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# Two Factor Authentication

## Two Factor Authentication (TFA)

At the request of the Health Authorities and Research Boards, we have introduced Two Factor Authentication (TFA). The reason to use TFA is that many user accounts can be easily cracked or phished. Some users use the same password at many sites, not only compromising one site if the account is cracked, but all sites that use the same password.

TFA is based on two authentication methods. Something you know, “**your password**” and something you have, “**your mobile phone**”.

TFA protects the user and their account from being compromised as each time the user authenticates, TFA requires a new 6 digit code which is regenerated every 30 seconds. This secondary authentication validates the user’s identity with something the user personally has, their mobile phone. This method can be used without having internet or cellular access so the user does not have to wait to receive an email or text message.

You will need a mobile phone, which includes iPhone and Android devices. The device will need to have connectivity to the internet for two (2) steps of the process, both times being very short.

Step 1: The first time will be to install the “Google Authenticator” application, which will be used to hold a secret key and generate a one-time code every 30 seconds, to assist in logging you in.

Step 2: The second time you will need internet access, this is when you register your 16 digit secret key from the registry.

After this, you will use your mobile phone and enter the 6 digit code provided whenever you login. This does not require internet access and takes about 5 seconds.

- If your phone is lost or stolen please inform us immediately and we can generate a new security key for your new device.
- You can use “Google Authenticator” to protect many different accounts and services including social media accounts for your protection.

## Google Authenticator

You will need internet connectivity to install “Google Authenticator” on your mobile phone. This should take you less than a minute to complete.

1. On your mobile phone (iPhone and Android), please go to the appropriate app store on your phone.

Android: <https://play.google.com>

iOS: <https://www.apple.com/ca/ios/app-store/>

2. Please search for Google Authenticator



## Google Authenticator

Google Inc. Tools

**E** Everyone

**i** This app is compatible with all of your devices.

3. Install this current version or newer:

- Android: 5.10 (Apr 23/2020)
- iOS: 3.0.1 (Sep 12/2018)

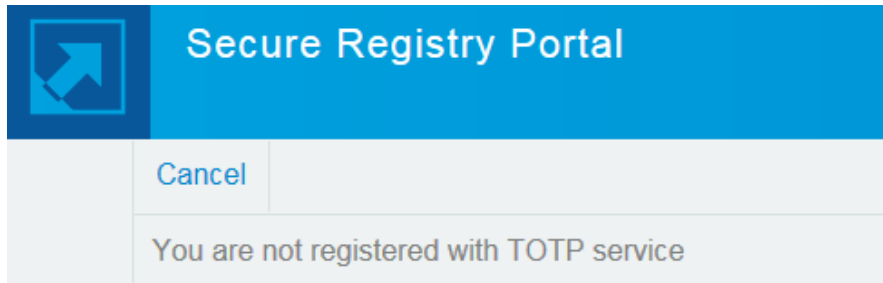
Once the App is installed on your phone, this step is complete.

## Register the Secret Key

Secure Web Portal with Two Factor Authentication - First Time registration.

You will need your mobile phone and internet access, and this should take about 1 minute.

- Now you can login into the registry portal with your provided account and password.
- <https://www.hli.ubc.ca/service/secure-web-portal>
- Once you have logged in, please select the “Registry”.
- Once you select the “Registry”, you will see the following screen



Account/Password + Google Authenticator

To register a device, scan the QR code or type the key into the device. Then, enter the resulting code from the device. [More...](#)

1. Scan QR code or Enter Key



Key:HLUHH24654UUHHSM

2. Enter code from device

Open the Google Authenticator App on your mobile phone

See the next 2 pages for diagrams and information

- Phone Screen
- Computer Screen

Method #1 – Scan QR code (much simpler)

