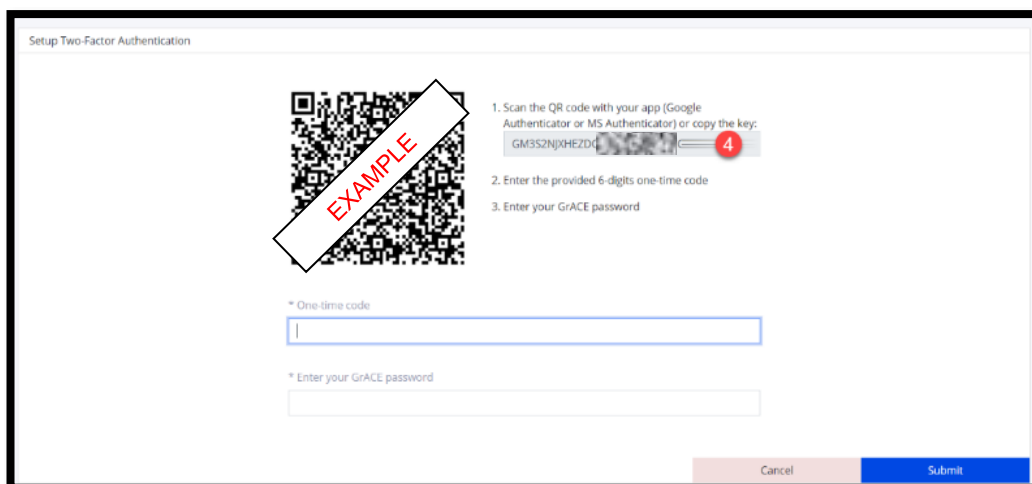
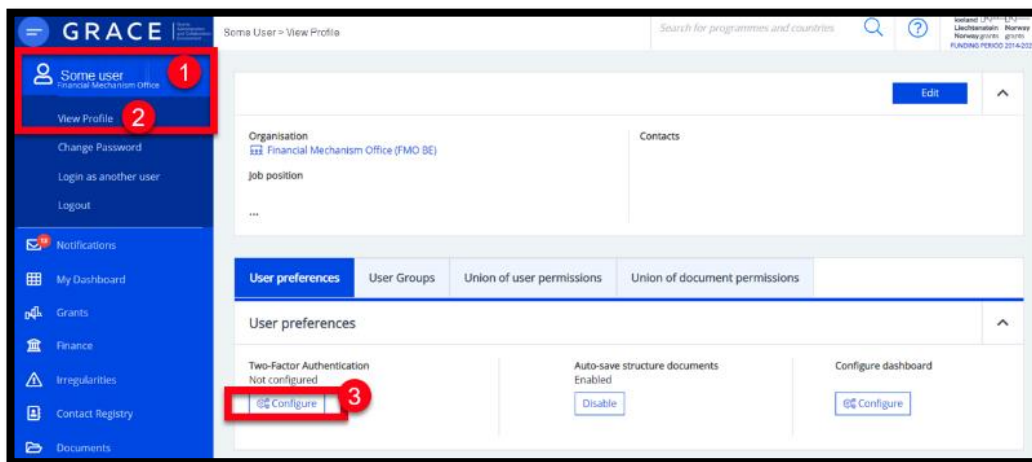


## 2.2. Turn on the 2FA

You can turn on the 2FA by yourself. Start by going to your user profile in GrACE.

You can use this feature either with “Microsoft Authenticator” or with “Google Authenticator”. When you have one of them on your smartphone, then you can follow the steps below.

1. Open GrACE and click on your name
2. Click **View Profile**
3. Click on the **Configure** button
4. You will then see a page providing you with a code that you can use to set up the application on your phone

