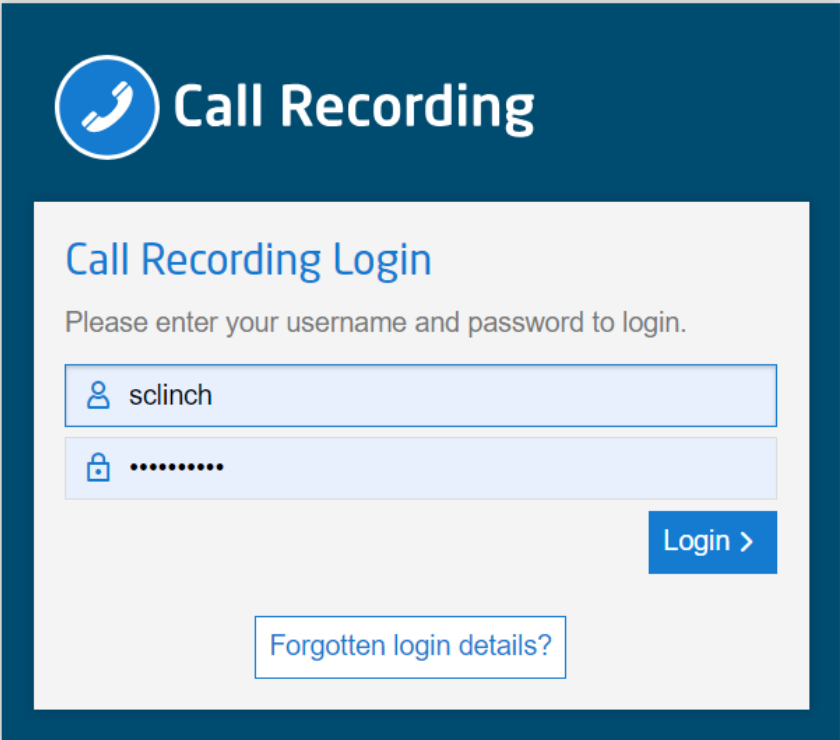


Call Recording - MFA How to Guide

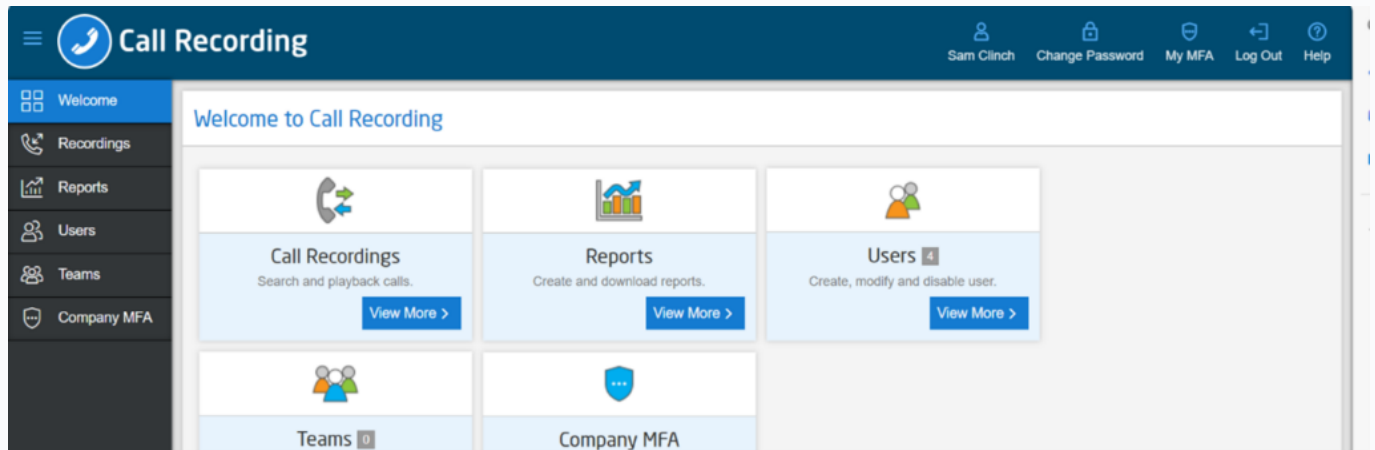
Set up Multi Factor Authentication in Call Recording

- Log in to the Call Recording portal using your credentials.

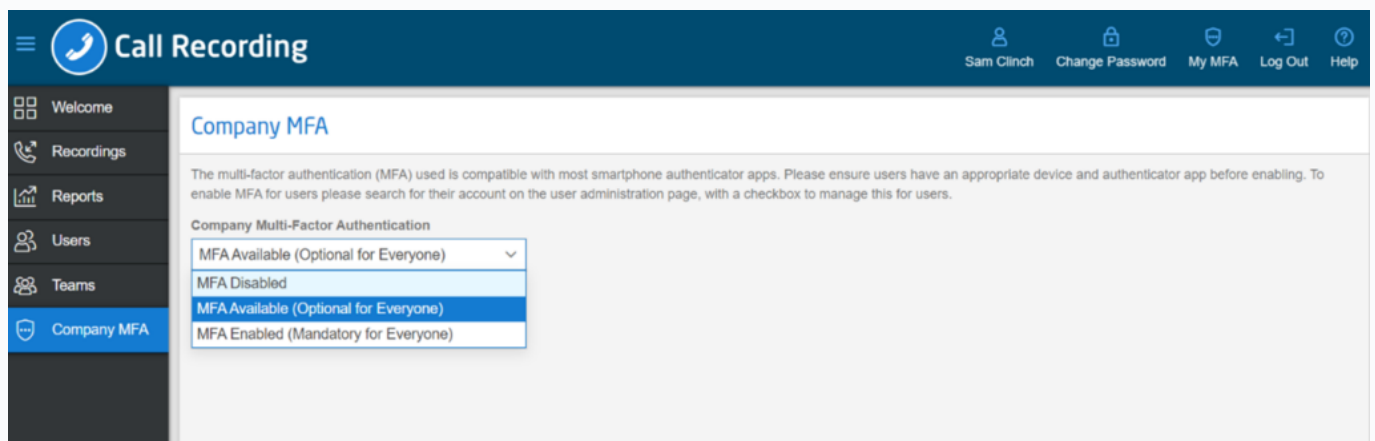


The image shows a login form for the 'Call Recording' portal. The form is titled 'Call Recording Login' and includes a sub-instruction: 'Please enter your username and password to login.' There are two input fields: the first for the username, which contains the text 'sclinch', and the second for the password, which is masked with dots. To the right of the password field is a blue 'Login >' button. Below the password field is a link that says 'Forgotten login details?'. The entire form is set against a dark blue header with a phone icon and the text 'Call Recording'.

- Provided you have the right roles applied to your profile, select Company MFA from the left hand side menu.



