

# ASP Scheme – ASP Platform User Guide

## How-to: Set up multi-factor authentication in the ASP Platform

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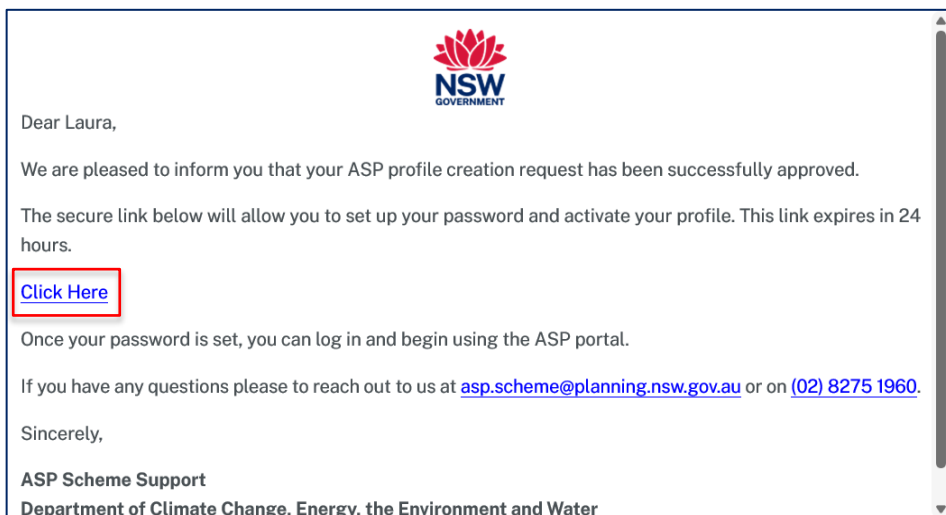
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#### What is multi-factor authentication?

Multi-factor authentication is a way of keeping your accounts safe by asking you to prove who you are in more than one way, like entering a password, followed by entering a code sent to you through another app or device.

### Step 1: activate your profile

Once your request to create a profile has been submitted by the ASP Assessments Team, you will receive an email asking you to activate your profile. Follow the link in that email.

