



# Using Multi-Factor Authentication (MFA) with Urban Utilities' Portals

June 2024

# Overview

Multi-Factor Authentication (MFA) will be progressively rolled out to Urban Utilities' Developer Services Portal from 1 July 2024.

The following guides you to set up your chosen option of extra cyber security.

The Developer Services Portal is on the



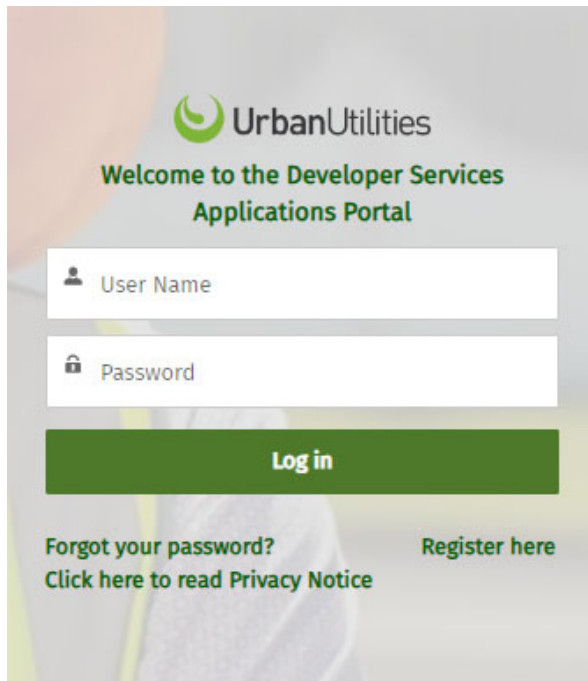
platform.

When you are setting up MFA, you may see messaging from



and Urban Utilities.

# The Login Experience After MFA Auto-Enablement



UrbanUtilities

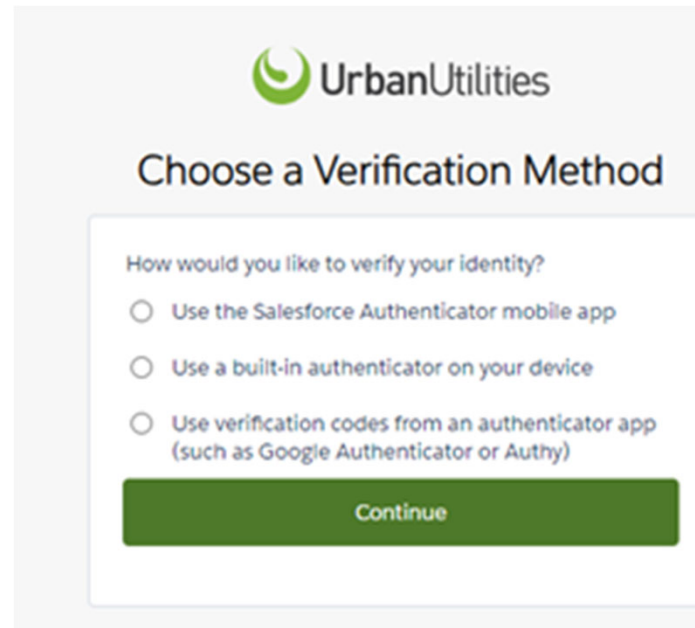
Welcome to the Developer Services Applications Portal

User Name

Password

Log in

[Forgot your password?](#) [Register here](#)  
[Click here to read Privacy Notice](#)



UrbanUtilities

Choose a Verification Method

How would you like to verify your identity?

- ☐ Use the Salesforce Authenticator mobile app
- ☐ Use a built-in authenticator on your device
- ☐ Use verification codes from an authenticator app (such as Google Authenticator or Authy)

Continue

# Choosing your preferred MFA method

If you know which MFA you prefer to use, select it from the list below and start setting it up now.

If you're not yet sure, read through the following pages to see which method will suit you. You will only be able to **set up one option**.

