Multi-Factor Authentication (MFA)

What is MFA?

Multi-factor authentication (MFA) serves as an extra security barrier, blocking unauthorized access to accounts, even in cases where passwords have been stolen. Companies employ multi-factor authentication to verify user identities, ensuring easy access exclusively for authorized users.
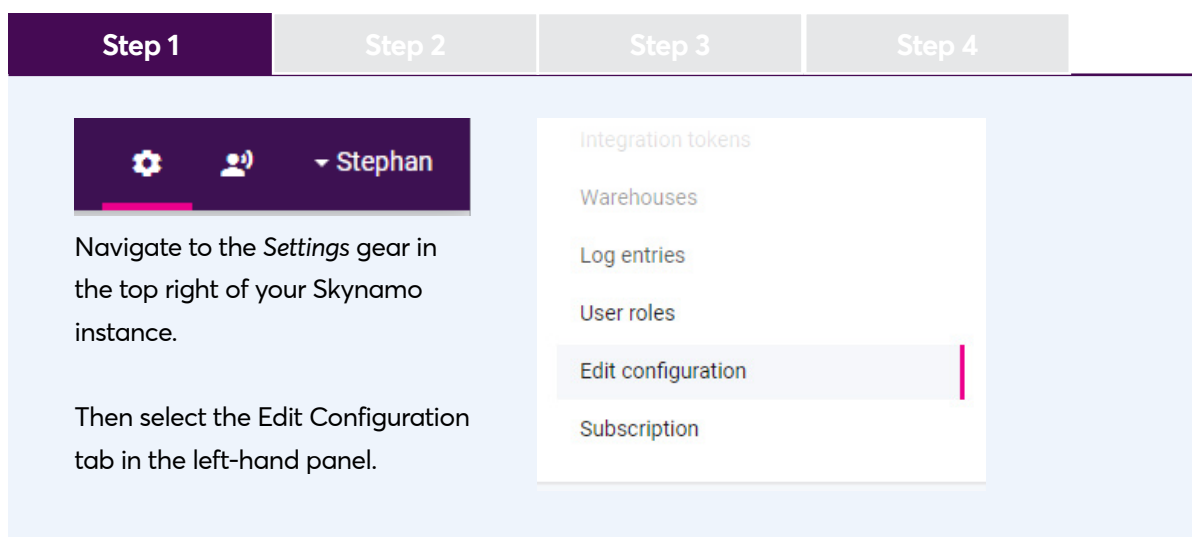
Why use MFA?

As the name implies, MFA blends at least two separate factors. One is typically your username and password, which is something you know. The other could be:

- Something you have. A cellphone, keycard, or USB could all verify your identity.
- Something you are. Fingerprints, iris scans, or some other biometric data to prove that you are who you say you are.

Adding this secondary factor to your username/password protects your privacy. And it's remarkably easy to set up.

Enabling MFA on your Skynamo Instance

Step 1	Step 2	Step 3	Step 4

Navigate to the *Settings* gear in the top right of your Skynamo instance.

Then select the Edit Configuration tab in the left-hand panel.

Make sales, make sense

| Step 1 | **Step 2** | Step 3 | Step 4 |

Enable multi-factor authentication
☑

Scroll down and ensure you tick the *Enable multi-factor authentication* block.

Close | **Save**

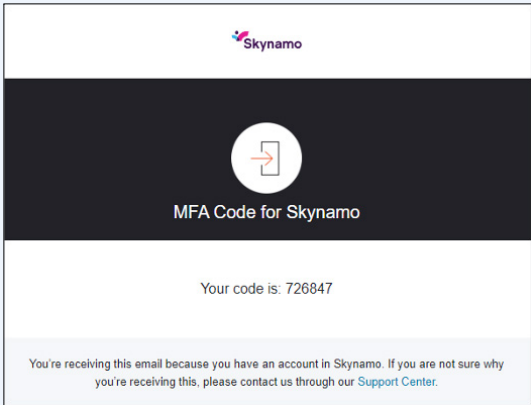Then click *"Save"* to confirm the changes.

| Step 1 | Step 2 | **Step 3** | Step 4 |

After enabling MFA as shown in Step 2, you (and all your users) will receive two emails from Skynamo when you attempt to log in again.

The one email will contain the code you'll need to access your Skynamo account. You will need to enter this code in the block requesting you to verify your Identity, as seen in the image further down.

Please note that the code in the email is only valid for 5 minutes. So, if you only attempt to log in after the code has expired, you will need to click on the "resend" button at the bottom of your login screen.

