mobiflow

MY MOBIFLOW · USER GUIDE

SECURE YOUR ACCOUNT **WITH MULTI-FACTOR AUTHENTICATION**

Log in with your password and a unique code on your smartphone.

WHAT IS MFA?

TWO STEPS, ONE SECURE ACCOUNT

With multi-factor authentication (MFA), you log in with your password and a unique code on your smartphone. Your account stays secure, even if your password is leaked.

Two methods

Secure your login with an authenticator app or a security key.

Set it up yourself

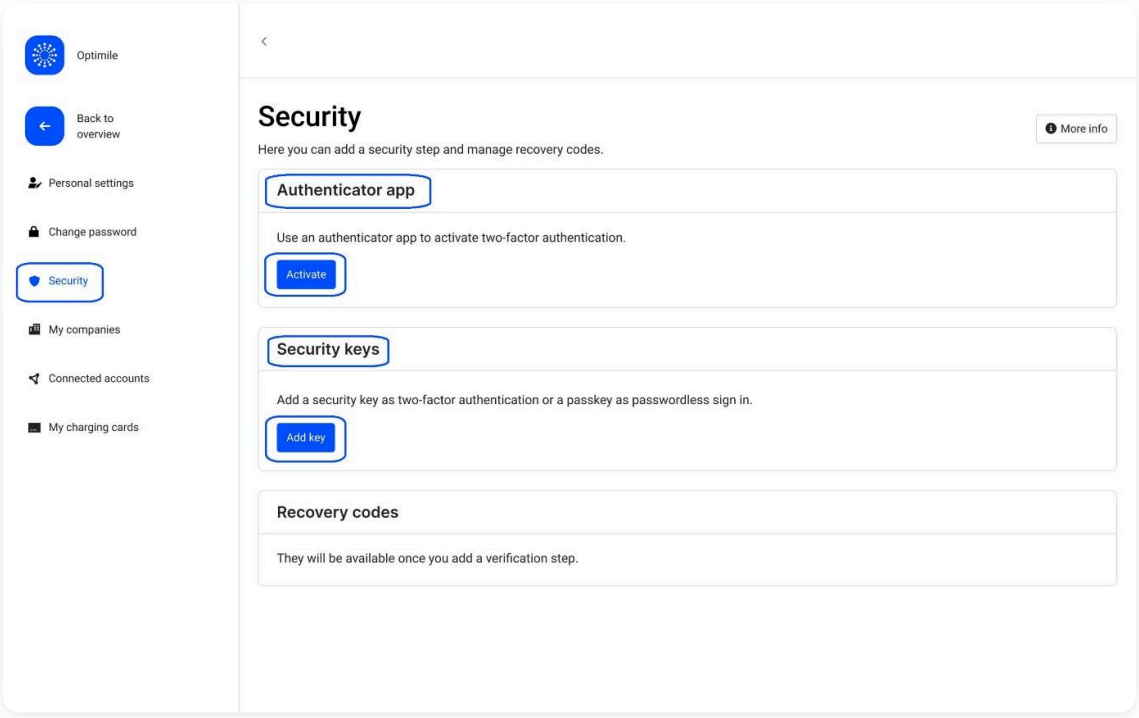
You turn on this extra security yourself, right away, in the platform.

Always protected, faster with MFA

No MFA yet? Your account stays secure with a verification code by email at every login. Want to skip that step and be even better protected? Confirm your email address and turn on MFA.

Before you start. Check that your details under **Personal settings** are complete and correct, and confirm your email address. We may need them to verify your identity if you ever lose access to your account.

Log in to My Mobiflow, go to **Personal settings › Security** and choose your method.



