

Multi-factor Authentication

A user guide to setting up your account
with Salesforce Authenticator



What is Multi-Factor Authentication (MFA)?

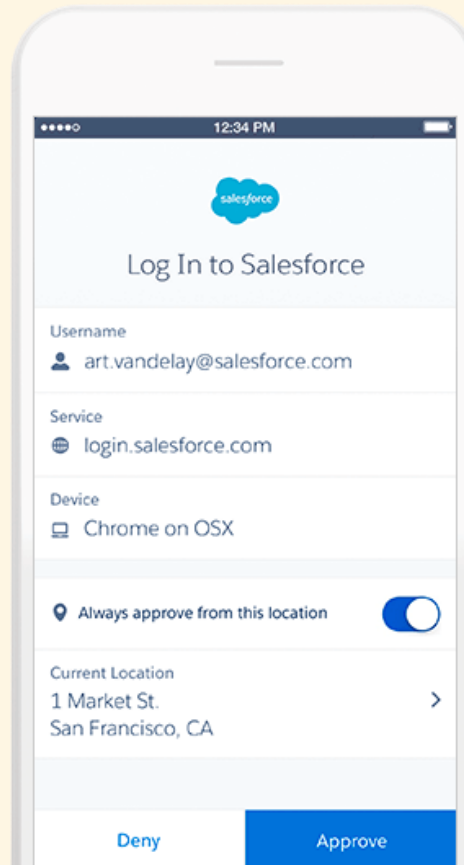
- Multi-Factor Authentication (MFA) is an additional method of verification to the traditional username and password you currently use to login In-Form
- It is an additional layer of security to help protect your data
- It is a method you might already be using (i.e.: Online Banking login).
- Once MFA enabled, all users will only be able to login to In-Form using any of the authentication methods
- No Client or personal information will be stored on the phone used for MFA

What is changing?



- Once MFA enabled, all In-Form Community users will only be able to login to In-Form using any of the MFA methods
- To enable MFA you will need either your phone or desktop app to verify your login
- Verification must be via an app linked to their In-Form username (either on a smartphone, or desktop)