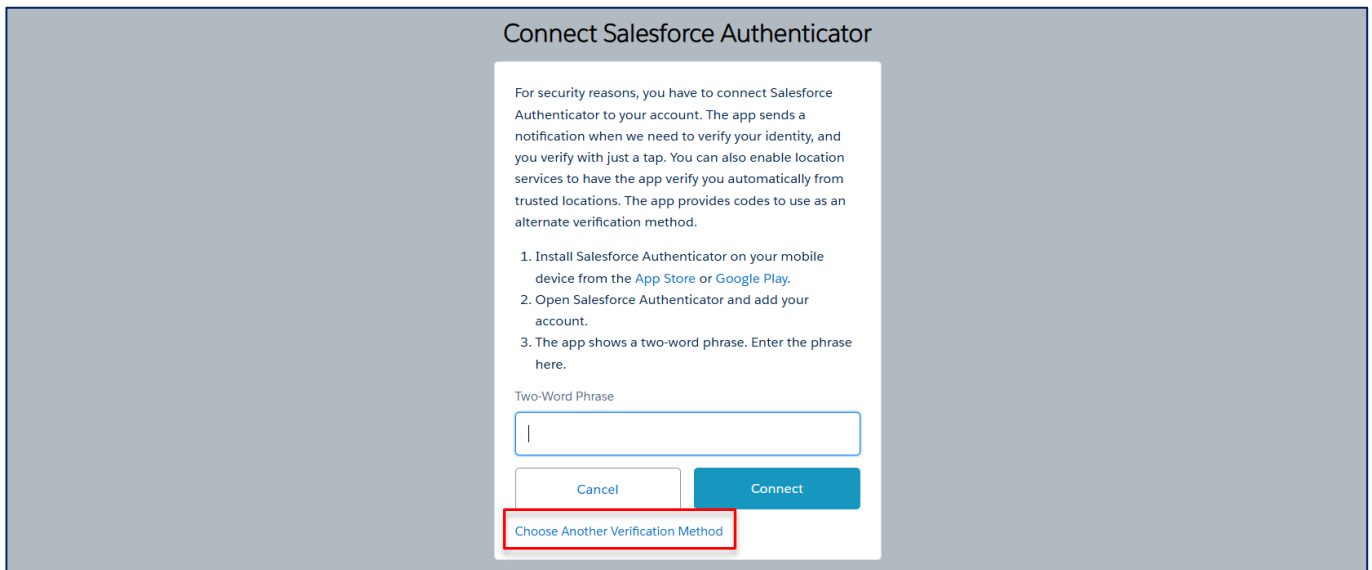


## Step 2: choose your verification method

You will be prompted to enable multi-factor authentication to help us keep your account secure. The page will automatically ask you to download the Salesforce Authenticator.

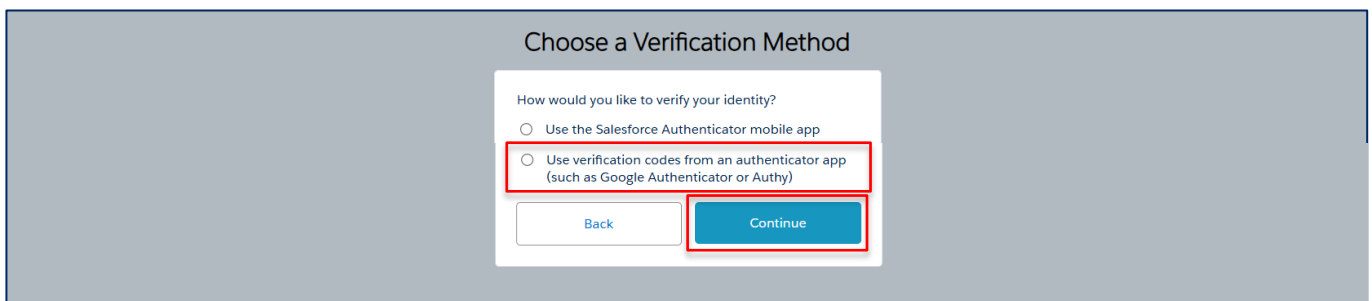
If you wish to **proceed with the Salesforce Authenticator**, skip **Step 3** and proceed to the Salesforce Authenticator section in this document

If you **don't wish to use the Salesforce Authenticator**, select **Choose Another Verification Method** to access other multi-factor authentication options.



## Step 3: set up your verification method

If you don't wish to use the Salesforce Authenticator, select the *Use verification codes from an authenticator app* option and press Continue. Then, proceed to the Other Authenticator Apps section in this document.



## Salesforce Authenticator

### Step 1

Open the App Store or Google Play on your mobile phone to download and install Salesforce Authenticator. (You can also view Salesforce’s official walkthrough [here](#)).

