

Two-Factor Authentication (2FA) Guide

Activation, sign-in, and management of validation methods

Document intended for end users

Purpose of this document

This guide simply explains how two-factor authentication works in the application: first sign-in, receiving codes, choosing your preferred method, and updating your validation details.

1 Why enable 2FA?

Two-factor authentication, also known as 2FA, strengthens the security of your application account.

In addition to your usual password, a validation code may be requested when signing in. This code is sent to the email address or phone number associated with your account.

This additional verification helps better protect access to your data, even if your password were to become known to an unauthorized person.

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Key takeaway

2FA adds a security step at sign-in, but it remains simple to use: you sign in, you receive a code, then you validate access.

2 Enabling 2FA

2FA is enabled by an administrator within your organization.

Once the option is enabled on your account, it will automatically take effect the next time you sign in to the application.

Important

End users should not enable the 2FA option themselves. This is done by the administrator or by the team authorized to manage user accounts.

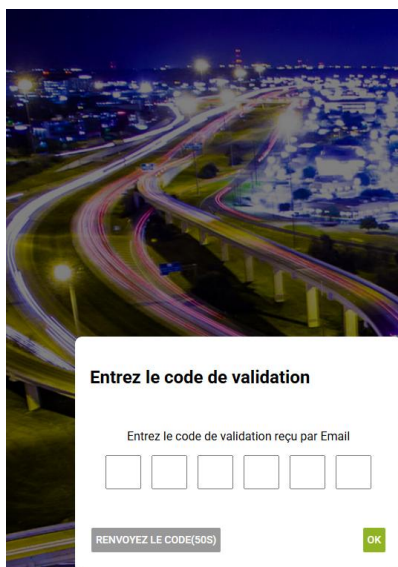
3 First sign-in after activation

During your first sign-in after 2FA is activated:

1. Sign in with your usual username and password.



2. A validation code is sent by email, the default method used for the first sign-in.
3. Enter the code you received in the screen provided for this purpose.
4. Your sign-in is then validated.



Example of the 2FA code validation screen.

4 Subsequent sign-ins

After a successful authentication, the application may remember the validation for 10 days.

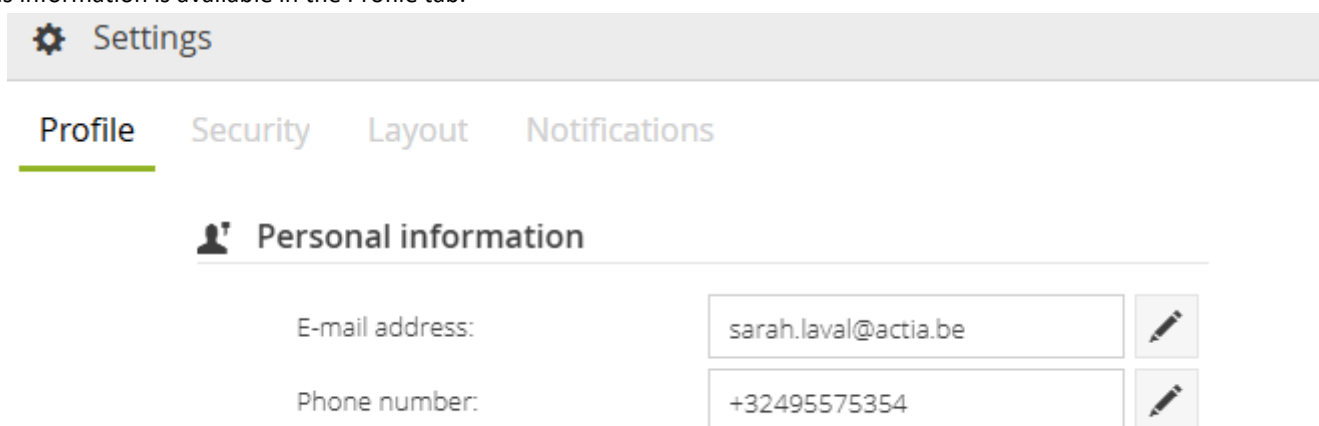
After this period, a new validation code may be requested. If several methods are configured, the preferred method will be selected by default, but another active method can be used if needed.

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5 Managing your validation details

The details used to receive codes can be viewed and updated from the user settings.

This information is available in the Profile tab.



Example of accessing user profile information.

6 Choosing your preferred validation method

The default method is configured from the Security tab of the user settings.

Depending on the information entered on the account, several methods may be available, for example email or phone.

The screenshot shows a 'Settings' window with a 'Security' tab selected. It contains three main sections: 'Login', 'Password', and '2 steps validation'. The 'Login' section has a 'Username' field with 'sarah-test' and buttons for 'Check availability' and 'Update'. The 'Password' section has fields for 'Current password', 'New password*', and 'Confirm', with an 'Update' button. The '2 steps validation' section has 'Mail' and 'Sms' options, each with a 'Disable' button, and a 'Validation method' dropdown menu currently set to 'Mail'.

Example of the security methods configuration screen.

7 Changing an email address or phone number

To protect your account, changing an email address or phone number must be confirmed.

When a validation method already exists, a code may be sent to the old method or the favorite method. Once the new value has been entered, a code is sent to this new address or number to confirm the change.

The screenshot shows a blue informational box with text in French: 'La page d'authentification multifacteur s'affiche car l'authentification multifacteur est activée sur votre compte. Pour vous connecter, vous devez demander et fournir un code.' Below this is a 'Méthode' dropdown menu set to 'Sms' and a green button labeled 'ENVOYER UN CODE'.

Example of changing a validation detail.

8 Adding or disabling a method

To enable a new method, the corresponding information must first be entered in the user profile. Simply click Enable next to the relevant method, then validate the code you receive.

To disable a method you no longer want, click Disable next to that method.

Good to know

At least one validation method must remain active on the account. If only one method is available, it cannot be removed without first adding another one.

9 Quick reference

Situation	What to do
First sign-in after activation	Sign in as usual, then enter the code received by email.
Code requested after a few days	Enter the code received via the preferred validation method.
Phone number or email to update	Update the information in the profile, then confirm the change with the code received.
Preferred method to change	Go to the Security tab and select the desired method.
Method to remove	Click Disable, always keeping at least one active method.

Need help?

If you experience any difficulty signing in, receiving a code, or changing a validation method, contact your administrator or support.