CGM ANALYTICS™ Multi-Factor Authentication

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CGM ANALYTICS

Business Intelligence Solution

Contents

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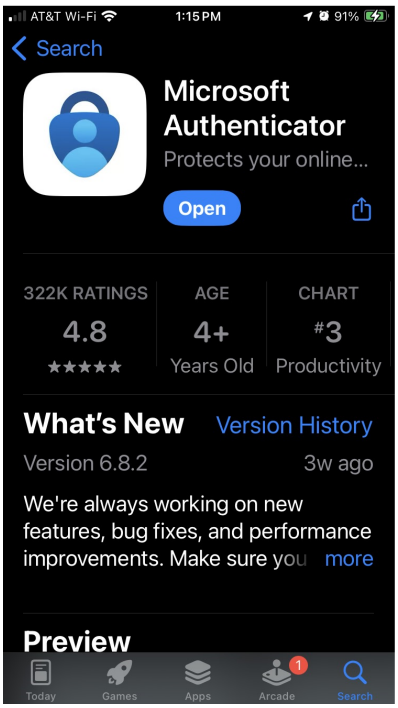
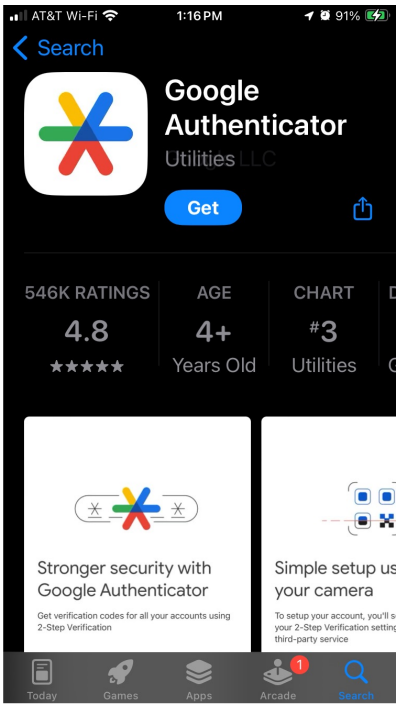
Multi-factor authentication

CGM ANALYTICS has implemented multi-factor authentication (MFA) to help protect user accounts from unauthorized access. Before you can log in to your account, you are required to setup up MFA for your account using an external authenticator application (app) on your mobile device. Installing the Microsoft Authenticator or Google Authenticator app (shown below) on your mobile device is recommended, although other commercially available authenticator apps should be compatible. Once MFA is set up for your ANALYTICS account, you will use the six-digit code provided in the authenticator app to log in to ANALYTICS. The six-digit code needs to be entered only once per 12-hour period if you are not logged off by ANALYTICS.





Note

Consult the help for your mobile device or contact your IT department if you need assistance installing and configuring an authenticator app on your device.

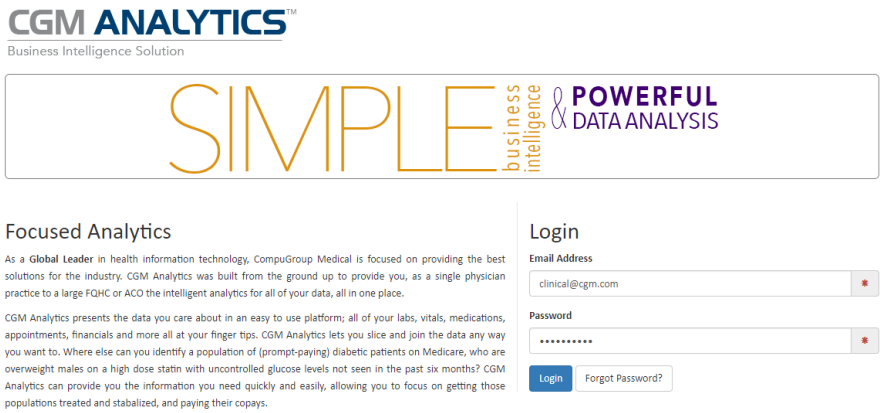
Set up multi-factor authentication for your ANALYTICS user account.

Review and use the following steps to set up multi-factor authentication (MFA) for your ANALYTICS account. You can have multiple MFA accounts on the authenticator app, but only one MFA account per ANALYTICS user account. An MFA account is needed for every ANALYTICS user account.