### Step 2

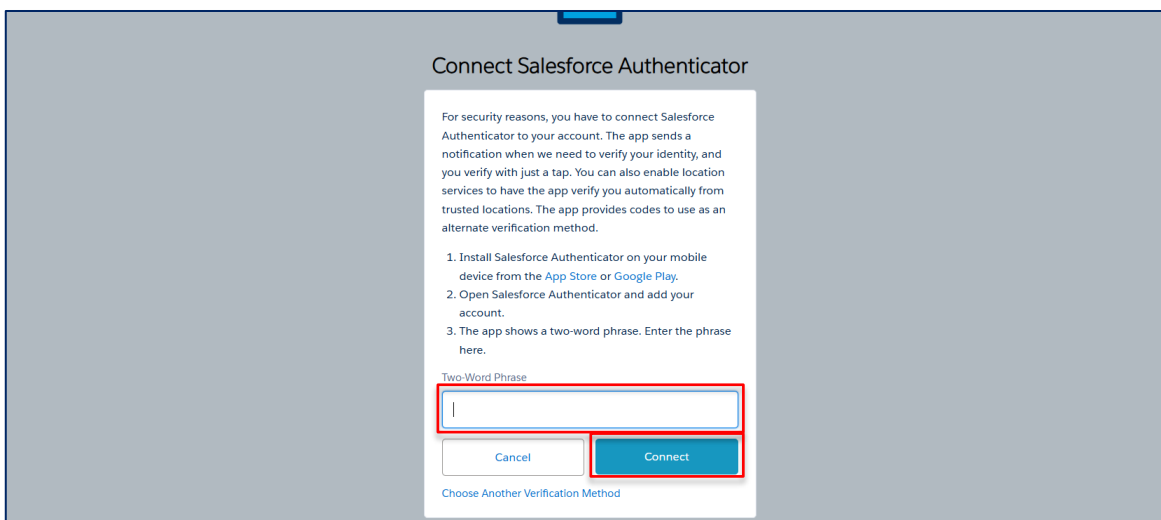
When you open the Salesforce Authenticator app on your mobile phone, it will ask you to enable push notifications. We recommend you enable push notifications for the best experience.

Follow the introductory messages and select “Yes” when asked if you are a new user.



