

Multi-Factor Authentication (MFA) for My View

What is Multi-Factor Authentication?

Multi-factor authentication or MFA for short is a multi-step account login process which requires users to enter more information than just a password to access an account. MFA introduces an extra level of authentication providing much better security. As your My View account holds personal data on you, your employees and/or your pay information, we want to make sure it is as secure as possible.

If you are using the mobile phone app version of My View, you will only need to use MFA the first time you log in. After this, you do not need to use MFA as your face recognition/thumb print recognition provides an equivalent level of security. If you are using My View for the very first time, you will need to register via the web-based version first and this will require you to go through the MFA process.

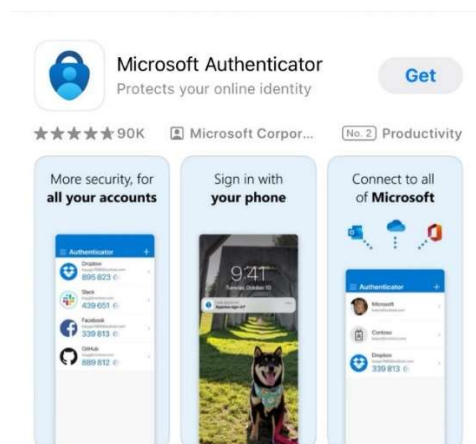
If you are using the web-based version of My View, whether that is on a computer, laptop or mobile device, you will need to enter a code each time you log in.

User Guide to Multi Factor Authentication

Step 1

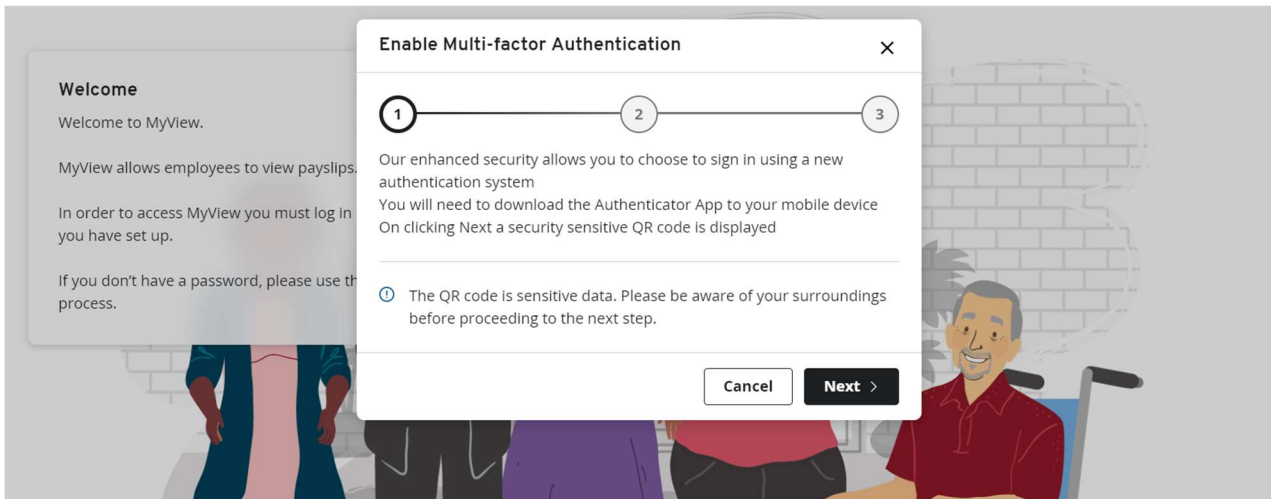
You will need to download an Authenticator App on a mobile device to get the code you need. You will only need to do this once. Microsoft Authenticator is a well-recognised one and can be downloaded onto Apple or Android phones. The app is free. Other authenticator apps are available, including Google Authenticator if you prefer.

This Microsoft Authenticator app is free to download and free to use. If you are being asked to pay anything or offered a free trial period, you have downloaded a different one. Please delete and download this one below.



Step Two

When you log into My View, a box will appear.