I would like to use the:

- [Salesforce Authenticator app](#)
- [Built in authenticator on my device](#) (laptop, tablet, computer)
- [Third-Party authenticator app](#) (eg Microsoft Authenticator, Authy, or Google Authenticator)

# Using the Salesforce Authenticator app for MFA



# Salesforce Authenticator

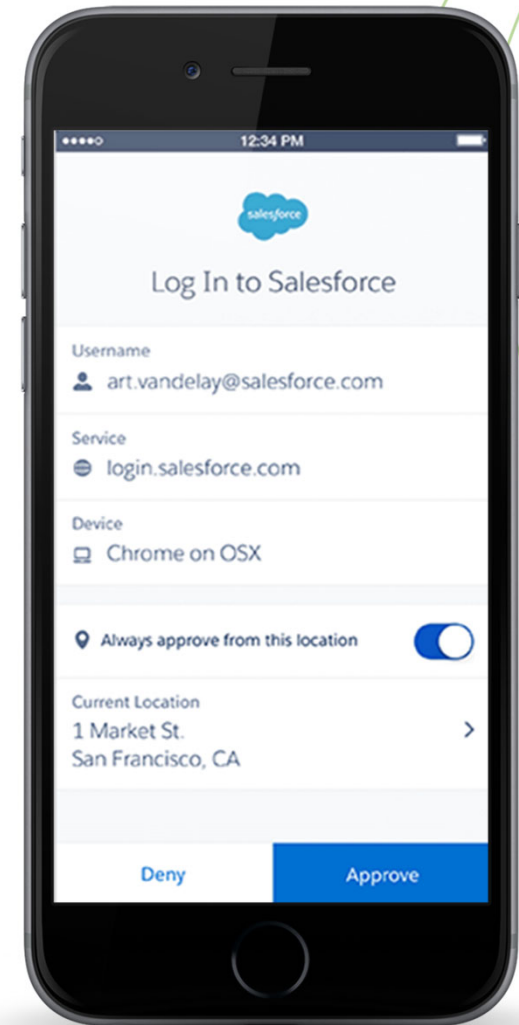
Fast, frictionless, free authentication

**Salesforce Authenticator** is a mobile app that can be used with MFA for the Developer Services Portal.

## Salesforce Authenticator tells you:

- What **action** needs to be approved
- What **user** is requesting the action
- From which **service** is the requested action coming
- What **device** the user is using
- From what **location** would the user approve or deny this request

With this information, you can simply tap the "Approve" or "Deny" button to execute the decision, completing authentication quickly as part of your login process.



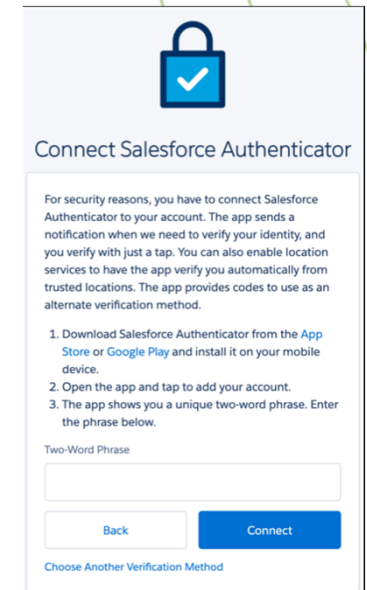
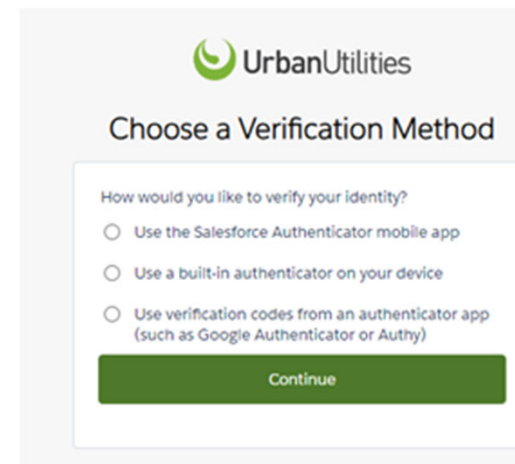
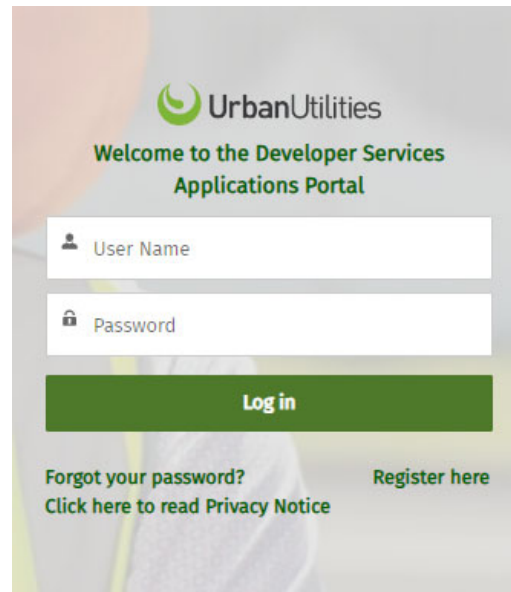
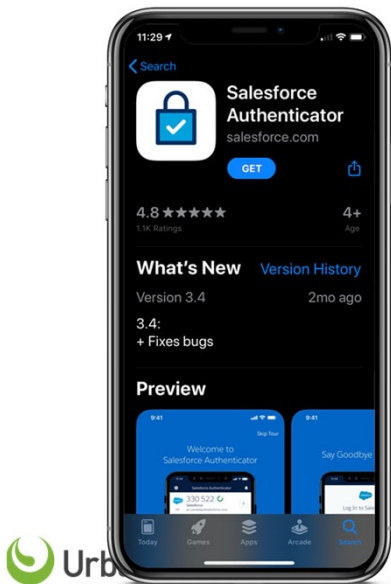
# Salesforce Authenticator: Register the App

