

Multi-factor Authentication

A user guide to setting up your account
with WinAuth



What is Multi-Factor Authentication (MFA)?

- Multi-Factor Authentication (MFA) is an additional method of verification to the traditional username and password you currently use to login In-Form
- It is an additional layer of security to help protect your data
- It is a method you might already be using (i.e.: Online Banking login).
- Once MFA enabled, all users will only be able to login to In-Form using any of the authentication methods
- No Client or personal information will be stored on the phone used for MFA

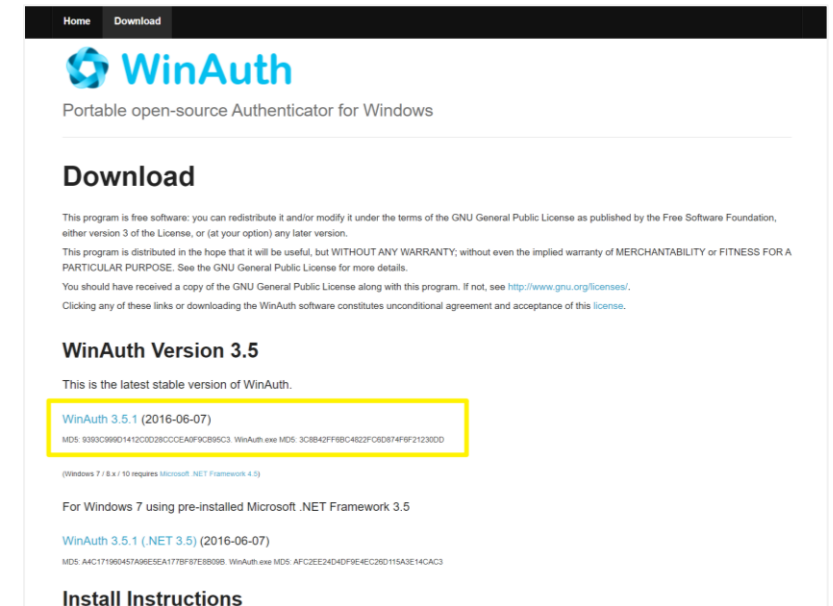
What is changing?



- To enable MFA you will need either your phone or desktop app to verify your login
- Verification must be via an app linked to their In-Form username (either on a smartphone, or desktop)

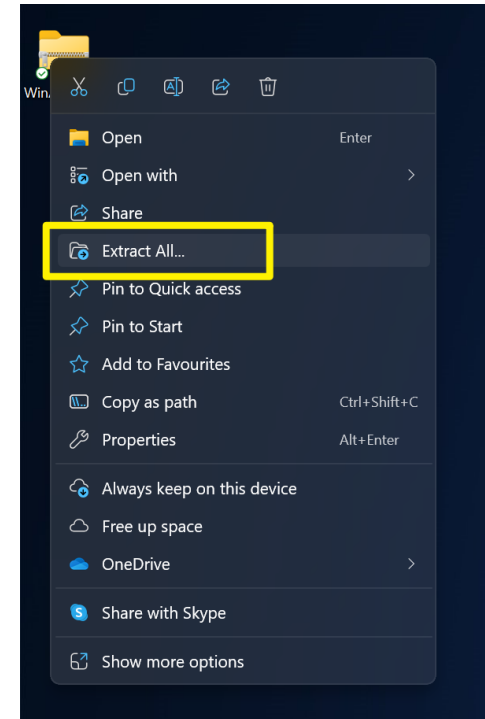
Setting up WinAuth – third party authenticator

1. MFA permission is assigned (this will be done by the System Administrator).
2. Log out of In-Form (When you next login you will be prompted to use a secondary authentication method).
3. Download the WinAuth desktop app from the WinAuth website:
<https://winauth.github.io/winauth/download.html>



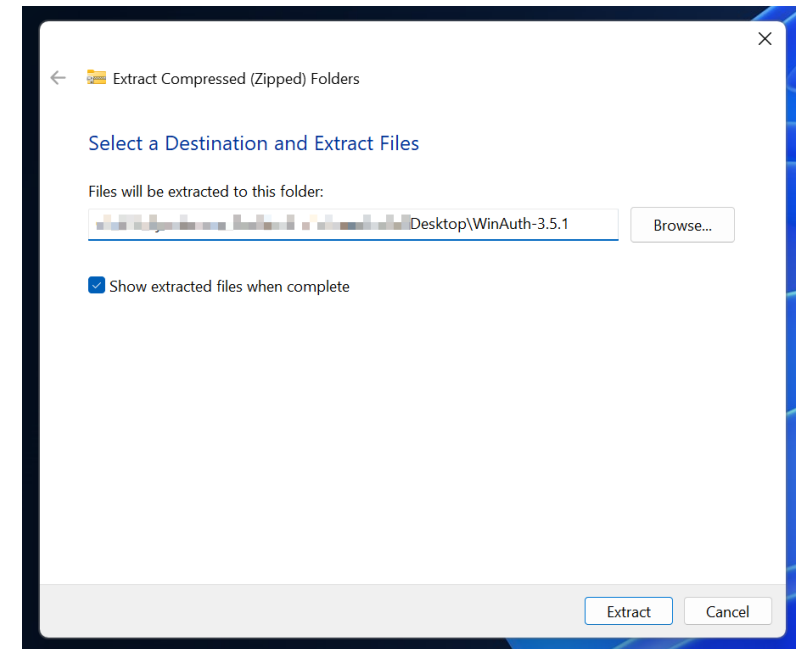
Setting up WinAuth – third party authenticator

