

Multi-Factor Authentication

Purpose

The purpose of this document is to describe the .decimal Multi-Factor Authentication (MFA) security features and options available to users of .decimal software applications. This document should provide answers to many of the commonly asked questions regarding MFA and the options available to users.

What is MFA?

Multi-Factor Authentication (MFA) is an extra layer of security to protect an account and confirm an identity when you try to sign in. MFA uses two or more kinds of authentication to verify the user authenticating is who they say they are. Three of the most common kinds of authentication factors are:

- Something you know: Like a password
- Something you have: Like a smart phone
- Something you are: Like a biometric (finger print or facial recognition)

Refer to the [cisa.gov](https://www.cisa.gov) or [nist.gov](https://www.nist.gov) articles for more details on what is MFA.

Feature Overview

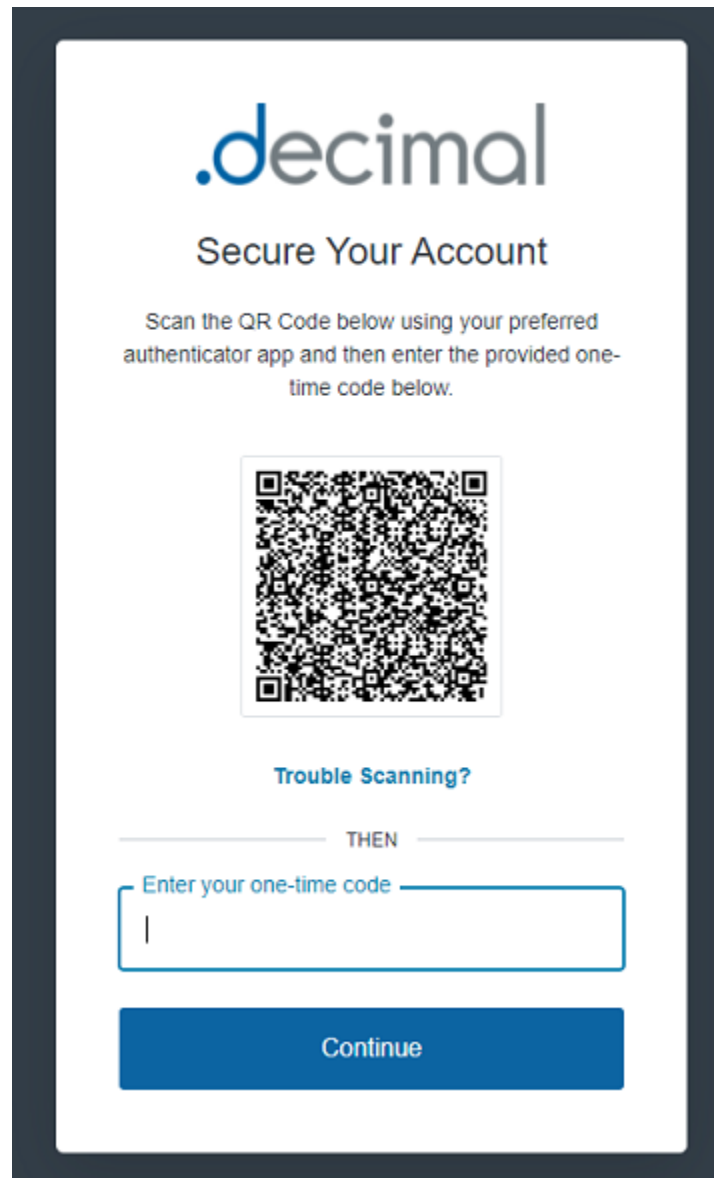
.decimal account logins support enabling MFA for users. The supported MFA types include:

MFA Type	Notes
OTP Code (Time based / Authenticator App)	This includes using apps like Google Authenticator or Authy
Backup MFA: Recovery Code	This is a backup code should the OTP Code / App be lost
Email (coming soon!)	This feature is coming soon - Estimated late 2022

Note: MFA is only available to non 'Legacy' .decimal user logins. If you're unsure if your account supports MFA or wish to be migrated from a 'Legacy' authentication account please contact the .decimal Customer Support team at: Phone: 1.800.255.1613, E-Mail: customersupport@dotdecimal.com.

Users: Enabling/Disabling MFA


Users can enable or disable MFA from within [decimal Direct](#) on the user Preferences page. This will allow the user to enroll an [OTP](#) application (e.g.: Google Authenticator, Authy, etc) to manage their OPT time based MFA code. Refer to the [decimal Direct](#) user guide for detailed instructions.