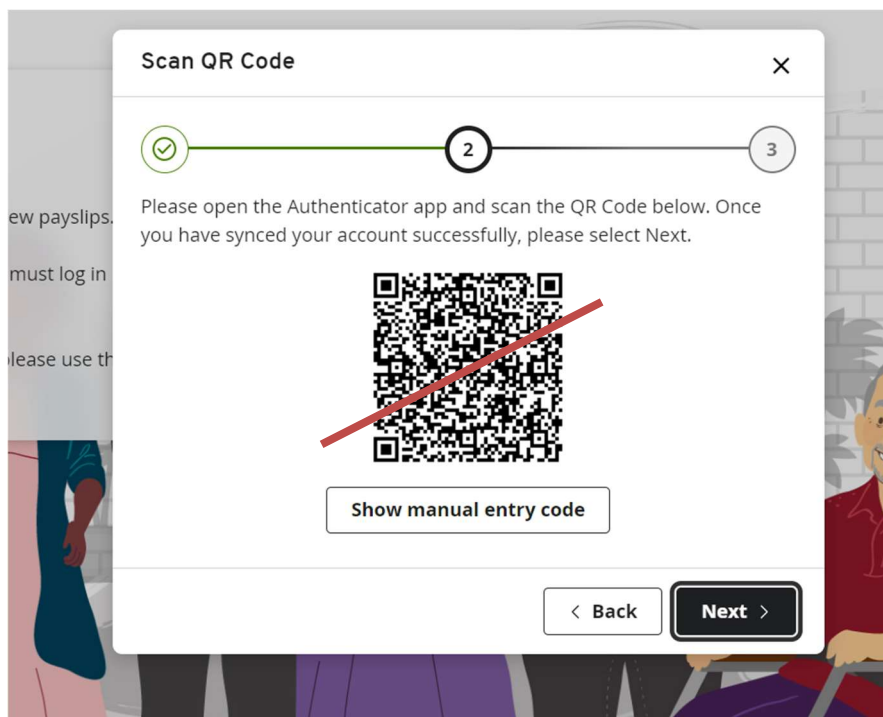


Click on 'Next'.

Step Three

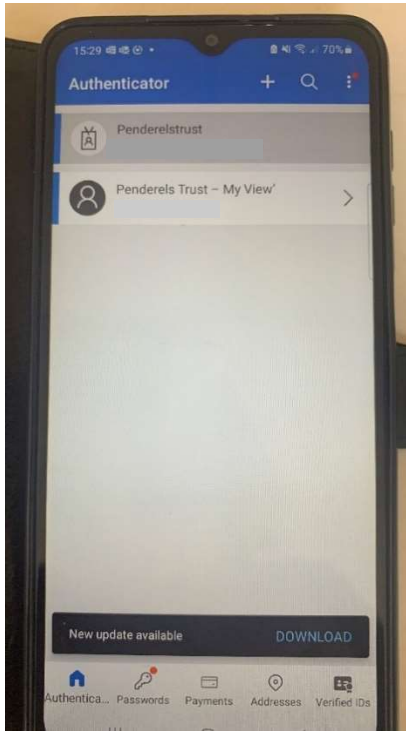
This will bring up a QR code. Please follow the instructions by going into your authenticator app and scanning the QR code in the box.

Please don't try and scan this code below, you will get a personal one.

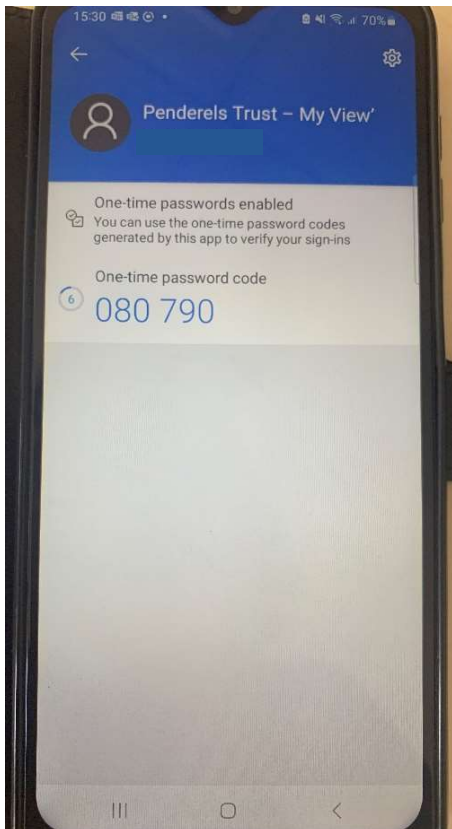


Step Four

Follow the instructions on your app to obtain the verification, this is what it looks like on the Microsoft Authenticator app.