4. Navigate to the file that is downloaded and right click on the file.
5. Select 'Extract All...' in the options menu.



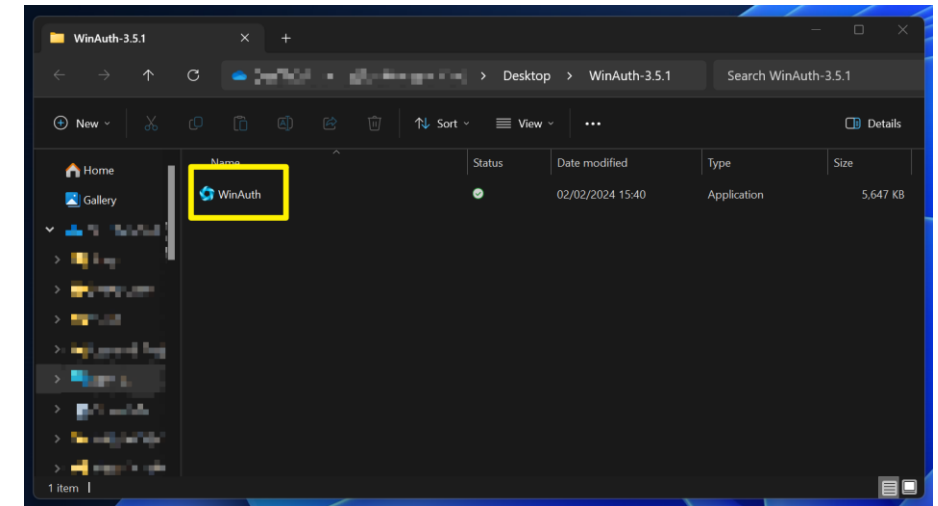
Setting up WinAuth – third party authenticator

6. Choose where to extract the file to. If it hasn't already please select the 'Browse' button and choose the Desktop.
7. Select 'Extract' at the bottom of the window.



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8. The extracted folder should open automatically. If not navigate to the folder and open it.
9. Drag the WinAuth icon onto your desktop.
10. Open the WinAuth app.

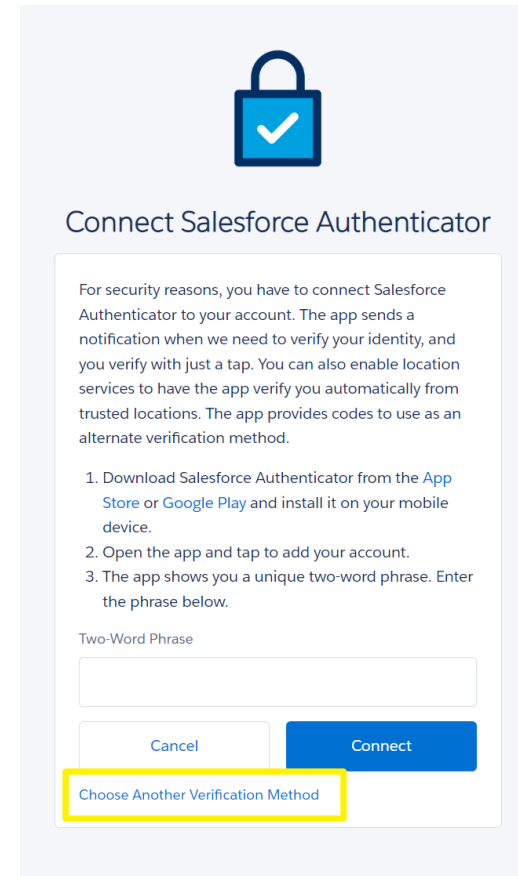


Setting up WinAuth – third party authenticator

11. Open your In-Form login page and enter your username and password to login.

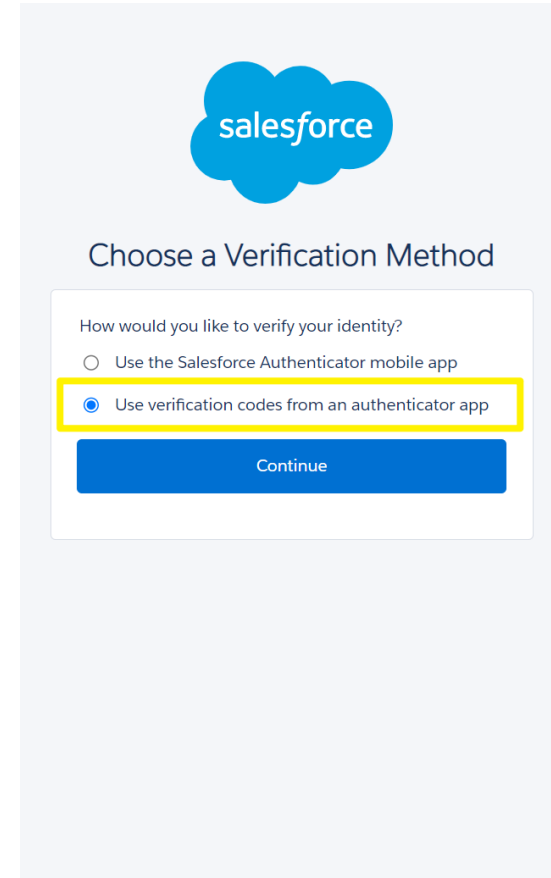
You will be prompted to connect to the Salesforce Authenticator.