.decimal

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

Fig. ##: OPT Registration

Managers: MFA Options

A Site Manager for a customer organization (e.g.: clinic or hospital IT staff) has a few MFA options for the users they manage:

MFA Status

A Site Manager can view the MFA status of each user within their site within the [decimal Direct](#) Site Management → User Management page. Each user will be denoted as whether they have MFA enabled or not.

Forcing MFA for All Users

A Site Manager or a .decimal employee can forcibly enable or disable MFA for all users of a specific site within the [decimal Direct](#) Site Management → User Management page. Once this option is enabled, the next time each user attempts to login to a .decimal application they will be required to enable MFA for their account. Any additional users added to the site will also be required to set up MFA on their first login. Refer to the [decimal Direct](#) user guide for detailed instructions.

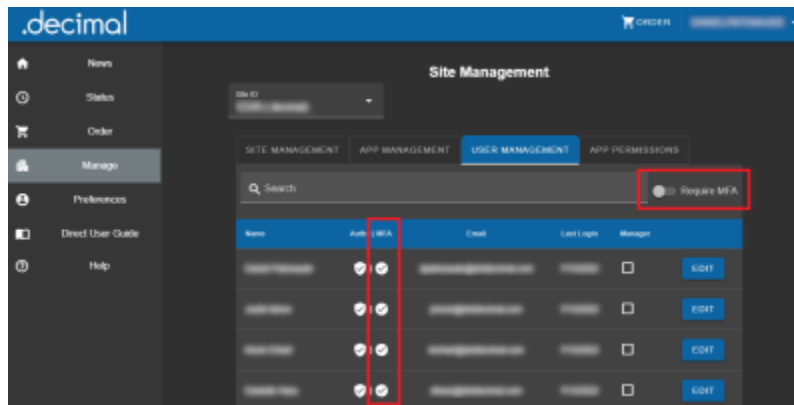


Fig. ##: MFA Management

Using MFA

Once a user has MFA enabled on their account, the next time they login to a .decimal application they will be required to also provide the MFA code.

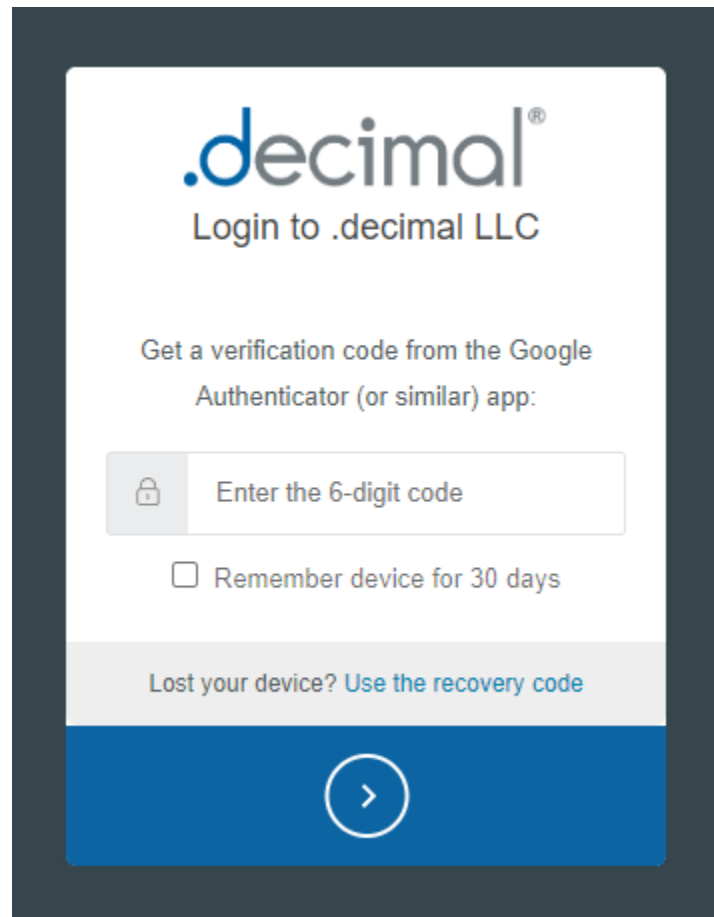


Fig. ##: OTP Login Prompt

Users can then choose to remember the specific device for 30 days before being required to use the MFA code again.

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