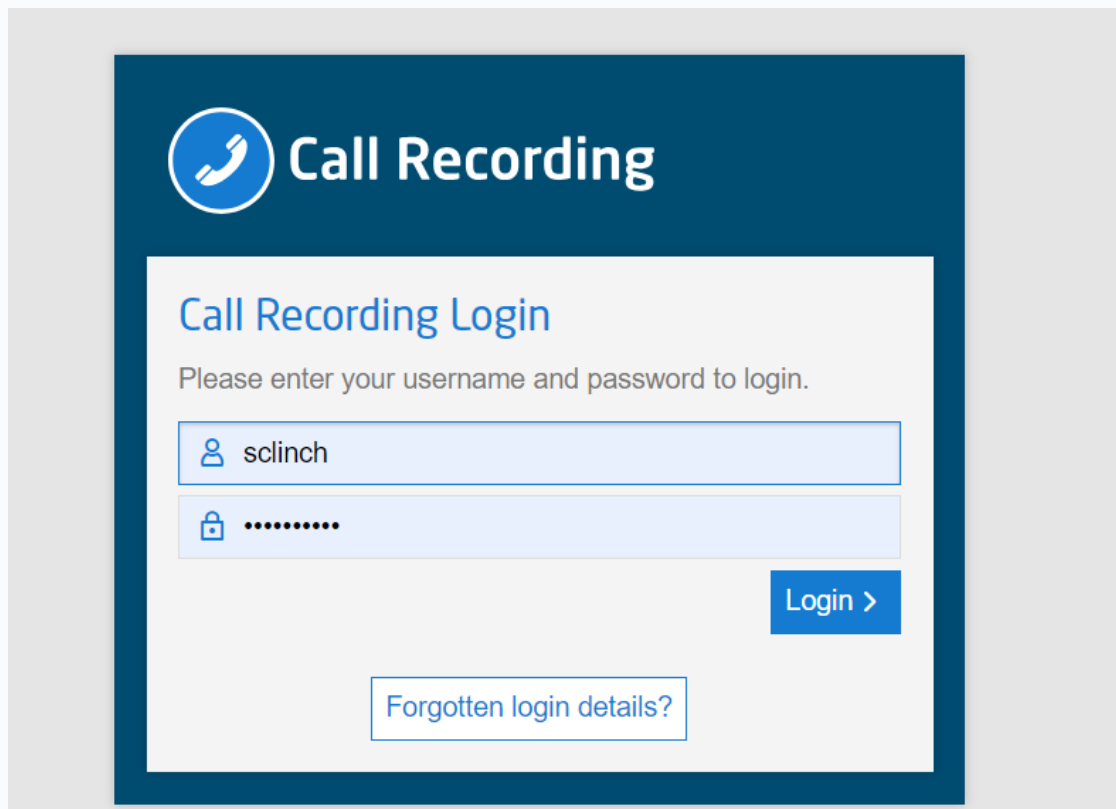
- Select the relevant option from the dropdown menu based on your requirements, making MFA either MFA Available or MFA Enabled.



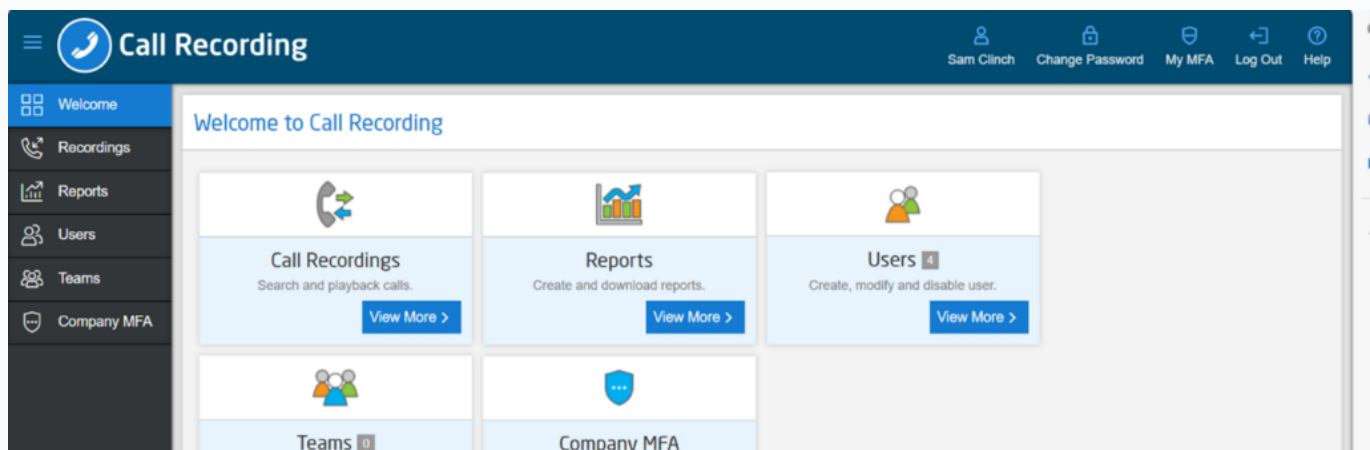
- Click Save.

Set up User to Manage Multi Factor Authentication

- Log in to the Call Recording portal using your credentials



- Select Users from the left hand menu



- Search for the relevant users on the user list
- Click the edit on the relevant user and a pop up will appear

Users + Create User								
Search users								
Username ↕	First Name ↕	Last Name ▲	Email Address	Telephony Username	Policy	Status	MFA Sta	
harry15dames	Harry	Dames	cxqagamma@gmail.com	hdames@cxqanw26061.org	Global User	ACTIVE	DISABLE	 
shitchcock	Scott	Hitchcock	scott.hitchcock@gamma.co.uk	shitchcock	Global User	ACTIVE	DISABLE	  
jjackson	Jessica	Jackson	cxqagamma+jjackson@gmail.com	jjackson	Global User	ACTIVE	DISABLE	  
lsheldon	Larry	Sheldon	cxqagamma+lsheldon@gmail.com	lsheldon	Global User	ACTIVE	DISABLE	  

- Select the Roles tab, select the relevant option to assign either Access to Manage Own MFA or Access to Manage Company MFA

