

## 2-Factor Authentication

### GrACE User manual

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## 1. Introduction to 2-Factor Authentication

2-Factor Authentication (2FA or multi-factor authentication) 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”, or “one-time code”. 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, in accordance with globally recognized standards for information security.

The codes are a mathematical formula agreed between the place you want to login (GrACE), and your phone. You will need an application to store and use these 2-factor codes, such as Google Authenticator or Microsoft Authenticator. You can have many 2-factor codes in the same app, these do not communicate or have any relation to each other. It is the same as having different keys on your keychain, they are all separate. Gmail, LinkedIn, Facebook and many more, all recommend using 2-factor, so feel free to following similar procedures that you learn in this manual, to increase your security on other logins you use, in the same Authenticator app.

The 2-factor codes do not communicate with the websites/programmes they have codes for. There is no tracking of your phone, no data being sent, no information is collected. The Authenticator app is a mathematical code program, like a calculator, showing numbers.

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. Explanation

The first time we set up the 2-factor, GrACE will show you a QR code that you can scan with the Authenticator app on your phone. Do not just open the regular camera app, this is not a regular QR code but a special one. This QR code has a lot of information inside and will give you one-time codes regularly. These codes are unique between GrACE and your mobile phone, based on mathematical formulas. GrACE does not communicate with your phone – the codes are generated automatically and only for you.

Hi! Here's a QR code with information.  
It contains a way for me and you to  
recognize each other. It's unique to us!



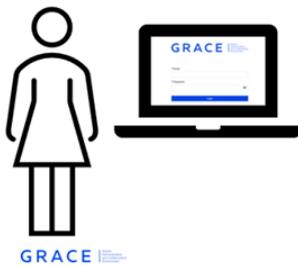
Ok! I opened the Authenticator  
app and scanned it. It gives me a  
number every 30 seconds now.



Once the QR code is scanned, you will see codes appearing in the app – and disappearing. They each last for about 30 seconds. It's ok if you lose one, meaning that it disappears before you get to use it: you will get new ones all the time. However, you cannot write them down for use later. You must use the code you see on the screen, when you see it there.

### Using the codes

Hi! I see you want to log in. Could you please give me one of the codes we agreed on before?



Sure! Here:



362 022 (example)

If everything is ok:



Thank you! That was one of the codes I was expecting. Welcome!



If something is wrong:

I'm afraid I do not recognize that code. It is not one of the codes that we agreed on. Please give me another one. If I get many of these wrong codes, I will freeze your account to be secure. I will let support know too, so they can help you.