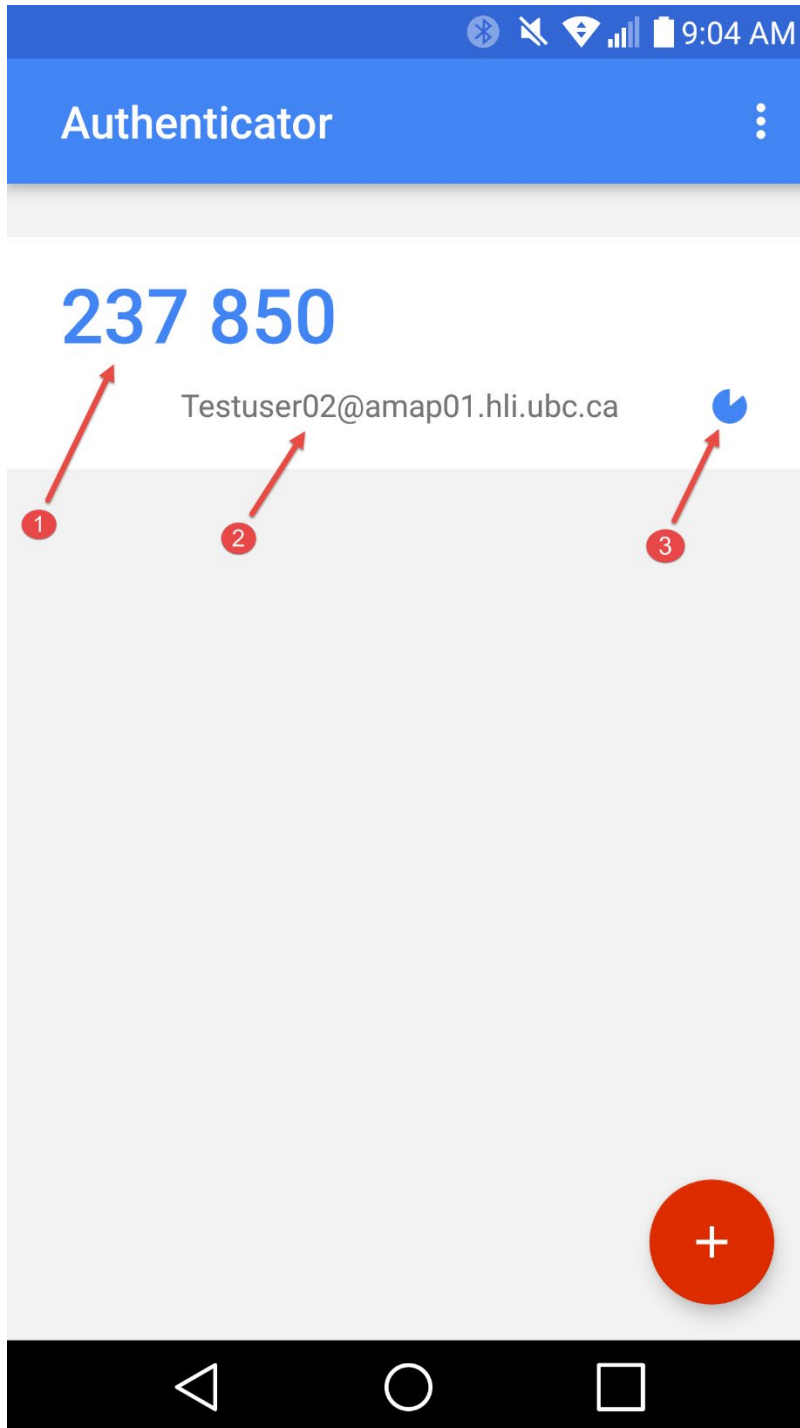
1. Select setup Account
2. Scan barcode
  - a. You may be prompted to open the barcode scanner
  - b. Place your phones camera so that the QR code is displayed on your screen
3. Your secret key (Computer screen - #1 below) should be scanned and saved on your phone
4. Please enter the 6 digit code from your mobile phone (Phone screen - #1 below) on your computer (Computer Screen - #2 below)
5. Select “Finish Registering Device”
6. You will be then logged into the Registry

Method #2 – Enter provided Key

1. On your phone
2. Enter a name for the account so you distinguish the TFA account
3. Enter the 16 digit secret key shown from your computer onto your phone (Computer screen - #1 - below)
4. Select Time based
5. After this has been entered you will see the new account with a 6 digit code on your phone (Phone screen - #1 – below)
6. Please enter the 6 digit code from your mobile phone (Phone screen - #1 below) on your computer (Computer Screen - #2 below)
7. Select “Finish Registering Device”
8. You will be then logged into the Registry

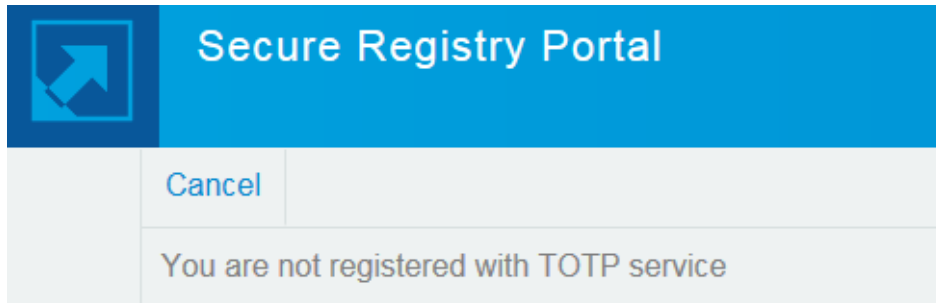
## Phone Screen

1. 6 digit code to enter on computer
2. Account code is associated with
3. 30 second timer – counts down until new code is generated
  - a. Always enter the current code



### Computer Screen

1. 16 digit secret key – enter on the phone
2. Enter 6 digit code from phone



Account/Password + Google Authenticator

To register a device, scan the QR code or type the key into the device. Then, enter the resulting code from the device. [More...](#)

1. Scan QR code or Enter Key




Key:HLUHH24654UUHHSM

2. Enter code from device


Finish Registering Device

## Login to the Secure Web Portal

1. Please login to the registry portal on your computer
2. Go to <https://www.hli.ubc.ca/service/secure-web-portal>
3. Login using your **HLI username and password**



**PHCRI / HLI - Secure Web Portal**


 Sign in to use available applications



Name/Password - Form

Sign in

4. Select the registry you are permitted access too
5. Open the “Google Authenticator” app on your mobile phone
6. Enter you “Google Authenticator” 6 digit code displayed on your mobile phone
7. Select “Validate Code” – you are granted access to the registry



**PHCRI / HLI - Secure Web Portal**

Cancel

Sign in to provide an additional login



Account/Password + Google Authenticator

Validate Code

## Things to Remember

### Best practices for signing out

1. Remember to logout of the Registry when you are complete
2. Logout of the Portal
3. Close the browser

### Phone Time

1. Do not adjust your phone time. Make sure it is set to get time from your cellular provider.

### Inactivity

1. Inactivity time out occurs at the 15 minute mark. You will be logged out if you have not saved or updated a record within 15 minutes.

### Helpdesk

1. If you have any problems please send an email to: [helpdesk@hli.ubc.ca](mailto:helpdesk@hli.ubc.ca)
  - a. Please include registry name
  - b. your name
  - c. your phone number
  - d. Brief description of your problem
  - e. Screen captures if possible