Modify User

General

Roles

Available 2

Assigned 0

Access to Manage Own MFA
Access to Manage Company MFA

>
<
>>
<<

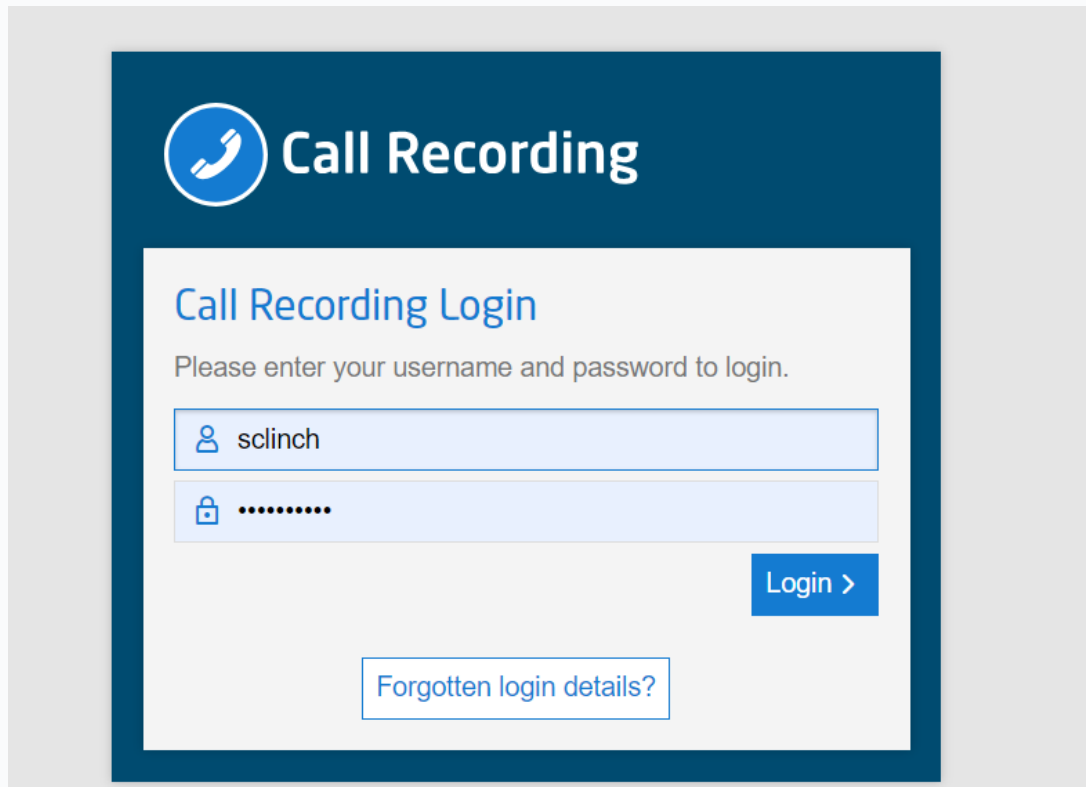
✓ Save

Cancel

- Click Save

Register Phone for Multi Factor Authentication (Company, Global, Staff, Team)

- Log in to the Call Recording portal using your credentials.

The image shows a login portal for a 'Call Recording' system. At the top, there is a dark blue header with a white telephone handset icon inside a circle, followed by the text 'Call Recording' in white. Below this, the main content area has a light gray background. It features a section titled 'Call Recording Login' in blue. Underneath the title, a message says 'Please enter your username and password to login.' There are two input fields: the first contains the username 'sclinch' and has a person icon; the second contains a masked password '.....' and has a lock icon. To the right of the password field is a blue button with the text 'Login >'. Below the input fields is a link that says 'Forgotten login details?' in blue text, enclosed in a thin blue border.

- You will be instructed to have your authenticator application ready via pop-up, click Continue.



Call Recording

MFA Registration

① Multi-factor authentication has been enabled.

You will need a mobile device and authenticator app to continue. Popular choices are:

- Microsoft Authenticator
- Google Authenticator

Both available from Android or iOS stores.

Please ensure you have your authenticator app ready.

[Continue >](#)

- Open your authenticator application and scan the QR code provided then click Continue.



Call Recording

MFA Registration

 We will now link your account with your authenticator app.

Step 1: Open your authenticator app

Step 2: Choose to scan QR code or barcode

Step 3: Scan the below image



[Can't scan image? ▾](#)

[< Back](#)

[Continue >](#)

Logging in using Multi Factor Authentication (Company, Global, Staff, Team)

- Log in to the Call Recording portal using your credentials.



Call Recording

Call Recording Login

Please enter your username and password to login.

 sclinch



Login >

[Forgotten login details?](#)

- You will be instructed to have your authenticator application ready via pop-up, click Continue.



Call Recording

MFA Registration

① Multi-factor authentication has been enabled.

You will need a mobile device and authenticator app to continue. Popular choices are:

- Microsoft Authenticator
- Google Authenticator

Both available from Android or iOS stores.

Please ensure you have your authenticator app ready.

[Continue >](#)

- Enter the code from your authenticator application when prompted by the pop-up.



Call Recording

MFA One-Time Passcode

 Please open your authenticator app and enter the 6-digit code displayed on the app into the box below.