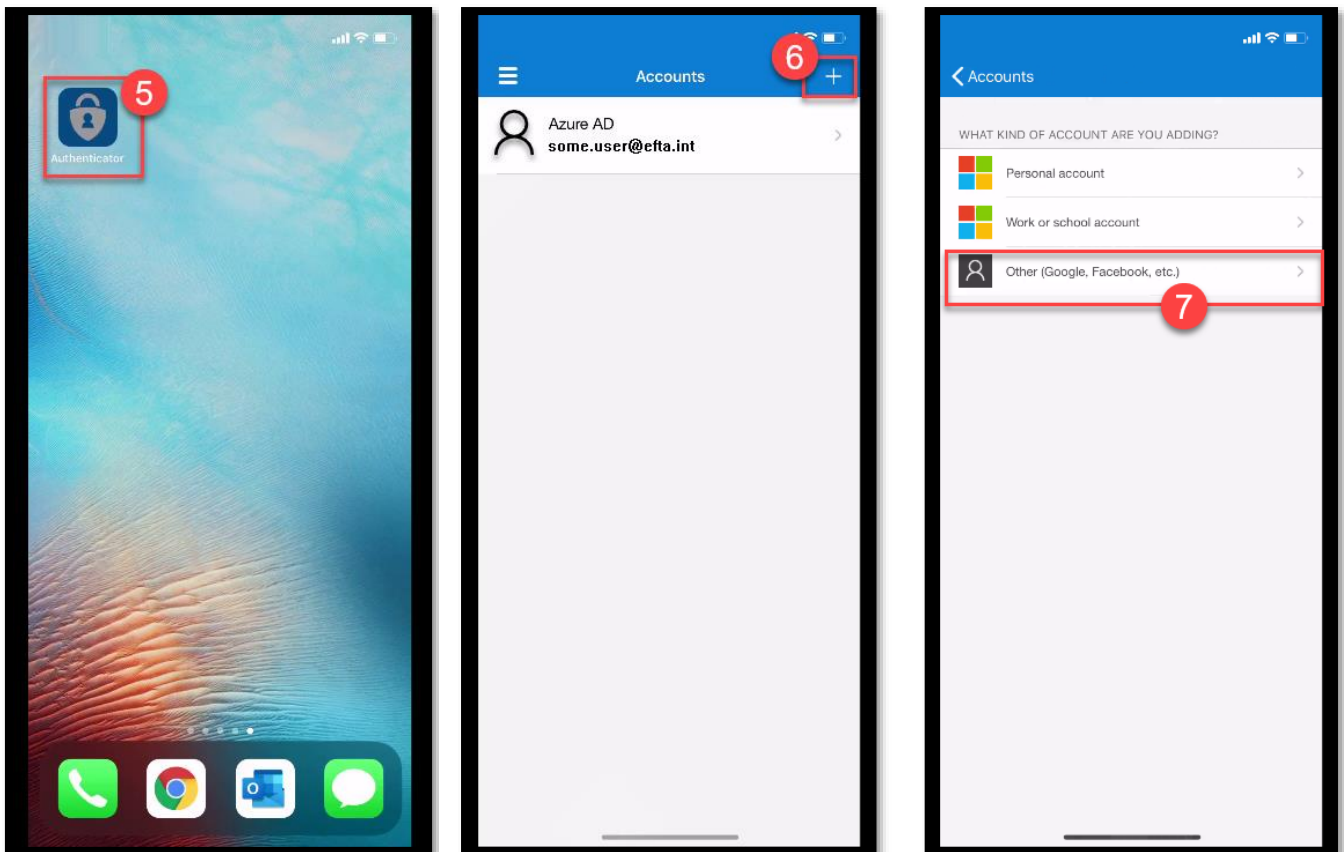


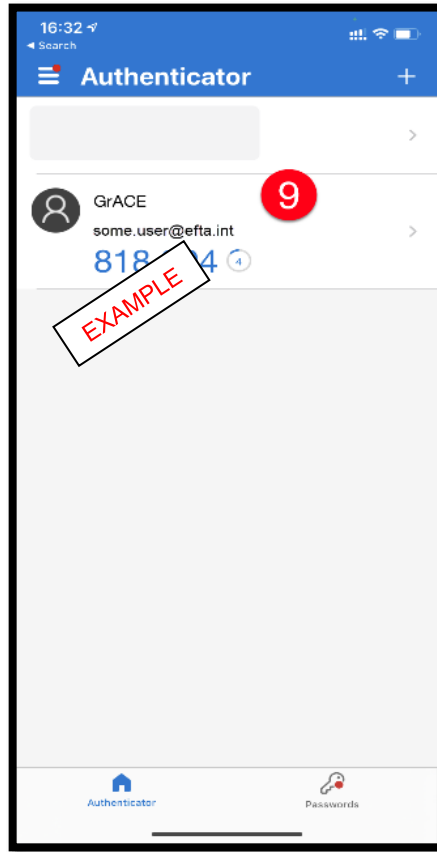
### 3. Setup the 2FA application

#### 3.1. Alternative 1: use Microsoft Authenticator

To use Microsoft Authenticator as your 2FA application, please follow these steps:

5. Open Microsoft Authenticator
6. Tap the little “+” button in the top right-hand corner
7. Select **other**
8. If asked, allow the app to access the camera. Point the camera at the QR-code on the computer screen in GrACE. The authenticator will bring you to point 9 by itself
9. You now see a new code in the list which changes every minute or so



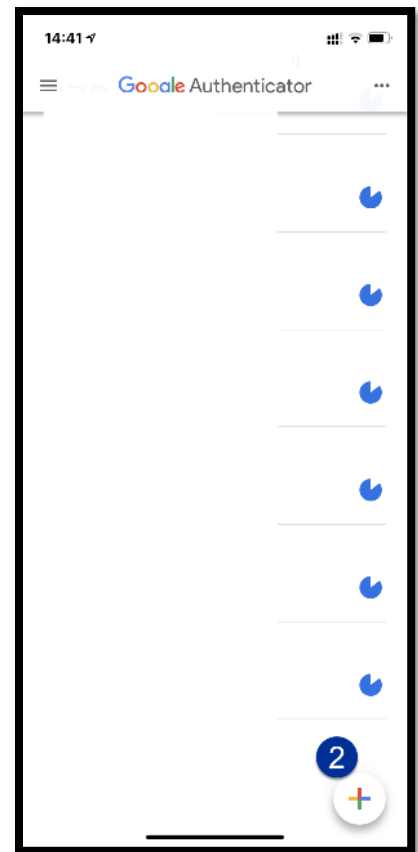
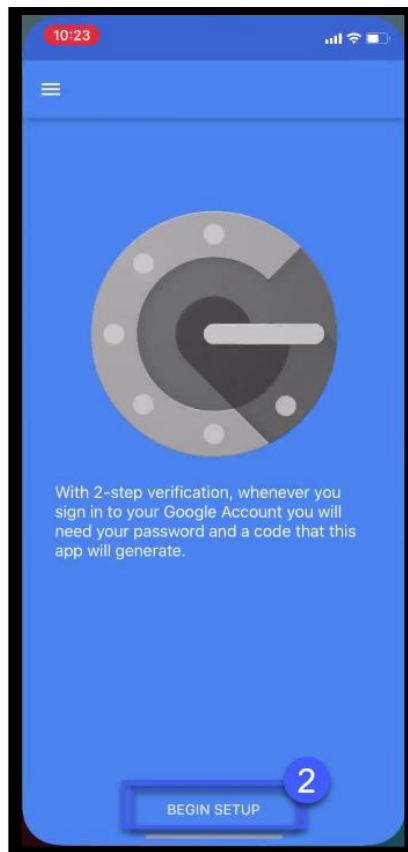
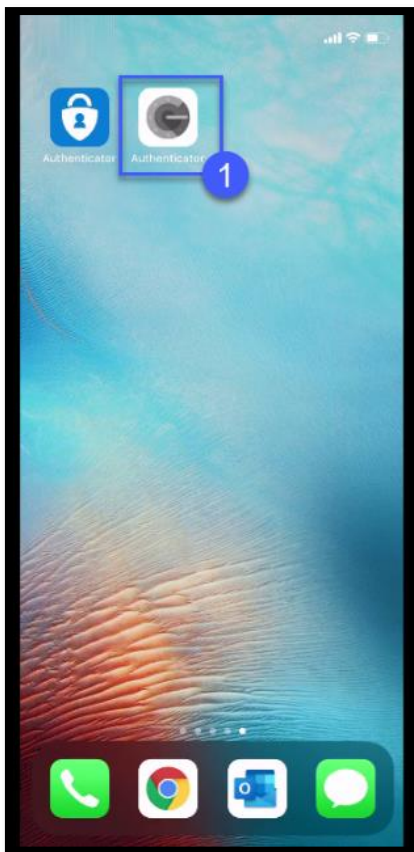