OPTION 1 · AUTHENTICATOR APP

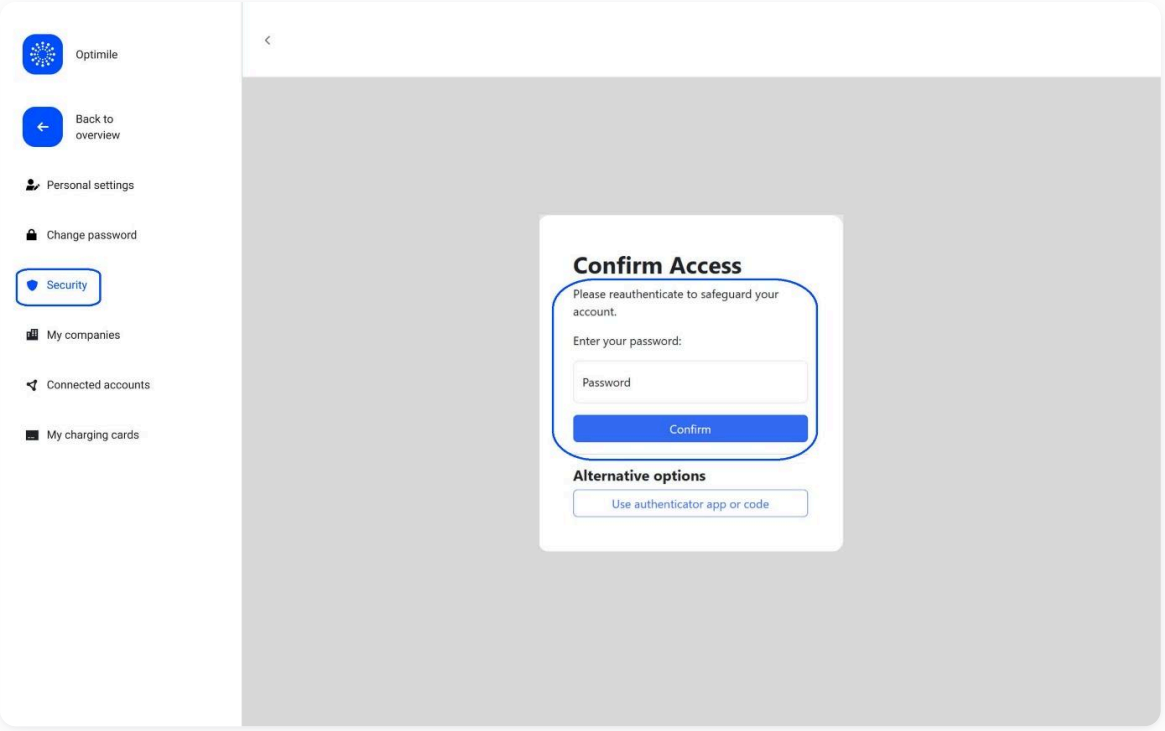
SET UP YOUR AUTHENTICATOR APP

1 Click Activate

Under **Authenticator app**, click **Activate**.

2 Confirm your password

For your security, the platform asks for your password again. Enter it and click **Confirm**.



3 Scan the QR code

Open your authenticator app, for example Google Authenticator or Microsoft Authenticator, and scan the QR code.