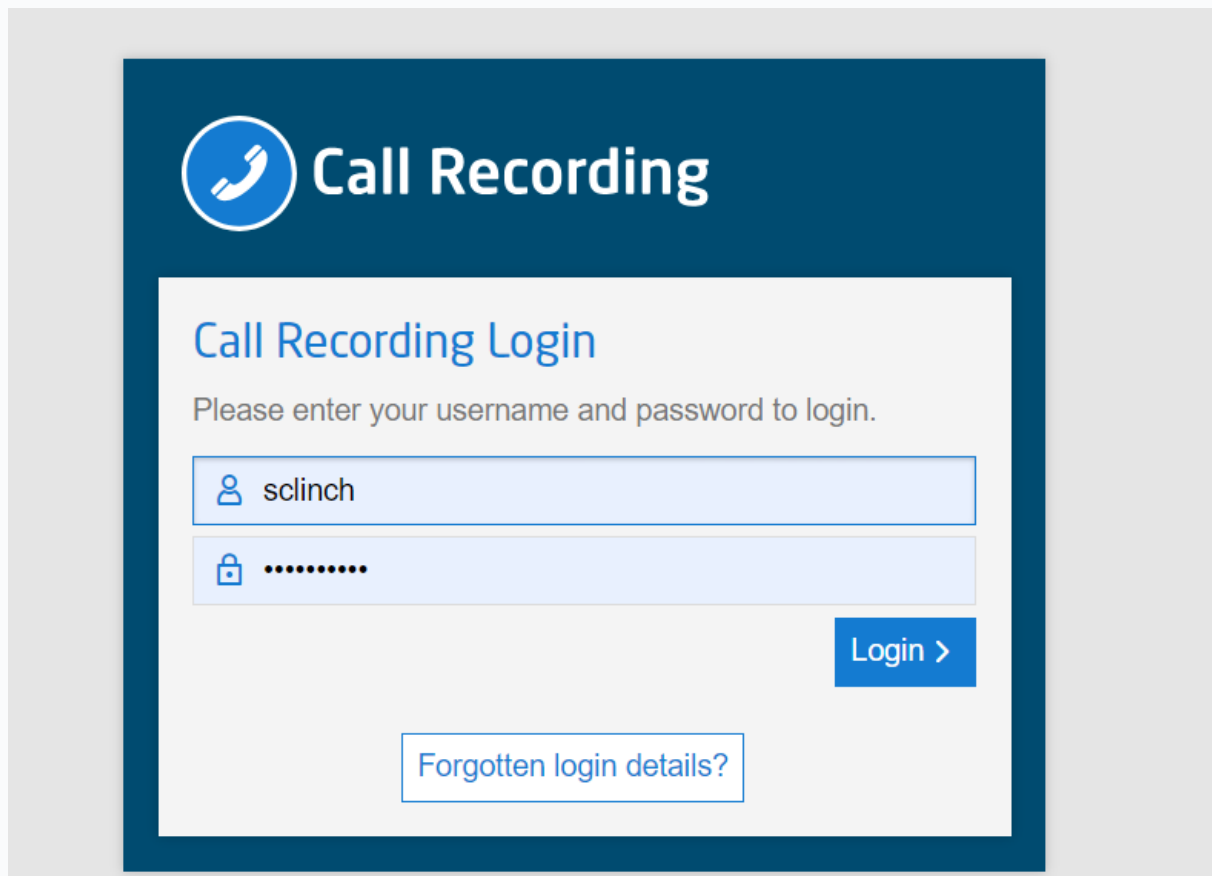
MFA Code

Continue >

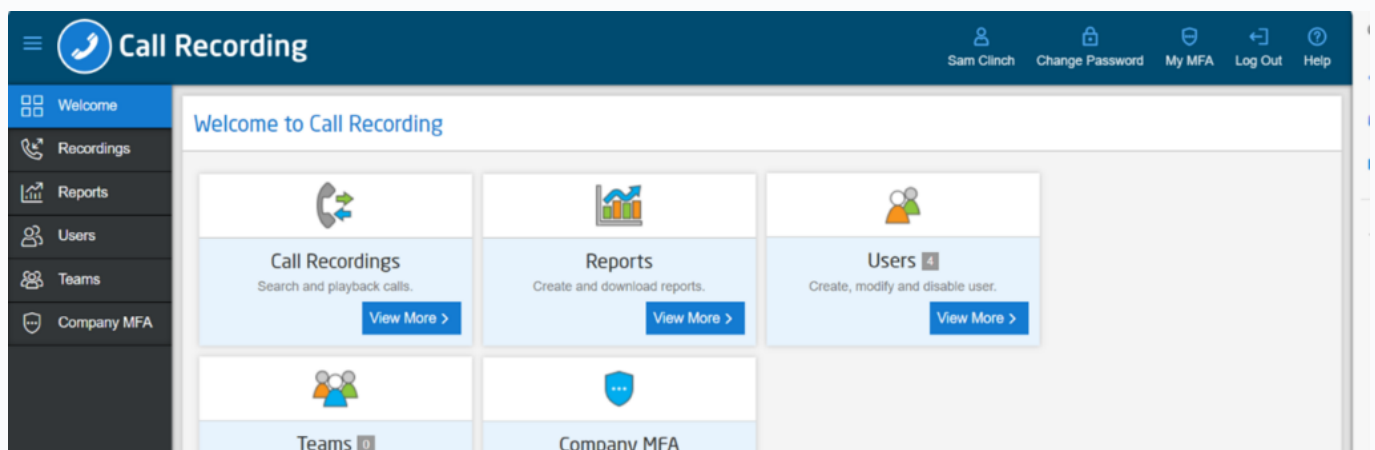
- Click Continue.

Disable MFA (Company)

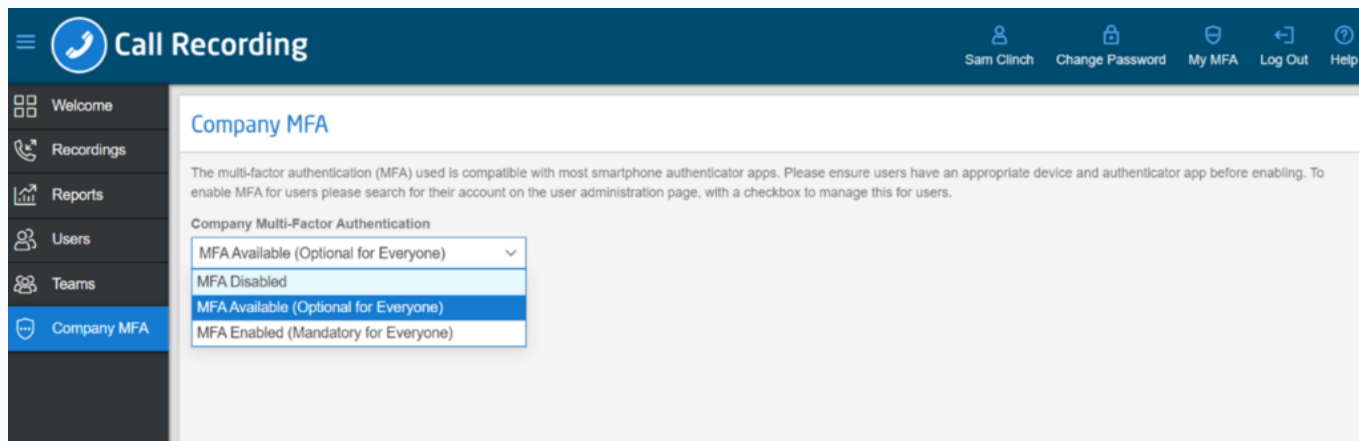
- Log in to the Call Recording portal using your credentials.



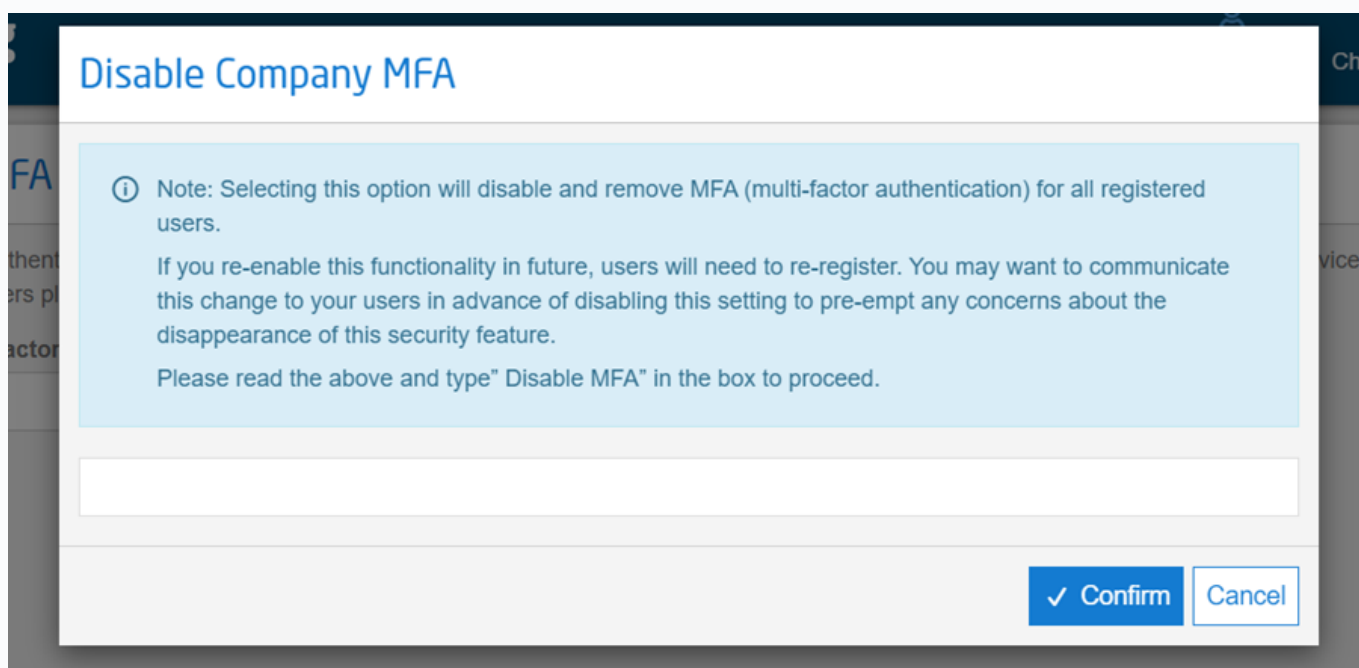
- Provided you have the right roles applied to your profile, select Company MFA from the left hand side menu.



- Select MFA Disabled from the dropdown menu.



- A pop-up will appear requiring you to enter Disable MFA in the free text box and click Confirm.



Enable MFA (Self Service)

- Log in to the Call Recording portal using your credentials.



Call Recording

Call Recording Login

Please enter your username and password to login.