You need to select 'Choose Another Verification Method' located at the bottom of the window.

A screenshot of a web-based dialog box titled 'Connect Salesforce Authenticator'. At the top is a blue icon of a padlock with a white checkmark inside. Below the title, there is a paragraph of text explaining the security requirement to connect the Salesforce Authenticator app. This is followed by a numbered list of three steps: 1. Download the app from the App Store or Google Play; 2. Open the app and tap to add an account; 3. Enter a unique two-word phrase shown by the app. Below the list is a text input field labeled 'Two-Word Phrase'. At the bottom of the dialog are three buttons: 'Cancel', 'Connect', and 'Choose Another Verification Method'. The 'Choose Another Verification Method' button is highlighted with a yellow rectangular border.

Setting up WinAuth – third party authenticator

12. Select 'Use verification codes from an authenticator app'.





Choose a Verification Method

How would you like to verify your identity?

☐ Use the Salesforce Authenticator mobile app

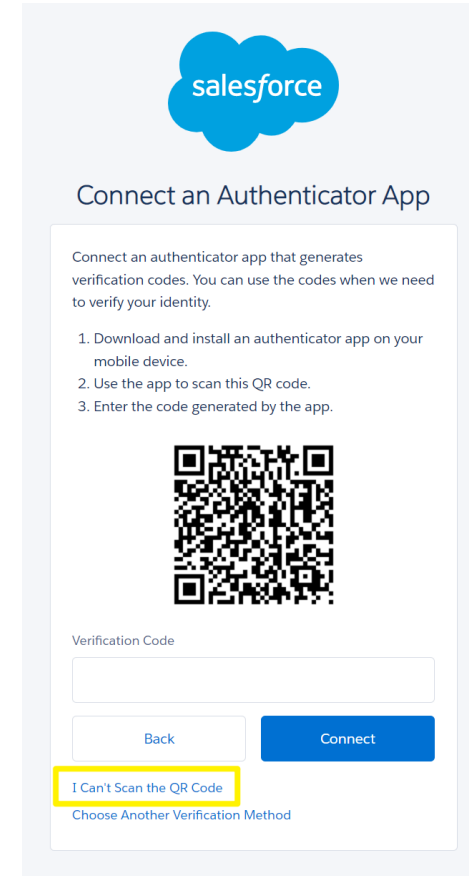
☒ Use verification codes from an authenticator app

[Continue](#)

Setting up WinAuth – third party authenticator

13. You will be shown a QR code that can be scanned on your mobile.

WinAuth is a desktop app so select 'I Can't Scan the QR Code' at the bottom of the window.



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Connect an Authenticator App

Connect an authenticator app that generates verification codes. You can use the codes when we need to verify your identity.

1. Download and install an authenticator app on your mobile device.
2. Use the app to scan this QR code.
3. Enter the code generated by the app.



Verification Code

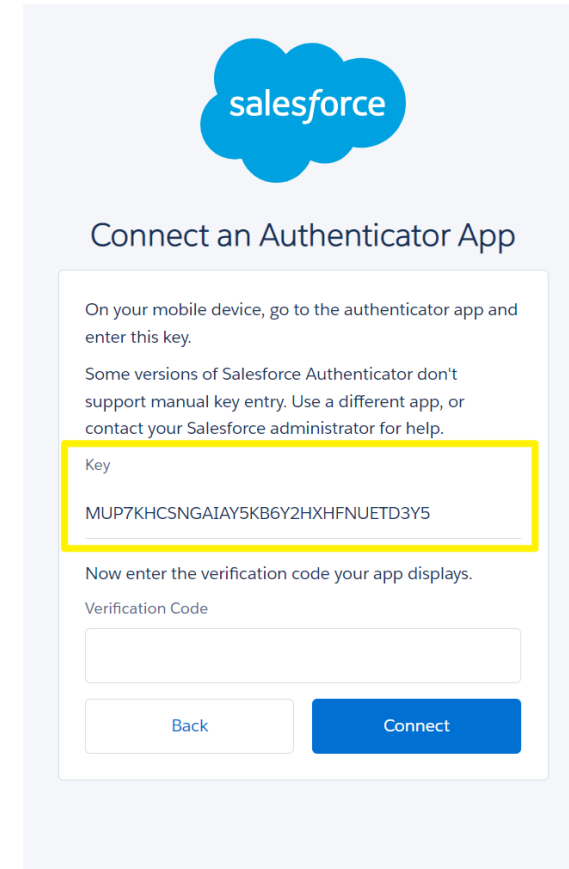
[Back](#) [Connect](#)

[I Can't Scan the QR Code](#)
Choose Another Verification Method

Setting up WinAuth – third party authenticator

14. You will then be shown a key that needs to be copied and pasted into the WinAuth app.

You can manually copy this if you are more comfortable with that.