1. Install Salesforce Authenticator on your mobile device. It's available from the Apple App Store or Google Play.

2. On your computer, log in to your account by entering your name and password and click on 'Log in'.

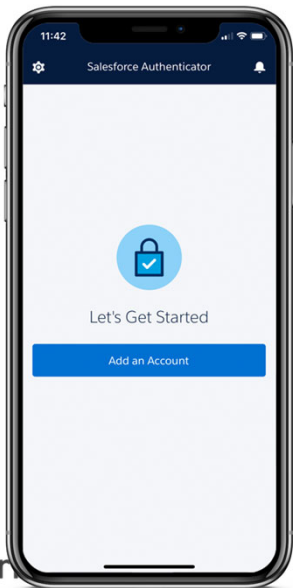
3. Select **Use the Salesforce Authenticator mobile app**.

4. The Connect Salesforce Authenticator screen displays.

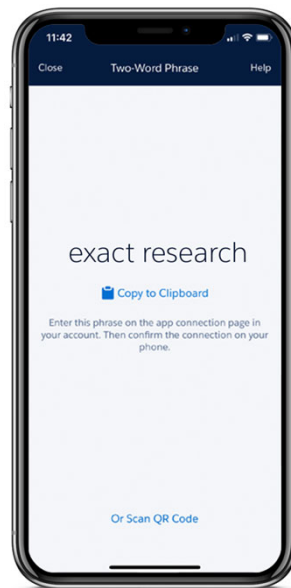


# Salesforce Authenticator: Register the App *continued*

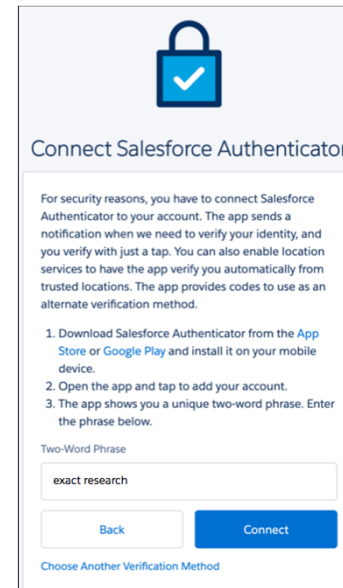
5. On your mobile device, open Salesforce Authenticator and tap **Add an Account**.



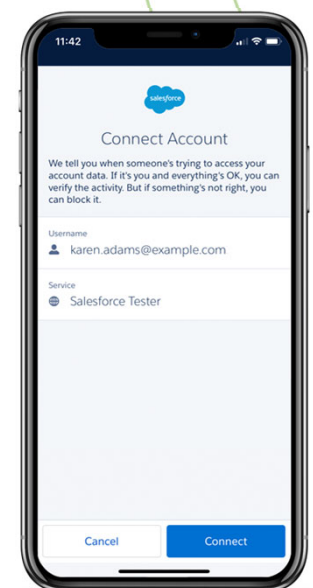
6. The app displays a two-word phrase.



7. On your computer, enter the phrase in the Two-Word Phrase field. Then click **Connect**.



8. In Salesforce Authenticator, verify that the connection details are correct, then tap **Connect**.

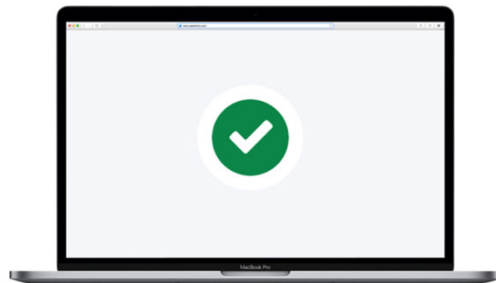
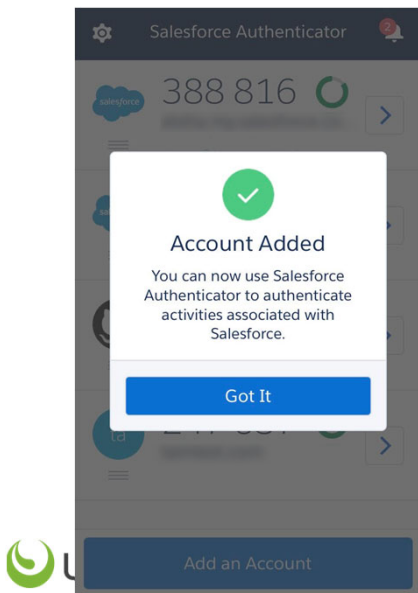