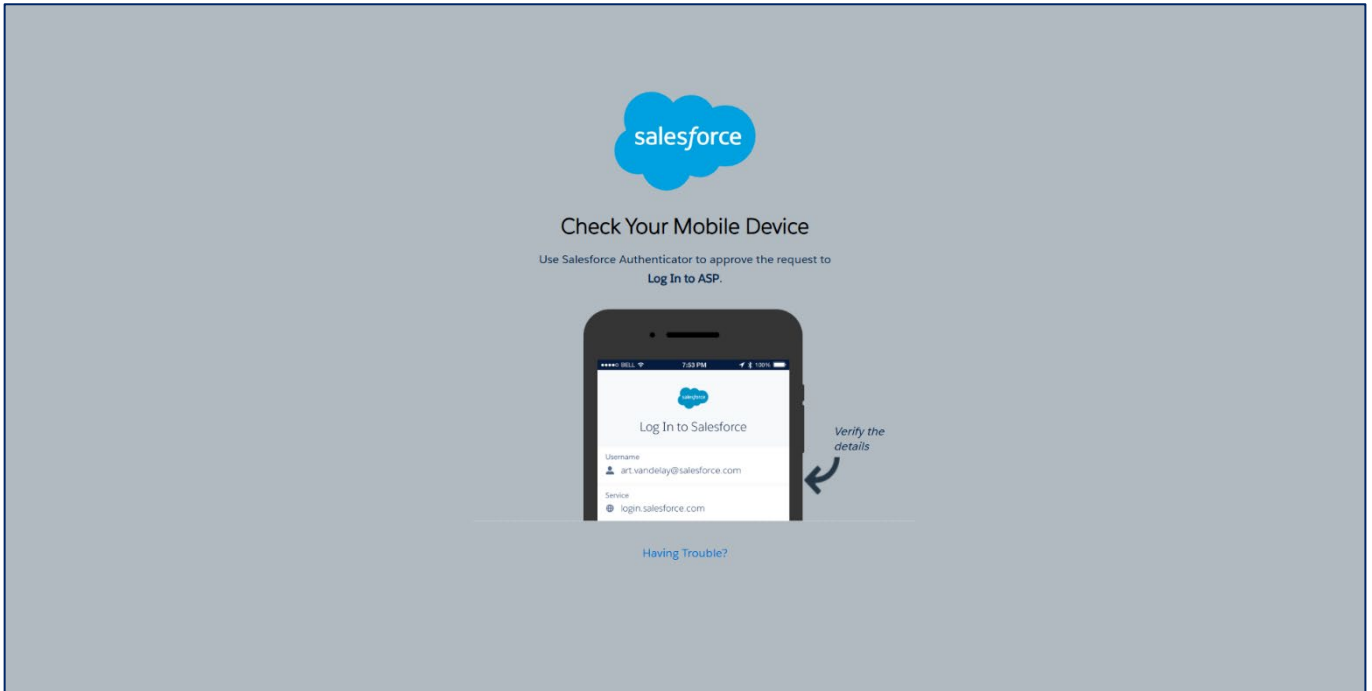
### Step 3

The Salesforce Authenticator app will then display a two-word phrase, which you should enter into the Two-Word Phrase box, then press the Connect button.



### Step 4

Once you finish connecting your Salesforce authenticator, you will be required to verify your identity one more time, after which you will gain access to your account. You can do this by checking your authenticator app again and pressing the Confirm / Verify button.

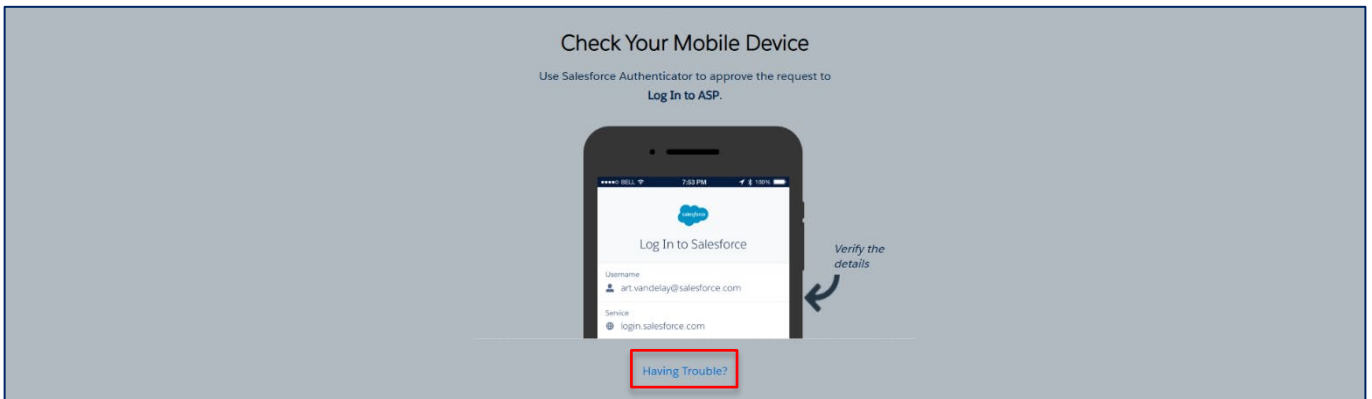


## Troubleshooting Salesforce Authenticator

If you do not have push notifications enabled, the Salesforce Authenticator may have trouble sending the verification request to your phone. If this occurs, you can follow the steps below to access your account.

