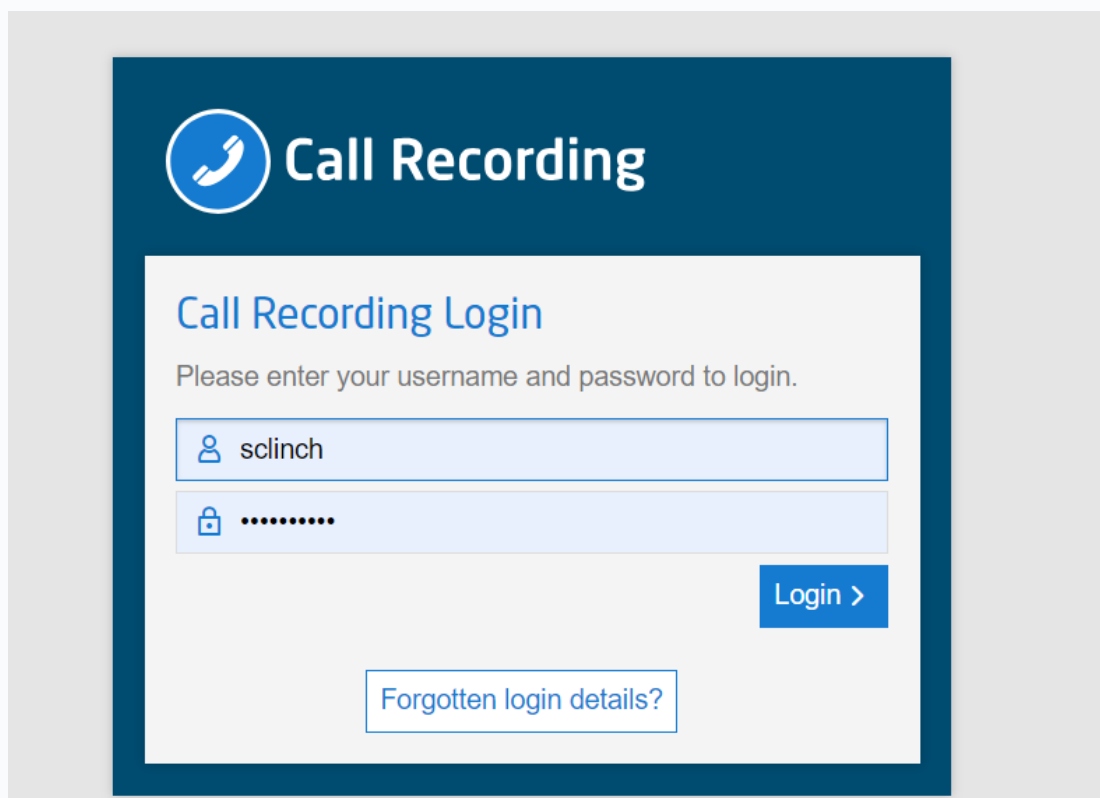


Call Recording - MFA How to Guide

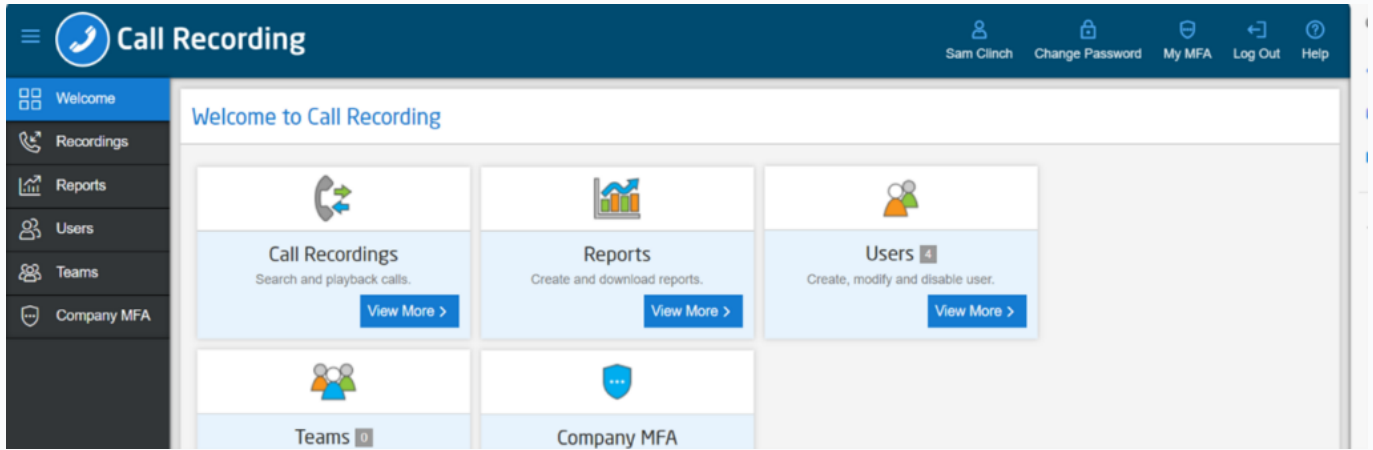
Set up Multi Factor Authentication in Call Recording

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

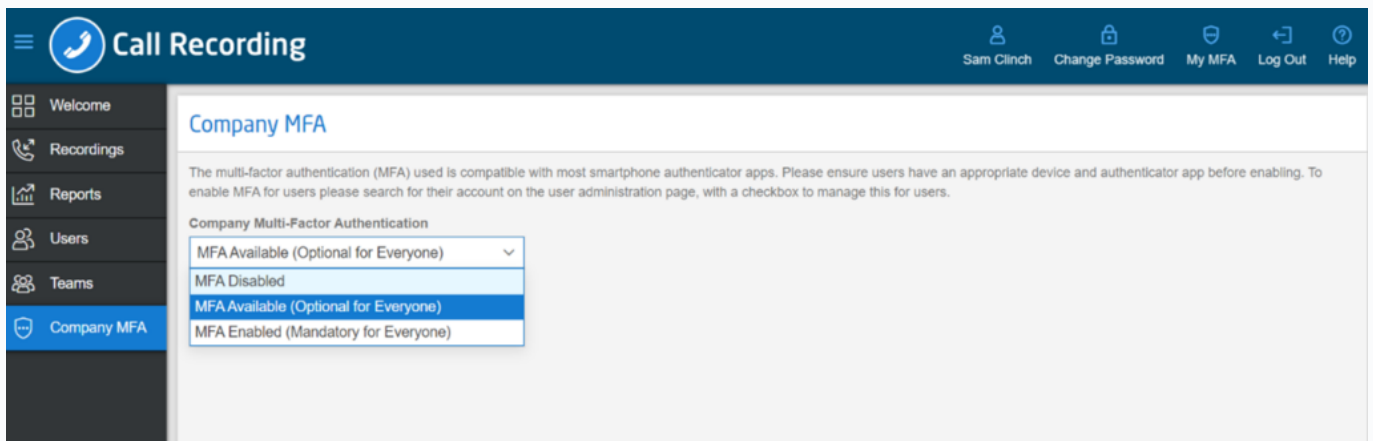


The screenshot shows the 'Call Recording Login' page. At the top left, there is a blue circular icon with a white telephone handset, followed by the text 'Call Recording' in white on a dark blue background. Below this, the page title 'Call Recording Login' is displayed in blue. A message reads 'Please enter your username and password to login.' There are two input fields: the first contains the username 'sclinch' and has a person icon on the left; the second contains a password represented by eight dots and has a lock icon on the left. To the right of the password field is a blue button labeled 'Login >'. Below the input fields is a link that says 'Forgotten login details?'.

