

# Frequently Asked Questions on Two Factor Authentication (2FA)

In this 2FA FAQ section, we will cover the following:

- General FAQs
- Installation of Google Authenticator
- Use of Google Authenticator
- Setup of Google Authenticator (Initial Registration)
- Reset Google Authenticator (Re-register)

## General FAQs

### 1) What is Two Factor Authentication (2FA)?

2FA can be based on any two of the factors

- (i) What you know (e.g. PIN);
- (ii) What you have (e.g. One-Time-Password (OTP) token);
- (iii) Who you are (e.g. Biometrics).

A common form of 2FA involves you entering your password as the first factor, together with a One-Time-Pin (OTP) generated by token to log in to an online system (in this case PORTNET).

### 2) Why is 2FA needed?

The primary objective of 2FA to secure the authentication process and to protect your online PORTNET account against unauthorised access. When implemented, 2FA offers much greater protection against hacking than single-factor password authentication and helps to safeguard your account from unauthorised access even when the passwords have been compromised. Online fraud and mischief are becoming increasingly sophisticated and as they evolve, online security itself must advance to combat these threats. The usage of 2FA will mean a greater peace of mind for you when using PORTNET.

### 3) When is the use of the 2FA required?

2FA is required for each login to PORTNET, in addition to your usual login credentials which is the PORTNET Username and Password.

## General FAQs

### 4) How will I receive a One-Time-Pin (OTP) for 2FA?

You will receive the 2FA One-Time-Pin (OTP) via the **Google Authenticator** application. This app can be downloaded onto your mobile phone via:



### 5) What do I need for 2FA?

You will only need a mobile phone with a camera function to scan the QR code. Not forgetting your PORTNET Username and password to login.

### 6) What is a QR code?

A QR code (Quick Response code) is a type of 2D bar code that is used to provide easy access to information through a (smart) mobile phone. In this process, known as mobile tagging, the mobile phone's owner points the phone at a QR code and opens a barcode reader app which works in conjunction with the phone's camera.

### 7) If I forget to bring my mobile phone to work, will I be able to login to PORTNET?

You will not be able to login to PORTNET if you do not bring your mobile phone to the office.

## Installation of Google Authenticator

### 1) How do I install the Google Authenticator application?

- (i) Open the App Store or Google Play application in your mobile phone;
- (ii) Search for **Google Authenticator**;
- (iii) Install the application in your mobile phone.

(Note: This installation is a pre-requisite before you do the 2FA setup)

### 2) Do I need data to install the Google Authenticator application?

Yes, your mobile phone needs access to data either using your mobile phone's data plan or Wi-Fi only for the installation of the Google Authenticator application.

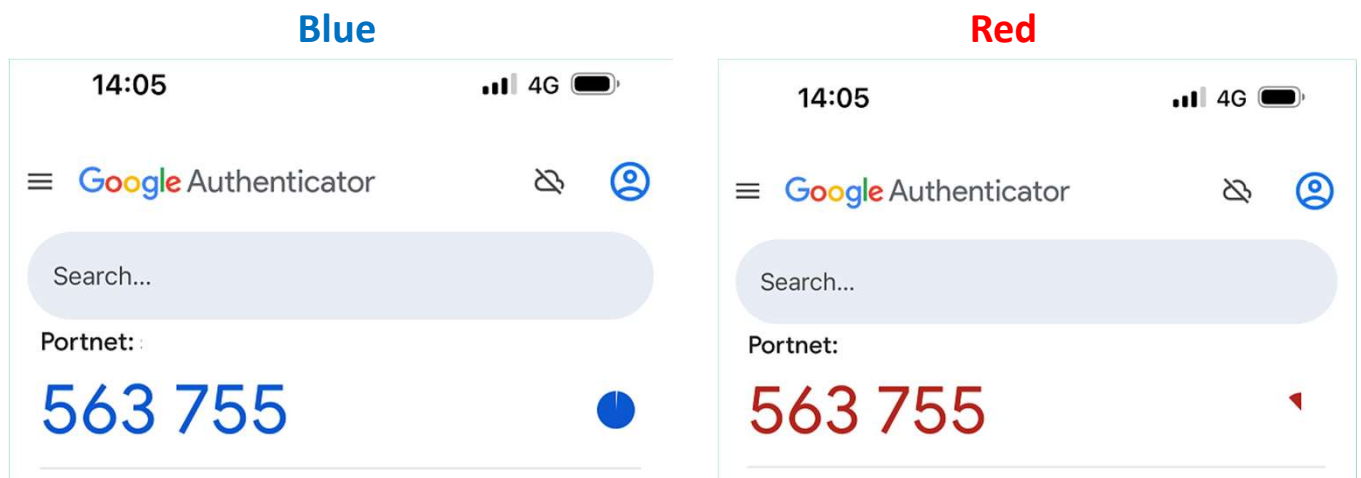
### 3) Does the Google Authenticator application need data to run?

