

# UPM – Multi-Factor Authentication

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UPM 25.x

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# Introduction

Multi-factor or Two-factor authentication (2FA), sometimes referred to as two-step verification or dual-factor authentication, is a security process in which users provide two different authentication factors to verify themselves.

MFA is implemented at UPM, to better protect both a user's credentials and the resources the user can access. Multi-factor authentication provides a higher level of security than authentication methods that depend on single-factor authentication (SFA), in which the user provides only one factor -- typically, a password or passcode along with the User ID. UPM's multi-factor authentication methods rely on a user providing an User ID/Email ID and password as the first factor and a second, different factor -- usually a security token sent over via email.

## MFA Process

Enabling multi-factor authentication involves the multistep process:

- The UPM Admin activates Multi-factor Authentication for the specific UPM User.
- The UPM User is prompted to log in by the UPM Application.
- UPM User enters what they know -- usually, username/email id and password, as the first login step. Then, the UPM portal finds a match and recognizes the User.
- UPM then prompts the User to initiate the second login step by prompting the User to provide the Verification Code sent over to the registered email id of the User.
- The UPM User checks his mail inbox, accesses the verification code, and enters the one-time code that was generated during the previous step.
- After providing the Code, the User is authenticated and granted access to the UPM application.



# UPM Process

- Admin navigates to Administration -> User Management -> Manage Users
- Selects the User and goes to Edit the User Details and enables MFA by clicking the highlighted checkbox.

Administration > Users > View a User > Add/Edit a User

Add/Edit a User

Save Cancel

User Information

First Name *:	Austin	Last Name *:	Rhodes		
User Name *:	austin.rhodes@e-entertainment.com	Status *:	Approved		
Email Address *:	austin.rhodes@e-entertainment.com	Other Email:	austin.rhodes@e-entertainment.com		
Company Name *:	AETHER Reseller	Select   Clear	Profile *:	Portal Administrator	Select   Clear
Title:	CEO	Direct Phone:	1-951-555-4600		
Mobile :	1-951-555-9101	Department:	Business Operations		
Other :	Other	Fax :	1-951-555-9371		
Main Phone :	Main Phone				
Primary Address:	Suite 300				
Primary Address2:	One Harbor Drive				
City:	Sausalito	Country *:	USA		
State *:	California	Postal Code:	94965		
Contact *:	Austin Rhodes	Select   Clear	Salesforce ID:	Salesforce ID	
Reports To *:	Portal Admin	Select   Clear	Wizard Type:	Select	
Group *:	Partner Admin Group	Select   Clear	User Image :	 Tim.png	
User Type:	User Type	API Profile:	Select   Clear		
Business Model:	Select	Country Code:	Select		
Account Country :		Region :			

User Settings

Time Zone *:	(GMT-08:00) Pacific Time (US & Canada)	Language *:	English
<input checked="" type="checkbox"/> Multi Factor Authentication Enabled		<input checked="" type="checkbox"/> Internal Administrator	
<input checked="" type="checkbox"/> T&C Accepted		<input checked="" type="checkbox"/> Internal User (Non-Admin)	
<input checked="" type="checkbox"/> Is User Profile Locked?		Failed Login Count :	5
Forgot Password Count : <input type="text" value="10"/>		<input checked="" type="checkbox"/> Legacy Login <span style="float: right;">?</span>	

- The User details are Saved to ensure that Multi-factor authentication is enabled for the User.
- Post saving the feature, MFA enablement is confirmed by viewing the user Details.

