

Two Factor Authentication (“2FA”)

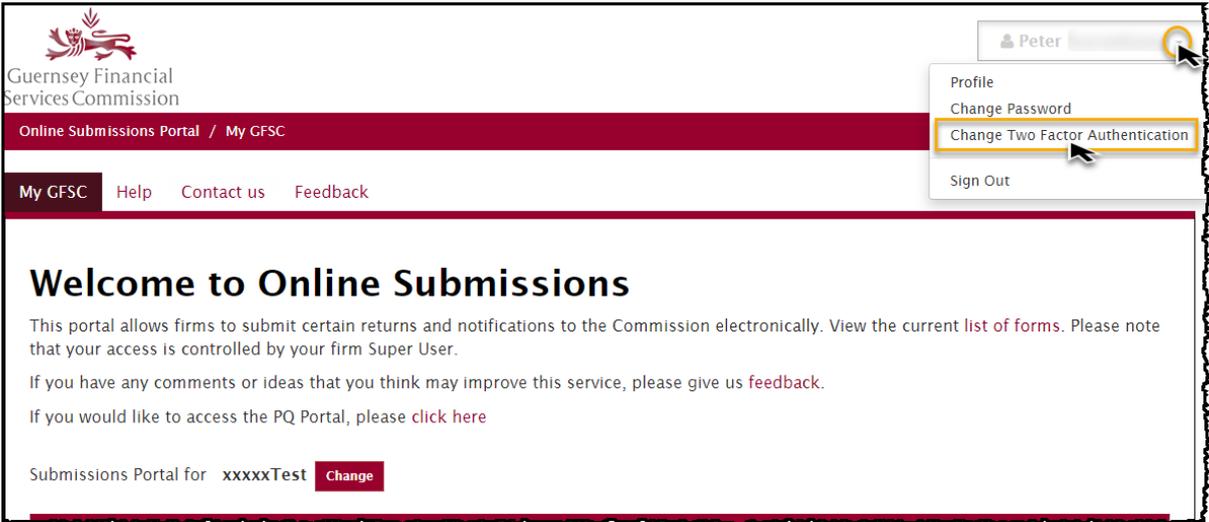
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Online Submissions Portal

Enable 2FA

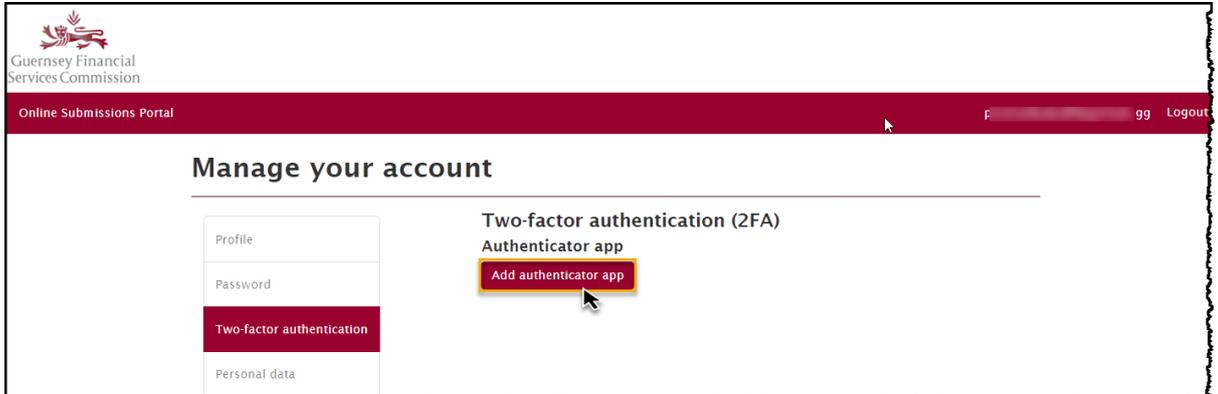
1. Select the option *Change Two Factor Authentication* in the User drop-down.



