NOMINET

TWO FACTOR AUTHENTICATION - USER GUIDE

TWO FACTOR AUTHENTICATION (OR 2FA) IS A TWO STEP VERIFICATION PROCESS THAT PROVIDES AN EXTRA LAYER OF SECURITY FOR YOU WHEN ACCESSING YOUR ACCOUNT WITHIN ONLINE SERVICES.

The benefits of 2FA are a higher level of protection for your Online Services account and the data held within it. This is because 2FA reduces the risk of an intruder gaining access to it.

2FA is free and Nominet has used RFC 6238 for implementing 2FA which is based on time based passcodes.

CONTENT

SIGN UP TO THE TWO FACTOR AUTHENTICATION SERVICE

BEFORE YOU START

You need to decide which device you will use to generate your 2FA. The Google Authenticator is widely used and recommended by Nominet. Another frequently used application is Authy apps.

The device could be a smartphone, tablet, laptop or PC.

The following steps in this user guide walk you through the Google Authenticator process.

We advise you to set your device to Automatic Time Updates if available. You can usually find this option under 'Settings / Date & Time'.

GOOGLE AUTHENTICATOR

We recommend that you start by **downloading Google Authenticator** on your chosen device:

- Open the relevant app store
- Search for and download Google Authenticator. If you are using a Windows phone, search for 'Authenticator'

Open Google Authenticator

- Enter 'account' name - *we suggest Nominet Online Services*
- Enter the set up key from Online Services

CLICK HERE to see an example

OR

Scan the **QR code** from Online Services
The account will be set up as Nominet Online Services

Get your passcode

- Open Google Authenticator and select the Nominet account
  Your one-time passcode is displayed: *e.g. 123456*

ONLINE SERVICES

Sign up to 2FA

* If you do not see this message, go to 'Login settings' in Online Services and select Two-Factor Authentication – 'Add/manage

Step 1 – Introducing 2FA
Click **Yes** to set up 2 Factor Authentication on your account

Step 2 – Download Google Authenticator app or plugin
You should now have a Google Authenticator app or plugin on your chosen device

Go to your device

Step 3 – Device set up

- Your 2FA set-up key is generated: e.g. 12345C7891B3456A

- Name your device so you can easily identify it within Online Services later e.g. Richard's smartphone
- Click **next**

Step 4 – Complete 2FA set-up
You will be prompted to enter your 6 digit **passcode....**

Enter your 6 digit **passcode** e.g. 123456 & click 'Activate 2FA'

Welcome to Online Services

BACK TO CONTENTS

SETTING UP YOUR ACCOUNT IN GOOGLE AUTHENTICATOR

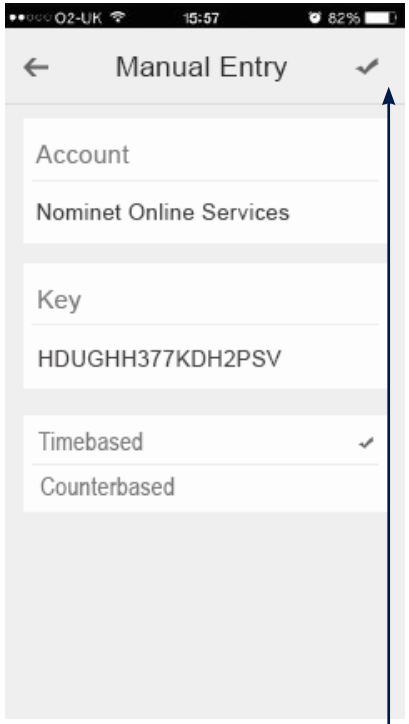
GOOGLE AUTHENTICATOR

Enter a name for your account.

We suggest *Nominet Online Services* so you can easily find us again.