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Connect an Authenticator App

On your mobile device, go to the authenticator app and enter this key.

Some versions of Salesforce Authenticator don't support manual key entry. Use a different app, or contact your Salesforce administrator for help.

Key

MUP7KHCSNGAIAY5KB6Y2HXHFNUETD3Y5

Now enter the verification code your app displays.

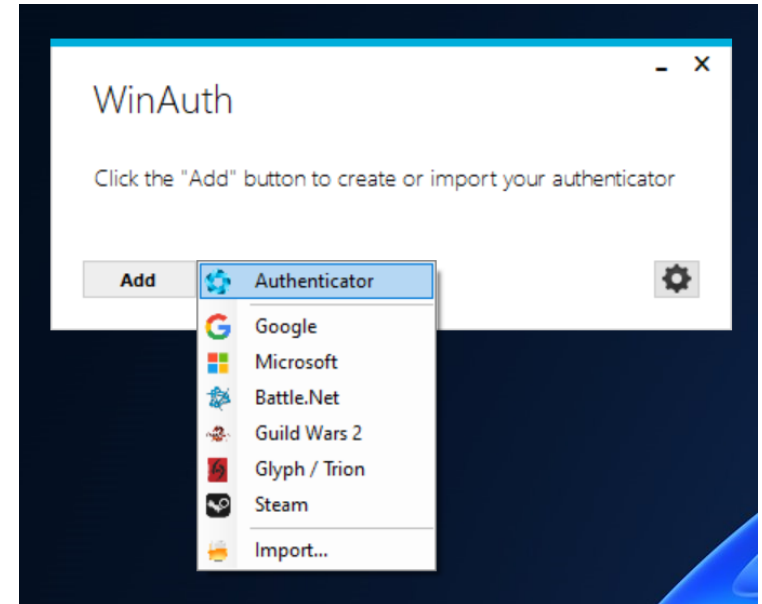
Verification Code

[Back](#) [Connect](#)

Setting up WinAuth – third party authenticator

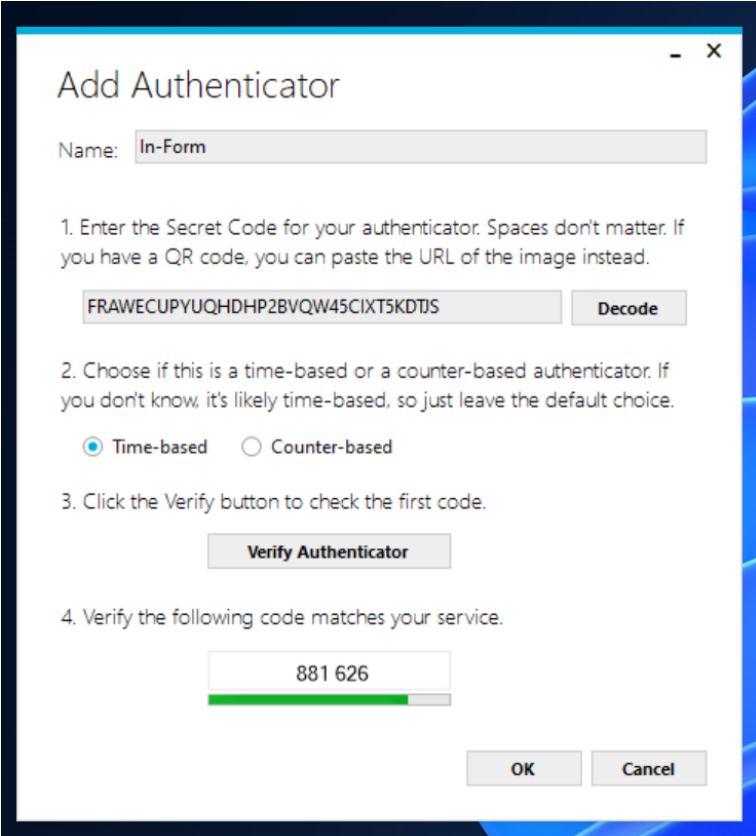
15. Select the 'Add' button in WinAuth.

16. In the resulting options menu select Authenticator.



Setting up WinAuth – third party authenticator

17. Change the 'Name' field to In-Form.
18. Paste or type the secret key from step 14 into the first text field.
19. Ensure 'Time-based' is selected .
20. Select the 'Verify Authenticator' button.
21. Make a note of the code that is generated at the bottom of the screen. **Note:** Be aware of the time limits on the code and ensure there is enough time left with the code you are using.



The screenshot shows the 'Add Authenticator' window in WinAuth. The 'Name' field is set to 'In-Form'. Below the instructions, the secret key 'FRAWECUPYUQHDHP2BVQW45CIXT5KDTJS' is entered in the first text field, and the 'Decode' button is visible. The 'Time-based' option is selected under the authentication type. The 'Verify Authenticator' button is highlighted. At the bottom, a generated code '881 626' is displayed with a green progress bar indicating the time remaining. 'OK' and 'Cancel' buttons are at the bottom right.