Please download the Salesforce Authenticator App



in-form
by Homeless Link

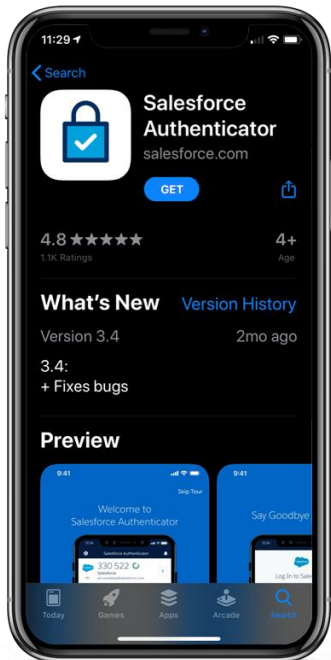


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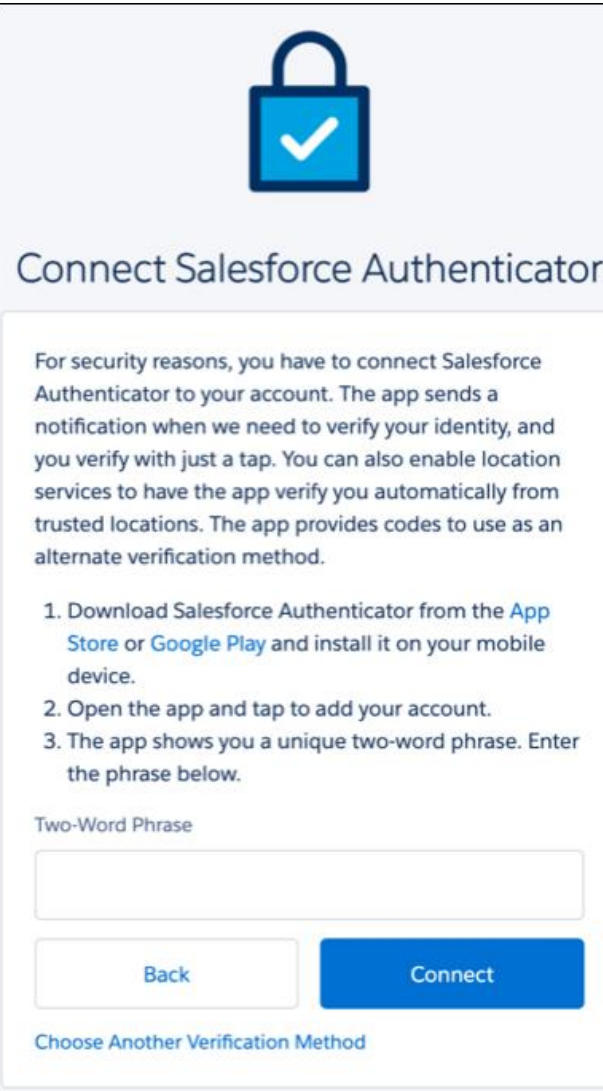
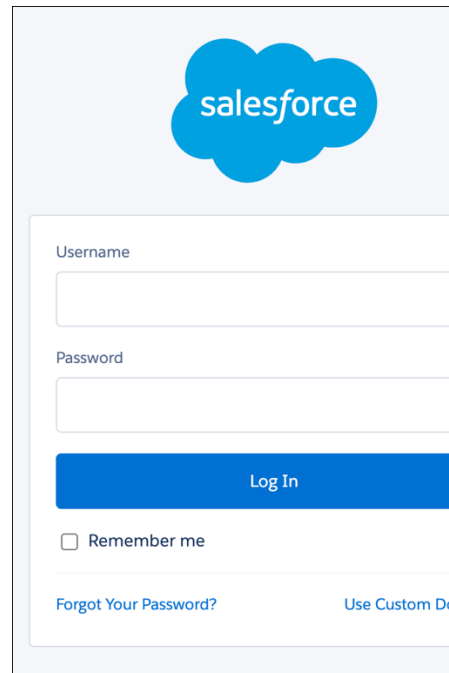
Salesforce Authenticator: Connecting your In-Form user with the App



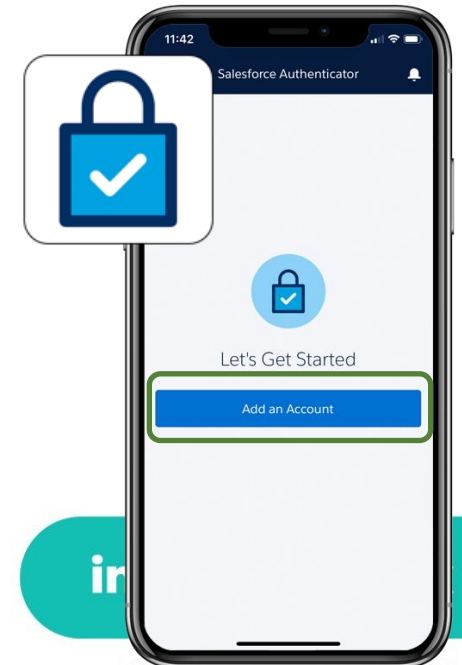
1. Install Salesforce Authenticator on your mobile device. It's available from the Apple App Store or Google Play.



2. On your computer, log in to your In-Form account. You may be prompted to verify your identity with a one-time passcode via email or text message.



