

ETKA – Information about the 2-Factor Authentication

Dear ETKA administrator,

every ETKA user with the user role "**Account Administrator**" will have to use the second factor for the following actions:

- Starting the ETKA parts catalog (necessary only once a day)
- Entering and saving the ETKA user data in the user identification in the ETKA Settings
- Logging in on www.etkainfo.com

You can receive the necessary second factor either by an authenticator app or by e-mail. You decide for yourself which method you would like to use.

If you decide for an authenticator app, we leave the choice up to you. Possible are for example:

- Google Authenticator
- Microsoft Authenticator
- WinAuth

For IT security reasons, PingID is not supported.

Important:

The user role "**Account Administrator**" is not necessary for the daily work with ETKA. We recommend you create users without this user role or to remove that role from existing users that do not need it.

Furthermore, check if your email-address is stored correctly in *ETKAinfo* and if every ETKA user has their own e-mail-address. This is the only way we can ensure that the e-mails for the 2nd factor as well as for forgotten passwords get sent to the correct address.

1) Setting up the Second Factor

If you access modules of ETKA that require a 2nd factor for authentication as an administrator (e.g. starting the ETKA parts catalog), you have to log in with your ETKA user data. After that, you will be asked for the method of authentication.

Setup of the authenticator app:

1. Install an authenticator app on your mobile device.
2. Select the method **"Authenticator app"** in ETKA and click on **"Continue"**.
3. You receive a confirmation code by e-mail. Enter this code in the field at E-mail authentication.
4. Scan the QR code with the app on your mobile device. You receive a confirmation code. Enter this code in the field at app authentication.
5. Click on **"Activate"**.
6. You now have set your authentication method to **"App"**. See the next chapter on how to use it for authentication. If you want to change your method, you have to reset your ETKA password. More information can be found in chapter **"3) Changing the authentication method"**.

Setup of the e-mail authentication:

1. Select the method **"e-mail with confirmation code"** in ETKA and click on **"Continue"**.
2. You receive a confirmation code by e-mail. Enter this code in the field at e-mail authentication.
3. Click on **"Activate"**.
4. You now have set your authentication method to **"e-mail"**. See the next chapter on how to use it for authentication. If you want to change your method, you have to reset your ETKA password. More information can be found in chapter **"3) Changing the authentication method"**.

Select method

⚠ You have not yet activated a second factor for authentication.

I want to authenticate myself by...

using an authenticator app. ⓘ

receiving an e-mail with confirmation code. ⓘ

CONTINUE

E-Mail authentication


The confirmation code was sent to and****turm@lexcom.de.

Confirmation code

12345678

App authentication

On your smartphone, install an Authenticator app of your choice. Scan this QR code with the app to receive the confirmation code.



OF6Z4RFSPYU4LUDIUW7TXUPAR2MOSME

Confirmation code

12345678

Back ACTIVATE

E-Mail authentication

The confirmation code was sent to and****

Confirmation code

12345678

Back ACTIVATE

2) Using the 2-Factor Authentication

If you set your method for the 2-factor authentication you can access the relevant modules as follows:

Authentication by app:

1. Log in with your ETKA Account Administrator user data. You now have to enter a confirmation code.
2. Open your authenticator app and enter the displayed code.
3. Click on **“Login”**. You are now successfully logged in.

Authentication by e-mail:

1. Log in with your ETKA Account Administrator user data. You now have to enter a confirmation code.
2. The confirmation code is sent to you by e-mail. Enter the code in the input field in ETKA.
4. Click on **“Login”**. You are now successfully logged in.

3) Changing the authentication method

If you want to change your authentication method, you must change your password via the function **“Password forgotten”**.

1. Click in the ETKA login screen on **“Password forgotten”**. As an alternative, you can also click on **“Password forgotten”** in your browser on www.etkainfo.com.
2. Now enter either your company-ID and user name or your e-mail address.
Note: Resetting the password by entering the e-mail address only works if each user has their own e-mail address.
3. You will receive an e-mail with a link to a page where you can change your password. After you have changed the password, you can select the authentication method again. Follow the instructions on chapter **“1) Setting up the second factor”**.