## 2.2. How to find the QR code

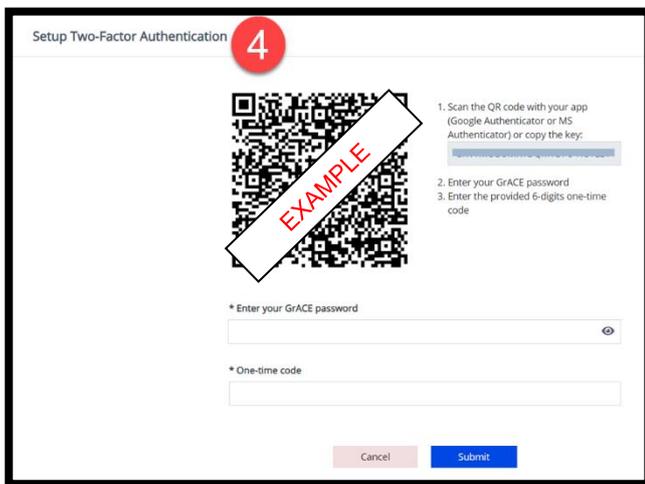
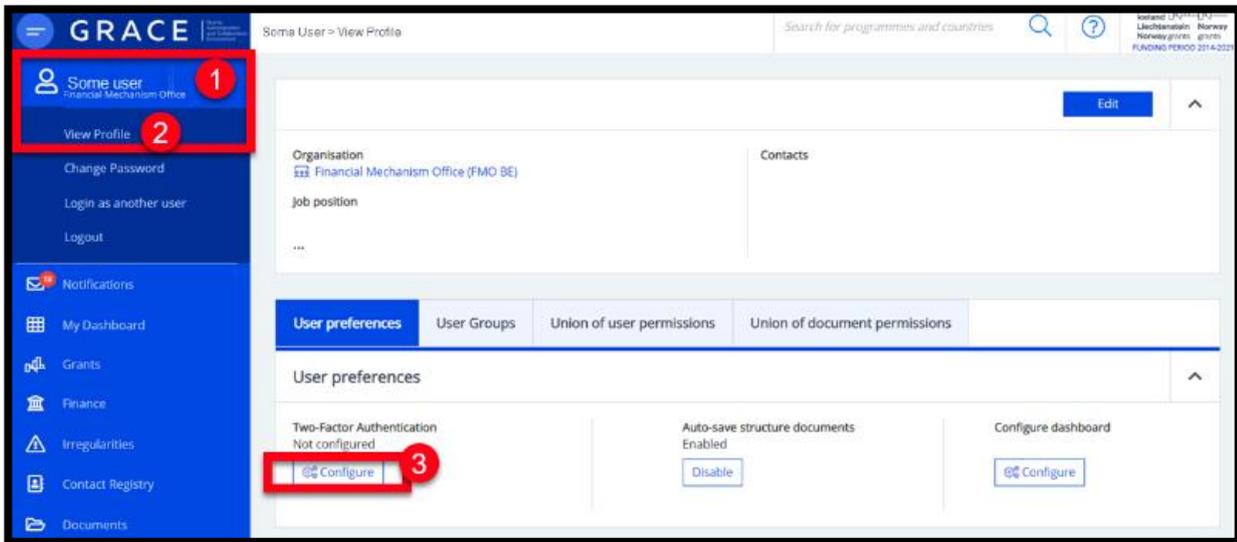
The 2-Factor Authentication is mandatory for all users. You might be asked to set it up within a given number of days when you try to log in to GrACE. In other words, you can delay setting it up for a few days (it will tell you how long in the message), but at some point, you will have to set it up. 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), you can skip to section 3 *Setup the 2FA application*.



If you don't see the QR code immediately when you login to GrACE, you can find it this way:

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

#### Authenticator application

The two most used applications for storing and generating 2-factor codes are



Microsoft Authenticator

and



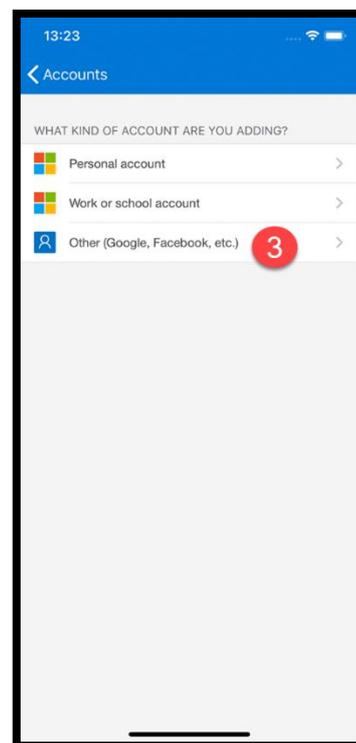
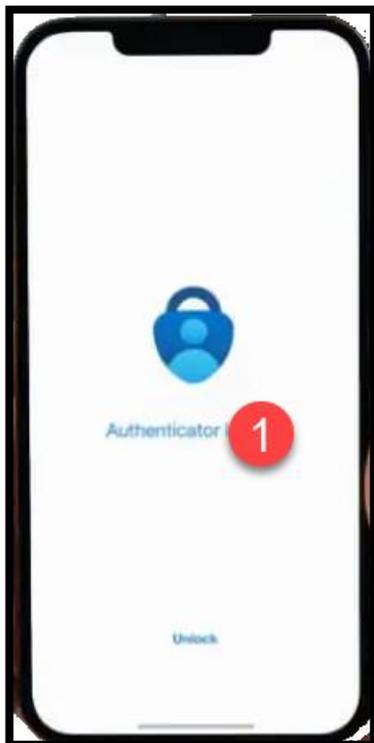
Google Authenticator