## Salesforce Authenticator: Register the App *continued*

9. And that's it! You've successfully connected Salesforce Authenticator to your account.

10. And you finish logging in.

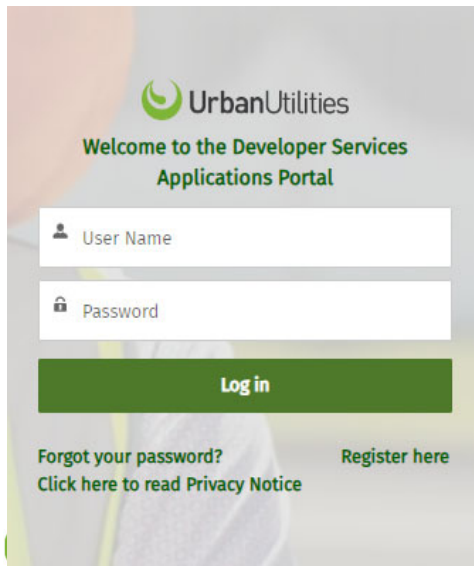


**Make sure you have notifications turned ON!**

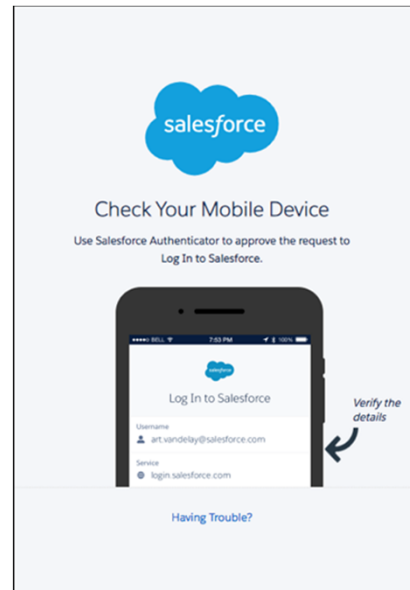
*If notifications are not turned on, you won't see the prompts to approve or deny access.*

# Salesforce Authenticator: Logging In

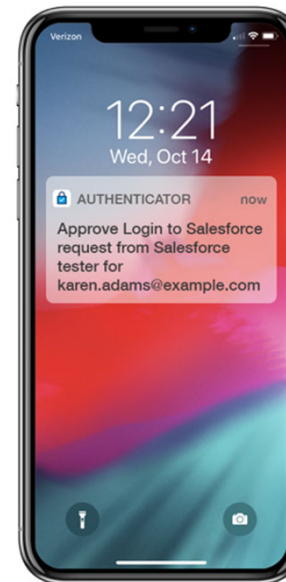
1. On the login screen, enter your username and password, as usual.



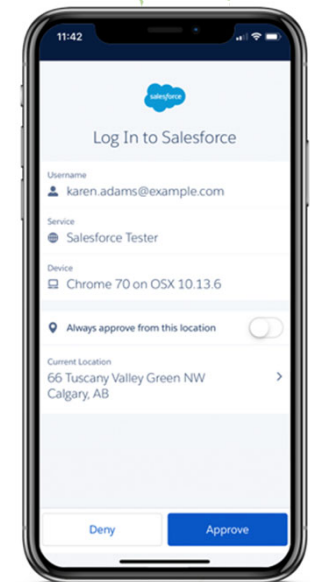
2. Salesforce prompts you to use Salesforce Authenticator to verify your identity. If you don't receive notifications, check they are turned on!