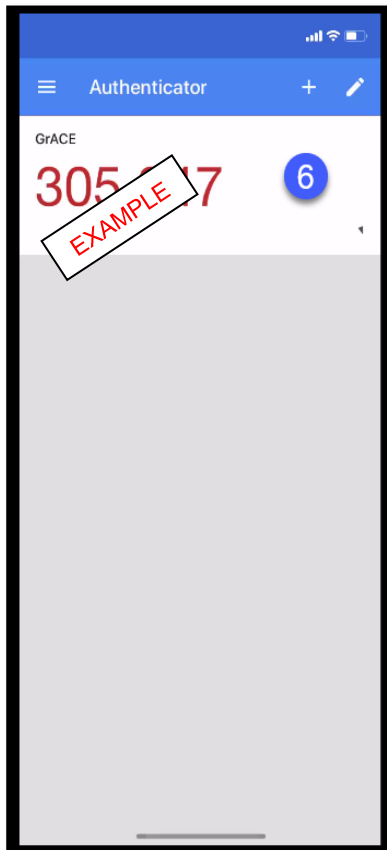
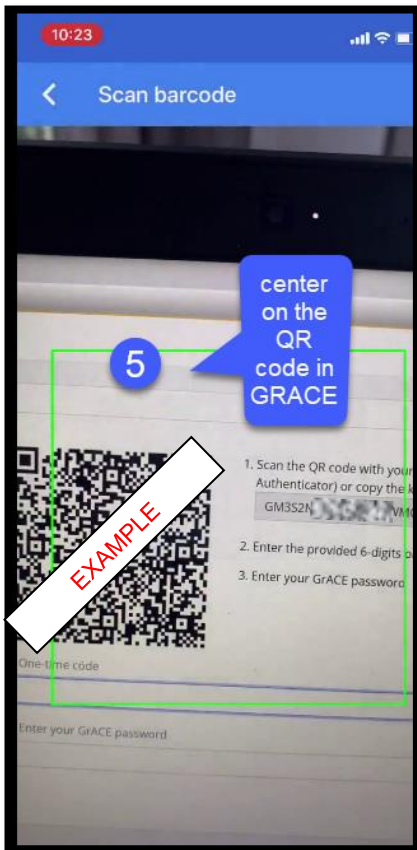
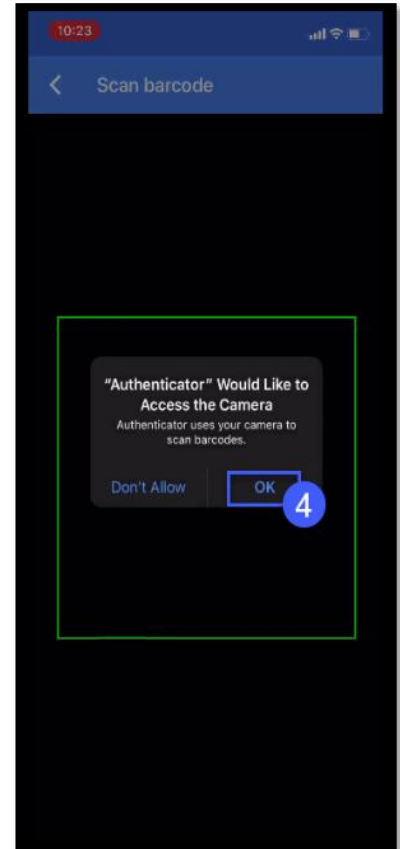
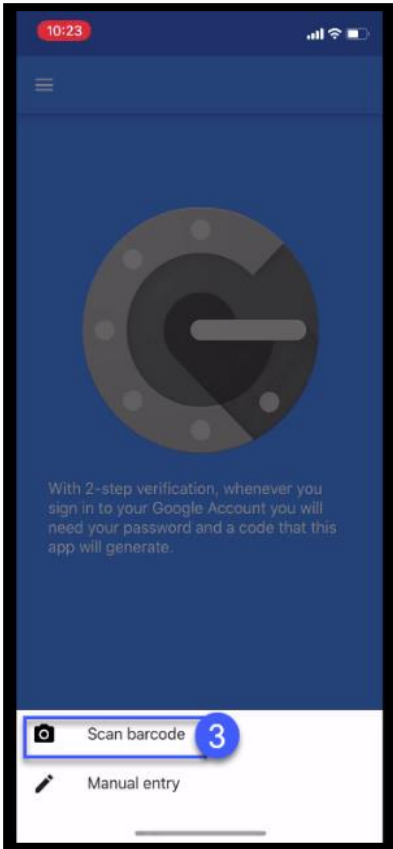
### 3.2. Alternative 2: use Google Authenticator

If you have already done all the steps with Microsoft Authenticator, you don't need to do this alternative – go to Finishing the setup process.