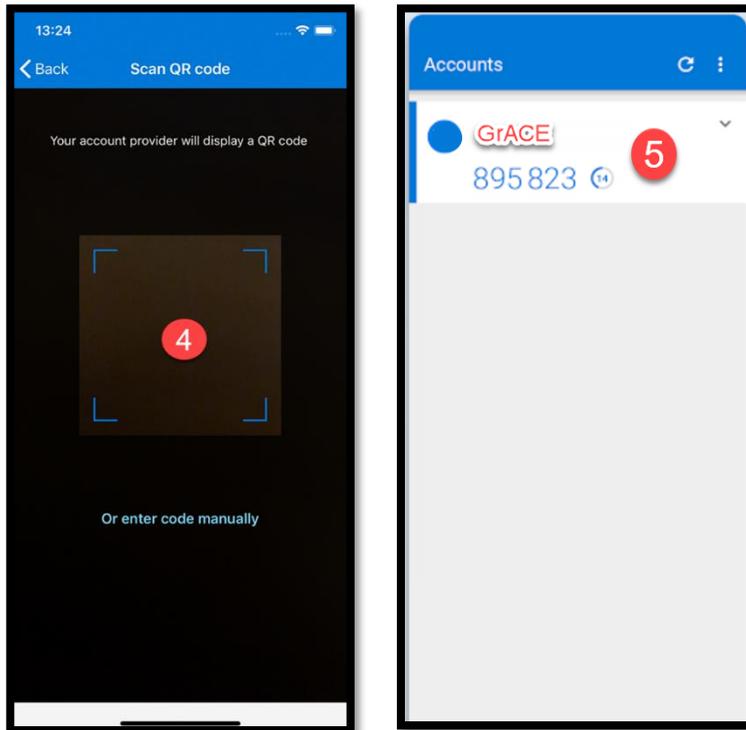
It doesn't matter which one you use, they are both free and secure. When you have one of them on your smartphone, then you can follow the steps below.

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

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

1. Open Microsoft Authenticator
2. Tap the little "+" button in the top right-hand corner
3. Select **Other**
4. If asked, allow the app to access the camera. Point the camera at the QR-code on the computer screen in GrACE.
5. You now see a new code in the list which changes every 30 seconds or so. This is the code GrACE asks for.