Add Authenticator

Name: In-Form

1. Enter the Secret Code for your authenticator. Spaces don't matter. If you have a QR code, you can paste the URL of the image instead.

FRAWECUPYUQHDHP2BVQW45CIXT5KDTJS Decode

2. Choose if this is a time-based or a counter-based authenticator. If you don't know, it's likely time-based, so just leave the default choice.

☒ Time-based ☐ Counter-based

3. Click the Verify button to check the first code.

Verify Authenticator

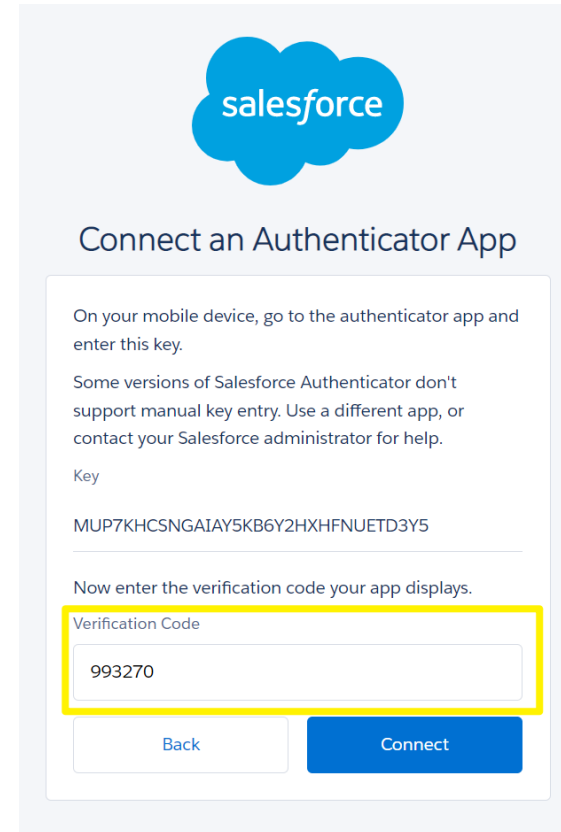
4. Verify the following code matches your service.

881 626

OK Cancel

Setting up WinAuth – third party authenticator

22. Go back to your In-Form login screen and enter the verification code from WinAuth.
23. Select the 'Connect' button at the bottom of the screen and you should have access to In-Form.

A screenshot of the Salesforce 'Connect an Authenticator App' screen. At the top is the Salesforce logo. Below it is the title 'Connect an Authenticator App'. The main content area contains instructions: 'On your mobile device, go to the authenticator app and enter this key.' followed by 'Some versions of Salesforce Authenticator don't support manual key entry. Use a different app, or contact your Salesforce administrator for help.' Below this is a 'Key' field with the value 'MUP7KHCSNGAIAY5KB6Y2HXHFNUETD3Y5'. Then, it says 'Now enter the verification code your app displays.' followed by a 'Verification Code' input field containing '993270'. At the bottom are two buttons: 'Back' and 'Connect'.

Setting up WinAuth – third party authenticator

23. Go back to WinAuth and select the 'OK' button at the bottom of the window.

Add Authenticator

Name:

1. Enter the Secret Code for your authenticator. Spaces don't matter. If you have a QR code, you can paste the URL of the image instead.

2. Choose if this is a time-based or a counter-based authenticator. If you don't know, it's likely time-based, so just leave the default choice.