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



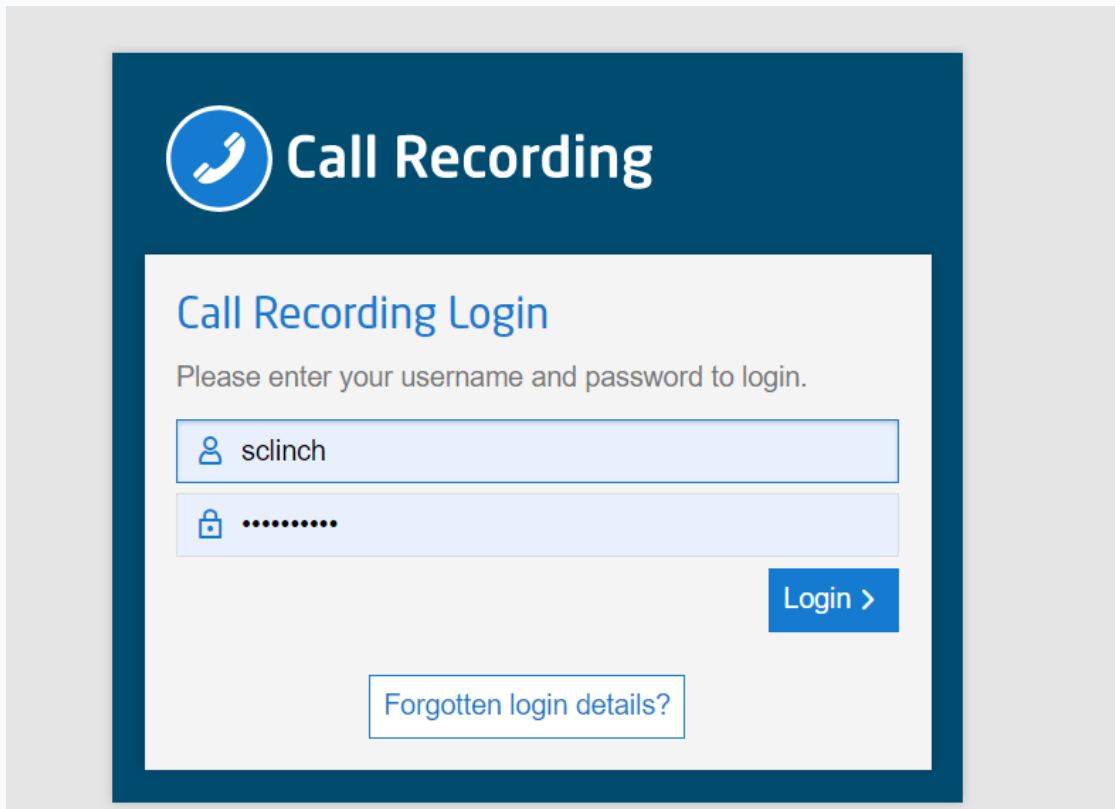
- Select the relevant option from the dropdown menu based on your requirements, making MFA either MFA Available or MFA Enabled.



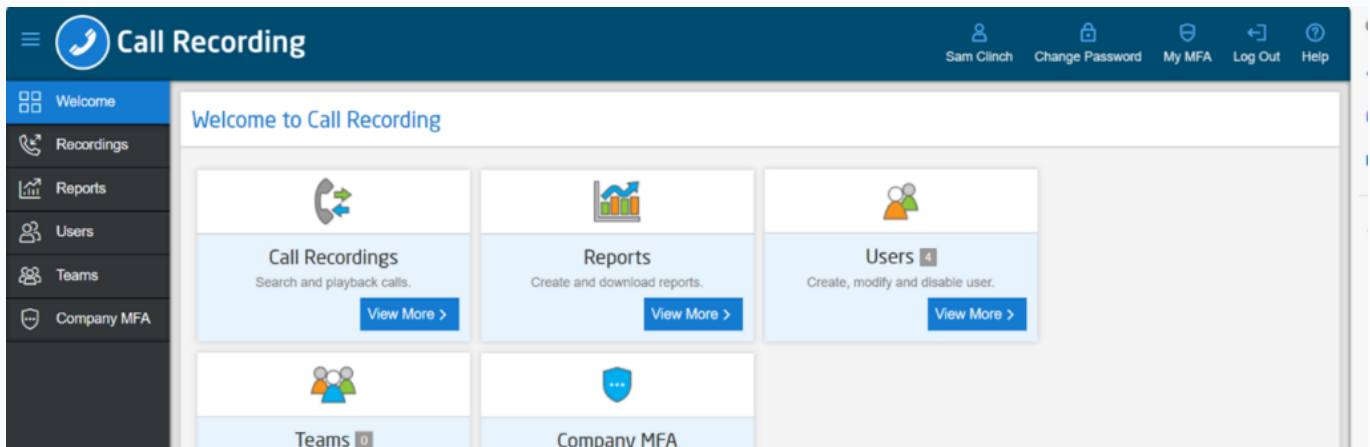
- Click Save.