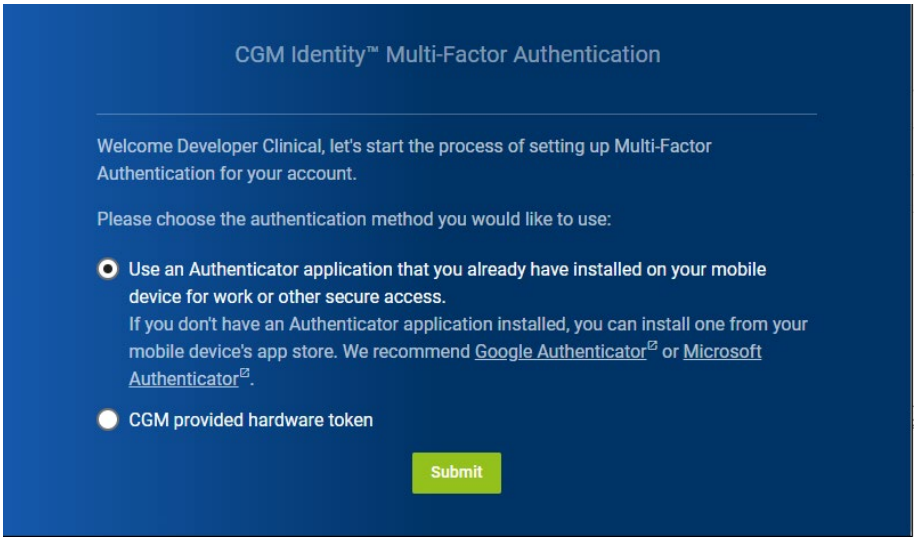
Note

The examples included in this document use Microsoft Authenticator version 6.8.2 on an iPhone running iOS 7.2.1.

1. Start the ANALYTICS application, then enter your username and password, and then click **Login**.



2. On the **CGM Identity Multi-Factor Authentication** window, select if you will be using an authenticator application on your mobile device or a CGM provided hardware token to access the six-digit code that must be entered to access ANALYTICS.



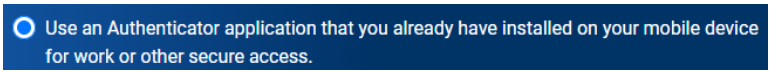
Use the links below and follow the instructions for the authentication method you selected.

- Use an authenticator application on a mobile device
- Use a hardware token

Use an authenticator application on a mobile device

The following steps assume the use of an authenticator application on a mobile device to setup up your MFA account.

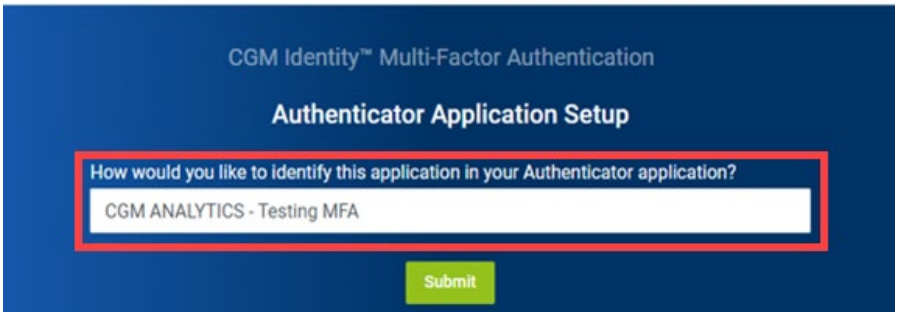
1. On the **CGM Identity Multi-Factor Authentication** window, click **Use an Authenticator application …** and then click **Submit**.



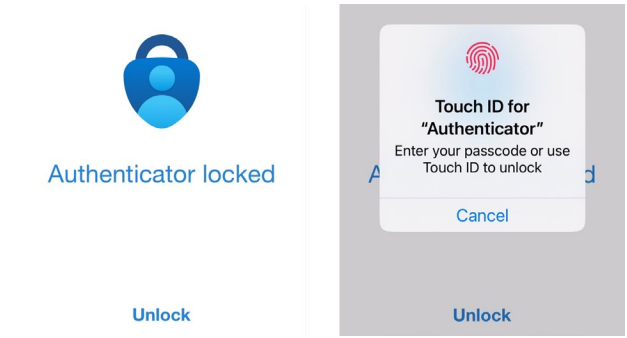
2. In the text box, edit the name if needed, and then click **Submit**.