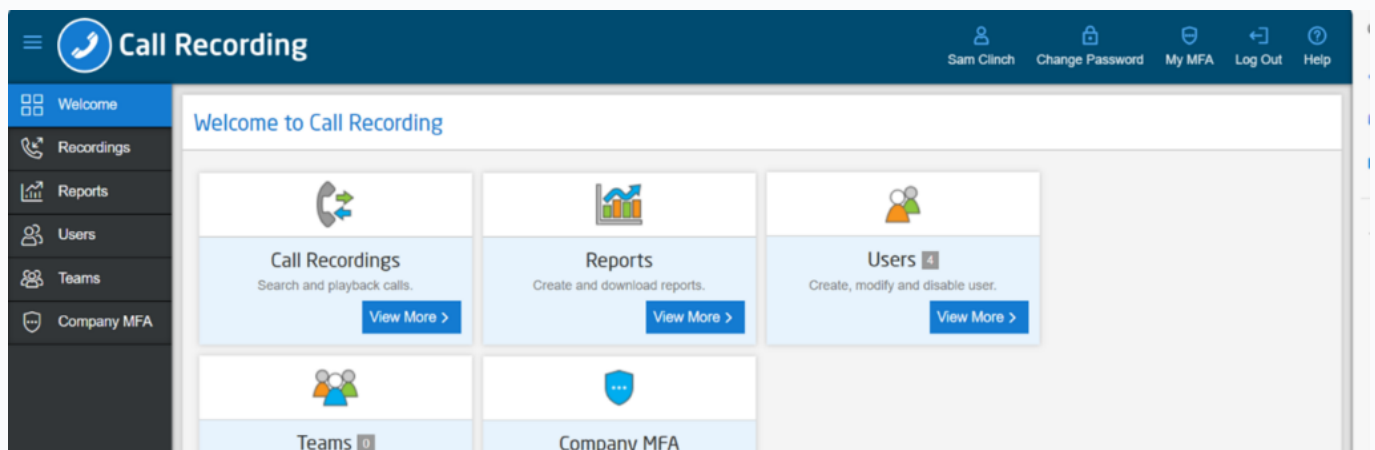
 sclinch



Login >

[Forgotten login details?](#)

- Select My MFA on the top right hand corner.



- A pop-up will appear providing the option to enable MFA, check the box.

My MFA

ⓘ This allows you to enable, disable or reset MFA for your account.

Time-based one-time passcode (TOTP) based multi-factor authentication (MFA) is currently supported, with an authenticator app on a smartphone required to register and generate the required MFA codes. After resetting or enabling MFA you will be prompted to set up your authenticator app at next login.

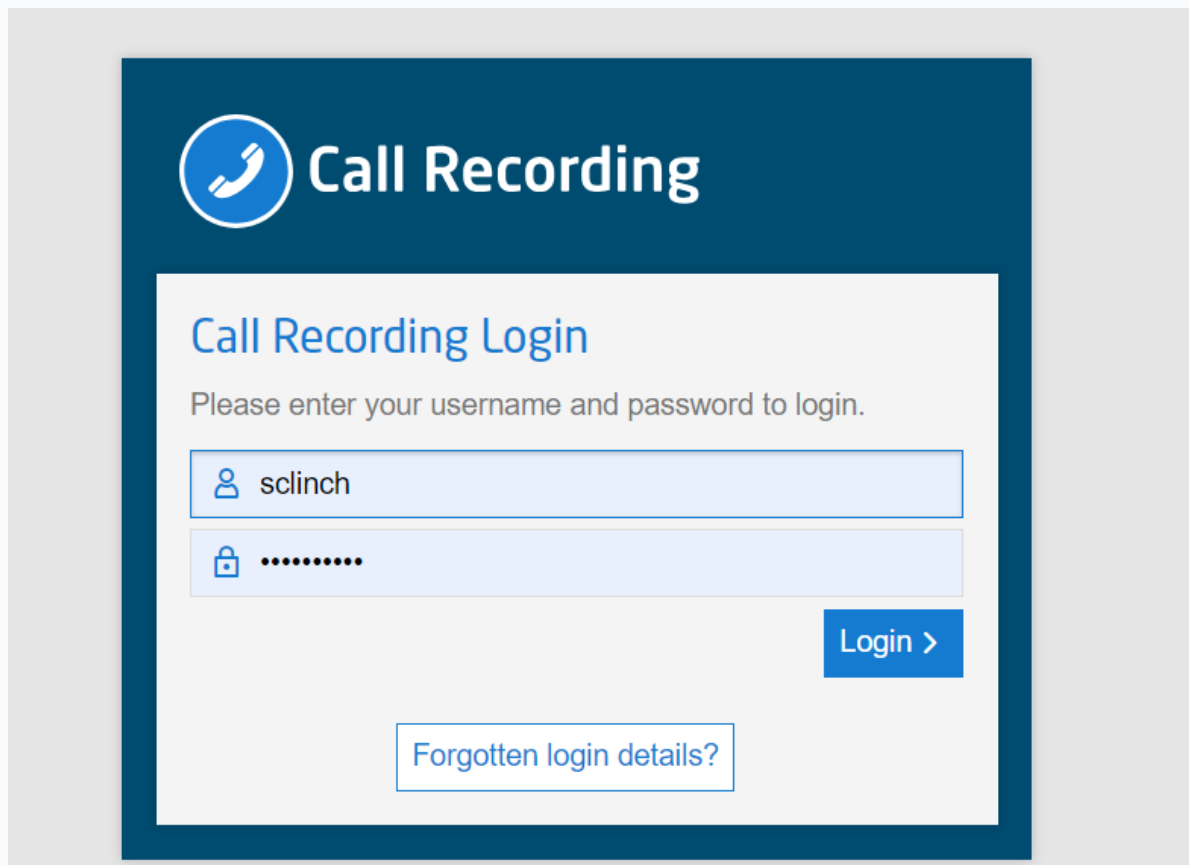
Enable Multi-Factor Authentication (MFA) ☐

✓ Save Cancel

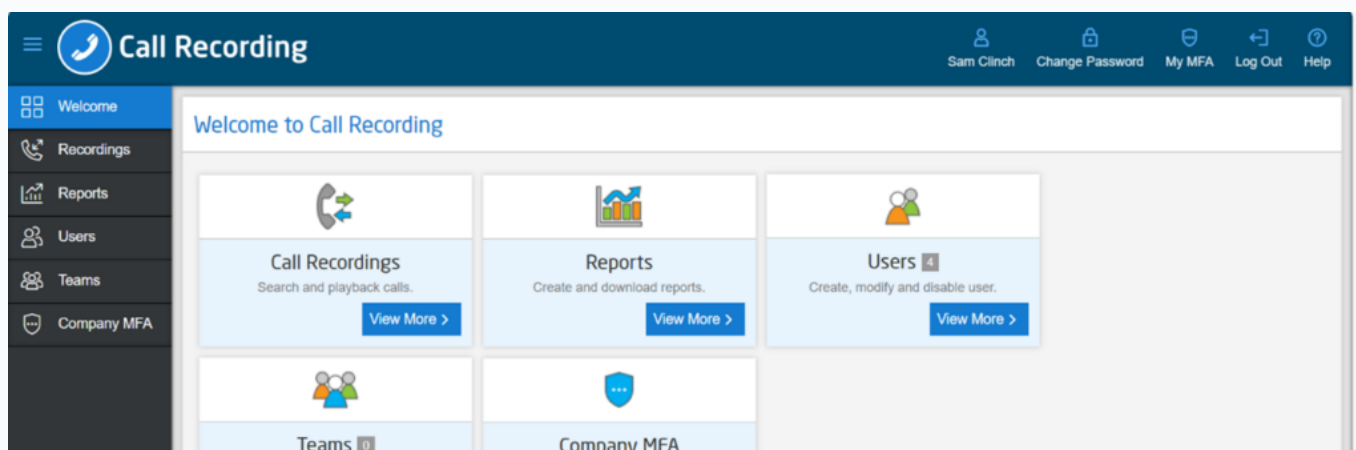
- Click Save.