Otherwise, install the Google Authenticator application on your phone and follow these steps:

1. Open Google Authenticator
2. Select **Begin setup**. If you are already using Google Authenticator, instead hit the “+” symbol in the right-hand bottom corner.
3. Tap **Scan barcode** / Select **Scan a QR code**
4. You may need to allow the authenticator to access the camera. Tap OK
5. Point the camera at the QR code on the computer screen in GrACE. The authenticator will bring you to point 6 by itself
6. You now see a new code in the list which changes every minute or so







#### 4. Finishing the setup process

To finish the process, enter the token code that you generated via the app into the appropriate box (see number 11 and 7 in the picture below). Please be careful not to let the token code expire. If it happens, you will have to enter a new code. Lastly, enter your GrACE password and click on **Submit**.

You have now set up the 2-Factor Authentication on your GrACE account. The next time you login, GrACE will ask you to enter the code from the app as an additional level of security.

In case you don't want to have to look for your phone and enter the code every time you go to GrACE, you will also find a very convenient **Remember me for 30 days** option at your next login.

Setup Two-Factor Authentication

1. Scan the QR code with your app (Google Authenticator or MS Authenticator) or copy the key:  
GM3S2NJKHEZDOK [blurred] 4

2. Enter the provided 6 digits one-time code

3. Enter your GrACE password

\* One-time code 11 7

\* Enter your GrACE password 12

Cancel Submit 13

## 5. If you change/lost your phone

If you change/lost your phone or need to login to GrACE before you have access to your phone to get a code, you can contact support ([grace.support@efta.int](mailto:grace.support@efta.int)). They will reset the 2FA for you and you will have 7 days to set up 2FA again, using the steps explained in Resetting the 2FA (below) and then setting it up again as explained above in Setup the 2FA application.

## 6. Resetting the 2FA

If you need to reset the 2-Factor Authentication, contact support ([grace.support@efta.int](mailto:grace.support@efta.int)). The old codes will still display in your app, but they will no longer work. You can compare it to having a key in your hand, but the lock on the door is new so your key no longer works. To throw away the key, or rather, deleting the codes that no longer work, follow the steps below.

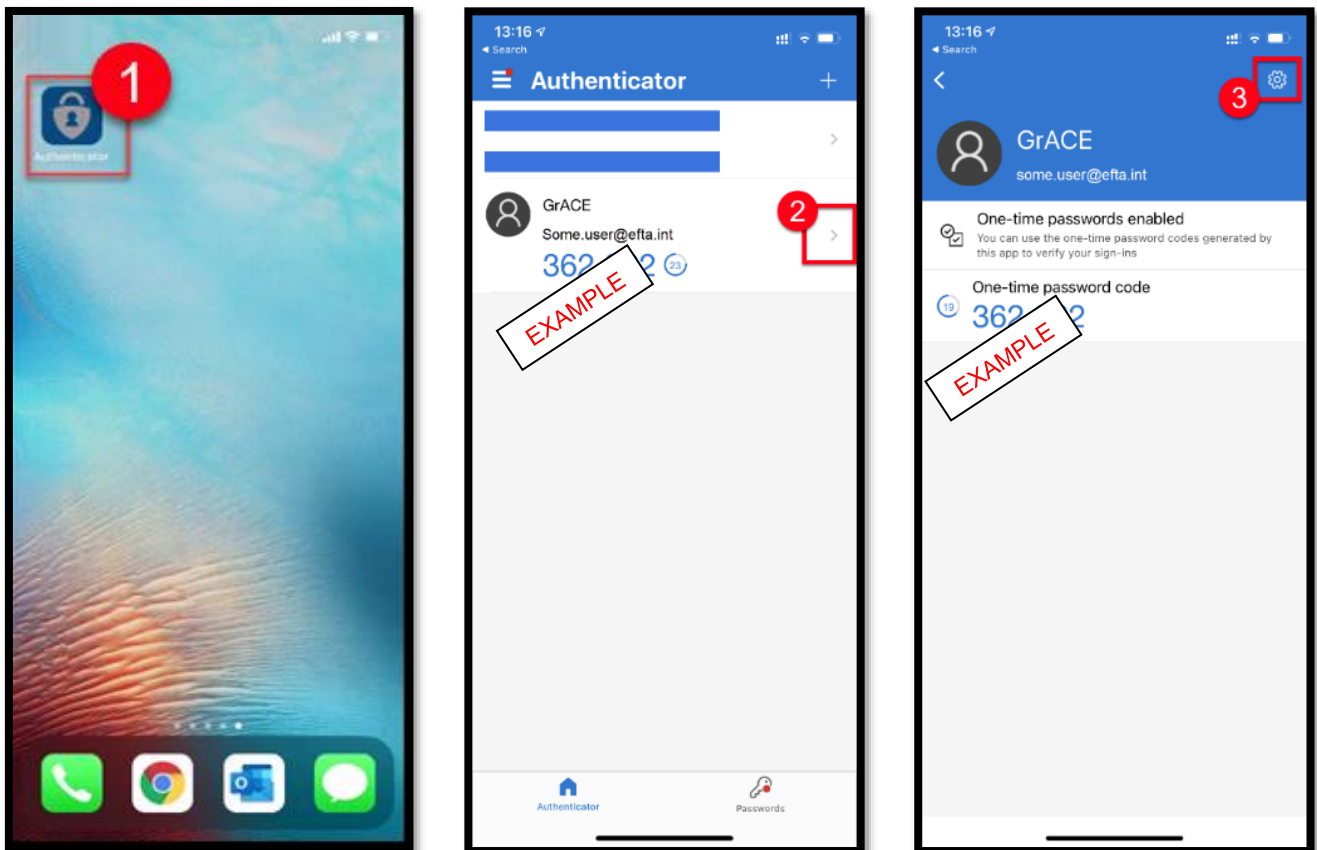
**Note:** If you need to reset the Authenticator app, delete the old code generator first – it will not go away on its own.