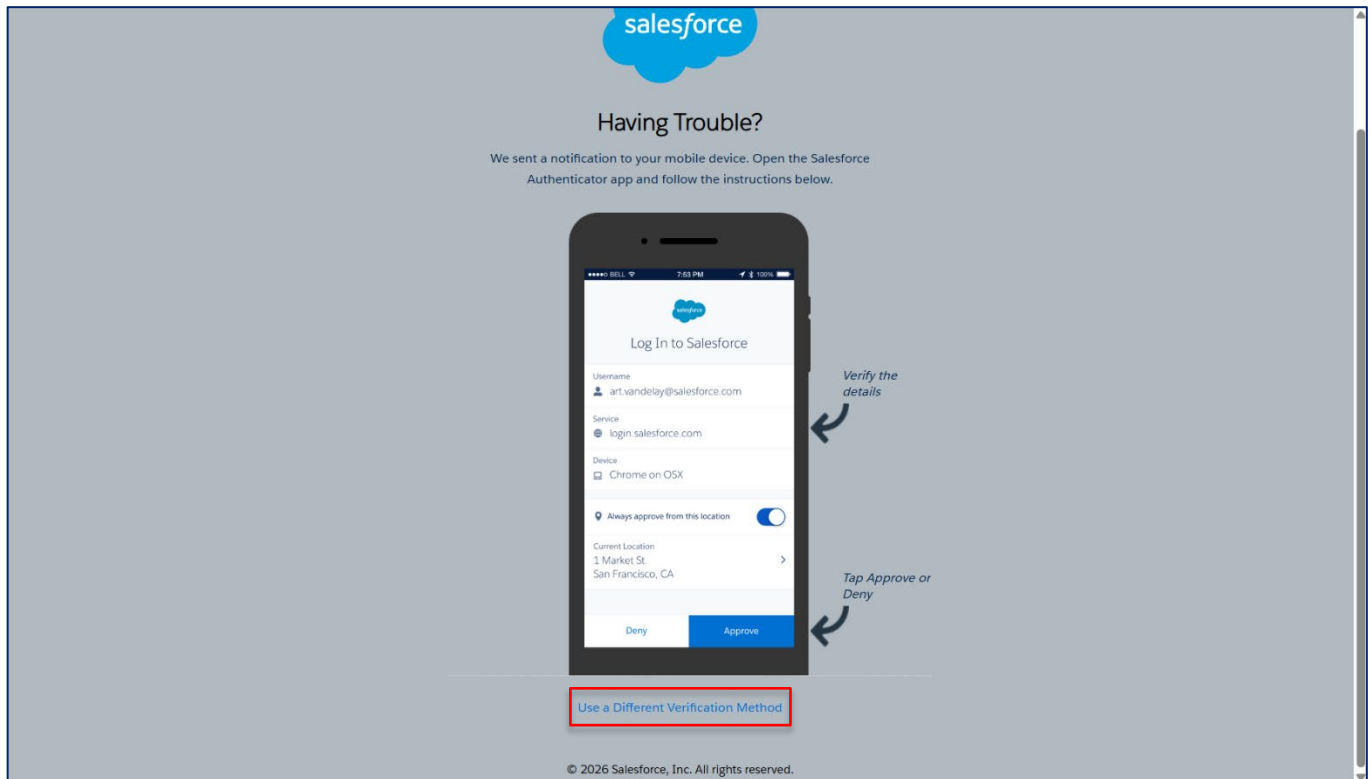
### Step 1

When you are prompted to verify your identity, click on the **Having Trouble?** link.