Disable MFA (Self Service)

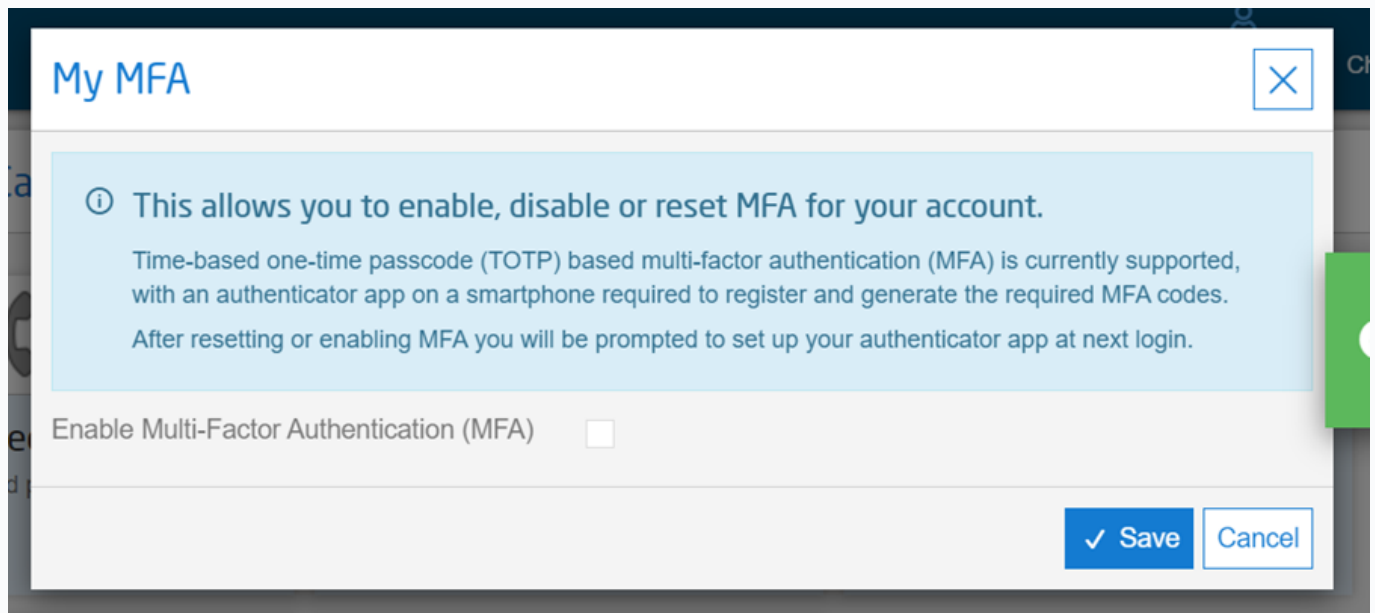
- Log in to the Call Recording portal using your credentials.



- Select My MFA on the top right hand corner.



- A pop-up will appear providing the option to enable MFA, remove the check from the box.



My MFA

① This allows you to enable, disable or reset MFA for your account.

Time-based one-time passcode (TOTP) based multi-factor authentication (MFA) is currently supported, with an authenticator app on a smartphone required to register and generate the required MFA codes. After resetting or enabling MFA you will be prompted to set up your authenticator app at next login.

Enable Multi-Factor Authentication (MFA) ☐

✓ Save Cancel

- Click Save.

Assign ability to manage MFA

- Log in to the Call Recording portal using your credentials.



Call Recording Login

Please enter your username and password to login.

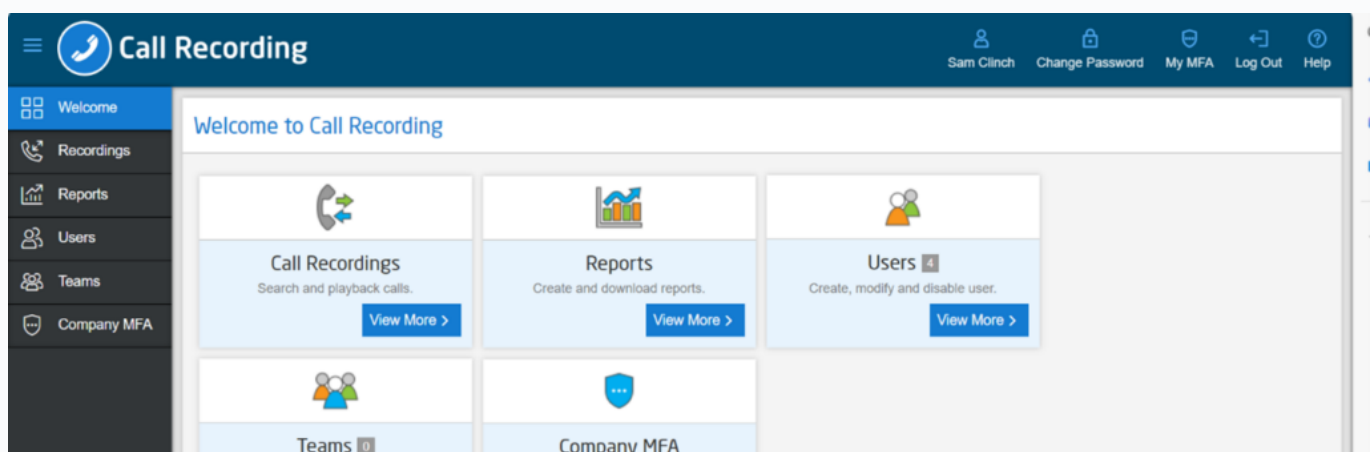
 sclinch



Login >

[Forgotten login details?](#)

- Select Users from the menu of the left hand side.



- Search for the relevant user.

Users + Create User								
Search users								
Username	First Name	Last Name	Email Address	Telephony Username	Policy	Status	MFA Sta	
harry15dames	Harry	Dames	cxqagamma@gmail.com	hdames@cxqanw26061.org	Global User	ACTIVE	DISABLE	 
shitchcock	Scott	Hitchcock	scott.hitchcock@gamma.co.uk	shitchcock	Global User	ACTIVE	DISABLE	   
jjackson	Jessica	Jackson	cxqagamma+jjackson@gmail.com	jjackson	Global User	ACTIVE	DISABLE	   
lsheldon	Larry	Sheldon	cxqagamma+lsheldon@gmail.com	lsheldon	Global User	ACTIVE	DISABLE	   

- Select Modify for the relevant user by clicking the Pencil icon.
- A pop-up will appear, select the Roles tab.