3. On your mobile device, respond to the push notification to open Salesforce Authenticator.



4. In Salesforce Authenticator, verify that the login request is from you, then tap **Approve**.



# Using the Built in Authenticator for MFA



# Built-In Authenticators

**Easy MFA verification using a desktop or mobile device's built-in authenticator service, such as Windows Hello, Touch ID, or Face ID**

- Verify identity with fingerprint, iris, or facial recognition scan
- No apps needed
- Strong public-key cryptography that's unique to the user's account
- Resistant to malware, phishing, and man-in-the-middle attacks

**Logging in with this type of verification method is easy!**

1. Enter a username and password
2. Use your built-in authenticator to provide your biometric identifier, PIN, or password



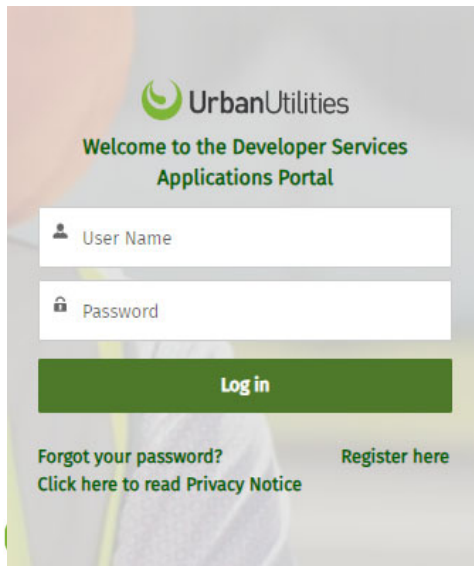
- User's device, operating system, and browser must support the FIDO2 WebAuthn standard.
- Built-in authenticator service must be enabled and set up to verify a user's identity via a biometric, PIN, or password.
- For biometric authentication, user's device must include a supported fingerprint, iris, or facial scanner.
- Works only for logins to the device where the built-in authenticator exists.

# Built-In Authenticators: Register an Authenticator

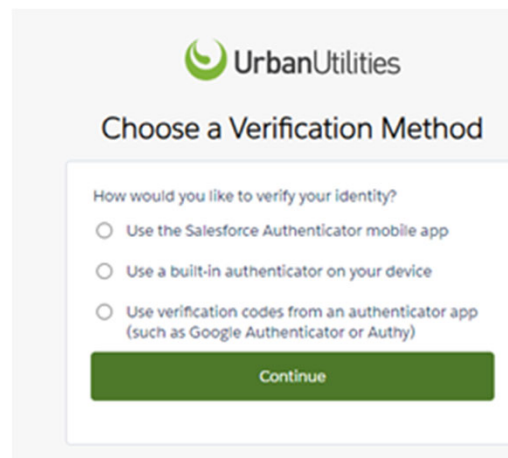
1. In a supported browser, go to the login screen and enter your username and password, as usual.

2. When you see the Verify Your Identity screen, click **Use a built in authenticator on your device**.

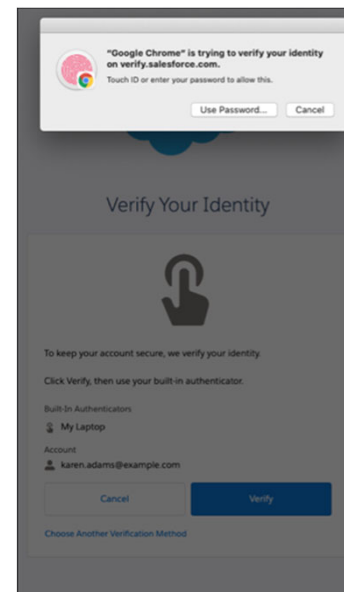
3. When prompted, enter the identifier that you set up for your built-in authenticator, such as a fingerprint, facial scan, or PIN.



The login screen for the UrbanUtilities Developer Services Applications Portal. It features the UrbanUtilities logo at the top, followed by the text "Welcome to the Developer Services Applications Portal". Below this are two input fields: "User Name" and "Password". A green "Log in" button is positioned below the password field. At the bottom, there are links for "Forgot your password?", "Click here to read Privacy Notice", and "Register here".



The "Verify Your Identity" screen. It displays the UrbanUtilities logo and the heading "Choose a Verification Method". Below the heading, it asks "How would you like to verify your identity?" and provides three options: "Use the Salesforce Authenticator mobile app", "Use a built-in authenticator on your device", and "Use verification codes from an authenticator app (such as Google Authenticator or Authy)". A green "Continue" button is at the bottom.

