Two Factor Authentication

Two factor authentication (2FA), is a security process in which the user provides two different authentication factors to verify themselves to better protect both the user's credentials and the resources the user can access.

2FA can be enabled for employees and/or pet owners. When 2FA is enabled for an employee/owner it will require a username, password, and passcode/token to authentic and login. 2FA is a good option for those packmates interested in an additional level of security for their employees and/or owners when signing into PetExec.   For example, if you login to PetExec from a shared computer in a public place, you may want to use 2FA.

Source:

https://searchsecurity.techtarget.com/definition/two-factor-authentication

Setting up 2FA for employees and/or owners:

You can choose which employee/pet owner accounts require 2FA to login to PetExec and set up 2FA for just those employees/pet owners. Here are the steps:

1) Enable 2FA for those employees and/or owners you want to login using this process. Menu→Employees→Maintain Employees. Click Edit on the employee. Check the "Use Google 2FA Authentication" box. A valid cell phone number will be required for the employee.

Menu→Owners &Pets→Modify Existing Owner. Click Edit on the owner record. Check the Check the "Use Google 2FA Authentication" box. A valid cell phone number will be required for the owner.
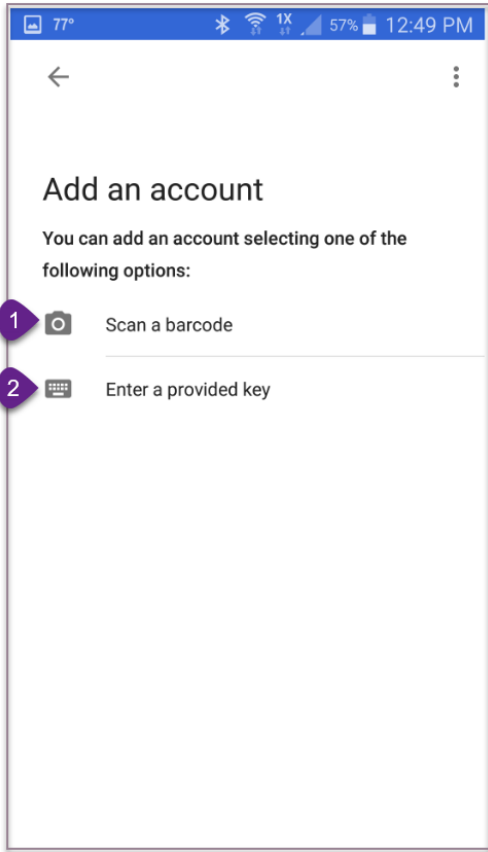
2) Employees and Owners download the Google Authenticator app from the App Store or Google Play Store. Other authenticator apps can be used as well, we recommend the Google Authenticator.
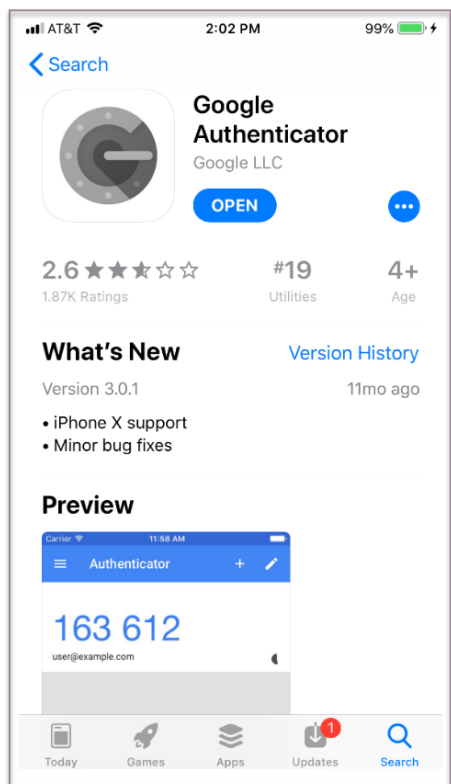
**You can also download a browser extension to enable 2FA on your PC/Mac without using another device to provide the authentication code. Search for an authenticator for your preferred browser.