   The text box displays "CGM ANALYTICS." You can leave the name unchanged or modify it as needed. Once the MFA setup is complete, the name in the authenticator app displays as follows:

   <Name in text box>
   <Username>



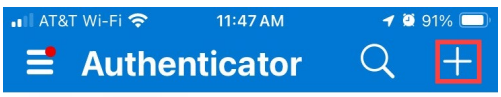
3. Open the authenticator app (Microsoft Authenticator) on your mobile device and then unlock it with your alphanumeric or biometric passcode.



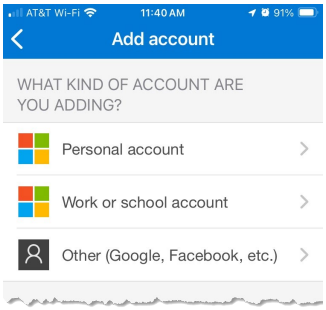
Note

You can disable the need to unlock the Microsoft Authenticator app each time you use it to access the MFA code. Within the Microsoft Authenticator app, tap the **More** icon, then tap **Settings**, and then tap **App Lock.**

4. On the **Authenticator** screen, tap the **Add** icon.

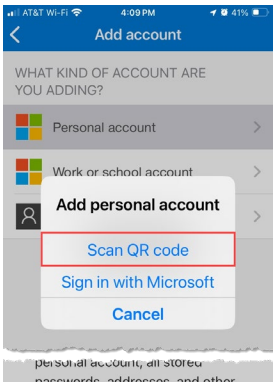


5. On the **Add account** screen, tap the account type you are adding.



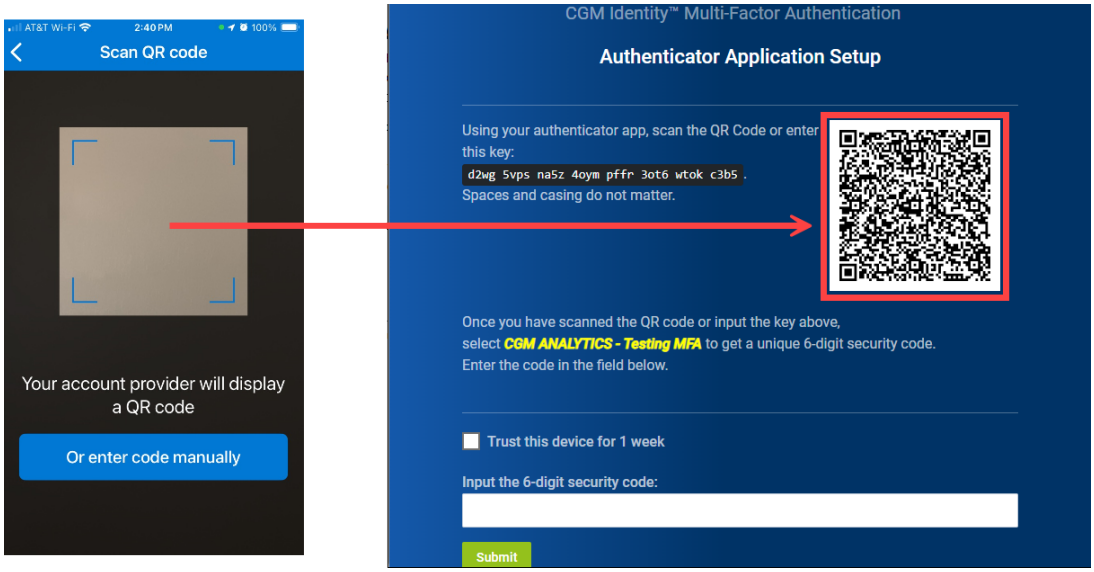
6. Do one of the following:

   - For **Other (Google, Facebook, etc.)**, which is recommended, the **Scan QR code** screen shows automatically.
   - For **Personal account** or **Work or school account**, tap **Scan QR code**.