4. On your mobile device, open Salesforce Authenticator and tap Add an Account.

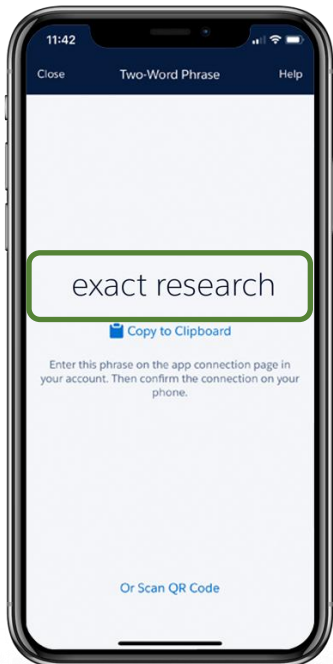


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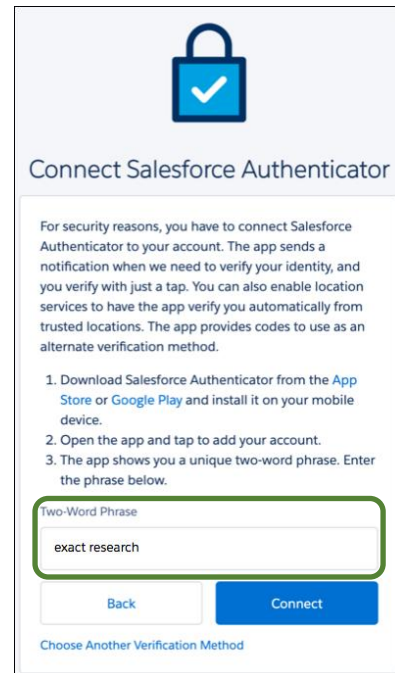
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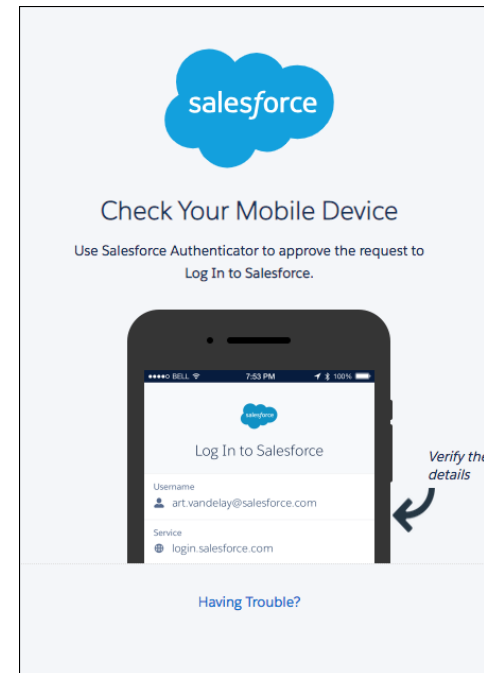
5. The app displays a two-word phrase.



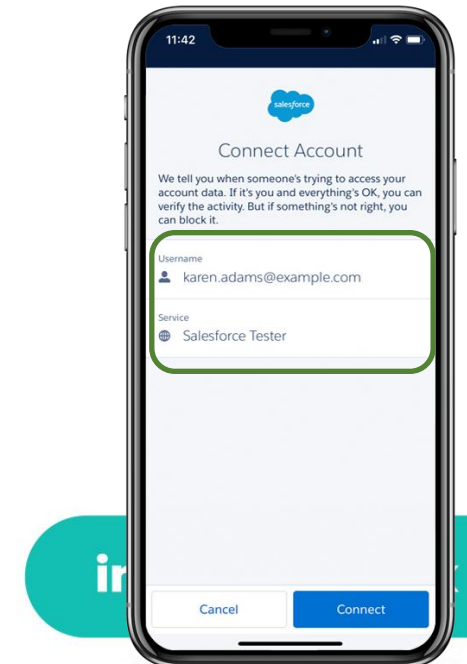
6. On your computer, enter the phrase in the Two-Word Phrase field. Then click Connect.



7. Salesforce Authenticator is connected to your Salesforce account. You're prompted to confirm the connection details in the app.



8. In Salesforce Authenticator, verify that the connection details are correct, then tap Connect.



Salesforce Authenticator: Connecting your In-Form user with the App

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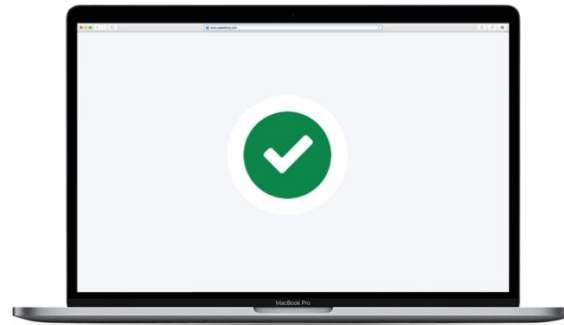
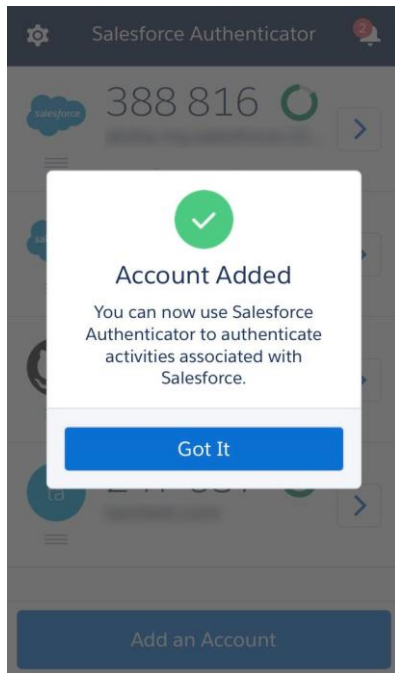
9. And that's it! You've successfully connected Salesforce Authenticator to your account.