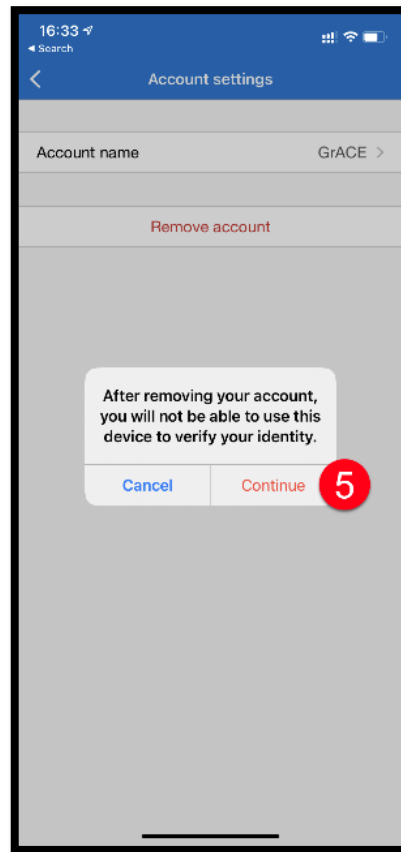
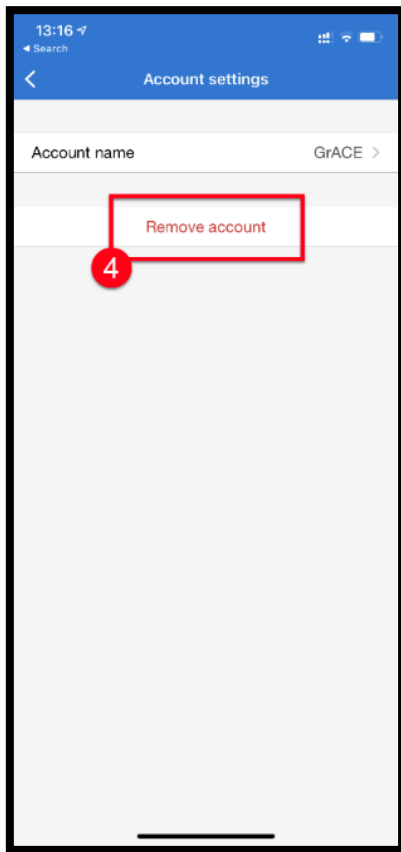
### 6.1. In Microsoft Authenticator

To remove the old codes that no longer work for GrACE, follow these steps:

1. Open the Microsoft Authenticator app
2. Tap the arrow next to the GrACE code generator
3. Tap the cogwheel in the right-hand corner
4. Tap **Remove account**
5. Tap **Continue**

You can now set up the 2-Factor Authentication in GrACE once more, by following the steps in the previous chapters.





## 6.2. In Google Authenticator

To remove the old codes that no longer work for GrACE, follow these steps:

1. Open the Google Authenticator app
2. Tap the 3 dots in the right-hand corner of the screen
3. Tap **Edit** in the menu that appears
4. Tap the little pencil symbol next to the GrACE code generator
5. Tap the little trash can symbol in the right-hand corner
6. Confirm by tapping **Remove account**

You can now set up the 2-Factor Authentication in GrACE once more, by following the steps in the previous chapters.