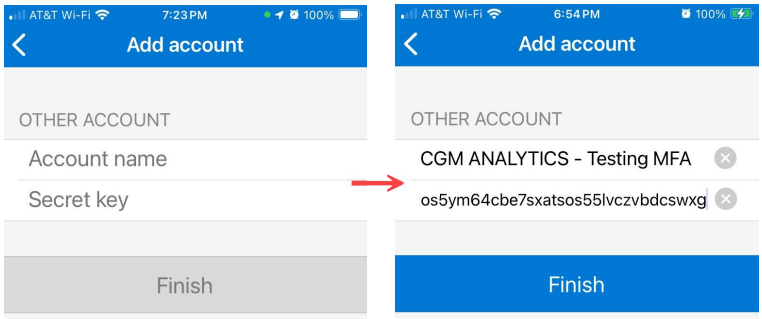


7. Do one of the following:

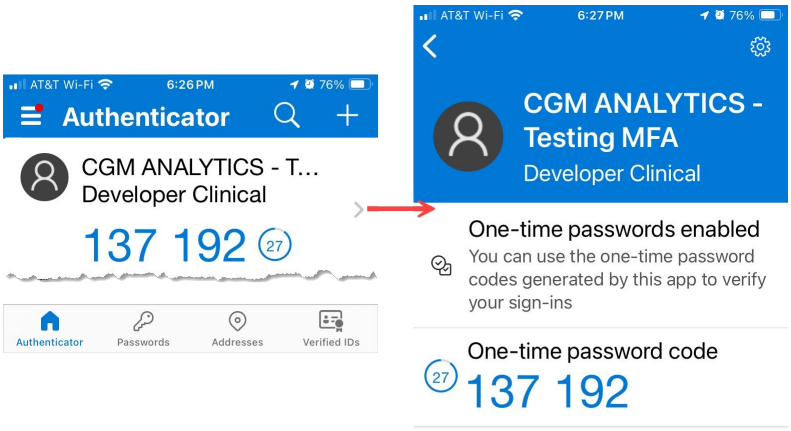
   - Hold your mobile device close to the QR code on the **CGM Identity Multi-Factor Authentication** window and center it within the box on the **Scan QR code** screen to automatically add the MFA account to the authenticator app.



- For **Other (Google, Facebook, etc.)** account types only, tap the **Or enter code manually** button, then on the **Add account** screen, in the **Account Name** box, enter the account name (yellow text) from the **CGM I Multi-Factor Authentication** window, and then in the **Secret Key** box, enter the 32-character key (black box).



The MFA account is added to the authenticator app displaying a six-digit code and timer indicating the number of seconds until the code changes. Click the name or right arrow to display the full name MFA account name.

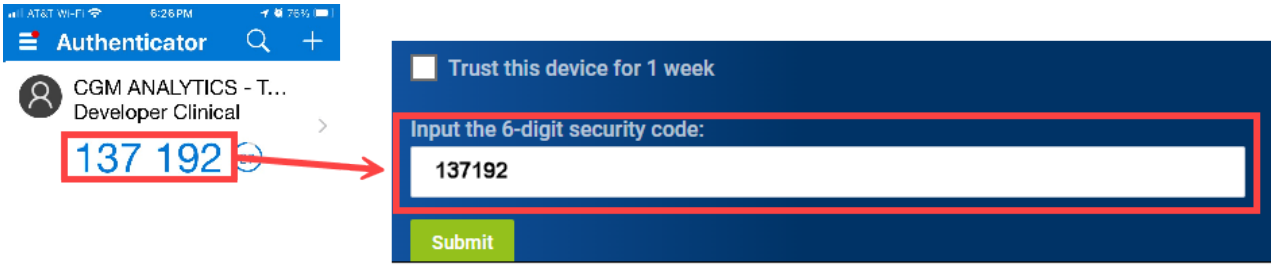


8. On the **CGM Identity Multi-Factor Authentication** window, in the **Input the 6-digit security code** box, enter the six-digit code shown on the authenticator app for the MFA account, and then click **Submit**.

   The **CGM Identity Multi-Factor Authentication** window closes, and the ANALYTICS application opens.

Notes

- Do not include the space shown between the two sets of three digits.
- Leave the **Trust this device for 1 week** check box cleared.