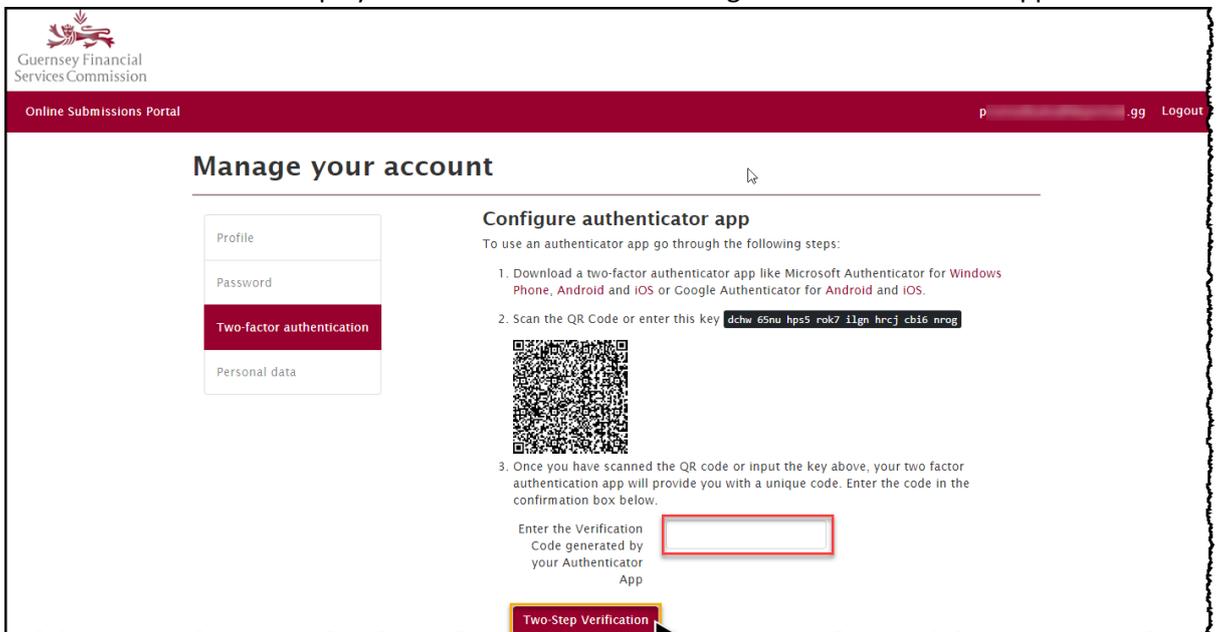
The screenshot shows the user interface of the Online Submissions Portal. At the top left is the Guernsey Financial Services Commission logo. Below it, the text 'Online Submissions Portal / My GFSC' is displayed. A navigation bar contains 'My GFSC', 'Help', 'Contact us', and 'Feedback'. In the top right corner, a user profile dropdown menu is open for a user named 'Peter'. The menu options are 'Profile', 'Change Password', 'Change Two Factor Authentication' (which is highlighted with a yellow border and a mouse cursor), and 'Sign Out'. The main content area features a 'Welcome to Online Submissions' heading, followed by a paragraph explaining the portal's purpose and a link to the 'list of forms'. Below this, there are two lines of text: 'If you have any comments or ideas that you think may improve this service, please give us feedback.' and 'If you would like to access the PQ Portal, please click here'. At the bottom, there is a text field 'Submissions Portal for xxxxTest' with a 'Change' button next to it.

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2. If it is disabled, click on the *Add authenticator app* button.



