Step by step guide to two-factor authentication in MYOB Advanced

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# Table of Contents

**Introduction** .................................................................................................................. 3

**Registration** ..................................................................................................................... 4
  Standard registration process .............................................................................................. 4
  Two-factor authentication using the *Google Authenticator* app ....................................... 7
  Two-factor authentication using email ............................................................................... 13

**Logging into MYOB Advanced using two-factor authentication** ..................................... 15
  Two-factor authentication using the *Google Authenticator* app ....................................... 17
  Two-factor authentication using email ............................................................................... 19

**Changing your details** ..................................................................................................... 21
Introduction

As a user of MYOB Advanced, you have the opportunity to use your software anywhere, anytime on any device—this flexibility helps you connect to your data whenever you need it. Keeping your data protected in this highly flexible environment is MYOB’s top priority.

We’re committed to doing everything we can to prevent purposeful unauthorised access to your data by utilising best practice security measures. Often a password is where users are most vulnerable, as there are increasingly sophisticated techniques to source or guess passwords and users sometimes share passwords across platforms for convenience.

To protect your data even if your password is compromised, we’re implementing two-factor authentication into MYOB Advanced. By using two-factor authentication to log in, your data will be even safer with MYOB Advanced.

In this guide we will take you step-by-step through the various processes you may encounter when using two-factor authentication.
Registration

The registration process is separated into three sections:
1. Standard registration process
2. Setting up the authenticator app for two-factor authentication OR
3. Setting up your email for two-factor authentication

Standard registration process

The registration can be initiated by clicking on the Sign Me Up! button on the in-product message within MYOB Advanced:

You will be directed to the signup screen where the system will by default bring through and pre-populate the email field with the email address set against your user account in MYOB Advanced.

The email address that you enter here will become your future user name for logging in to MYOB Advanced.
The next step is to enter your new password.

The requirements for the password are illustrated in the middle of the screen:

- 8 characters
- 1 uppercase letter
- 1 numerical digit
- 1 lowercase letter

As you are entering the password the system will tick off each requirement and give an indication of your password strength. It is strongly encouraged to ensure your password achieves a Very Strong rating.

The next step starts the process to configure two-factor authentication.
The first step in the two-factor authentication journey is to decide whether you will use the mobile application or email to receive your second factor authentication code.

MYOB recommends using the mobile application where possible, as it provides a higher level of security for access to your MYOB Advanced solution.
Two-factor authentication using the *Google Authenticator* app

The mobile application required is the Google Authenticator, which can be downloaded by searching for it by name in the relevant app store depending on the device you are using.

The application is supported for:
- Apple iOS devices such as iPhones
- Android devices
- Windows-based devices

1. Choose which type of device you will be using to receive the second authentication factor.

2. At this stage you need to switch to your device and download the app from the relevant app store.

   In this example, the Apple iOS option has been selected.

   Once you have downloaded and installed the app on your device, click the *OK I've downloaded the app* button, as the next steps require you to configure the app for use with MYOB Advanced.
You will now be directed to a page similar to the example on the left, which is used as part of the configuration of the Google Authenticator app.

Leave this page open on your monitor screen and switch to the device on which you have installed the app.

This example shows an iPhone where the Google Authenticator app has been installed.

This device has already been configured for other applications—if this is the first time you are using the app, the screen should be empty when you open it.

To start the registration process, click the + icon on the top right of the screen.
Select the option at the bottom of the screen to Scan barcode.

This will allow you to take a photograph of the barcode that is displayed on your monitor.

Line up the green box displayed on your device with the barcode image displayed on your computer monitor.

Once you have lined it up, the device will automatically take the necessary picture—you don’t need to click any button on your device.
You will now have a new option on your device screen displaying a code.

The code that is displayed needs to be entered into the field on your computer monitor.

Again, unless you are using the app for other applications, you should only have a single code displayed on your screen.

Enter the code displayed on your device into the field on your computer.

(The code in this example doesn’t match the code displayed in the screenshot above—the screenshots were taken at different times and authentication codes are time-sensitive. In your case, the code displayed on the app is the code you enter here.)
And that’s it! You have now set up two-factor authentication for your MYOB Advanced account and taken a giant leap forward for your security.

There is still a final step to go through to finalise the registration process.

In this step you can download a file containing second factor codes that can be used in situations where you may not be able to access your device.

Click on the Download 10 backup codes link, which will open the standard window allowing you to save the file. Ensure that you save this file in a safe location.

The file contains a list of codes that can be used if your device is not available. Each code can be used only once, but you can generate more when you need to.
That's it, you're done!

Click on the *Finish and sign in* button and you will be logged in to MYOB Advanced.
Two-factor authentication using email

If you do not have access to a device, the option to use email to receive the second factor authorisation code is also available.

After clicking Next, the system will send an email to the email address you used in the first step of the registration process.

The email will contain the second factor code to enter into the field on the registration form, as in the example here.
Once you have entered the code, click Verify and that’s it, you’re done!

You will be directed back to MYOB Advanced.
Logging into MYOB Advanced using two-factor authentication

Once you have registered for and enabled two-factor authentication, the login process does not change much; it simply requires one additional step to enter the second authentication factor.

You will notice that the login screen has a new Sign in with Secure Authentication option.

Once you have completed the registration process outlined above, you can now log in to MYOB Advanced using this option.
You will be directed to a slightly different login screen.

Enter your login details.

Note: these are the login details configured as part of the registration steps defined above, consisting of the email and password you entered. These may be different to the user credentials you previously used when logging in to MYOB Advanced.
Two-factor authentication using the *Google Authenticator* app

1. The system will now direct you to a page requesting the second authentication factor.

2. At this stage switch to the Google Authenticator app on your device, which will be showing a code under the heading *MYOB*.

   Please be aware, the codes that are displayed are time sensitive. The pie chart on the right of the code indicates how much time you have remaining to enter the code and will turn red when there is very little time remaining.

   Don’t worry if the code goes red or there is only a small amount of time left—wait for the code to expire, and the app will generate a new code that you can use to log in to MYOB Advanced.

   If the time runs out and the code regenerates, **you do not need to restart the login process with MYOB Advanced**. Just enter the new code and you will be good to go.
Enter the code that is displayed on your device and sign in. You’re all done!

If you use the same computer every day, you do have an option to Trust this device for 30 days, in which case for the 30 days you will not need to enter a second authentication factor.
Two-factor authentication using email

Once you have entered your email and password, an email will automatically be sent to the email address you used, and you will be directed to the following screen requesting the second authentication factor code.

Check your email, you should receive an email like this.

Emails can take a few minutes to come through—make sure they do not get caught in any spam filters.
Enter the code, and you’re done!

If you use the same computer every day, you do have an option to Trust this device for 30 days, in which case for the 30 days you will not need to enter a second authentication factor.
Changing your details

You can change any of the details you configured as part of the registration process by going to https://my.account.myob.com

This includes:

- Changing your password
- Downloading additional backup codes for use if you use the Google Authenticator app for your second factor, but do not have access to the device
- Changing the device you use for the second factor authentication
- Switching between using the Google Authenticator app or email for your second authentication factor