

## Using 2FA to access your CPD/TIMS account.

Two Factor-Authentication (2FA) is mandatory for all users of Salesforce-based platforms.

When you log in to your TIMS or CPD account, you will be prompted to provide an additional verification method using 2FA.

You will need to download your preferred authenticator app from the App Store or Google Play. The options for authenticator apps and how to use them are listed in the links **below**.

Authenticator apps work on the principle of providing a one-time identifier from a physical device, usually your mobile phone. These apps are confirmed to work with the TIMS and CPD platform.

| Authenticator app                                                                                                                                                                      | How it Works                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | URL                                                                                                                                                                                                                                                                                                                                                                                                                        |
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| <b>Option one:</b><br>Salesforce Authenticator                                                                                                                                         | After a user enters their username and password, the app sends a notification to your mobile device. The user taps the notification to open Salesforce Authenticator which verifies the request and completes the login.                                                                                                                                                                                                                                                                                                                  | <ul style="list-style-type: none"><li>- <a href="#">Apple App Store</a></li><li>- <a href="#">Google Play</a></li></ul>                                                                                                                                                                                                                                                                                                    |
| <b>Option two:</b><br>Built-in authenticators <ul style="list-style-type: none"><li>- Windows Hello</li><li>- Touch ID</li><li>- Face ID</li><li>- Fingerprint</li><li>- PIN</li></ul> | Built-in authenticators verify a user's identity through a biometric reader, which is built into a user's computer or mobile device. After you enter a username and password, the built-in authenticator prompts you for a biometric (fingerprint or facial recognition scan), PIN, or password identifier. NB: Built-in authenticators can't be used for MFA verification in the CPD/TIMS mobile app. To log in to the mobile app, users must register a backup verification method such as an authenticator app in options one or three |                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>Option three:</b><br>Third-party authenticator apps <ul style="list-style-type: none"><li>- Google Authenticator</li><li>- Microsoft Authenticator</li><li>- Twilio Authy</li></ul> | During login the user is requested a code that is generated by this app as a one-time password. These apps can be used without internet access.                                                                                                                                                                                                                                                                                                                                                                                           | Google Authenticator <ul style="list-style-type: none"><li>- <a href="#">Apple App Store</a></li><li>- <a href="#">Google Play</a></li></ul> Microsoft Authenticator <ul style="list-style-type: none"><li>- <a href="#">Apple App Store</a></li><li>- <a href="#">Google Play</a></li></ul> Authy <ul style="list-style-type: none"><li>- <a href="#">Apple App Store</a></li><li>- <a href="#">Google Play</a></li></ul> |

## How to connect to an authenticator app

A set of instructions are linked below for each authenticator app option.

[Option one: Salesforce](#)

[Option two: built-in authenticators](#)

[Option three: third-party authenticator \(Google, Microsoft, or Twilio\)](#)

## Further support

Should you require assistance, please contact AOA by calling 02 8071 8000 or via [cpd@aoa.org.au](mailto:cpd@aoa.org.au) for CPD users and [training@aoa.org.au](mailto:training@aoa.org.au) for TIMS users.