3. Follow the instructions displayed on the next screen to configure the authenticator app.

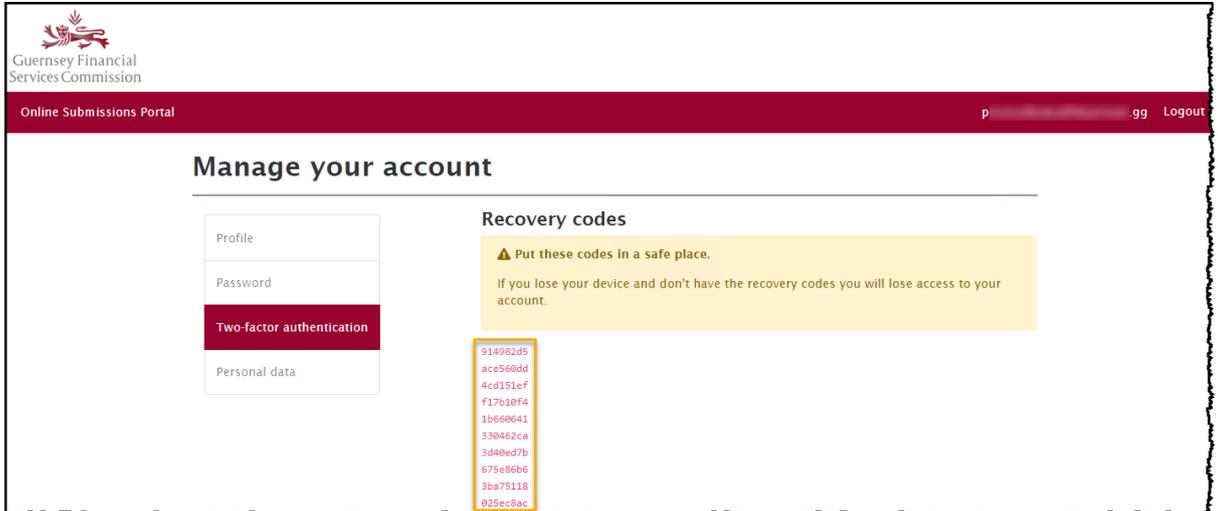


4. The verification code is generated by the authenticator app after it's installed. If you do not have a mobile device on which to install the app on, use a PC.

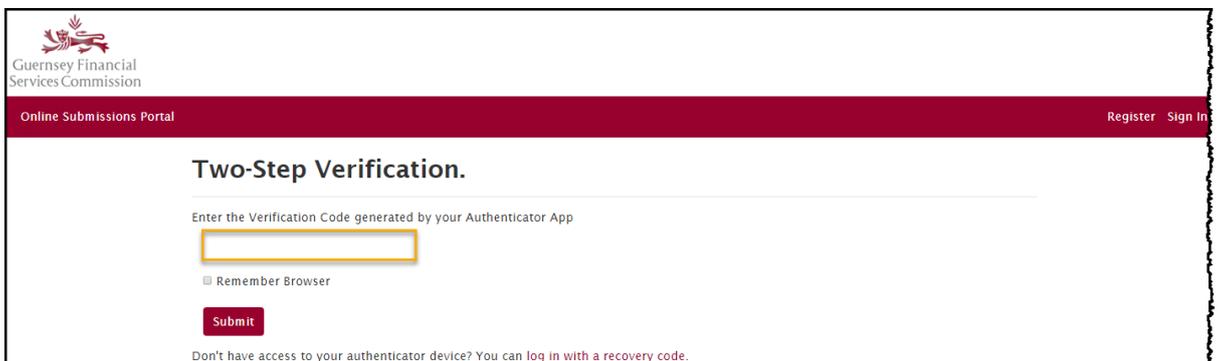


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5. After clicking Two-Step Verification a list of recovery codes is displayed, keep these somewhere safe and only use them if you lose your device.



6. Two-factor authentication is now enabled on your account.
7. The next time you login, you will see the following verification screen and will be required to enter a verification code to gain access to your account.