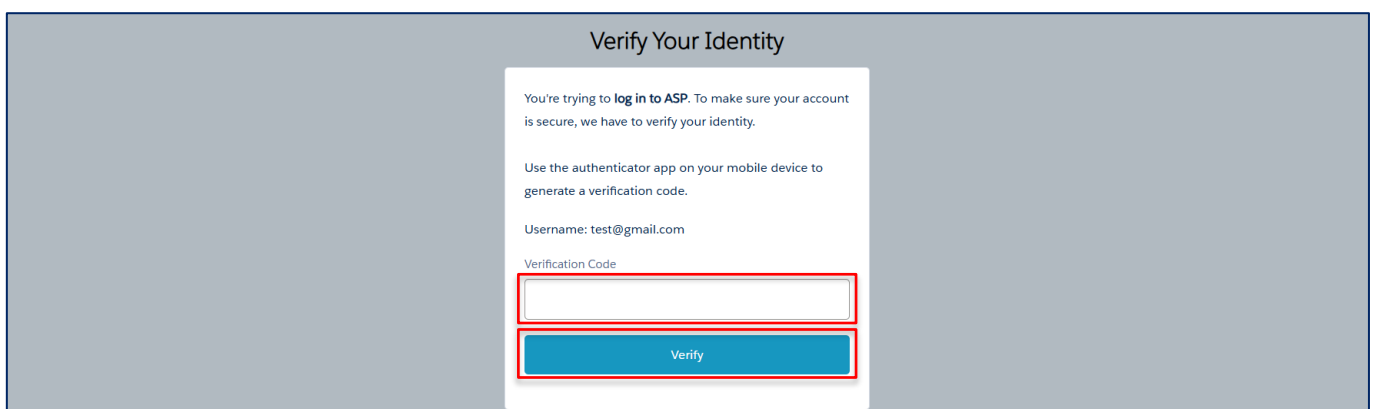
## Step 2

Click on the **Use a Different Verification Method** link.



## Step 3

Open your Salesforce Authenticator app on your phone, if it isn't already open, and put the six-digit code generated by the app into the Verification Code box to gain access to your account.

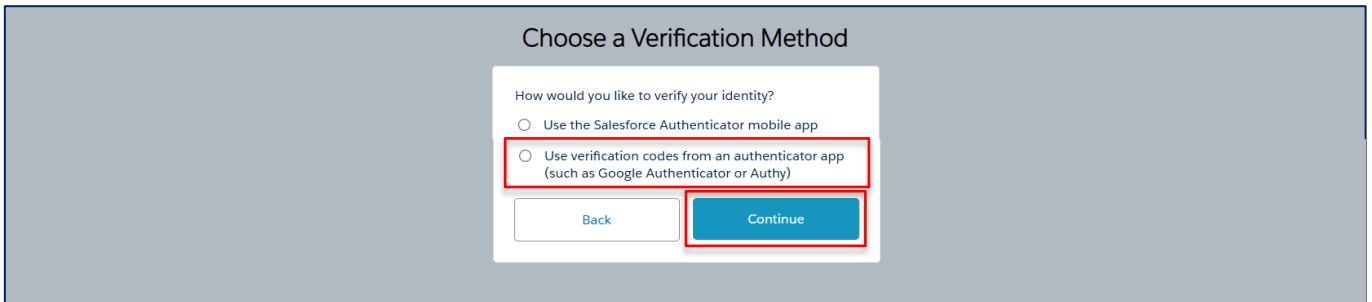


## Other Authenticator Apps (e.g. Google Authenticator, Microsoft Authenticator)

You can choose to use a different third-party authenticator app to verify your identity.

### Step 1

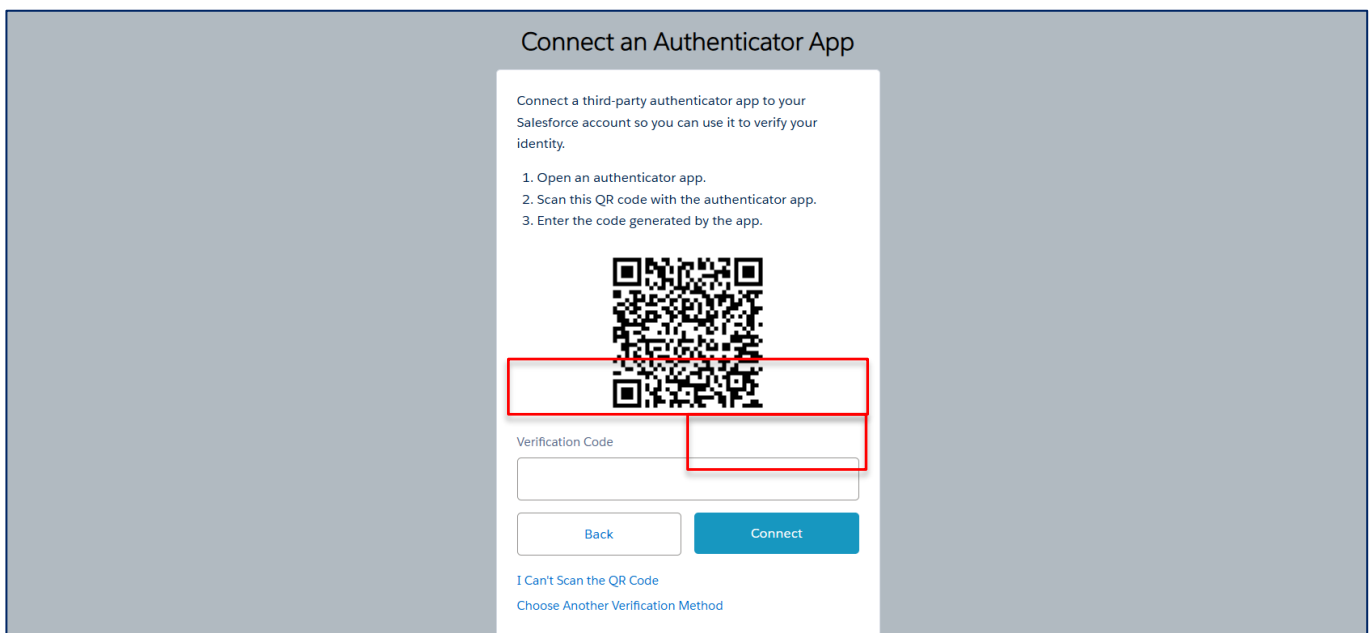
Select verification codes from an authenticator app and click the Continue button.