10. And you finish logging in.

When logging into In-Form you will receive a notification on the mobile app to confirm the connection between the app and your In-Form account.

Confirmation of the connection will be displayed. You can now use the Salesforce Authenticator app to approve your logins once MFA is enabled.

When logging in using your credentials, you will always need to have your phone with you to confirm your identity in the Salesforce Authenticator App when requested

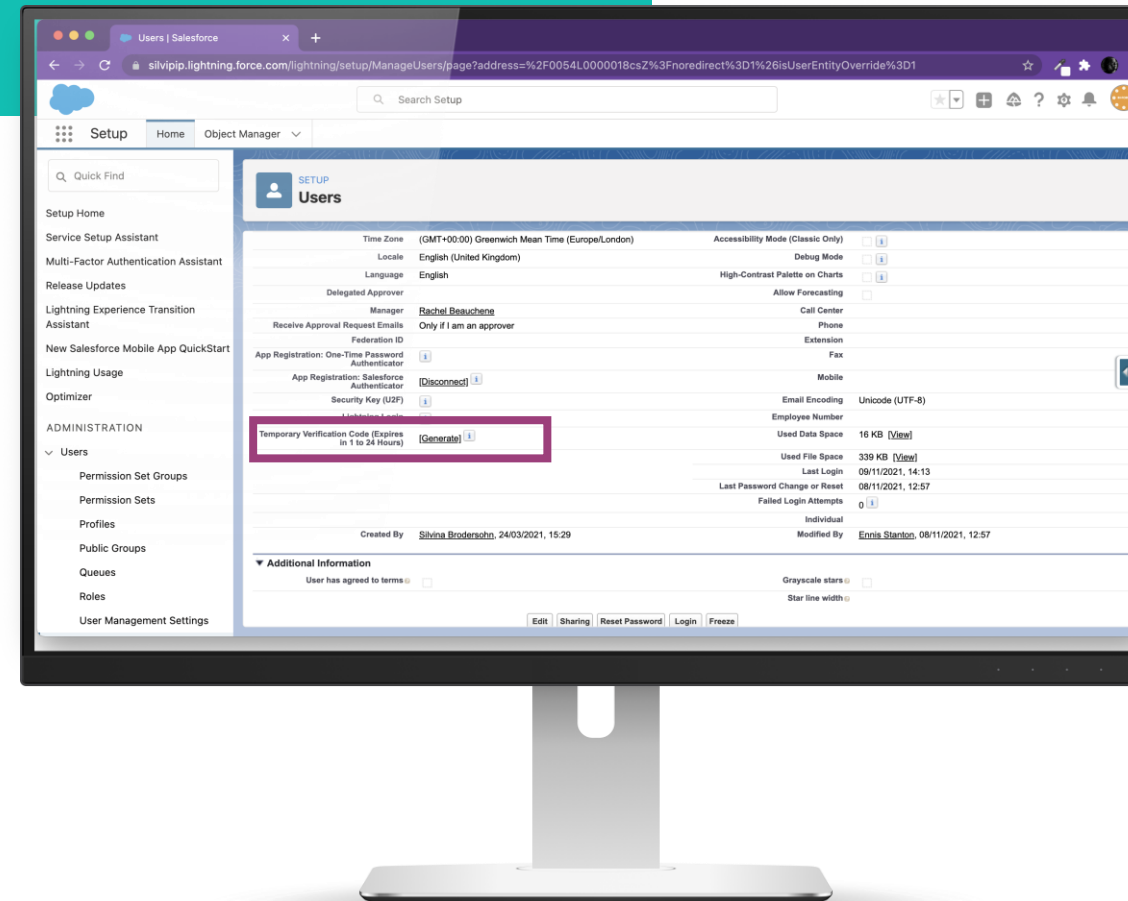


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What happens if you cannot access your app for validating your identity?

“I can't access my app”

If you cannot access the app anymore (i.e.: switched phones), please Email your Key Contact or our Support team at inform.support@homelesslink.org.uk for us to reset your connection with the app and for you to be able to set it up again on your new device.



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