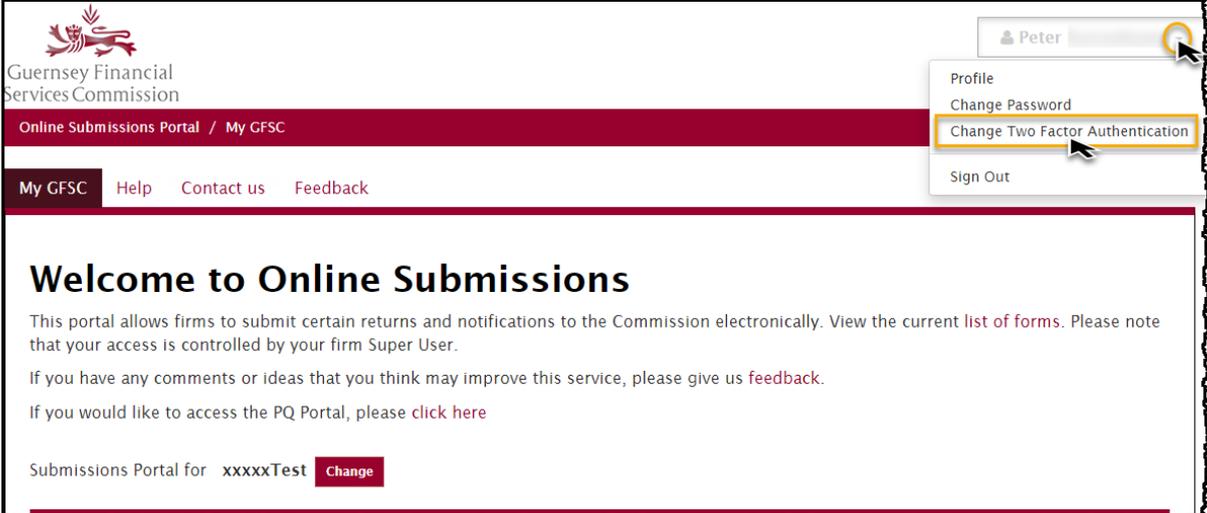
8. Your verification code is generated by the authenticator app. Type the code into the Code field.

NOTE: The code is only valid for 30 seconds.

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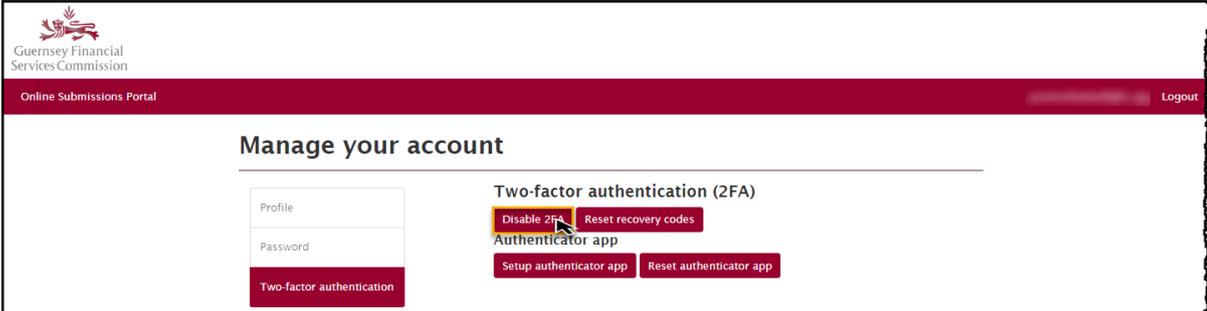
Disable 2FA

1. Select the option *Change Two Factor Authentication* in the User drop-down.



The screenshot shows the top navigation bar of the Online Submissions Portal. The user's name 'Peter' is displayed in a dropdown menu. The menu options are: Profile, Change Password, Change Two Factor Authentication (highlighted with a yellow box and a mouse cursor), and Sign Out. Below the navigation bar, the main content area displays a welcome message and a 'Change' button next to the user's name 'xxxxxTest'.

2. If you registered for two-factor authentication before the 15th July 2019 go to the Disable Email Two-factor Authentication section on the next page. Otherwise click *Disable 2FA*.



The screenshot shows the 'Manage your account' page. On the left, there are input fields for Profile and Password, and a 'Two-factor authentication' button. On the right, the 'Two-factor authentication (2FA)' section contains a 'Disable 2FA' button (highlighted with a yellow box and a mouse cursor), a 'Reset recovery codes' button, and two 'Authenticator app' buttons: 'Setup authenticator app' and 'Reset authenticator app'.