### Step 2

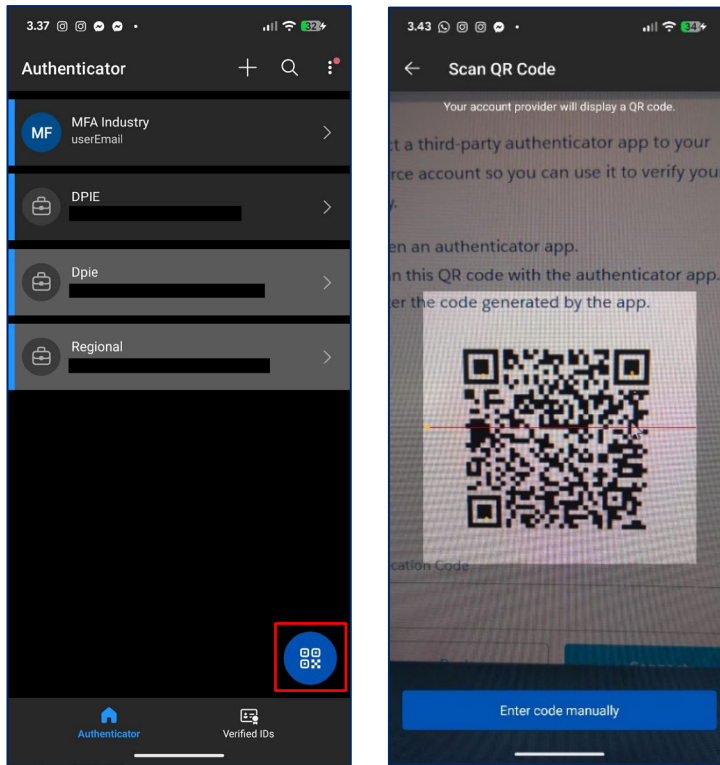
Open the authenticator app on your phone and scan the QR code on the page.

Then enter the One-time Password code generated by your Authenticator App into Verification Code, and click the Connect button to finish setting up your multi-factor authentication



