

Overview

Two-Factor Authentication is an AWARDS login feature that adds another layer of security to the AWARDS database by either authenticating by email, or creating a token on your personal iOS or Android mobile device. If using the authenticator app token, you must then supply that token during the AWARDS login process for authentication purposes.

Use of two-factor authentication feature is important as it can help prevent serious security incidents that might otherwise occur in the event that your AWARDS password is compromised. Even if an unauthorized individual has your password, they will not be able to login without also having access to your mobile device.

About This Document

This document will guide you through both methods of authentication - authentication by email, or authentication by an app token. In order to use an authenticator app for two-factor authentication you must complete an enrollment process. You'll learn about that process below.

[Enrolling in Two-Factor Authentication for AWARDS](#) - Learn how to set up your mobile device and enroll in two-factor.

[Switching to a New Authentication Device](#) - Learn what to do if you ever change mobile devices.

[Frequently Asked Questions](#) - Learn the answers to FAQs about two-factor authentication in AWARDS.

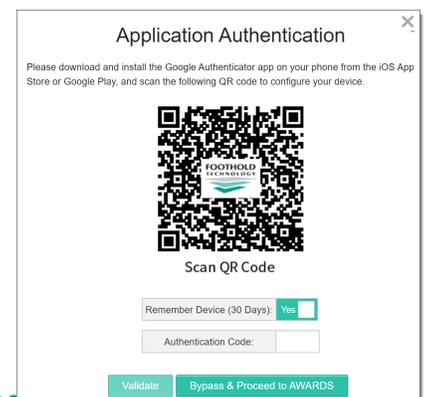
Tip: Are you an AWARDS administrator looking for instructions on how to configure two-factor authentication in your AWARDS database? Check out [this page](#) in Online Help.

Authentication by the Google Authenticator App

Enrolling in Two-Factor Authentication for AWARDS

Prior to implementing two-factor authentication in AWARDS your agency will typically communicate the upcoming change with you, let you know when the enrollment period will begin (the “roll out” date), and provide you with a “go live” date by which you must have your enrollment completed. On or after the roll out date and BEFORE the go live date, complete the following steps to enroll in two-factor authentication for AWARDS:

1. On your Android or iOS mobile device go to **Google Play** or the **iOS App Store**, respectively.
2. Download the **Google Authenticator** app.
3. Go to your agency's AWARDS *Login* page, enter your username and password, and then click **Login**.



Tip: You do NOT have to login to AWARDS on the mobile device you are using for authentication. For example, you can use Google Authenticator on your phone and login to AWARDS on your computer or tablet.

An *Application Authentication* pop-up is displayed, as shown at right.

4. On your mobile device open the **Google Authenticator** app if you have not done so already.
5. In Authenticator, touch the + sign or proceed through the one time setup wizard, and then select **Scan barcode**.
6. If you are asked to allow “Authenticator” to have access to your device’s camera, press **OK**.
7. Using your mobile device’s screen, place the AWARDS QR code shown on the pop-up on your computer or tablet in the crosshairs or designated camera capture area.
8. Your device will automatically capture the AWARDS code, and a new six-digit “Foothold” authentication code will be shown in the Google Authenticator app. This code will reset every 30 seconds.
9. If you are accessing AWARDS from a shared/public computer or table, switch the **Remember Device** toggle on the *Application Authentication* pop-up to “No.” Otherwise, it can be left at the default value of “Yes.”
10. In the Authenticator app, find the “Foothold” entry and enter the code found there into the **Authentication Code** field in AWARDS. When the correct code has been entered, AWARDS automatically loads.

Tip: The code in the Authenticator app resets every 30 seconds. If you enter the wrong code more than five times, you will be locked out for five minutes and will have to wait before trying again.