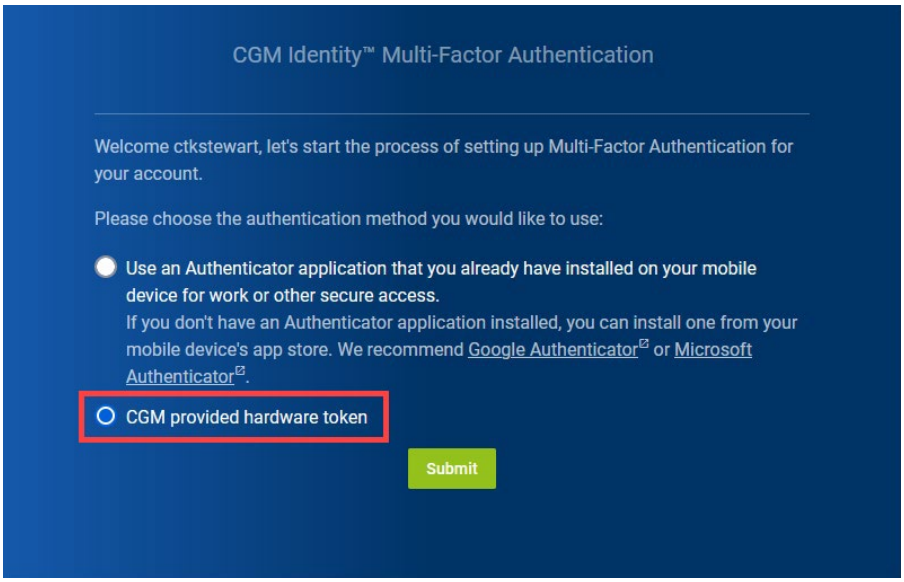
Use a hardware token

The following steps assume the use of a hardware token to setup up your MFA account.

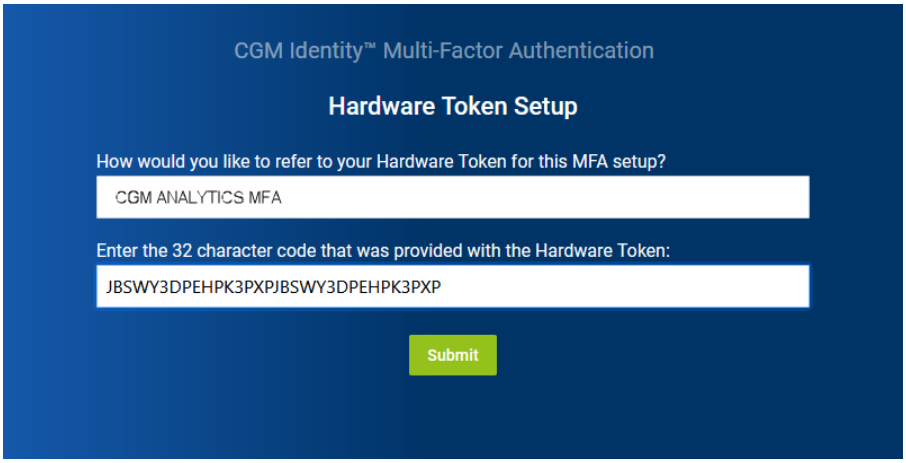
Notes

- If you are interested in purchasing a CGM hardware token, contact your sales team member.
- Contact Support if you need assistance with hardware tokens.

1. On the **CGM Identity Multi-Factor Authentication** window, select **CGM provided hardware token**, and then click **Submit**.



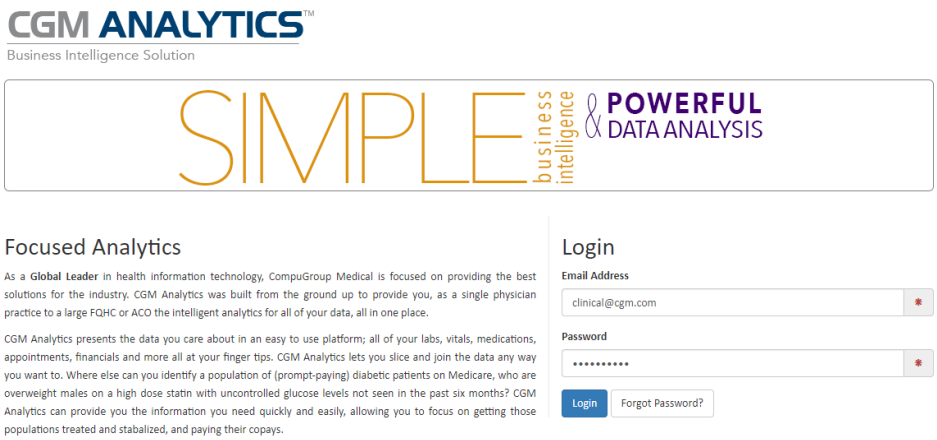
2. In the top text box, enter a name to identify the hardware token for this MFA setup, and then in the bottom text box, enter the 32-character code for the hardware token, and then click **Submit**.



