



## What is MFA?

Multi-Factor Authentication, or MFA, is a protocol that adds an additional layer of security to the authentication process. It is also known as 2-Factor Authentication or 2FA. In this whitepaper, we will refer to the protocol as MFA.

In a normal login flow, someone enters their username and password and is logged in. This process entails only one layer of security: the password. The risk of this approach is that a malicious hacker would merely need to obtain a user's password to gain access to their account. Moreover, aside from brute-forcing, there are numerous other ways for a hacker to get someone's password. Examples include phishing, keylogging, special access (i.e., shoulder surfing), or social engineering. A stronger password helps against brute-forcing or shoulder surfing but is not any more effective against phishing or keylogging. It also brings an additional burden to the user, having to remember a stronger password.

With MFA, the user needs an additional factor while logging in. The flow starts similarly, with the user typing in their username and password. Then, the user is prompted with another authentication question. A typical second factor is an SMS text message that is sent to the user's phone. This SMS message contains a one-time use code that the user needs to fill in to complete their authentication. Another way is using an authenticator app, which will ask the user if they are genuinely the one attempting to log into their account. This extra authentication factor ensures protection from malicious access, even in the case of a password leak. A hacker needs access to both the password and the user's phone or authenticator to complete the authentication.

## How MFA works at Effactory

MFA can be requested by any organization that works with the Effactory platform. If an organization has enabled MFA, all users who have access to that organization must set up MFA on their account.

At Effactory, MFA is set up by using SMS text messaging. Users can register a phone number to their account and receive a 6-digit code to verify their login attempt.

### Registration

Let's look at how to set up MFA with Effactory. First, you log in with your username and password.

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## Sign in to My Effactory

Make the most out of feedback!

E-mail

Password

Sign in

[Forgot your password?](#)

Next, you need to register your phone number, where you would like to receive the MFA SMS code.

Select the correct country code and fill in the phone number.

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## Set up two-factor authentication

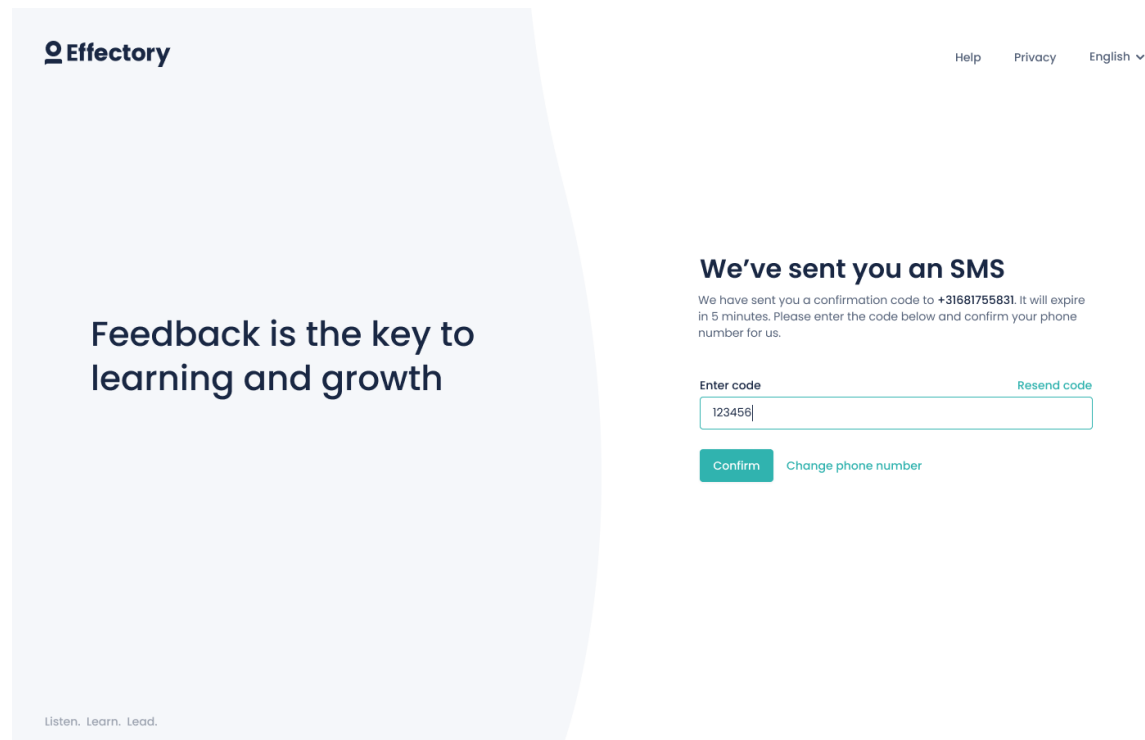
Your organization requires you to use two-factor authentication. This will help secure your account even better! We will send you a verification code via SMS, each time you sign in to My Effactory.

What number would you like to use for this?

Don't worry, we will never share your number with anyone or use it for any other purpose.

Register phone number

We will send a 6-digit code to the number to verify it and ask you to enter the code on the next screen to confirm your registration.



After entering the code, your number is confirmed with us, and you are logged in.

## Logging in

Once your number is registered, you can log in with MFA. First, you will enter your username and password as usual. Then, you will receive an SMS with another 6-digit-code to enter and complete authentication.

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### We've sent you an SMS

Thanks for keeping your account secure. Check your mobile device with the number \*\*\*\*\*382 to retrieve your security code.

Enter verification code

[Resend code](#)

Sign in

Has your number changed? [Contact helpdesk](#) 

## How to enable MFA at Effactory

If you are a client at Effactory, you can enable MFA for all users in your organization. Please get in touch with your contact person at Effactory and request MFA for your organization.

## Rules and restrictions

- MFA at Effactory uses SMS only. Therefore, a valid phone number is required for this. In the future, we are planning to support Authenticator apps as well.
- Different users can use the same phone number.
- To change the phone number linked to your account, please contact Effactory support.
- The 6-digit code is valid for 5 minutes or until first use.
- If you are using Single Sign-on with Effactory, you will have to set up your own MFA, and you cannot make use of the Effactory MFA.
- To turn MFA off, whether for your account or your entire organization, contact Effactory support.
- If MFA is turned off for an organization, it will not automatically turn off for all users.
- Phone numbers are saved only for MFA purposes, and we will not contact you by phone for any other reason. Once your contract with Effactory expires, your organization's personal information is safely deleted, including e-mail addresses and phone numbers.