Modify User

General

Roles

Available 2

Access to Manage Own MFA

Access to Manage Company MFA

Assigned 0

>

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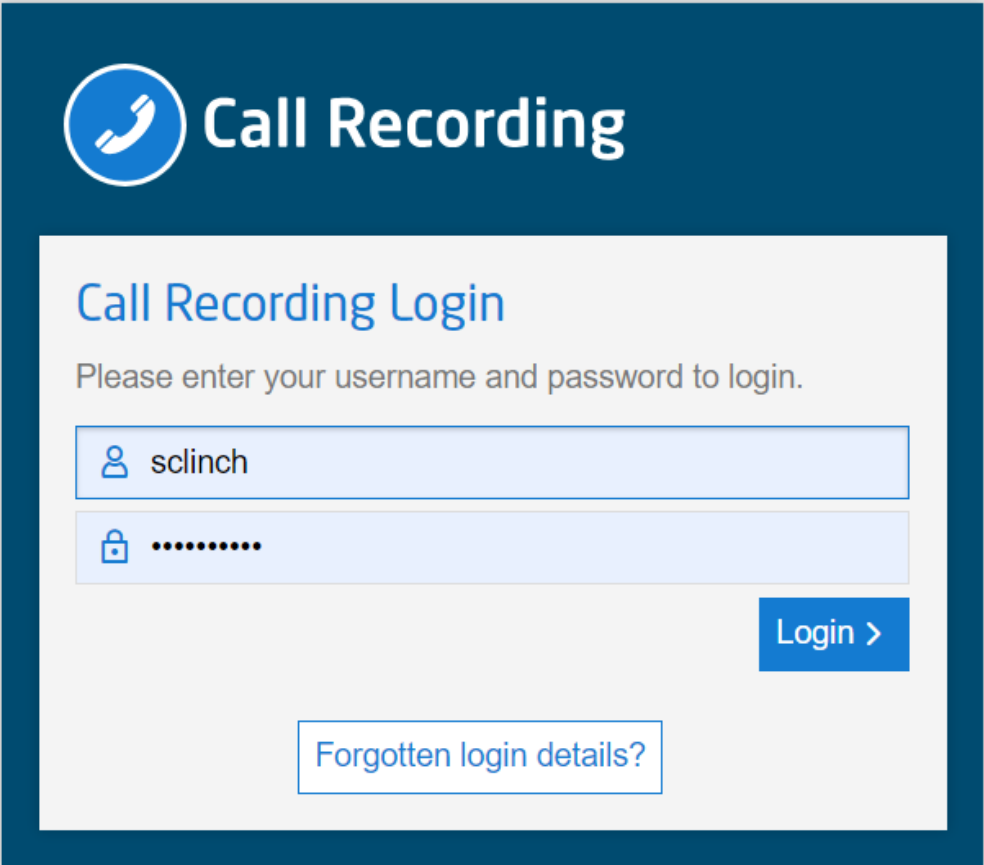
✓ Save

Cancel

- Select “Access to Manage Own MFA” and click the right arrow sign to move it in to the Assigned box.
- Click Save.

Reset MFA Setup (My Own MFA)

- Log in to the Call Recording portal using your credentials.



The image shows a login form for the 'Call Recording' portal. The form is set against a dark blue header with a white telephone handset icon and the text 'Call Recording'. Below the header, the title 'Call Recording Login' is displayed in blue. A instruction 'Please enter your username and password to login.' is shown in grey. There are two input fields: the first for the username 'sclinch' with a person icon, and the second for the password, represented by dots, with a lock icon. A blue 'Login >' button is positioned to the right of the password field. At the bottom, a 'Forgotten login details?' link is enclosed in a box.

Call Recording

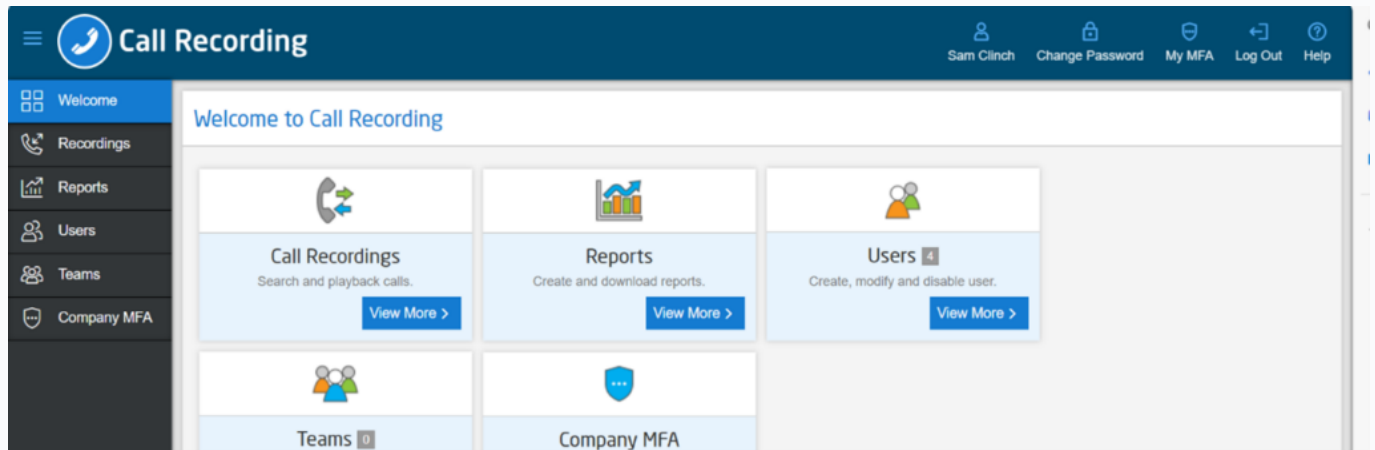
Call Recording Login

Please enter your username and password to login.

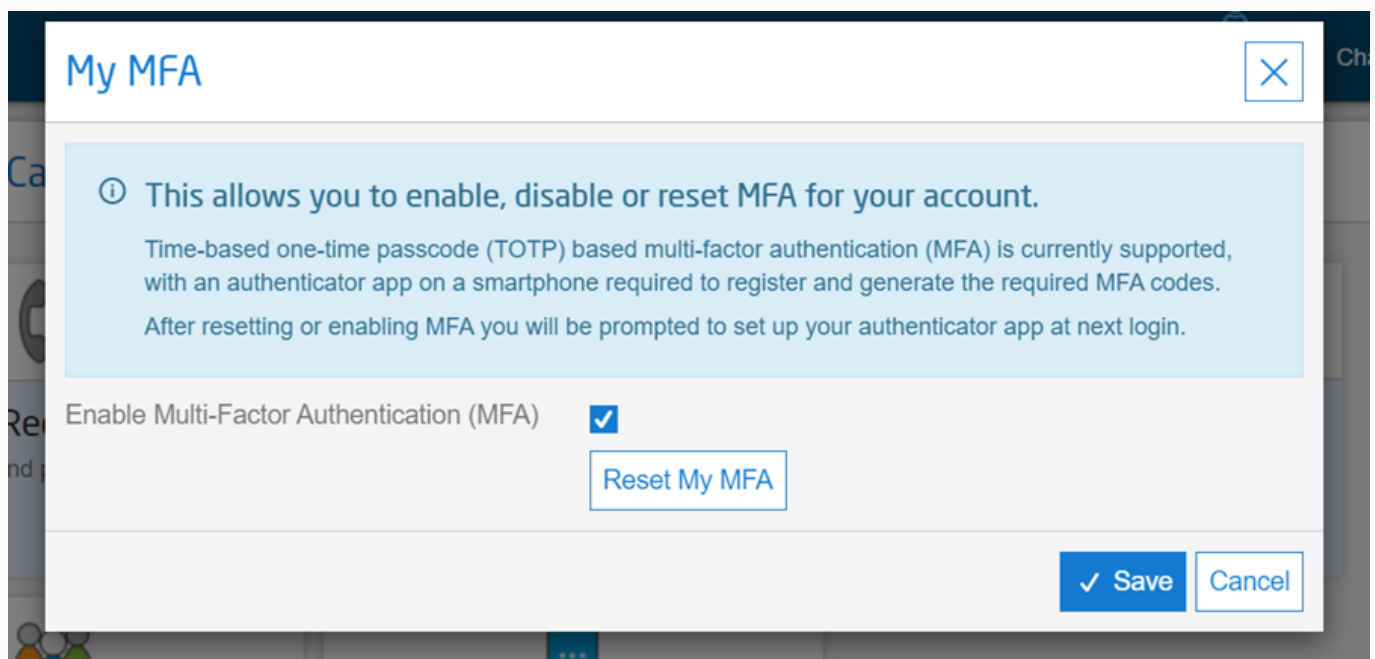
[Login >](#)

[Forgotten login details?](#)

- Select My MFA on the top right hand corner.