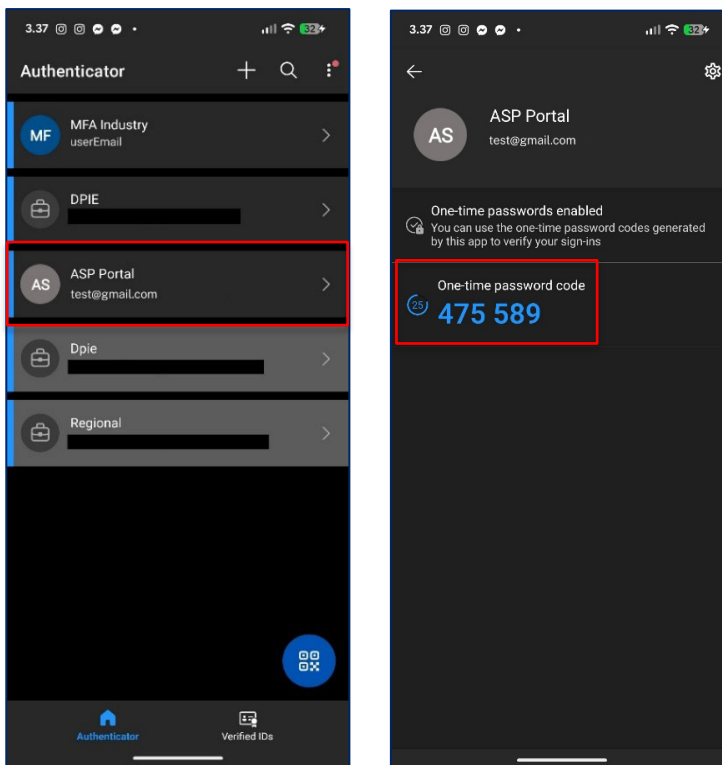
As an example, if you have the Microsoft Authenticator, it could look something like the images on the following page.

**Step 3**



Scan the QR code by pressing the QR button:

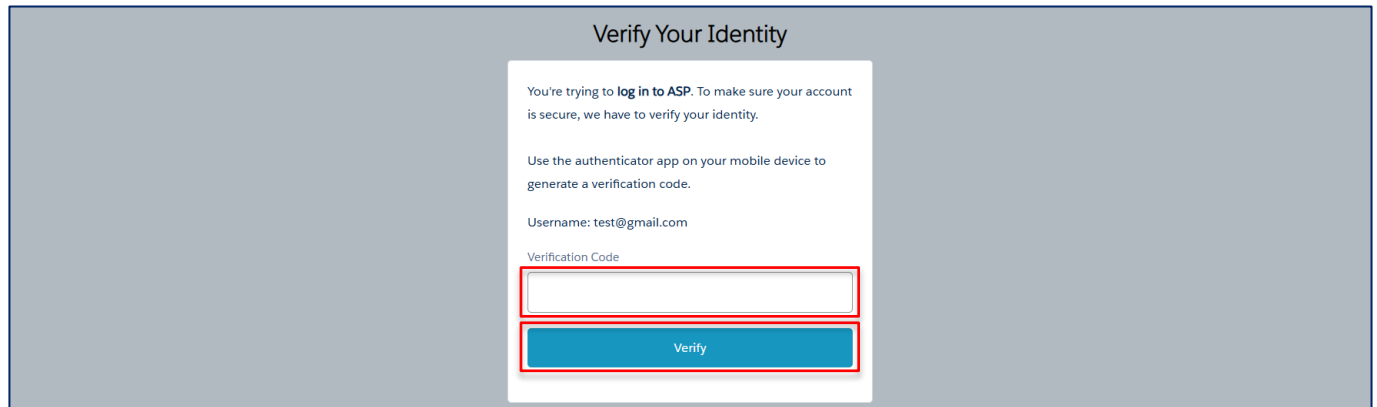
**Step 4**



Click on your new profile to access the One-time password to provide to the ASP Platform.

## Step 5

Once you finish connecting your authenticator, you will be required to verify your identity one more time, after which you will gain access to your account.



Verify Your Identity

You're trying to **log in to ASP**. To make sure your account is secure, we have to verify your identity.

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

Username: test@gmail.com

Verification Code

Verify

You can do this by waiting for your authenticator app to generate a new code and entering it into the Verification Code box, and clicking Verify.