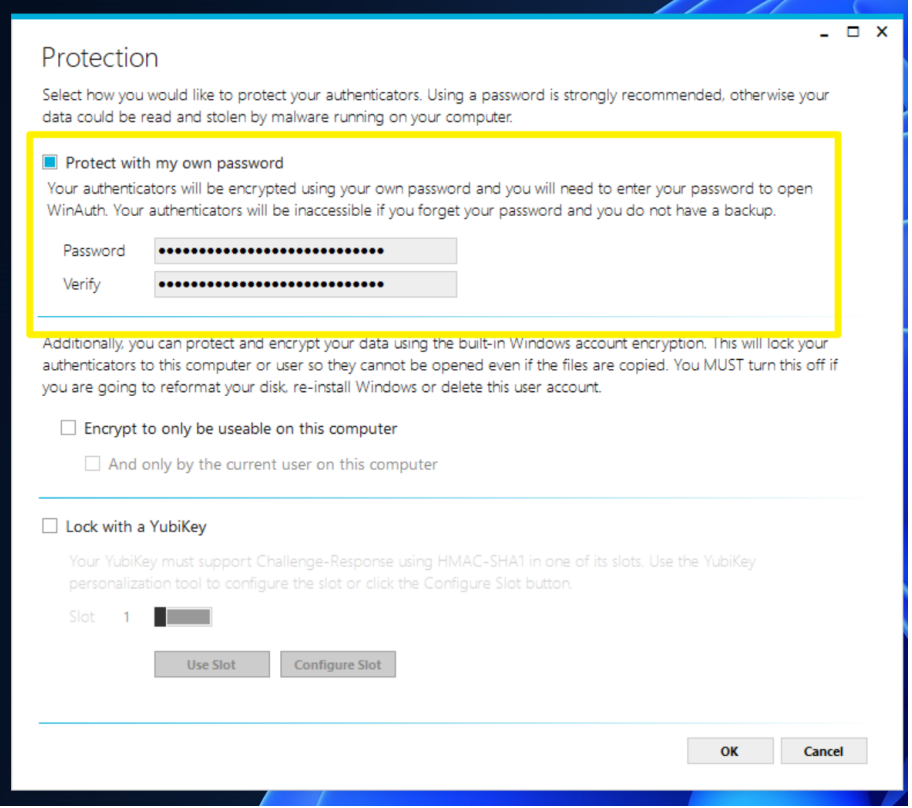
☒ Time-based ☐ Counter-based

3. Click the Verify button to check the first code.

4. Verify the following code matches your service.

Setting up WinAuth – third party authenticator

24. Select 'Protect with my own password'.
25. Enter a password. **Note:** please make sure you can remember your password. The password cannot be recovered if you forget it.
26. Select the 'OK' button at the bottom of the window.



The screenshot shows the 'Protection' dialog box in WinAuth. The title bar is blue with standard window controls. The main text says 'Select how you would like to protect your authenticators. Using a password is strongly recommended, otherwise your data could be read and stolen by malware running on your computer.' Below this, the option 'Protect with my own password' is selected and highlighted with a yellow border. It includes a warning: 'Your authenticators will be encrypted using your own password and you will need to enter your password to open WinAuth. Your authenticators will be inaccessible if you forget your password and you do not have a backup.' There are two password input fields labeled 'Password' and 'Verify', both filled with dots. Below these are two unchecked checkboxes: 'Encrypt to only be useable on this computer' and 'And only by the current user on this computer'. Further down, the 'Lock with a YubiKey' option is also unchecked. It includes a note about YubiKey requirements and a 'Slot' dropdown menu showing '1'. At the bottom right are 'OK' and 'Cancel' buttons.

Protection

Select how you would like to protect your authenticators. Using a password is strongly recommended, otherwise your data could be read and stolen by malware running on your computer.

☒ Protect with my own password

Your authenticators will be encrypted using your own password and you will need to enter your password to open WinAuth. Your authenticators will be inaccessible if you forget your password and you do not have a backup.

Password: [dots]

Verify: [dots]

Additionally, you can protect and encrypt your data using the built-in Windows account encryption. This will lock your authenticators to this computer or user so they cannot be opened even if the files are copied. You MUST turn this off if you are going to reformat your disk, re-install Windows or delete this user account.

☐ Encrypt to only be useable on this computer

☐ And only by the current user on this computer

☐ Lock with a YubiKey

Your YubiKey must support Challenge-Response using HMAC-SHA1 in one of its slots. Use the YubiKey personalization tool to configure the slot or click the Configure Slot button.

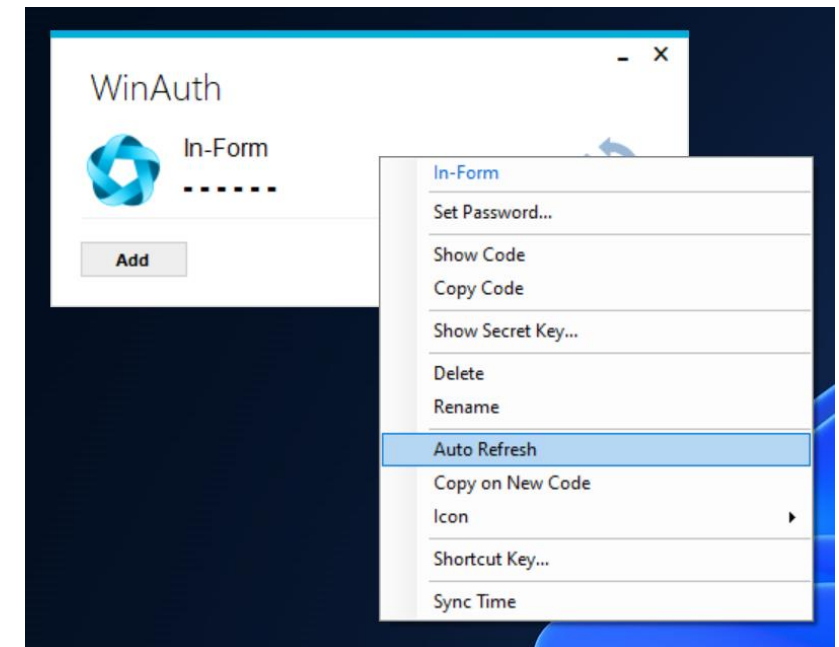
Slot: 1 [dropdown arrow]