Enter the 16 character set up key which has been generated in Online Services

Select ‘Done’

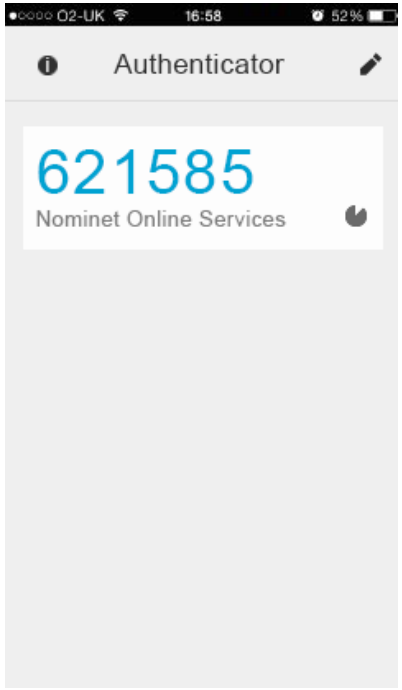


Alternatively you can scan the QR code from Online Services into your device.

The account name will automatically be set up as Nominet Online Services

Google Authenticator will now generate a new 6 digit passcode every 30 seconds.

Use this to complete your 2FA set up process and when you log in to Online Services in future



TIP

We advise you to set your device to Automatic Time Updates.

BACK TO CONTENTS

LOG IN TO ONLINE SERVICES USING TWO FACTOR AUTHENTICATION

Use this process whenever you log into Online Services in future.

START HERE

ONLINE SERVICES

Enter you email and password

Click to log in

You will be prompted to enter your 6 digit 2FA passcode

Go to your device

GOOGLE AUTHENTICATOR

Get your passcode

- Open Google Authenticator and select the Nominet account

Your one-time passcode is displayed: *e.g. 123456*

Go to Online Services

Enter 2FA passcode: e.g. 123456

Welcome to Online Services

BACK TO CONTENTS

ADD A NEW DEVICE

BEFORE YOU START

You need to know which device you plan to add.

The device could be a smartphone, tablet, laptop or PC.

The following steps walk you through the Google Authenticator process.

TIP

To replace a device simply follow the steps for:

a) **Delete a device**
b) Add a new device

BACK TO CONTENTS

Online Services login

GOOGLE AUTHENTICATOR

We recommend that you start by **downloading Google Authenticator** on your chosen device:

- Open the relevant app store
- Search for and download Google Authenticator. If you are using a Windows phone, search for 'Authenticator'

Open Google Authenticator

- Enter 'account' name - *we suggest Nominet Online Services*
- Enter the set up key from Online Services

CLICK HERE to see an example

OR

Scan the **QR code** from Online Services
The account will be set up as Nominet Online Services

Get your passcode

- Open Google Authenticator and select the Nominet account
  Your one-time passcode is displayed: *e.g. 123456*

ONLINE SERVICES

Go to online services

Login to Online Services using 2 Factor Authentication

Go to 'Login Settings'

Select 'Manage 2 Factor Authentication devices'

Select 'Add/manage devices'

Go to your device

Step 3 – Device set up

- Your 2FA set-up key is generated: e.g. 12345C7891B3456A

- Name your device so you can easily identify it within Online Services later e.g. Richard's smartphone
- Click **next**

Step 4 – Complete 2FA set-up

You will be prompted to enter your 6 digit **passcode....**

Enter your 6 digit **passcode** e.g. 123456 & click 'Activate 2FA'

Welcome to Online Services

DELETE A DEVICE

ONLINE SERVICES

Log in to Online Services using 2 Factor Authentication

↓

Go to 'Login settings'

↓

Select 'Manage 2 Factor Authentication devices'

↓

Select 'Delete device'

↓

Select the device to be deleted e.g.: John's smartphone

↓

Click delete button and confirm

TIP

To replace a device simply follow the steps for:

a) Delete a device
b) **Add a new device**

BACK TO CONTENTS

FREQUENTLY ASKED QUESTIONS

- **How many devices can I set up per Online Services contact?**

  The recommended way of managing access to Online Services is that contact logins are used by a single user only.

  A single user should find 5 devices sufficient for the 2FA login process.

- **If I have set-up more than one device, which one do I use to generate my 6 digit passcode?**

  You can use any of the devices associated with your contact login. The app on each one will generate a unique and valid 6 digit code for you to input into Online Services when you log in.