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

- Access to Manage Own MFA
- Access to Manage Company MFA

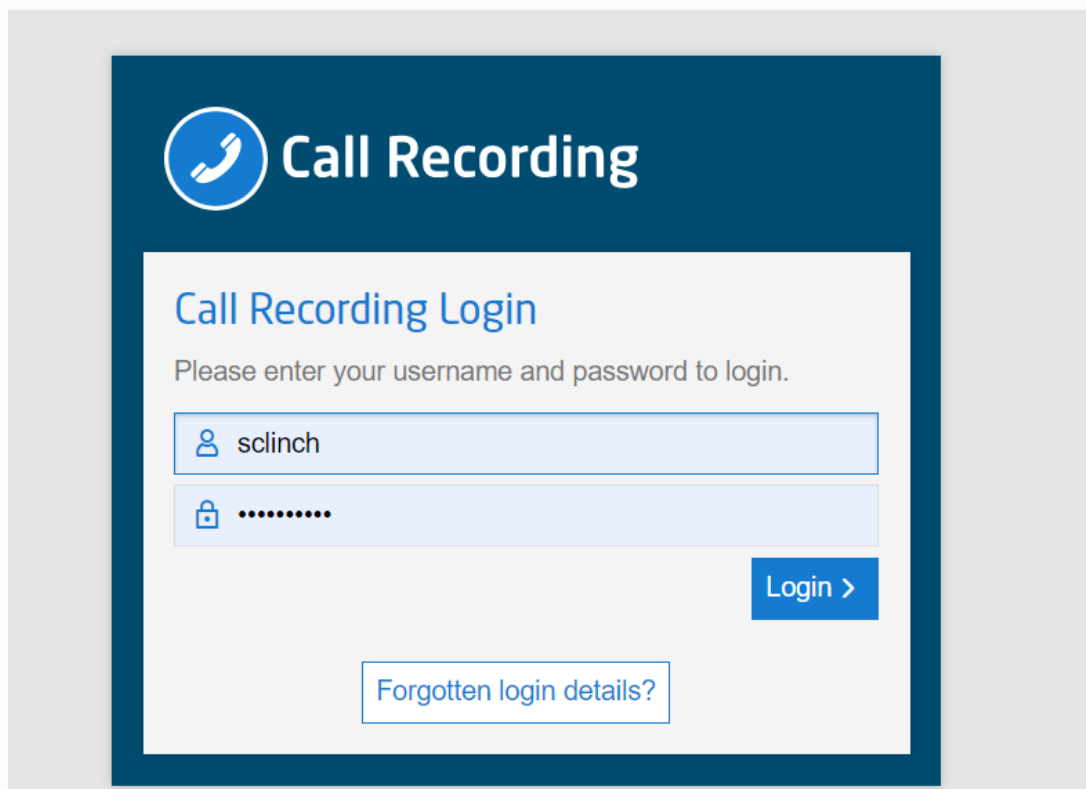
Assigned 0

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 screenshot shows a login interface for the Call Recording portal. At the top left, there is a blue circular icon with a white telephone handset, followed by the text "Call Recording" in white. Below this, the title "Call Recording Login" is displayed in blue. A message in grey text reads "Please enter your username and password to login." There are two input fields: the first contains the username "sclinch" and has a person icon on the left; the second contains a masked password "*****" and has a lock icon on the left. To the right of the password field is a blue button labeled "Login >". Below the input fields is a link labeled "Forgotten login details?" in blue text.