OPTION 1 · AUTHENTICATOR APP

4 Save the authenticator secret

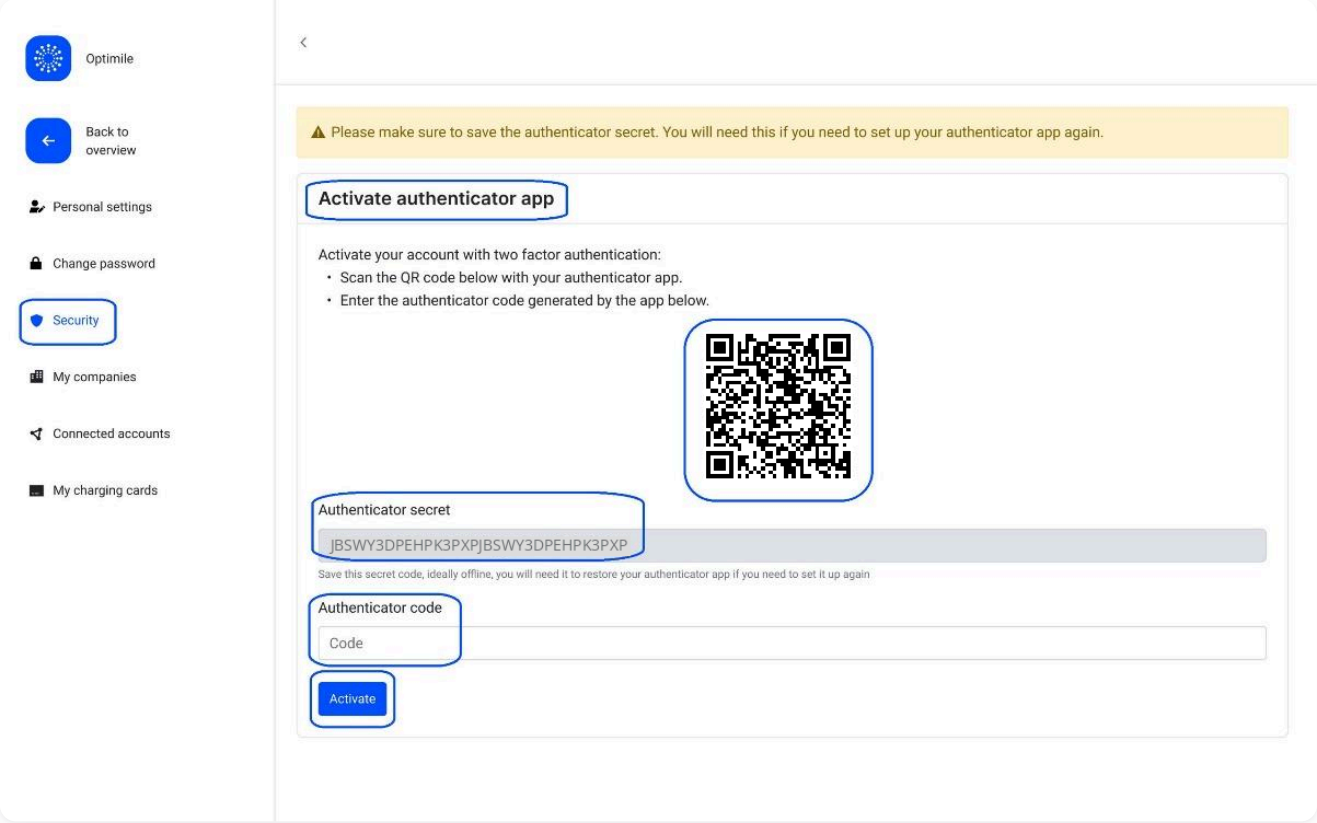
Store the secret code somewhere safe, preferably offline. You need it if you ever set up your authenticator app again.

5 Enter the code

Type the code from your app in the **Authenticator code** field.

6 Click Activate

Your authenticator app is now linked to your account.



Logging in after activation. You log in with your email and password as always. Then you enter the code from your authenticator app, use your security key or enter a recovery code.

OPTION 2 · SECURITY KEY

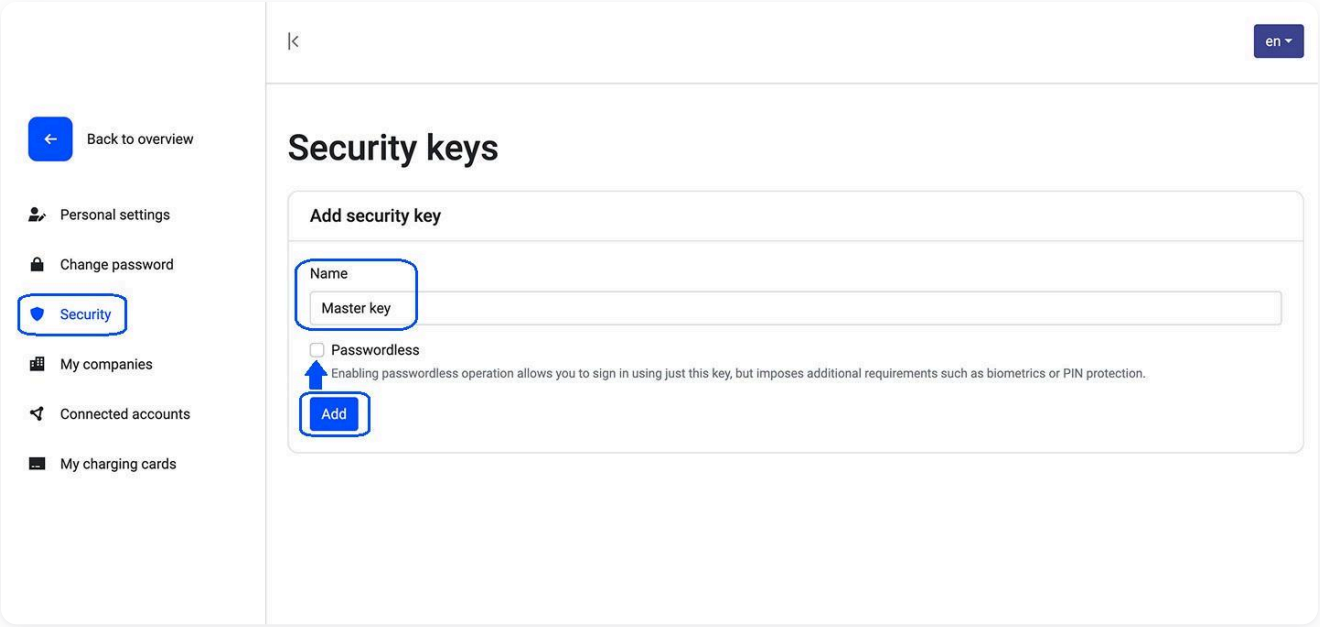
ADD A SECURITY KEY

1 Click Add key

Under **Security keys**, click **Add key**.