3) Authenticate within the app by entering provided key (texted to the cell phone number in employee record) or by scanning the QR Code within the modify employee page.

Option 1: Using the app, scan the QR code that is available in the modify employee page.

For pet owners, the QR code can be found on the modify owner page when logged into the owner portal.

Modify Owner Information ⓘ

Owner Information

First Name ✳
Suzie

Last Name ✳
Jones

Username ✳
testownersusiejones

Password
Password (if needed)

Password (Again)
Password Again (if needed)

Use Google 2FA Authentication
☑

Toggle QR
Code

Additional Owners
Tom

Address ✳
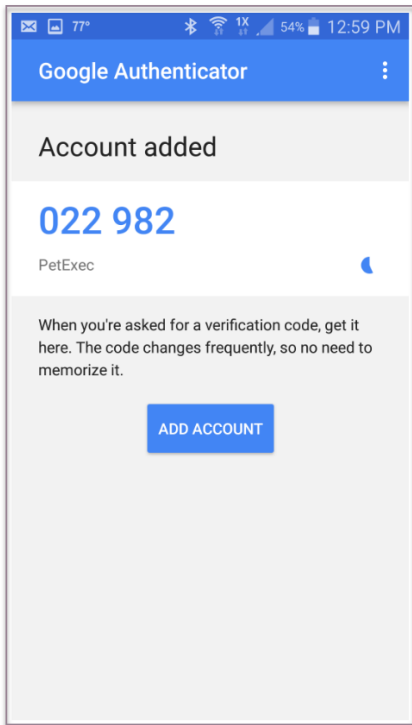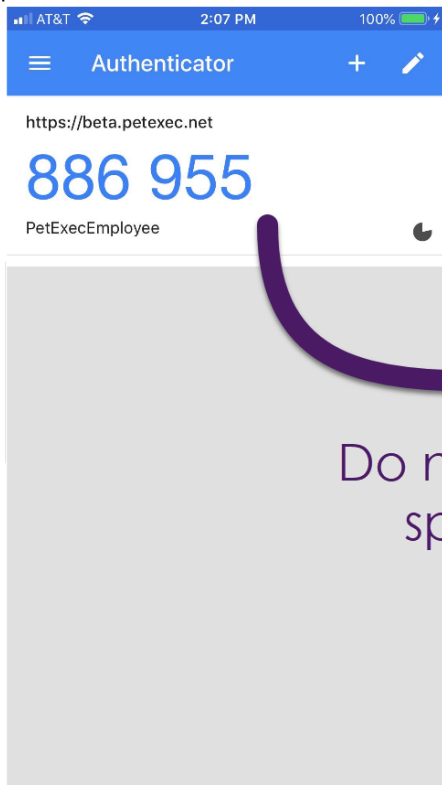876 West Drive

Address 2

City ✳

Option 2: Enter the provide key sent to the cell phone listed in the employee or owner record.
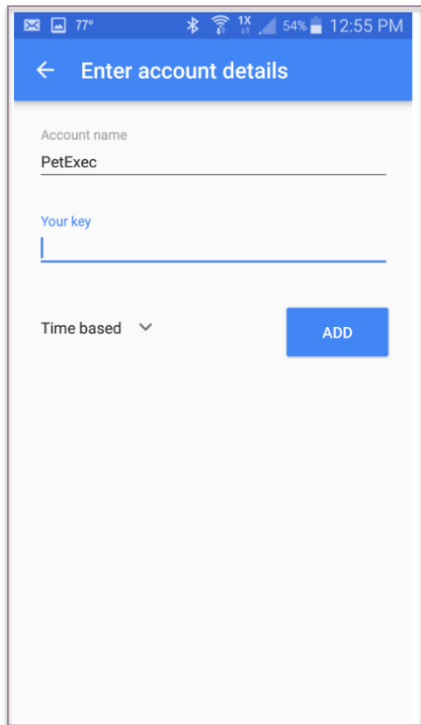
When you have completed the Authentication process the Google Authenticator app will continue to display a constantly changing code.

4) Each time you enter the Google Authenticator app, there is a randomly generated code presented. Enter the Code on the Authenticator app to the login screen.

Do not enter spaces