Re-Authenticating

Once you’ve enrolled in two-factor authentication you’ll be required to periodically re-authenticate by entering another authentication code from the Google Authenticator app. Specifically, re-authentication will be required when any of the following conditions are met:

- You’ve reached the number of days allowed by your agency for “remembering” your device (a maximum of 90)
- You have reset your password in AWARDS under [Password & Security](#)
- Your password has been reset for you by a supervisor or AWARDS administrator
- You cleared your browser’s cookies
- You are using a different device/browser combination or using your browser in private/incognito mode
- Your agency’s two-factor go live date has been reached (you re-authenticate upon the first login afterward)

During re-authentication an *Application Authentication* pop-up is displayed.

In the Authenticator app, find the “Foothold” entry and enter the code found there into the **Authentication Code** field in AWARDS. When the correct code has been entered, AWARDS automatically loads.

The process of re-authenticating is now complete.

Switching to a New Authentication Device

In the event that you need to switch which mobile device you are using for two-factor authentication in AWARDS (for instance, if you lose or otherwise replace your device), you must complete the following steps:

1. In AWARDS, change your password under [Password & Security](#) - OR - have an authorized staff member reset your AWARDS password using the [Password Reset](#) tool.

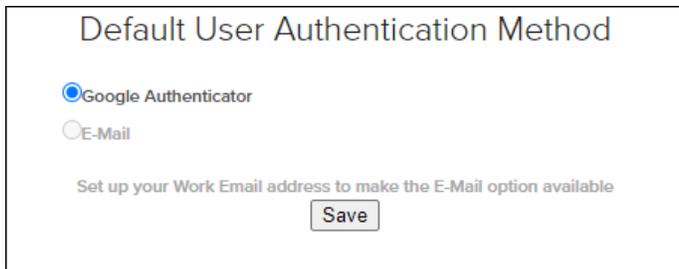
 **Note:** Resetting a password using the Forgot Password feature on the AWARDS Login page DOES not reset two-factor authentication setup.

2. Once your password has been reset logging into AWARDS will trigger the two-factor enrollment process to be re-initiated. Complete that process using your new device and the enrollment instructions, above.

That's it! You're now back on your way to using AWARDS with two-factor authentication backing you up.

Authentication by Email

The Email method for authentication will only be available if there is a worker's work email address saved. If the email address is not present, the Email method will be greyed out with the extra comment: *Set up your work email address to make this option available.*



Default User Authentication Method

Google Authenticator

E-Mail

Set up your Work Email address to make the E-Mail option available

Save

1. If necessary, set up your work email address. Then select the **Email** option for authentication. AWARDS will automatically send an email with a randomly generated Authentication Code.
2. A new page will display asking you to enter the code sent to your email. The code will be valid for two minutes.
 - a. If you attempt to validate after the two minute period has passed, an error message will appear. Click the re-send button to receive a new validation code.

Frequently Asked Questions

How are authentication devices remembered by AWARDS?

Devices are remembered when you access AWARDS from the same browser and device. If you are using the same device and a different browser, or the same browser in private or incognito mode, re-authentication is required.

What if I can't enroll in two-factor right away during the agency's roll out period?

Each time you log in to AWARDS on or after the roll out date set by your agency for two-factor authentication, you'll be shown an enrollment pop-up until you complete the enrollment process. When you see this pop-up you can either choose to go ahead with the process, or temporarily bypass it and continue into AWARDS. The **Bypass & Proceed to AWARDS** option will be available for a grace period of your agency's choosing (typically one to two weeks). At the end of that period you **MUST** have completed the enrollment process or you will not be able to login to AWARDS.

Why do I have to authenticate again? I already enrolled and entered my code...

Authentication is required when ANY of the following are true:

- You've reached the number of days allowed by your agency for "remembering" your device (a maximum of 90)
- You have reset your password in AWARDS under [Password & Security](#)
- Your password has been reset for you by a supervisor or AWARDS administrator
- You cleared your browser's cookies
- You are using a different device/browser combination or using your browser in private/incognito mode
- Your agency's two-factor go live date has been reached (requiring you to re-authenticate upon first login afterward)