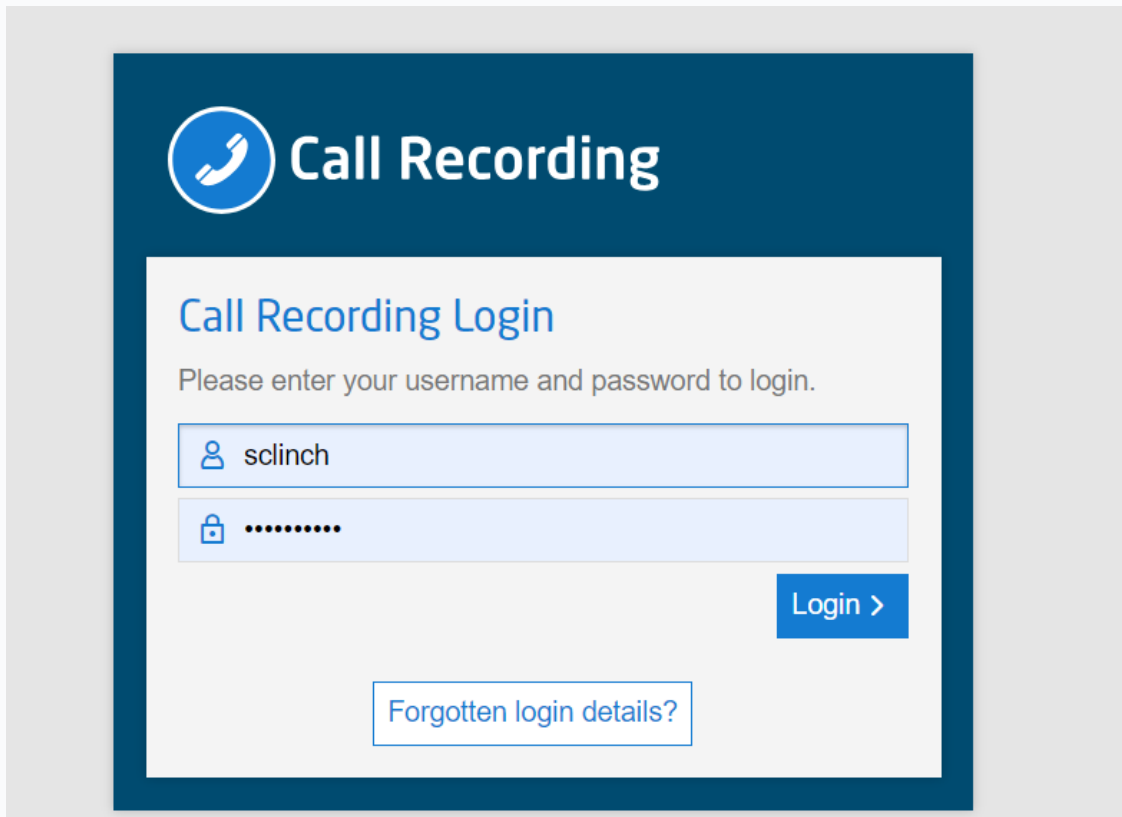
- A pop-up will appear, select Reset MFA. This will mean that you have to reregister and activate your MFA credentials. This could be used in the situation where you have lost your phone for example.



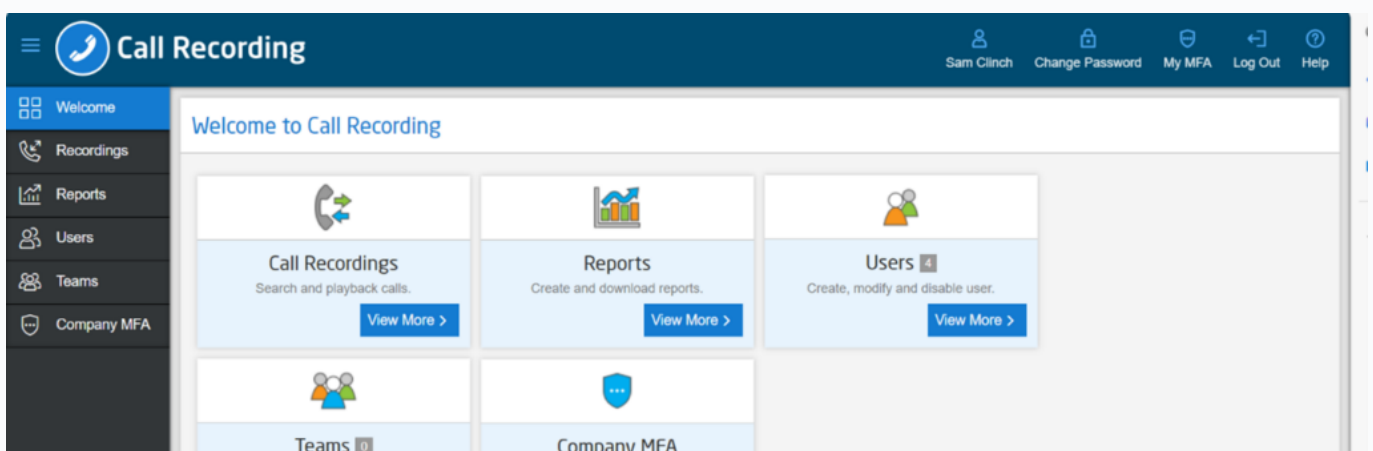
- Click Save.

Reset MFA (Other User)

1. Log in to the Call Recording portal using your credentials.



- Select Users from the menu of the left hand side.



- Search for the relevant user.

Users + Create User								
Search users								
Username ↕	First Name ↕	Last Name ▲	Email Address	Telephony Username	Policy	Status	MFA Sta	
harry15dames	Harry	Dames	cxqagamma@gmail.com	hdames@cxqanw26061.org	Global User	ACTIVE	DISABLE	 
shitchcock	Scott	Hitchcock	scott.hitchcock@gamma.co.uk	shitchcock	Global User	ACTIVE	DISABLE	   
jjackson	Jessica	Jackson	cxqagamma+jjackson@gmail.com	jjackson	Global User	ACTIVE	DISABLE	   
lsheldon	Larry	Sheldon	cxqagamma+lsheldon@gmail.com	lsheldon	Global User	ACTIVE	DISABLE	   

- Click the Reset MFA Icon on the far right hand side.
- A Pop Up will appear, click confirm.