You also have the option to remember this device for 30 days, allowing you to log in without a code during this period.
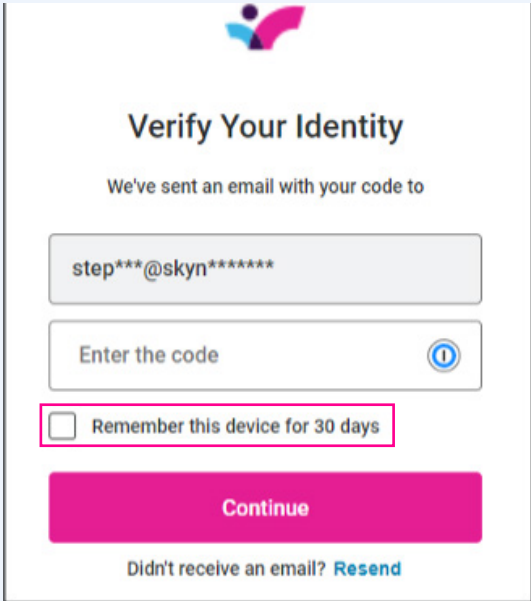

Skynamo

MFA Code for Skynamo

Your code is: 726847

You're receiving this email because you have an account in Skynamo. If you are not sure why you're receiving this, please contact us through our Support Center.

Verify Your Identity

We've sent an email with your code to

step***@skyn*******

Enter the code

☐ Remember this device for 30 days

Continue

Didn't receive an email? **Resend**

The other email allows you to enroll in multifactor authentication by scanning the QR code with your preferred Authentication app. This means you won't need to wait for the email every time, instead, you can simply open your authentication app and grab the required code from there.

Recommended Authenticator Apps:
If you need any help adding accounts to your authentication app, please follow the steps in the respective guides below, depending on which app you prefer.

Microsoft Authenticator App – Click here

Google Authenticator App - Click here

Skynamo

You've been invited to enroll in Multifactor Authentication.

An administrator at dev-skynamo has invited you to enroll in Multifactor Authentication.

ENROLL IN MULTIFACTOR AUTHENTICATION

Use your authentication app to scan the QR code displayed on your screen and enter the time-based one-time code provided.

Well done, you have successfully added MFA to your Skynamo account!

Skynamo

Secure Your Account

Scan the QR Code below using your preferred authenticator app and then enter the provided one-time code below.

Trouble Scanning?

THEN

Enter your one-time code

Continue

✓

You're All Set!

You have successfully added a new authentication factor.

After enabling and setting up your MFA on your account you will be faced with a new screen when logging in.
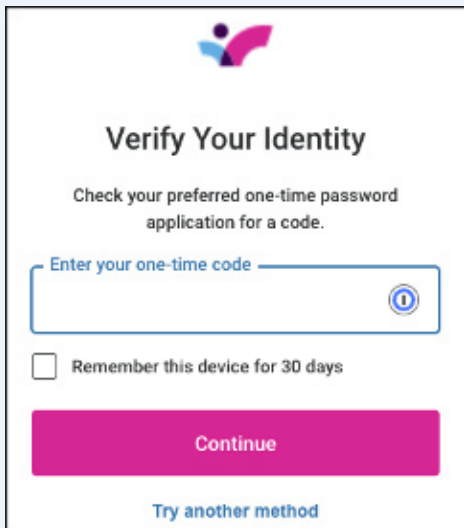

Select a method to verify your identity

🔒 Google Authenticator or similar >

✉ Email >

You will now have the option to authenticate your identity with either your chosen authentication app.

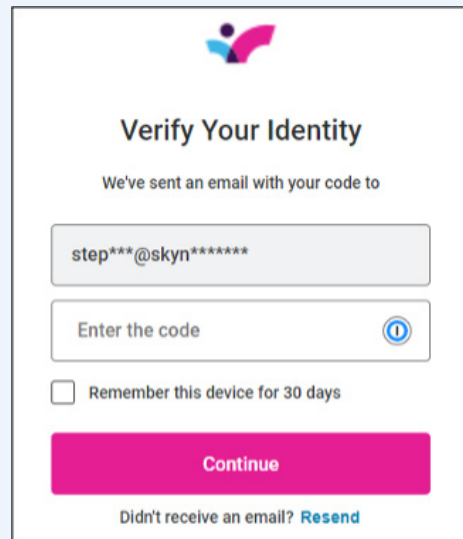or with an email as shown previously in step 3 (and below).

Verify Your Identity

Check your preferred one-time password application for a code.

Enter your one-time code

☐ Remember this device for 30 days

Continue

Try another method

Verify Your Identity

We've sent an email with your code to

step***@skyn*******

Enter the code

☐ Remember this device for 30 days

Continue

Didn't receive an email? Resend

If you have any further questions or need help setting this up, please feel free to contact support at 0861 345 345 or support@skynamo.com.

Get in touch

support@skynamo.com | www.skynamo.com