2 Name the key

Choose a clear name, for example ‘Master key’.



3 Choose how you log in

Then click **Add** to add the key.

Option A · Passwordless (passkey)

Tick **Passwordless**. You then log in without email or password: choose **Sign in with passkey** and confirm with your device’s PIN or fingerprint.

Option B · Security key with password

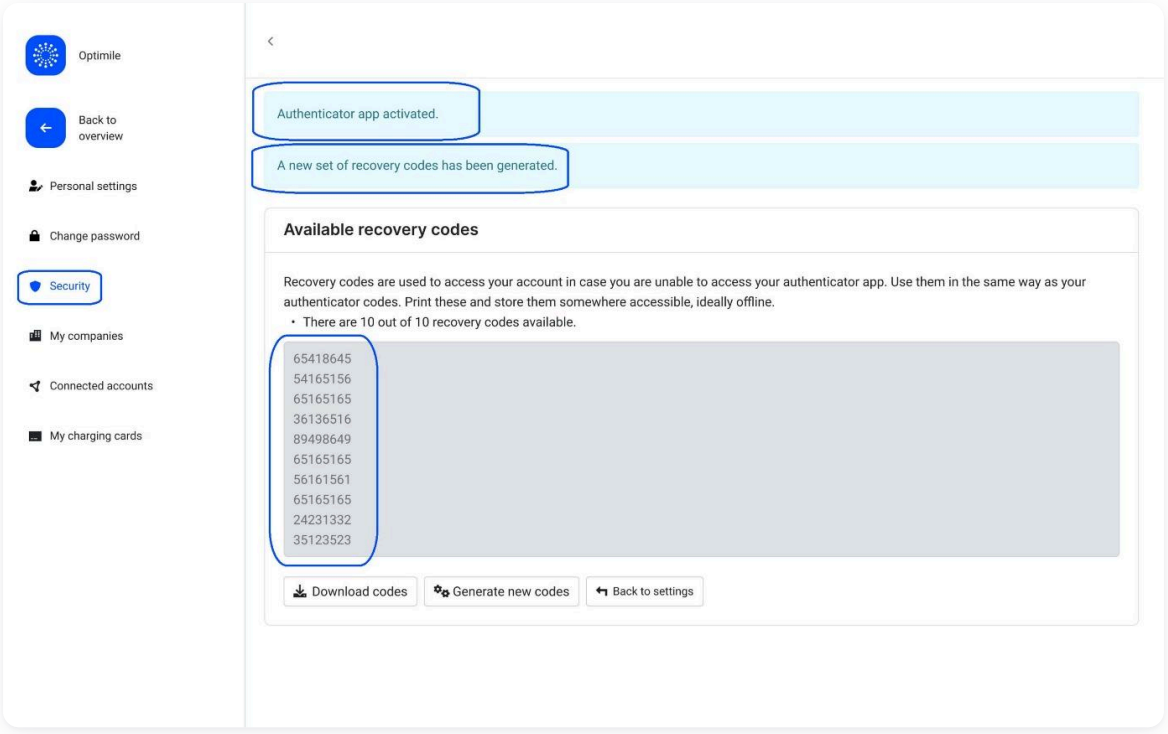
Leave **Passwordless** unticked. You log in with your email and password as usual, then confirm with your security key and your device’s PIN or fingerprint.

RECOVERY CODES

KEEP YOUR RECOVERY CODES

Once you activate an authenticator app or a security key, the platform creates 10 recovery codes. They get you into your account if you lose access to your MFA method: use one instead of a code or a security key when you log in.

Click **Download codes** and store them somewhere safe, preferably offline.



Lost access? Lost your MFA method and your recovery codes? Contact your platform administrator.

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QUESTIONS?
WE'RE HAPPY TO HELP.

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