Log in using multi-factor authentication.

Once your ANALYTICS account is set up with multi-factor authentication, the log in process requires entering only the six-digit code from the authenticator app.

1. Start the ANALYTICS application, then enter your username and password, and then click **Login**.



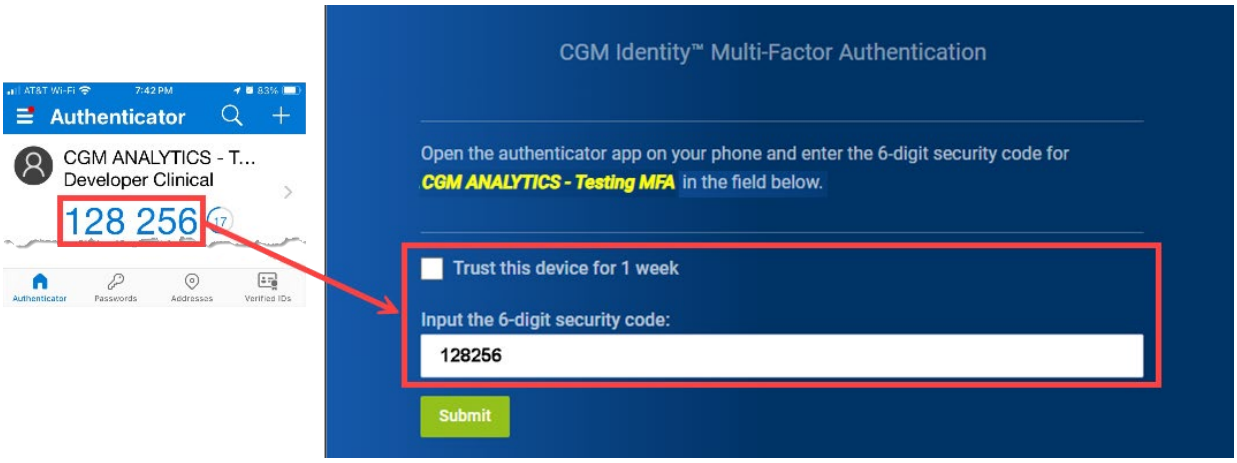
2. Open the authenticator app on your mobile device or access your hardware token.
3. Select the **Trust this device for 1 week** check box if for the next seven days you do not want to enter the six-digit code each time you log in.

Note

ANALYTICS does not require you to enter the six-digit code within 12 hours after logging out when the **Trust this device for 1 week** check box is not selected.

4. Without including the space between the two set of three digits, enter the six-digit code for your account in the **Input the 6-digit security code** box on the **CGM Identity Multi-Factor Authentication** window.

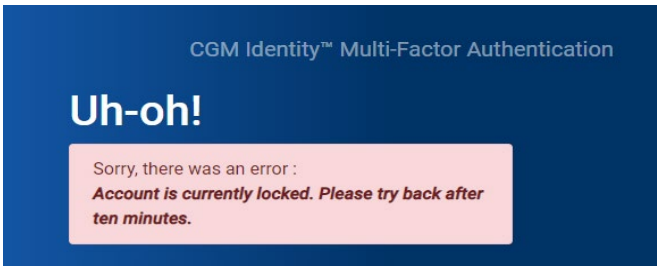
   The **CGM Identity Multi-Factor Authentication** window closes, and you will be logged in to ANALYTICS.



Invalid MFA code entered

If an invalid six-digit code is entered in the **Input the 6-digit security code** box, you will see the **Invalid Code** message below the box. You may have entered the code incorrectly or the code updated in the authenticator app on your mobile device or on the hardware token before you completed the entry. Verify that you have entered the code correctly or wait for the code to update on the authenticator app or hardware token and enter the new code.

Should an incorrect code be entered three consecutive times during the same log in attempt, you will be locked out of the ANALYTICS application for 10 minutes. After the lockout period is over, log back in to ANALYTICS and enter the correct six-digit code displayed on the authenticator app.

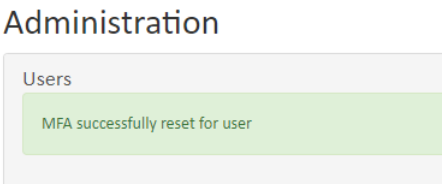


Reset MFA for an ANALYTICS user account

A user account can have the MFA reset if necessary. An **Administrator** user can reset MFA for a user account by following steps listed below.