Administration > Users > View a User

**View a User**

Edit Delete Assign To Request Impersonation Impersonate Permanent Delete Change Username Resend Impersonate Email Send a Welcome Email

**User Information**

First Name :	Austin	Last Name :	Rhodes
User Name :	austin.rhodes@e-entertainment.com	Status :	Approved
Email Address :	austin.rhodes@e-entertainment.com	Other Email :	austin.rhodes@e-entertainment.com
Company Name :	AETHER Reseller	Profile :	Portal Administrator
Title :	CEO	Direct Phone :	1-951-555-4600
Mobile :	1-951-555-9101	Department :	Business Operations
Other :		Fax :	1-951-555-9371
Main Phone :			
Primary Address :	Suite 300		
Primary Address2 :	One Harbor Drive		
City :	Sausalito	Country :	USA
State :	California	Postal Code :	94965
Contact :	Austin Rhodes	Salesforce ID :	
Reports To :	Portal Admin	Wizard Type :	
Group :	Partner Admin Group	User Image :	 Tim.png
User Type :		API Profile :	
Business Model :		Country Code :	
Account Country :		Region :	

**User Settings**

Time Zone :	(GMT-08:00) Pacific Time (US & Canada)	Language :	English
Multi Factor Authentication Enabled :	Yes	Internal Administrator :	No
T&C Accepted :	Yes	Internal User (Non-Admin) :	No
Is User Profile Locked? :	Yes	Failed Login Count :	5
Forgot Password Count :		Legacy Login:	No