3. On the Disable two-factor authentication (2FA) screen that follows click *Disable 2FA*



The screenshot shows the 'Disable two-factor authentication (2FA)' screen. On the left, there are input fields for Profile and Password, and a 'Two-factor authentication' button. On the right, the 'Disable two-factor authentication (2FA)' section contains a yellow warning box with a triangle icon and the text: 'This action only disables 2FA. Disabling 2FA does not change the keys used in authenticator apps. If you wish to change the key used in an authenticator app you should reset your authenticator keys.' Below the warning box is a 'Disable 2FA' button (highlighted with a yellow box and a mouse cursor).

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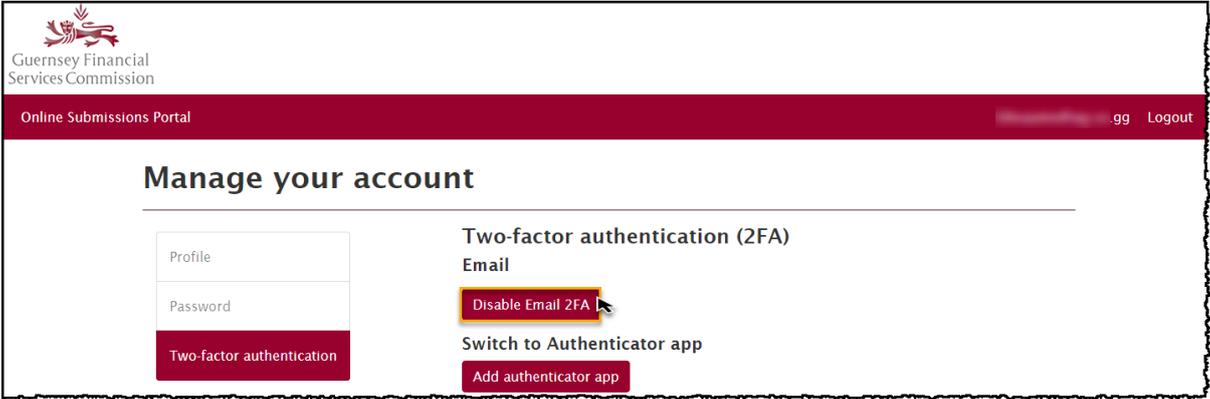
- Two-factor authentication is now disabled and the *add authenticator app* button is visible.



The screenshot shows the 'Manage your account' page. On the left, there is a sidebar menu with 'Profile', 'Password', and 'Two-factor authentication' options. The 'Two-factor authentication' option is selected. On the right, the 'Two-factor authentication (2FA)' section is displayed, showing 'Authenticator app' and a red button labeled 'Add authenticator app'.