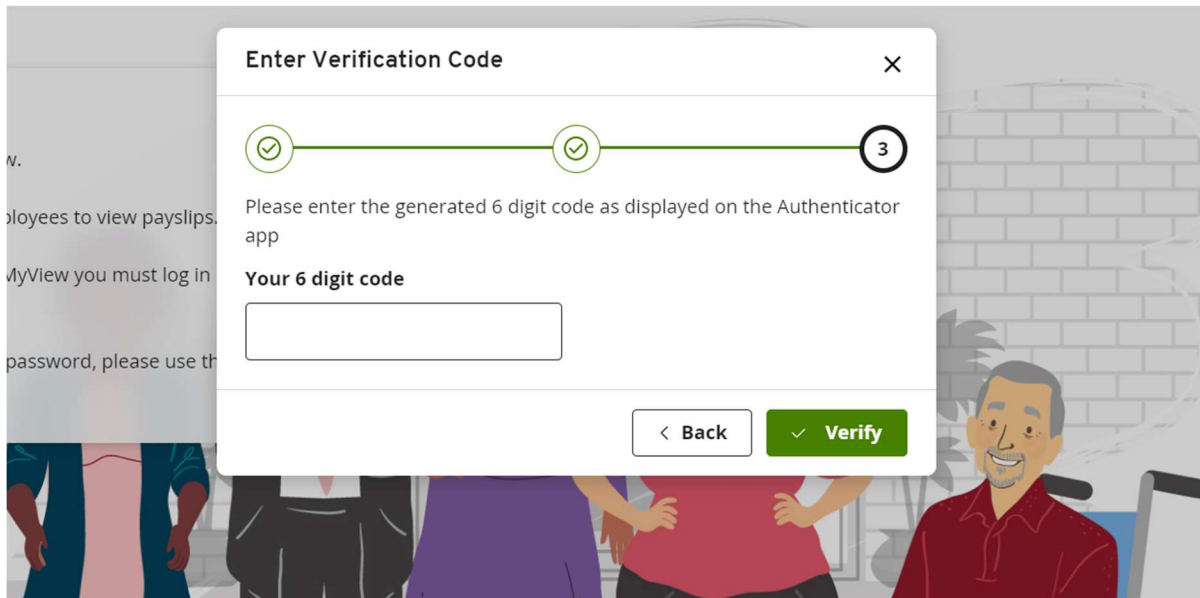


Click on the arrow which will take you to the verification code.

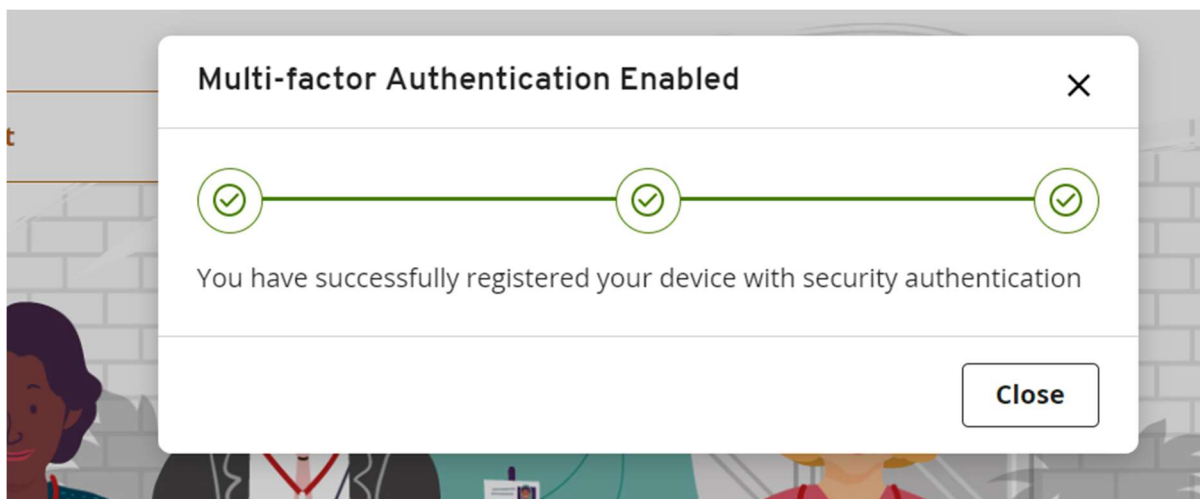


Step Five

Enter your six-digit code in the box and click on 'Verify'.



This will confirm you have enabled Multi-factor authentication.



Click on Close. You will then be taken into your account.

Next time you log in, you just need to go to your authenticator app to get a new code, you shouldn't need to scan the QR code again.

If you work for more than one employer, you will have a different QR code for each account. You will need to follow the process for each one.

Once they are set up, they will be listed in your authenticator app and you just click on the name of the employer you need to get the six digit code.

Please contact us on myview@penderelstrust.org.uk if you have any questions on this process.

Frequently Asked Questions

Q: I can't scan the QR code on my phone. What do I do?

A: You can request the manual code and set it up via the app. If you are using the Microsoft Authenticator App, the instructions are as follows from the Authenticator home screen.

Click on the + button at the top of the screen.

Click on 'Other account'.

Click on 'Or enter code manually' and enter the code. This should set you up as if you'd scanned the QR code.

Q: The authenticator app is asking me to pay a fee or only the trial period is free. I don't want to pay.

A: We suggest you use the Microsoft Authenticator App. It is free to download and free to use. There is no fee and no trial period. The apps all look very similar. If you have inadvertently downloaded the wrong one, please delete it and look for the correct one.

Q: I don't have a Smartphone and can't download the app. Do I have to stop using My View?

A: No you don't. If you are unable to use an authenticator app, we can switch off the MFA feature on your My View account. We will ask you to confirm that you are happy for us to do this as you are accepting you do not have the highest level of security on the account (it is still very safe). Please email us at myview@penderelstrust.org.uk to let us know you wish to opt out and we will send you the disclaimer.

When you log into My View after MFA has been disabled, click on 'Not Now' which will skip this process when the box comes up on screen.