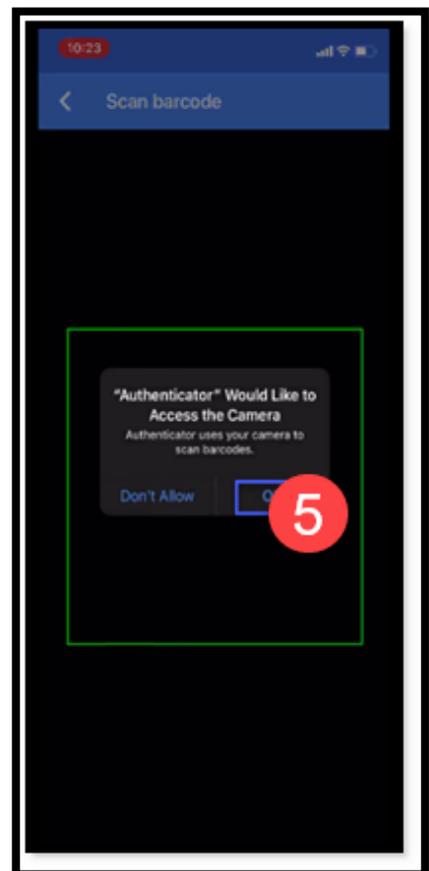
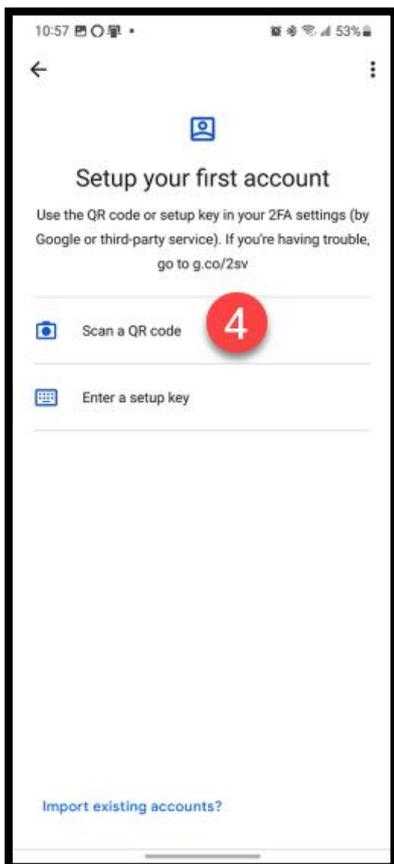
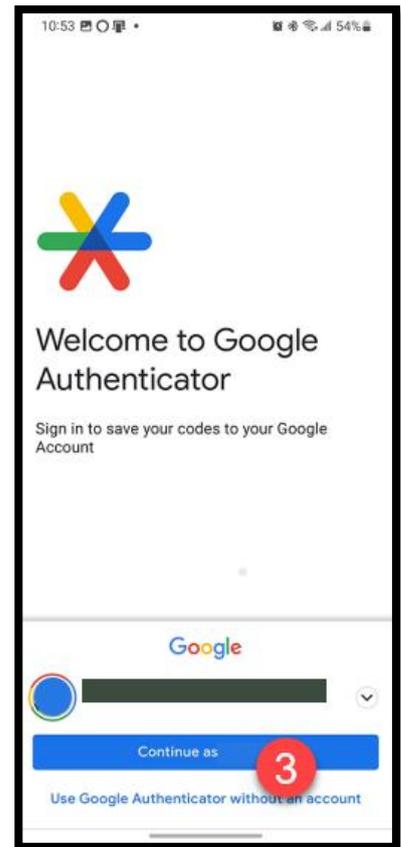
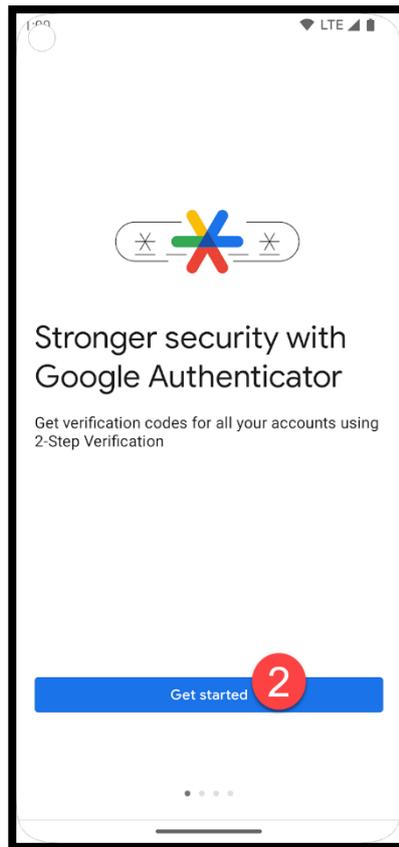
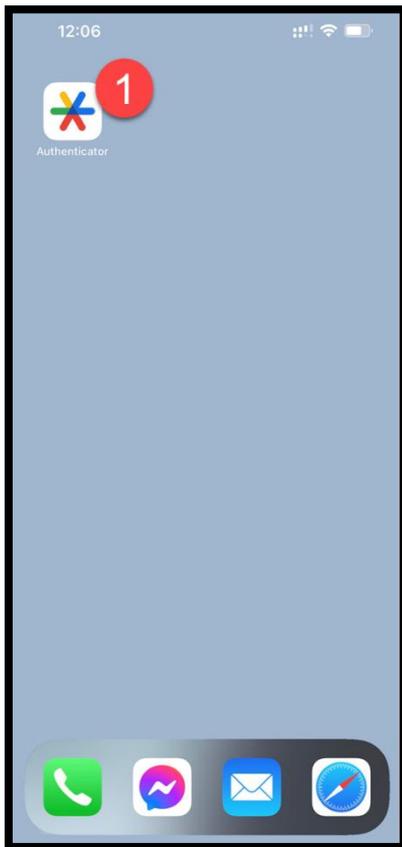