Use Slot Configure Slot

OK Cancel

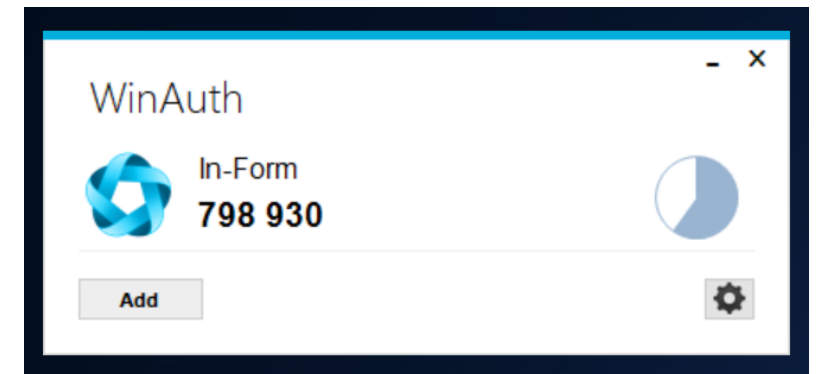
Setting up WinAuth – third party authenticator

27. You should be shown a code for your In-Form account.
28. To ensure the code generates automatically right-click on In-Form and in the resulting options menu select 'Auto Refresh'.



Setting up WinAuth – third party authenticator

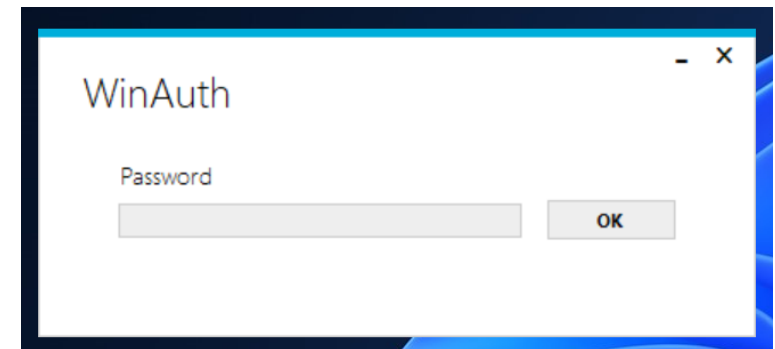
29. The code should now auto generate. The timer icon on the right shows you how much longer the code is valid for.



Using WinAuth

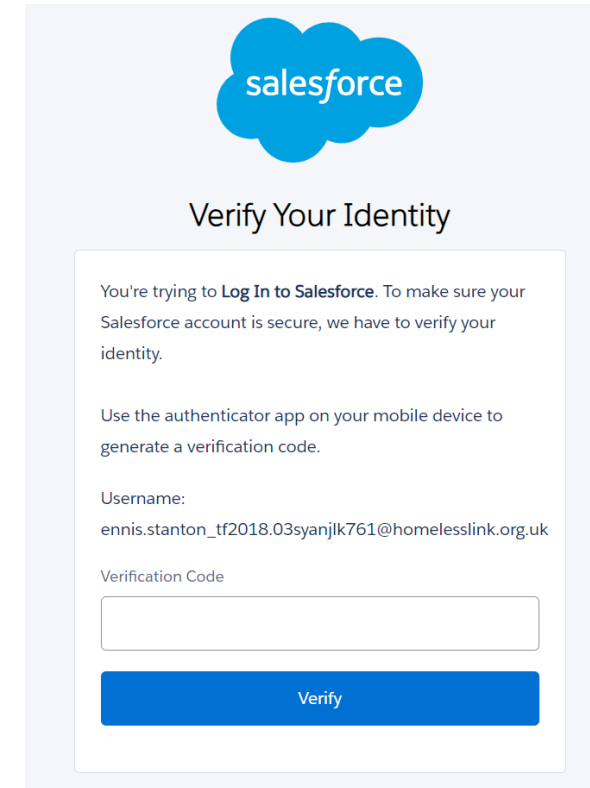
Using WinAuth – third party authenticator

1. When you want to log into In-Form open the WinAuth app first. You will be prompted to enter the password you entered in step 25.



Using WinAuth – third party authenticator

2. Log into In-Form with your username and password. You will be asked to enter a verification code.

A screenshot of a Salesforce verification screen. At the top is the Salesforce logo (a blue cloud with the word 'salesforce' in white). Below it is the heading 'Verify Your Identity'. The main content area contains the following text: 'You're trying to Log In to Salesforce. To make sure your Salesforce account is secure, we have to verify your identity.' followed by 'Use the authenticator app on your mobile device to generate a verification code.' Below this, it says 'Username:' followed by the email address 'ennis.stanton_tf2018.03syanjlk761@homelesslink.org.uk'. Then it says 'Verification Code' followed by a text input field. At the bottom is a blue button with the word 'Verify' in white.

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Verify Your Identity

You're trying to **Log In to Salesforce**. To make sure your Salesforce account is secure, we have to verify your identity.

Use the authenticator app on your mobile device to generate a verification code.