No, the One-Time-Pin (OTP) will be randomly generated from Google Authenticator application even when your mobile phone's data plan is off or Wi-Fi is unavailable.

## Use of Google Authenticator

### 1) How fast does the 2FA One-Time-Pin (OTP) change/refresh?

Each OTP will be displayed by 30 seconds. Just before the OTP expires, you will see the colour of the OTP change from **blue** to **red**. If the OTP is **red**, wait for OTP to change/refresh.



## Use of Google Authenticator

### **2) Does every staff who needs access to PORTNET download the Google Authenticator application?**

Yes, every staff (who accesses PORTNET) must download Google Authenticator into their individual mobile phone's. Only one mobile device can be registered to a PORTNET Username at any one time.

### **3) Can staff share the same mobile phone?**

No. Each staff must have their own mobile phone.

### **4) What if I am travelling and need to access PORTNET from overseas?**

You can still access PORTNET from overseas with the mobile phone that you have downloaded and setup the Google Authenticator application.

### **5) What if I have overseas colleagues who need access to PORTNET?**

Your overseas colleagues will also need to download the Google Authenticator application into their phones.

### **6) Can my PORTNET Username be shared among colleagues?**

No, each staff within your company must have their own unique PORTNET Username & Password. Sharing of Usernames among staff leads to risks related to accountability and ease of compromise of your PORTNET account.

## Setup of Google Authenticator (Initial Registration)

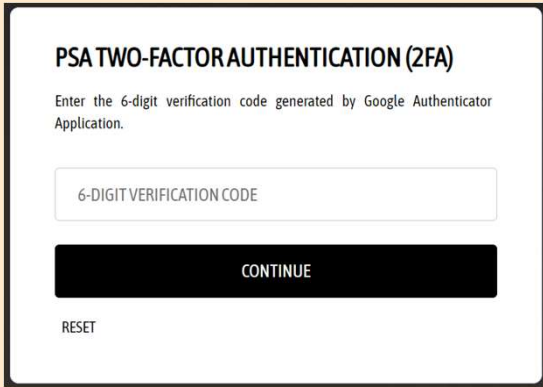
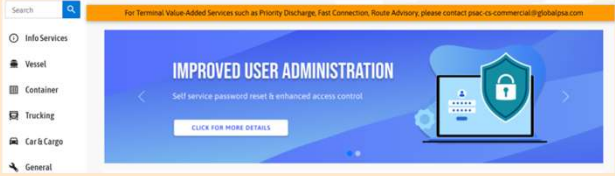
### 1) How do I setup Google Authenticator?

The simple registration steps for 2FA are as follows:

Step 1	Step 2	Step 3
<p>Login to PORTNET with your Username &amp; Password.</p> 	<p>Click "SETUP".</p> 	<p>Login to PORTNET with your Username &amp; Password.</p> 
Step 4	Step 5	Step 6
<p>Open Google Authenticator on your mobile phone and tap "+" to "Scan barcode". Scan the QR code on the screen and enter the 6-digit code. Click "Continue".</p> 	<p>You will see a success message. Click Logout and you will be redirected to the PORTNET login page.</p> 	<p>Login to PORTNET with your Username &amp; Password.</p> 

(setup continued on the next page)

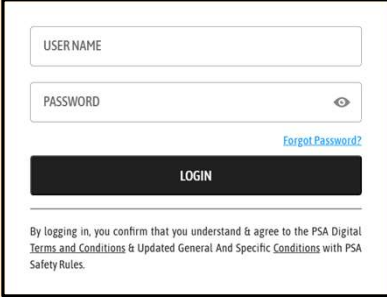
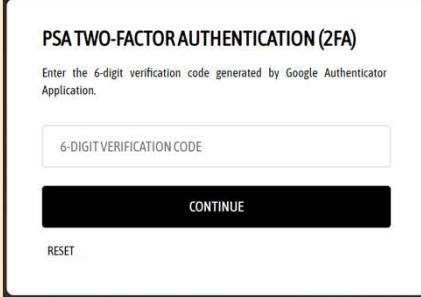
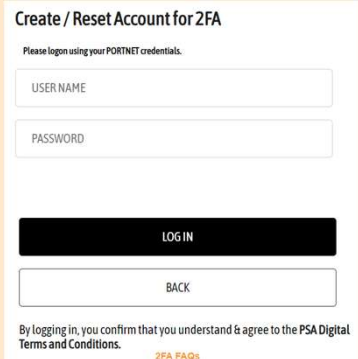
## Setup of Google Authenticator (Initial Registration)