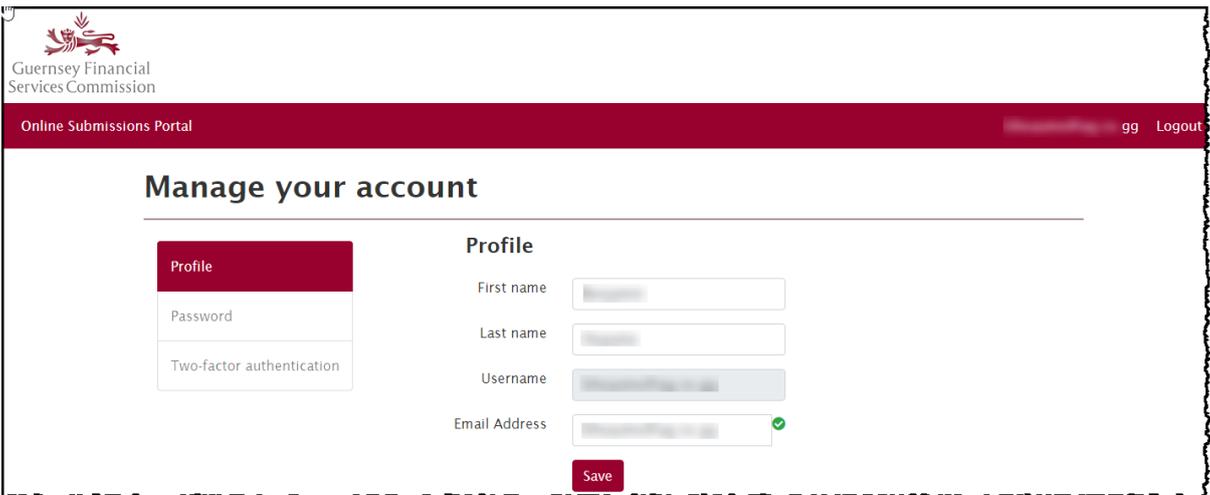
Disable Email Two-factor Authentication

- Click *Disable Email 2FA*.



The screenshot shows the 'Manage your account' page. The 'Two-factor authentication (2FA)' section is expanded to show 'Email' and 'Switch to Authenticator app' options. The 'Disable Email 2FA' button is highlighted with a red box and a mouse cursor is pointing at it.

- The portal takes you back to your profile page. Email two-factor authentication is now disabled.



The screenshot shows the 'Profile' page. The 'Profile' section is expanded, showing fields for 'First name', 'Last name', 'Username', and 'Email Address'. The 'Email Address' field has a green checkmark next to it. A red 'Save' button is visible at the bottom of the form.

PQ Portal

Two-Factor Authentication is not yet available on the PQ Portal.

It is expected to be available soon.

Two Factor Authentication (“2FA”)

2FA FAQs

The two-Factor authentication FAQs on the Online Submissions portal:

What is Two-Factor Authentication?

Two-Factor Authentication (“2FA”) is an additional layer of security that you can apply to your Online Submissions account. When you login, an additional prompt will display asking you to enter a security code. This code is sent to you via your registered e-mail address if you are already registered for 2FA before 15 July 2019 or the authentication app if you have registered after this date. Because the code is uniquely generated every time you login, it helps to prevent unauthorised account access in the event your password becomes compromised. This means a potential attacker requires both your password and access to your e-mail account before they are able to gain access to Online Submissions.

If you want to know more about 2FA, visit www.ncsc.gov.uk/guidance/using-passwords-protect-your-data for additional information.

How do I enable Two-Factor Authentication on the Online Submissions Portal?

To enable Two-Factor Authentication (“2FA”):

1. Login as normal to your Online Submissions Account.
2. In the top right hand side of the home page, click your name, then select 'Change Two Factor Authentication'.
3. Click on 'Add authenticator app'.
4. Follow the instructions to configure the authenticator app.
5. After clicking Two Step Verification, you will be presented with your recovery codes that are to be used only if you lose your device. Keep these in a safe place.

Two-factor authentication is now enabled on your account. The next time you login, you will be required to enter a security code to gain access to your account.

Two Factor Authentication (“2FA”)

How do I disable Two-Factor Authentication on the Online Submissions Portal?

It is only possible to disable Two-Factor Authentication if you are already logged in to Online Submissions.

1. In the top right hand side of the home page, click your name, then select 'Change Two Factor Authentication'.
2. Click 'Disable 2FA'.
3. A disable two factor authentication (2FA) alert is displayed.
4. Click 'Disable 2FA'.

Two-factor authentication is disabled and 'Add authenticator app' is displayed.

The next time you login to Online Submissions, you will not be prompted to enter a security code.

2FA is enabled but I cannot log in – what should I do?

If you encounter problems logging into your account with Two-Factor Authentication enabled, for example you are not receiving the security code or the code entered is not valid, then you must contact the Online Services Helpdesk:

Via e-mail: support@gfsc.gg

Via Telephone: +44 (0) 1481 733420

Can a Super User enforce other users to enable 2FA, or make changes to their 2FA settings?

No. It is not currently possible for Super Users to enforce the use of Two-Factor Authentication across an organisation from within Online Submissions.

In addition, it is not possible to manage your user's 2FA settings from the 'Manage Permissions' page.

All changes to 2FA must be made by the individual concerned.

Further Information about 2FA

For further information about 2FA, see the following links:

<https://www.ncsc.gov.uk/guidance/using-passwords-protect-your-data>