



# Two Factor Authentication Guide

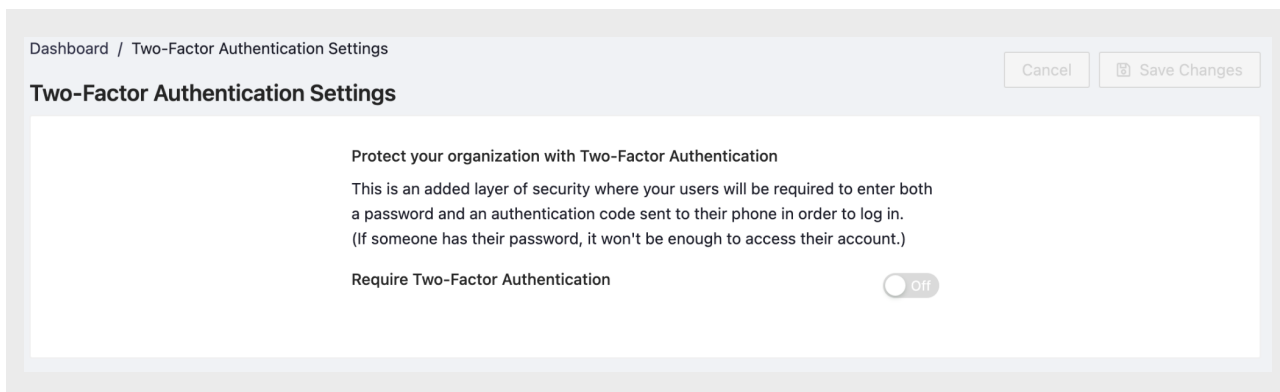
Updated: 04/11/2023

## What is Two-Factor Authentication?

Protect your sensitive governance materials with Two-Factor Authentication (TFA). TFA prevents unauthorized access to your Govenda accounts by requiring a text message confirmation code upon login.

## Managing Two-Factor Authentication:

1. You can access your two-factor authentication management in the left navigation menu. Click on 'Settings' and then 'Two-Factor Authentication'
2. Turn on TFA for your organization by clicking 'Yes' where it says 'Require Two-Factor Authentication'

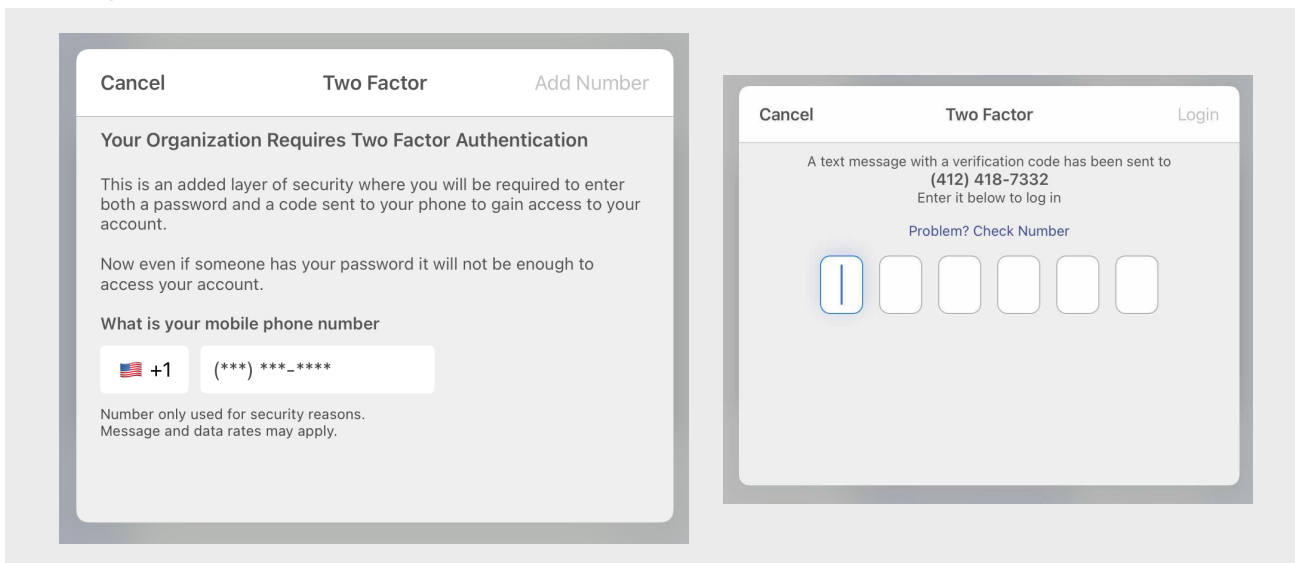


3. You will have a few options when setting up TFA for your users:
  - **Allow Trusted Devices.** Allows users' devices to be trusted and they won't be asked to enter an authorization code each time that they sign in (set expiration).
  - **Setting Expiration.** Users can mark their devices as trusted so that they will not be asked to enter an authorization code each time they sign in with that device. Choose from: Never Expire, 30 days, 60 days, or 90 days.
  - **Do Not Allow Trusted Devices.** Asks users for authorization code and password for every log-in.

## Logging in with Two-Factor Authentication

Once your organization has turned on TFA, users will be required to add a cell phone number to their account in order to receive a code to log in.

1. Enter your email and password from the **Sign-In** screen.
2. Upon your first login after TFA has been set up, you will be asked to enter a phone number to receive an authentication code via text message. Enter your phone number and hit the 'Add Number' button to continue.
3. You will receive a text message with the authorization code, enter that code and hit the 'Login' button.



4. If your organization allows it, you have the option to mark your device or browser as trusted so that you do not have to enter a TFA code with every login. This is not recommended if you are using a public computer or shared device. Make your selection and then hit 'Continue' and you will be logged into your account.

*If you ever need to change your TFA number, you can edit your number by accessing the 'Settings' screen from Govenda on any device.*

## Security Codes for Offline Login

Even with TFA enabled, you do have the ability to log in offline.

1. The first time you log in on a mobile device after setting up TFA, you will be prompted to generate offline codes.
2. Choose 'Yes'. You will be shown 12 single-use codes valid for the device that you are on. Print or save this list and then store it in a safe place. These 12 single-use codes will let you access your account while offline.
3. If you lose the offline codes, you will not be able to log in offline while TFA is enabled for your organization. You can access your codes by clicking on 'Settings' and selecting 'Manage' under the **Login Security Codes** section.