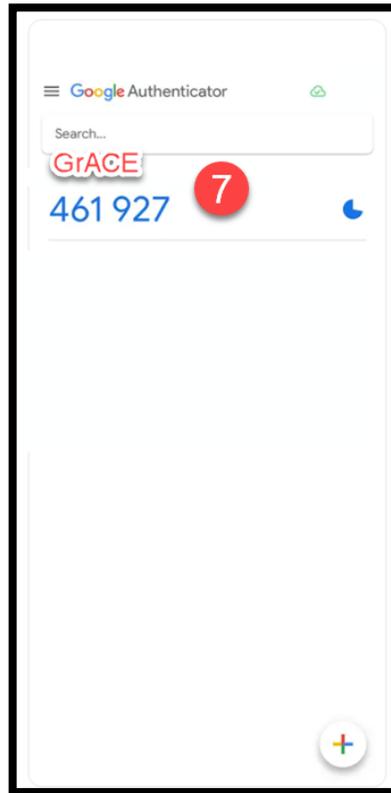
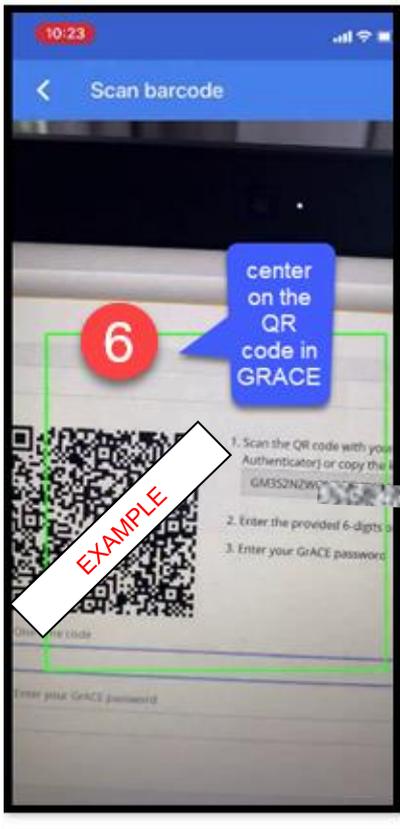
### 3.2. Alternative 2: use Google Authenticator

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 **Get started**. If you already use Google Authenticator from before, jump to step 4a
3. You can login to a Google account if you have one, but it is not necessary. You can click on "Use Google Authenticator without an account" if you want.
4. Click on "**Scan a QR code**"
  - a. If you are already using Google Authenticator from before, instead hit the "+" symbol in the right-hand bottom corner and then "**Scan a QR code**"
5. You may need to allow the authenticator to access the camera. Tap OK
6. Point the camera at the QR code on the computer screen in GrACE.
7. You now see a new code in the list which changes every 30 seconds or so. This is the code GrACE is asking you for.





## 4. Finishing the setup process

Now that the 2-factor app on your phone is set up, we can finish the setup in GrACE.

- 1) Type your password in the box
- 2) Look at your phone and type in the code you see in the app. The code changes all the time – if you just see it change, type in the newest code you are looking at
- 3) and click on **Submit**.

Setup Two-Factor Authentication

1. Scan the QR code with your app (Google Authenticator or MS Authenticator) or copy the key:

2. Enter your GrACE password

3. Enter the provided 6-digits one-time code

\* Enter your GrACE password

\* One-time code

Cancel 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. You will then be able to tick a box for **Remember me for 30 days** so that you only need to enter a code once a month on the computer you are using.

## 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..

## 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 as GrACE will no longer recognize them. You can compare it to changing the lock on your door in your house; the old keys does not work anymore.

When you scan the new QR code from GrACE during the setup of the Authenticator codes, it will overwrite the old GrACE codes in your Authenticator app. In other words, you don't need to delete the old codes, they will go away by themselves.