1. Log in to ANALYTICS.
2. Click the **Admin** button.
3. On the **Administration** page, click the user to get to open **User Detail** page.
4. Click the **Reset MFA** button.

   The following dialog box displays.



5. After the prescribed time, the user can log in to ANALYTICS and set up MFA again for their account.

Note

The user who had MFA reset for their ANALYTICS account must set up their MFA account again using the steps in the “Set up multi-factor authentication for your ANALYTICS user account” section.

Remove the MFA account from the authenticator app

An MFA account on the authenticator app on your mobile device can be removed. Once removed, you cannot log in to your account on ANALYTICS without completing the MFA setup process again.

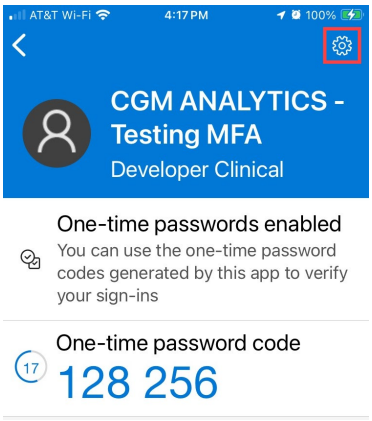
Use the steps below to delete an account on the Microsoft Authenticator app.

Note

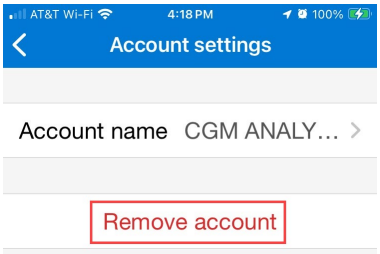
Best practice for a user having the MFA reset for their ANALYTICS account is to remove the MFA account from the authenticator app on their mobile device before resetting the MFA for their ANALYTICS account. See the "Overwrite an existing MFA account on the authenticator app" section of this document if the MFA account was not removed first.

1. Open the Microsoft Authenticator app on your mobile device and unlock it with your alphanumeric or biometric password if necessary.
2. On the account to be deleted, tap the name or right arrow.

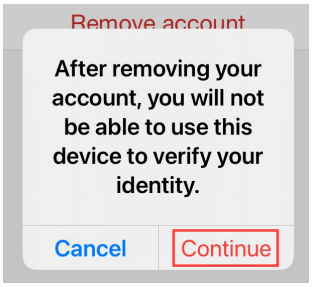
3. On the **Account Details** screen, at the top right corner, tap the **Account Settings** icon.



4. On the **Account Settings** screen, tap **Remove account**.



5. On the dialog box, tap **Continue**.

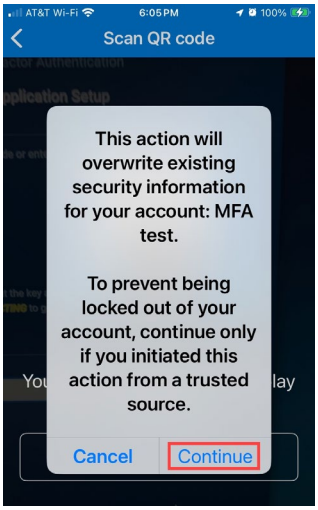


The account is removed from the authenticator app. You cannot log in to ANALYTICS with the ANALYTICS user account associated with the removed MFA account without completing the MFA setup process again.

Overwrite an existing MFA account on the authenticator app

An MFA account on the authenticator app can be overwritten instead of being removed. This action is useful if MFA was reset for your user account within ANALYTICS prior to removing your MFA account on the authenticator app.

Because MFA for your ANALYTICS user account was reset, you cannot log in to ANALYTICS without completing the steps in the "Set up multi-factor authentication for your account" section of the document. When you reach "Step 7," the authenticator app displays the dialog box shown below. Click **Continue** to replace the existing MFA account, and then complete "Step 8" to finish the MFA setup.



Note

If you change the name in the text box on the **CGM Identity Multi-Factor Authentication** window during the MFA setup process, the original MFA account is not overwritten and a new MFA account is created in the authenticator app for your ANALYTICS user account. The original MFA account is no longer valid to successfully log in and should be removed.