**Groups**

**Roles**

**Countries**

**Users Assignment History**

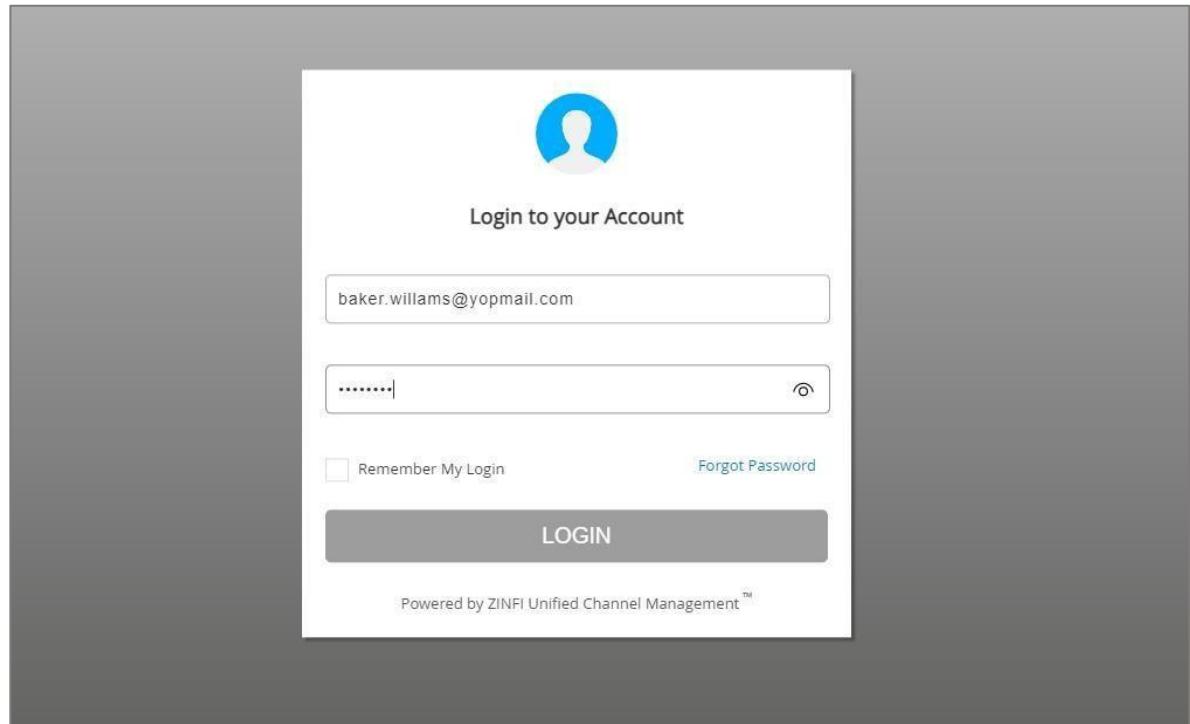
**Sales Territories**

**User Impersonation Requests**

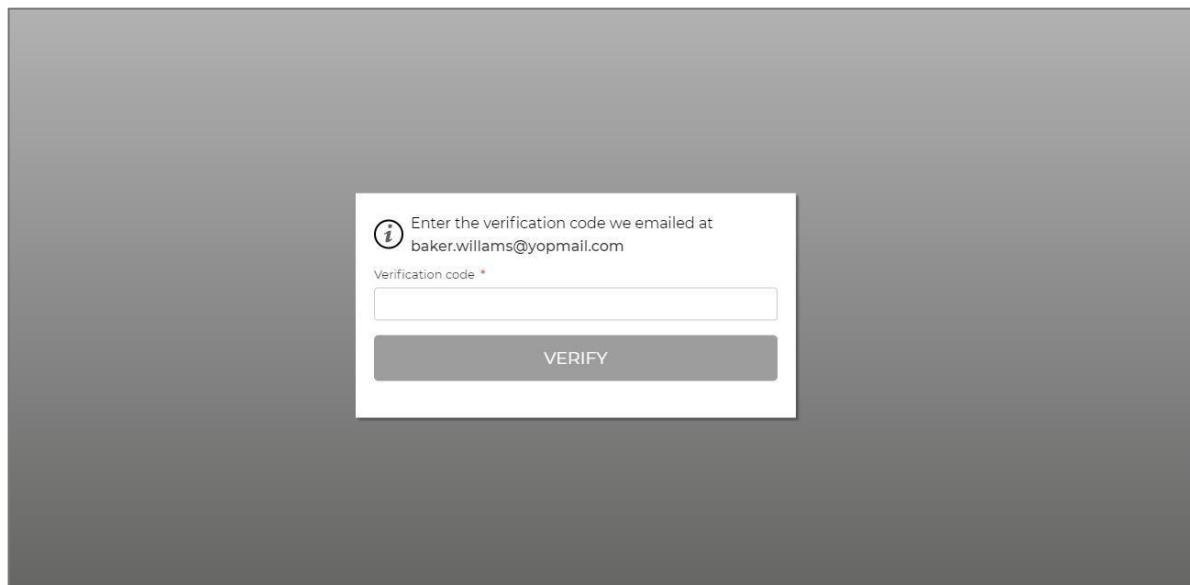
**Demo Roles**

**Login/Forgot Password History**

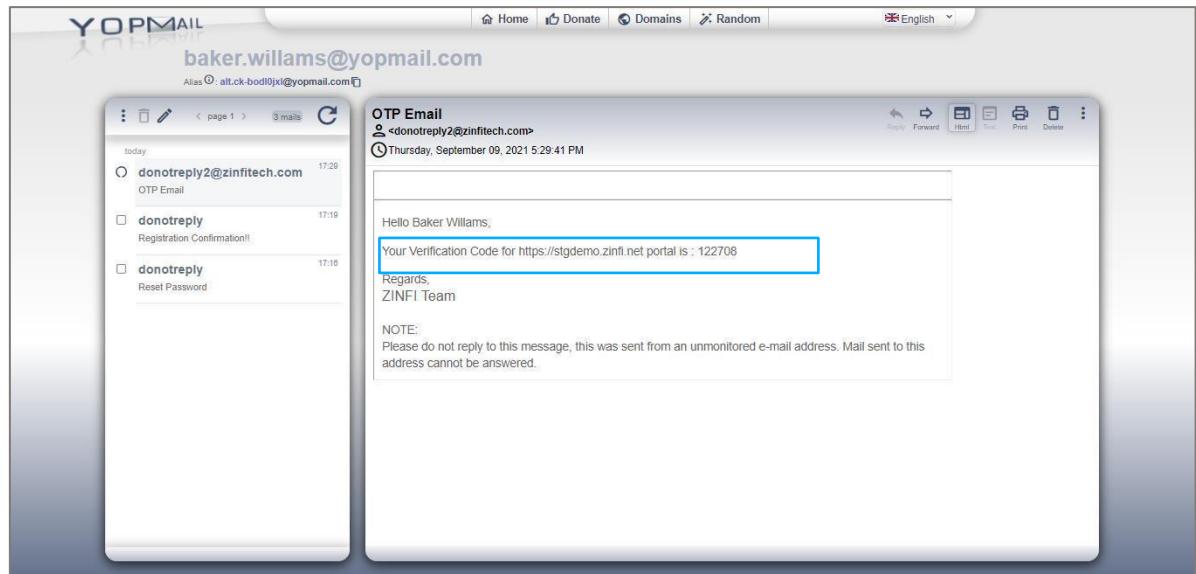
- Once MFA is enabled for the user. The User starts the login process to UPM by providing the Username/Email ID and Password - and clicks Login.