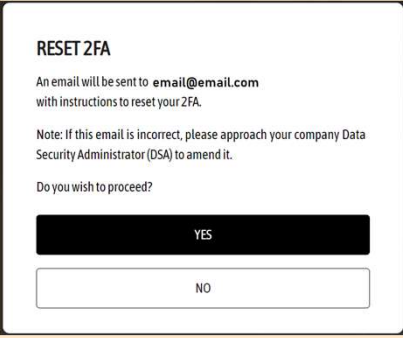
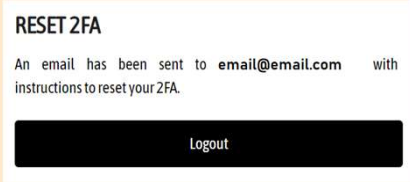

Step 7	Step 8
<p>Enter the 6-digit OTP from your Google Authenticator.</p> 	<p>You will be able to see the PORTNET menu screen.</p> 

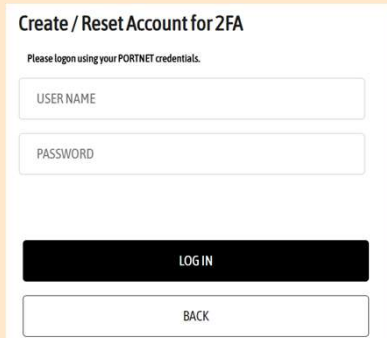
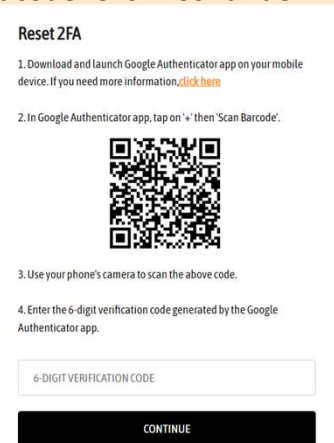

## Reset Google Authenticator (Re-Register)

### 1) I have a new mobile phone or I have lost my mobile phone and bought a new one. What should I do?

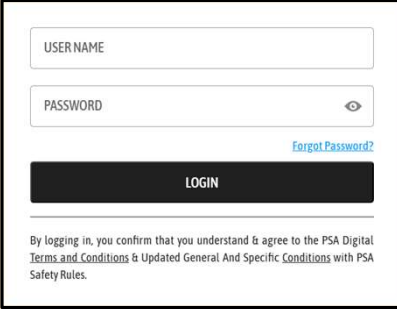
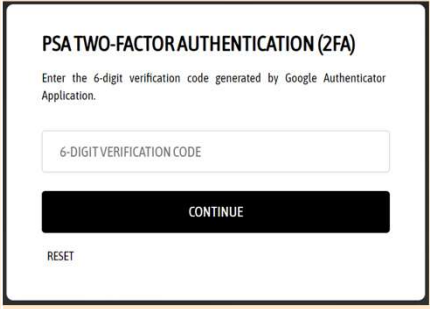
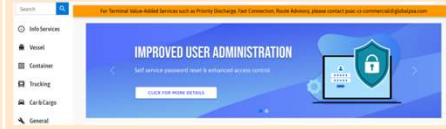
If you do not have a back-up image of your previous mobile phone on your new mobile phone, you will need to reset your Google Authenticator. The simple reset steps for 2FA are as follows:

Step 1	Step 2	Step 3
<p>Login to PORTNET with your Username &amp; Password.</p> 	<p>Google Authenticator page will be prompt. Click on "RESET".</p> 	<p>Login to PORTNET with your Username &amp; Password.</p> 

Step 4	Step 5	Step 6
<p>If your email is correct, click "Yes". If the email is incorrect, do approach your company DSA to update it).</p> 	<p>You will see a success message. Click Logout to be re-directed to the PORTNET login page.</p> 	<p>Open your Office Email, look for the email and click on 'RESET 2FA'</p> 

Step 7	Step 8	Step 9
<p>Login to PORTNET with your Username &amp; Password.</p> 	<p>Open Google Authenticator on your mobile phone and tap "+" to "Scan barcode". Scan the QR code on the screen and enter the 6-digit code. Click "Continue".</p> 	<p>You will see a success message. Click Logout and you will be re-directed to the PORTNET login page.</p> 

## Reset Google Authenticator (Re-Register)

Step 10	Step 11	Step 12
<p>Login to PORTNET with your Username &amp; Password.</p> 	<p>Enter the 6-digit OTP from your Google Authenticator.</p> 	<p>You will be able to see the PORTNET menu screen</p> 

### 2) I am using the same mobile phone but the number has changed, is there anything I need to do?

If your mobile phone is the same, there is no need to do anything. The same Google Authenticator can still be used to generate the OTP and login to PORTNET.

End