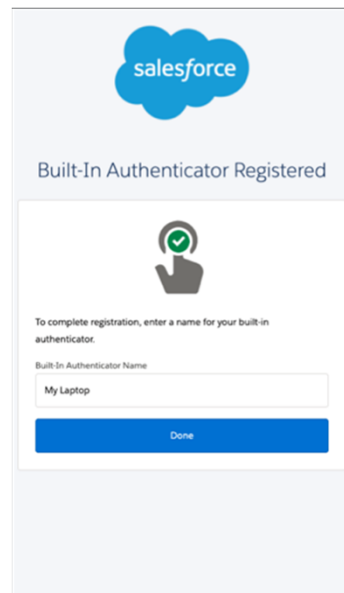
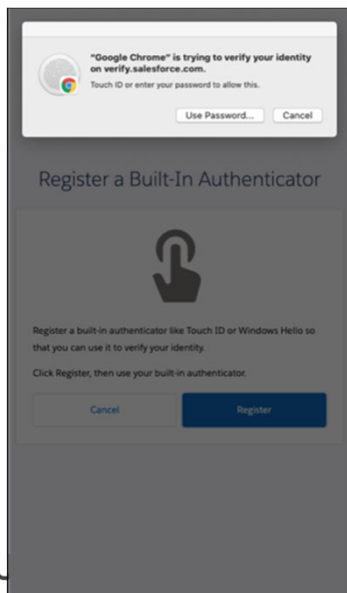


A mobile verification screen. At the top, a system message from Google Chrome states: "Google Chrome is trying to verify your identity on verify.salesforce.com. Touch ID or enter your password to allow this." Below this are "Use Password..." and "Cancel" buttons. The main heading is "Verify Your Identity". A large hand icon with a finger pointing up is shown. Below the icon, text reads: "To keep your account secure, we verify your identity. Click Verify, then use your built-in authenticator." Underneath, it says "Built-In Authenticators" and lists "My Laptop" as an option. The "Account" section shows "karen.adams@example.com". At the bottom, there are "Cancel" and "Verify" buttons, and a link to "Choose Another Verification Method".

## Built-In Authenticators: Register an Authenticator *continued*

4. When prompted, enter the identifier that you set up for your built-in authenticator, such as a fingerprint, facial scan, or PIN.

5. Assign a name to your built-in authenticator, then click **Done**. And that's it! You've connected your built-in authenticator and you finish logging in.

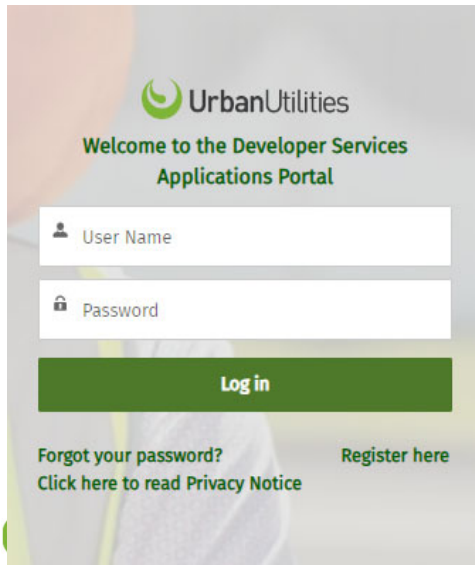


# Built-In Authenticators: Logging In

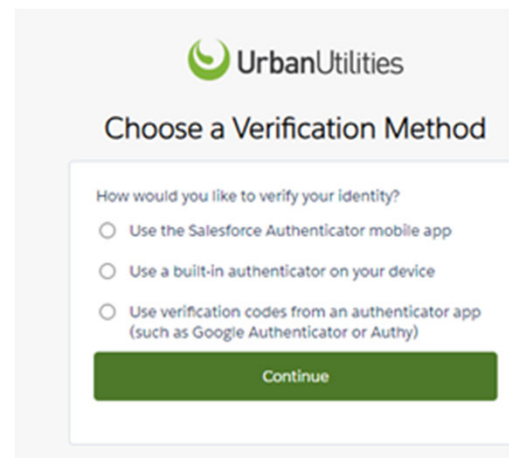
1. In a supported browser, go to the login screen and enter your username and password, as usual.

2. When you see the Verify Your Identity screen, click **Verify**.

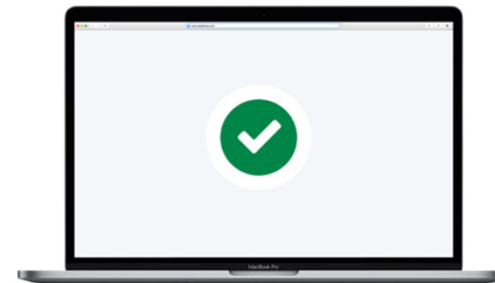
3. You're successfully logged in.



The screenshot shows the login page for the UrbanUtilities Developer Services Applications Portal. At the top is the UrbanUtilities logo and the text "Welcome to the Developer Services Applications Portal". Below this are two input fields: "User Name" and "Password". A green "Log in" button is positioned below the password field. At the bottom, there are links for "Forgot your password?", "Click here to read Privacy Notice", and "Register here".