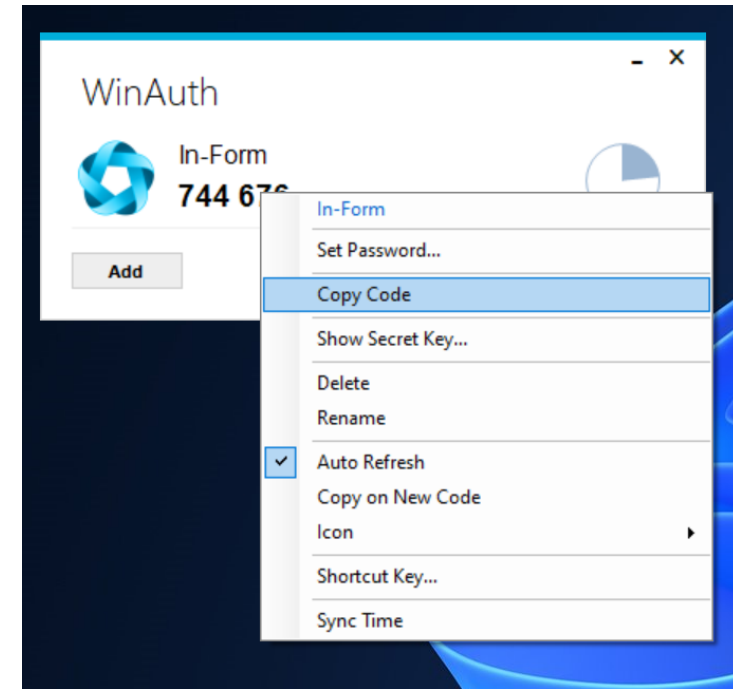
Username:
ennis.stanton_tf2018.03syanjlk761@homelesslink.org.uk

Verification Code

Verify

Using WinAuth – third party authenticator

3. In WinAuth, right-click on the code and in the resulting options menu select 'Copy Code'.
4. Paste this code into the verification field in In-Form and select 'Verify'.
5. You should now have successfully logged in!

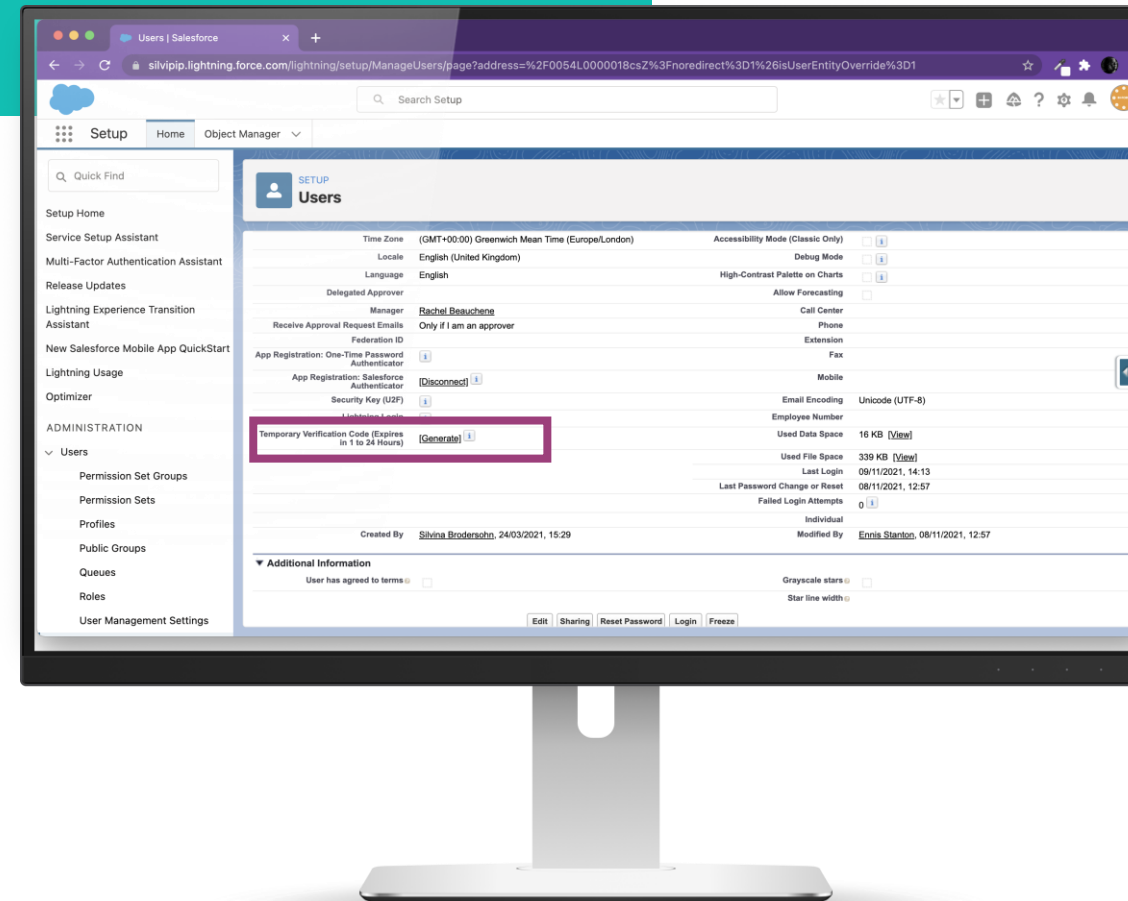


What happens if you cannot access your app for validating your identity?

“I can't access my app”

Email your Key Contact or our Support team, they can create a temporary password for you to use and log in.

You will receive an email with a code valid for a specific period of time for you to access your In-Form account



The complete **client relationship**
and **service management** solution.

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