- **I have more than one contact login – can I set up 2FA across all my logins using the same device?**

  Yes, you can use the same device for multiple contact logins. Make sure you name each account name within Google Authenticator or Authy app something to help you identify the login it applies to, e.g. 'Nominet OS john@mydomain.co.uk'.

- **What will happen if I have a passphrase already?**

  The passphrase will be removed as having a password and 2FA is sufficient security.

BACK TO CONTENTS

FREQUENTLY ASKED QUESTIONS

- **What is RFC 6238?**
  RFC 6238 is a standard for implementing two factor authentication. Online Services should work with apps using this implementation. Nominet has successfully tested the Google Authenticator app and Authy app and are therefore recommended to users.

- There are many third party implementations of Google Authenticator, including applications for PalmOS, Chrome OS and Java. If you can successfully get the app to work with Online Services then it is fine for you to use it. However Nominet advisors cannot provide any support for these implementations and we cannot vouch for their security.

- **How often will I have to input a 2FA passcode?**
  You will need to input a 6 digit passcode every time you login to Online Services

- **How do I set it up?**
  Logon to Online Services and go to 'Login settings' and 'Manage 2FA' from within Online Services. The **instructions** explain the set up processes.

BACK TO CONTENTS

TROUBLESHOOTING

- **I get an error when inputting my 16 digit set up key**

  Please check that the characters have been inputted correctly. The 16 digit setup key will not contain the number zero ‘0’ or the number one ‘1’. If you are still having difficulties please contact our Customer Service team on **+44 (0)1865 332233** or by emailing **support@nominet.uk**.

- **I’ve got a message that my account is locked**

  If you enter the wrong passcode 8 times you will be locked out of your account. If this happens you will need to vailidate your identity with our Customer Service team on **+44 (0)1865 332233** or by emailing **support@nominet.uk**.

  If anyone else uses the same contact email as you for Online Services, they may have been locked out of the account without your knowledge. An email confirming this will have been sent to the email address used for the account.

- **My 2FA passcode doesn’t work when logging in**

  The 2FA passcode is time sensitive so it could be a time related issue. Ensure you are reading the passcode and immediately entering it into Online Services. Check that the date and time on your device are correct. You should also ensure you are using the correct timezone on your device for where you are situated. It is recommended that your device is set to update the date, time & timezone automatically if this feature is available. If you have multiple contact logins you need to make sure the 2FA passcode is the correct one for the contact login you are using. If anyone else uses the same contact email as you for Online Services, they may have been locked out of the account without your knowledge. An email confirming this will have been sent to the email address used for the account.

  If you are still having difficulties please contact our **Customer Service team** on **+44 (0)1865 332233** or by emailing **support@nominet.uk**.

BACK TO CONTENTS

TROUBLESHOOTING

- **What happens if I have lost the device with 2FA installed?**

  If you have another device associated with your contact login then you should:

1. Login to Online Services using the other device
2. Go to 'Login Settings' and 'Manage 2 factor authentication devices'
3. Delete the device that has been lost
4. If you don't have another device associated with your contact login then you will need to contact our **Customer Service team** on **+44 (0)1865 332233** or by emailing **support@nominet.uk**.

Once we are able to verify your identity we will delete the lost device from your contact login for you.

BACK TO CONTENTS

GLOSSARY

2FA or Two Factor Authentication
2FA is a two step verification process which provides an extra layer of security for you when accessing your account within Online Services

2FA passcode
A time-limited 6 digit code generated by the Google Authenticator app or plugin and which is needed alongside your username and password each time you log into Online Services if you have signed up for the 2FA service. The Google Authenticator app or plugin generates a new, unique passcode every 30 seconds.

2FA set-up key
Referred to as the 'secret key' in Google Authenticator, this 16 character code links the device which hosts your 2FA app or plugin with Online Services.

Contact email
The email address you use to log into Online Services

Google Authenticator
The 2FA app or plugin that is used to implement 2FA within Nominet Online Services

Password
The password you use to log into Online Services

Passphrase
The additional passphrase you may have set up (that you use) to log into Online Services once you have entered your username and password.
The passphrase provides an additional layer of security when logging into Online Services, but 2FA improves on this by requiring the user to generate a passcode on a separate device.

BACK TO CONTENTS