The screenshot shows the "Verify Your Identity" screen. It features the UrbanUtilities logo and the heading "Choose a Verification Method". Below the heading is the question "How would you like to verify your identity?" followed by three radio button options: "Use the Salesforce Authenticator mobile app", "Use a built-in authenticator on your device", and "Use verification codes from an authenticator app (such as Google Authenticator or Authy)". A green "Continue" button is located at the bottom of the form.



# Using the Third-Party Authenticator for MFA





# Third-Party Authenticator Apps

You can use any authenticator app that generates temporary codes based on the OATH time-based one-time password (TOTP) algorithms (specified in [RFC 6238](#)).

To log in with this type of verification method, get a code from the app, then enter that code during the login process.

TOTP apps don't require a data or internet connection.

## Widely-Used Apps

Microsoft  
Authenticator



Authy



Google  
Authenticator



# Third-Party Authenticator Apps: Register an App

1. Install a third-party authenticator on your mobile device. Apps are available from the Apple App Store or Google Play.

2. On your computer, log in to your account using your User Name and Password and click on 'Log in'.

3. Select **Use verification codes from an authenticator app**.



The login screen for the UrbanUtilities Developer Services Applications Portal. It features the UrbanUtilities logo at the top, followed by the text "Welcome to the Developer Services Applications Portal". Below this are two input fields: "User Name" and "Password". A green "Log in" button is positioned below the password field. At the bottom, there are links for "Forgot your password?", "Click here to read Privacy Notice", and "Register here".

The "Choose a Verification Method" screen for the UrbanUtilities Developer Services Applications Portal. It features the UrbanUtilities logo at the top, followed by the text "Choose a Verification Method". Below this is a section titled "How would you like to verify your identity?" with three radio button options: "Use the Salesforce Authenticator mobile app", "Use a built-in authenticator on your device", and "Use verification codes from an authenticator app (such as Google Authenticator or Authy)". A green "Continue" button is located at the bottom.

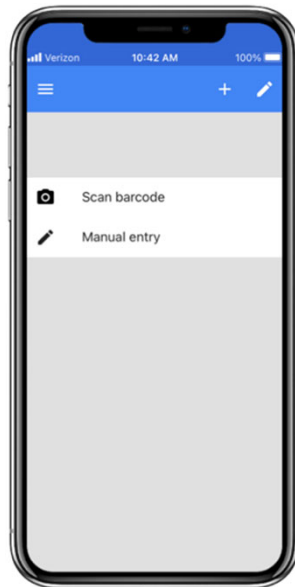
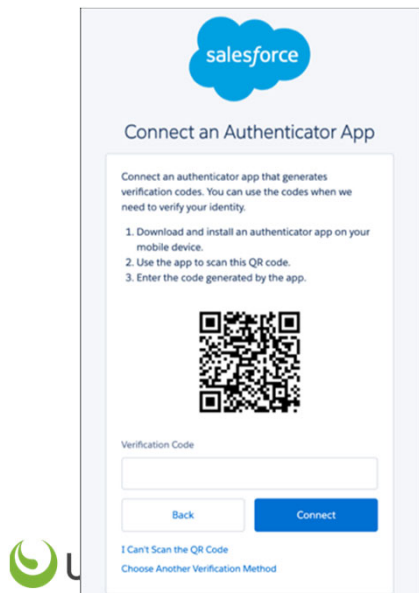
## Third-Party Authenticator Apps: Register an App *continued*

4. The Connect an Authenticator app screen displays.

5. On your mobile device, open your authenticator app and select to add a new account.

6. Use the authenticator app to scan the QR barcode that's displayed on your computer.

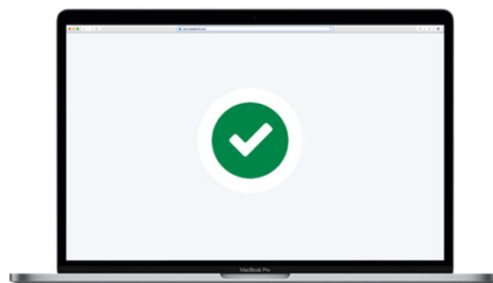
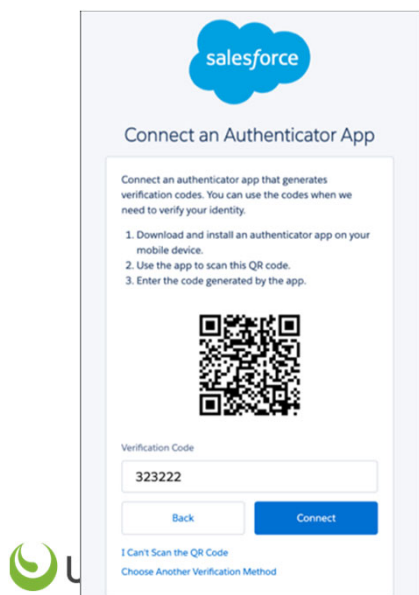
7. The authenticator app is connected to your account. The app automatically starts generating time-based one-time passcodes.