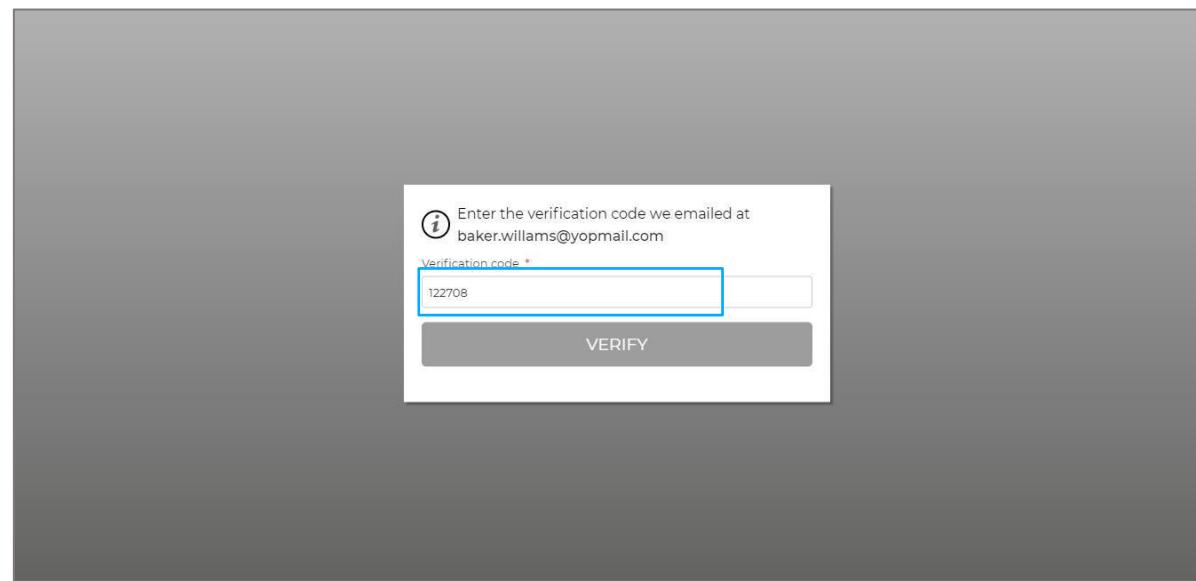
- Once the first level credentials are authenticated by the system, the system emails the verification code to the registered email id of the User, and the user is prompted to enter the Verification Code.



- The User retrieves the Verification Code from the automated email sent via the UPM System, located in the User's Email Inbox.



- The Verification Code is copied and entered as the Verification Code by the User and Verify is clicked, for the second level authentication system.



- With The Verification Code validated by the UPM system, the User is granted access to the UPM System.

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**Compliance & Governance**

Module	Warning
Business Plans	3 Days Left to execute 2 Campaigns
Leads	2 Days Left to accept 11 Assigned Leads
MDF	10 Days Left to submit 2 MDF Claims

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