

## General Information

The authentication app is used for Medium and High Authentication Level profiles. If your company is set to allow Authenticator App as an available means of authenticating, then you will see this screen (to the right) when you login the first time.

*Note: If you do not see this screen, then the Authenticator app has not been enabled by your administrator.*

If you select **Authenticator App**, then you are electing to download and use an application that provides a randomly generated code each time you need to login to access the system. Please download and install the Authenticator App before proceeding to the next step.

Once you select Authenticator App, it will bring you to the next screen with a QR code or Secret Key to register the application in your chosen Authenticator App.

*Note: If you wish to enable the Authenticator App on multiple devices, please note your Secret Key, as the same secret key will need to be used for each device to get it to sync. See FAQ 3.*

Below you will find instructions on two **FREE** preferred authentication apps, Google Authenticator and Microsoft Authenticator.

### Select Two-Factor Authentication Preferred Option

The options available will be limited by your user profile and company configuration.

Virtual Code Authentication

Verification code send to your registered phone or email address.

Authenticator App

Secure One-Time password generated by an authenticator App such as Google Authenticator on your mobile device or pc.

### ← Register Device

Register your device by scanning the QR code below using an authenticator application.



Or you can enter the following account name and secret key into your authenticator app.

Account Name

TEmployee

Secret Key

JNVLJQS4YZLA5UL

Input the code below to confirm your registration.

Verification Code\*

By checking this box, do not prompt me for a code within the next 30 days on this browser.

Confirm

## Google Authenticator [FREE]

1. Download the "Google Authenticator" App from the App Store or Google Play Store.
2. Open the App
3. Click Get Started
4. Sign Into Google Account or Click Use Authenticator without an Account
5. Click Add Code or Click the "+" sign in the upper right.
6. Click Scan QR Code



7. In the WebHCM browser, scan the QR code that displays on screen
8. You will now see the code displayed on your phone, in which you can enter the Verification Code box in the Login Screen of the WebHCM software.

*Note: If you do not wish to allow the app access to your camera, or if you are having issues scanning the code, you can elect to “Enter a Setup Key” and manually key in the Secret Key listed below the QR code.*

## Microsoft Authenticator [FREE]

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1. Download the “Microsoft Authenticator” App from the App Store or Google Play Store.
2. Open the App
3. Click Accept, then Continue
4. Sign Into Microsoft Account or click Scan a QR Code
5. Click Add Code or Click the “+” sign in the upper right.
6. Click Scan QR Code
7. In the WebHCM browser, scan the QR code that displays on screen
8. You will now see the code displayed on your phone, in which you can enter the Verification Code box in the Login Screen of the WebHCM software.



*Note: If you do not wish to allow the app access to your camera, or if you are having issues scanning the code, you can press the Scan QR Code and then click the option “Or Enter Code Manually” to manually key in the Secret Key listed below the QR code.*

## FAQs

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- 1. What happens if you lose your device after registering it? In some cases the authentication app only recognizes one device.**
  - a. The user would have to request the administrator to clear the 2FA registration (widget in EE profile) to reconfigure.
- 2. Do other Authentication Apps work?**
  - a. Yes. Microsoft and Google Authentication apps have been thoroughly reviewed by UKG, but other Authentication apps should work too. Examples: Twilio Authy, Duo, etc.
- 3. Can I install the Authenticator App on multiple devices? What if I don't have a cell phone to download the app with?**
  - a. Yes, you can install the authenticator app or browser extension on multiple devices, you would just need to note the Secret Key and use that same key to enroll multiple devices. If you do not have a cell phone for the app, you can install the authentication browser extension so you can access the code in your browser/computer.