## Third-Party Authenticator Apps: Register an App *continued*

8. On your computer, enter a code generated by the authenticator app in the Verification Code field, then click **Connect**.

9. And that's it! You've successfully connected your third-party authenticator app to your account, and you finish logging in.



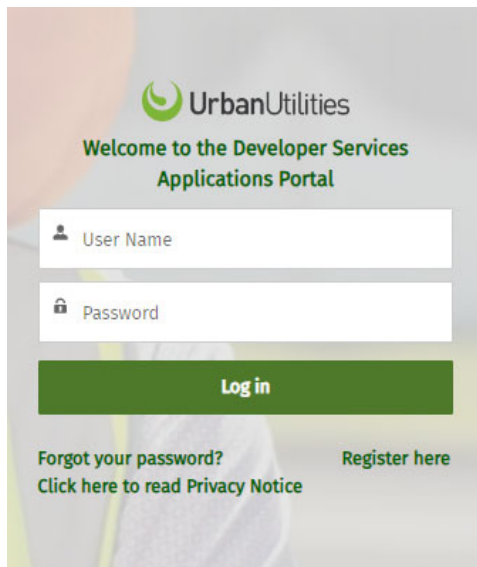
# Third-Party Authenticator Apps: Logging In

1. On the login screen, enter your username and password, as usual.

2. You're prompted to enter a code from your authenticator app to verify your identity.

3. On your mobile device, open your authenticator app to get a time-based one-time passcode.

4. On your computer, enter the code generated by the authenticator app, then click **Verify**. You're successfully logged in to your account.



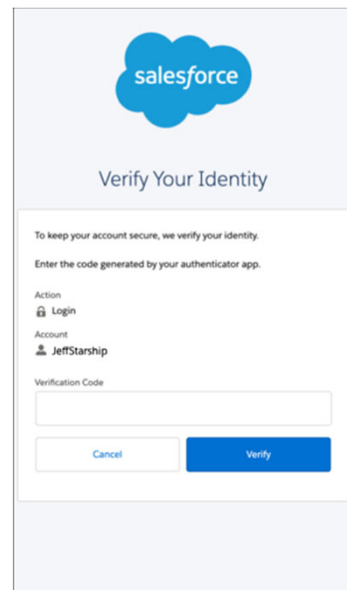
UrbanUtilities  
Welcome to the Developer Services Applications Portal

User Name

Password

Log in

[Forgot your password?](#) [Register here](#)  
[Click here to read Privacy Notice](#)



salesforce

Verify Your Identity

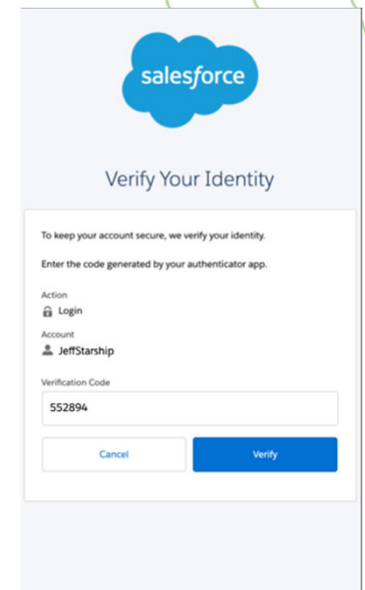
To keep your account secure, we verify your identity.  
Enter the code generated by your authenticator app.

Action  
Login

Account  
JeffStarship

Verification Code

Cancel Verify



salesforce

Verify Your Identity

To keep your account secure, we verify your identity.  
Enter the code generated by your authenticator app.

Action  
Login

Account  
JeffStarship

Verification Code  
552894

Cancel Verify

# Experiencing difficulties?

## *Call*

Development Enquiries  
(07) 3432 2200  
8:30am – 4:30pm weekdays

## *Email*

**[DevelopmentEnquiries@urbanutilities.com.au](mailto:DevelopmentEnquiries@urbanutilities.com.au)**





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