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



Call Recording

MFA Registration

ⓘ 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.

Login >

[Forgotten login details?](#)

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



Call Recording

MFA Registration

ⓘ 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.

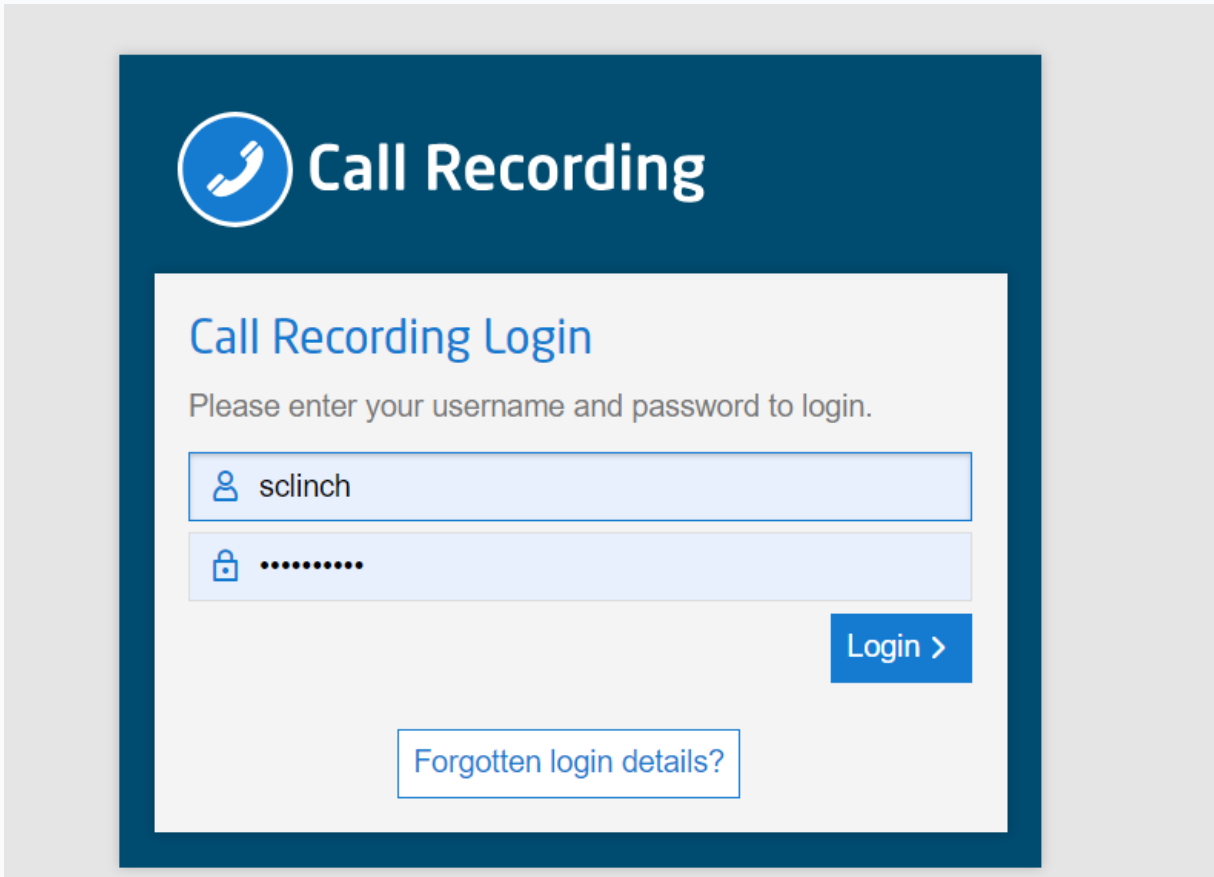
MFA Code

Continue >

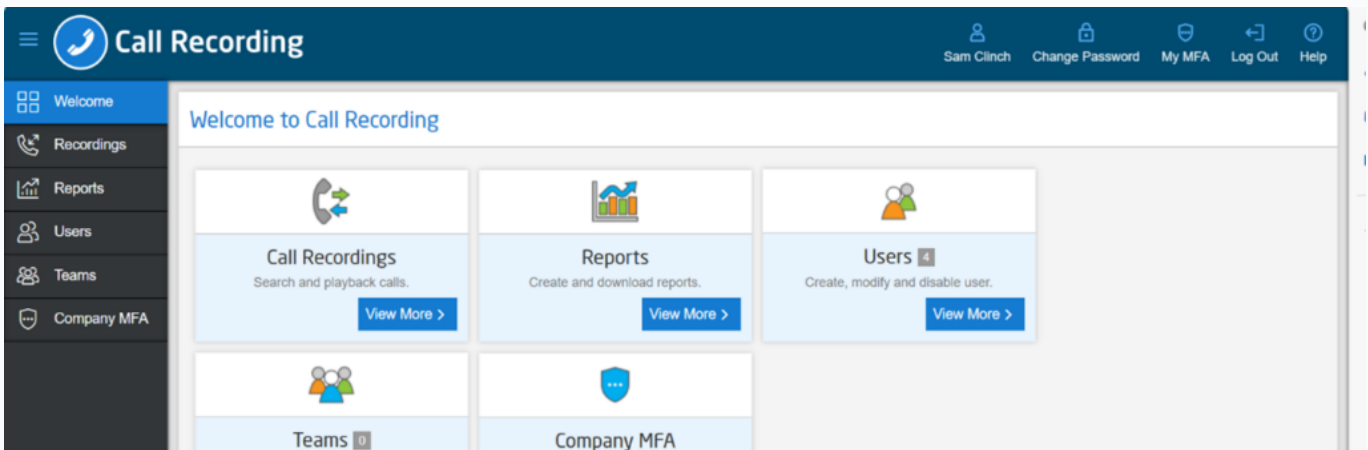
- Click Continue.

Disable MFA (Company)

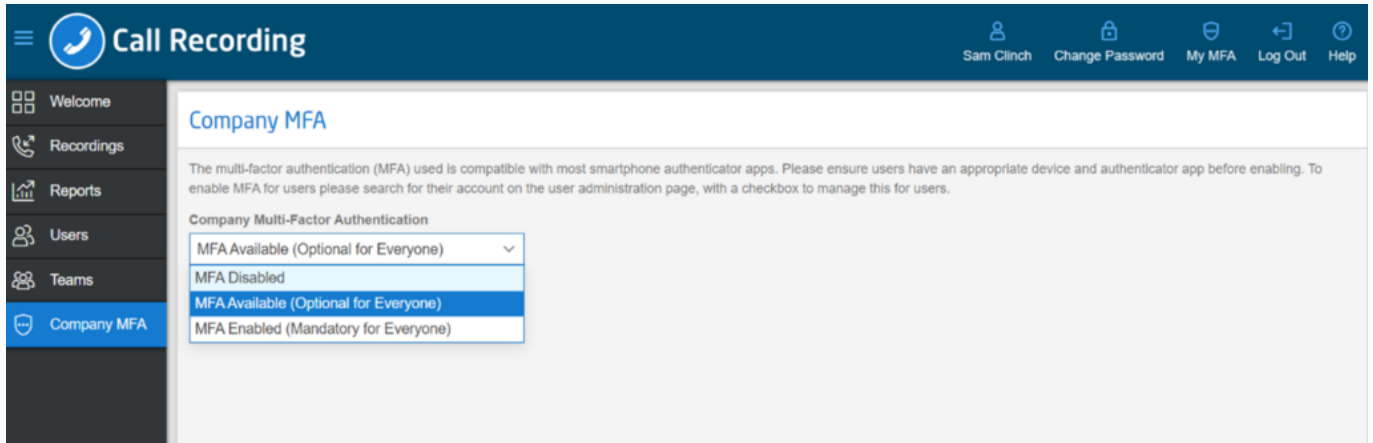
- Log in to the Call Recording portal using your credentials.



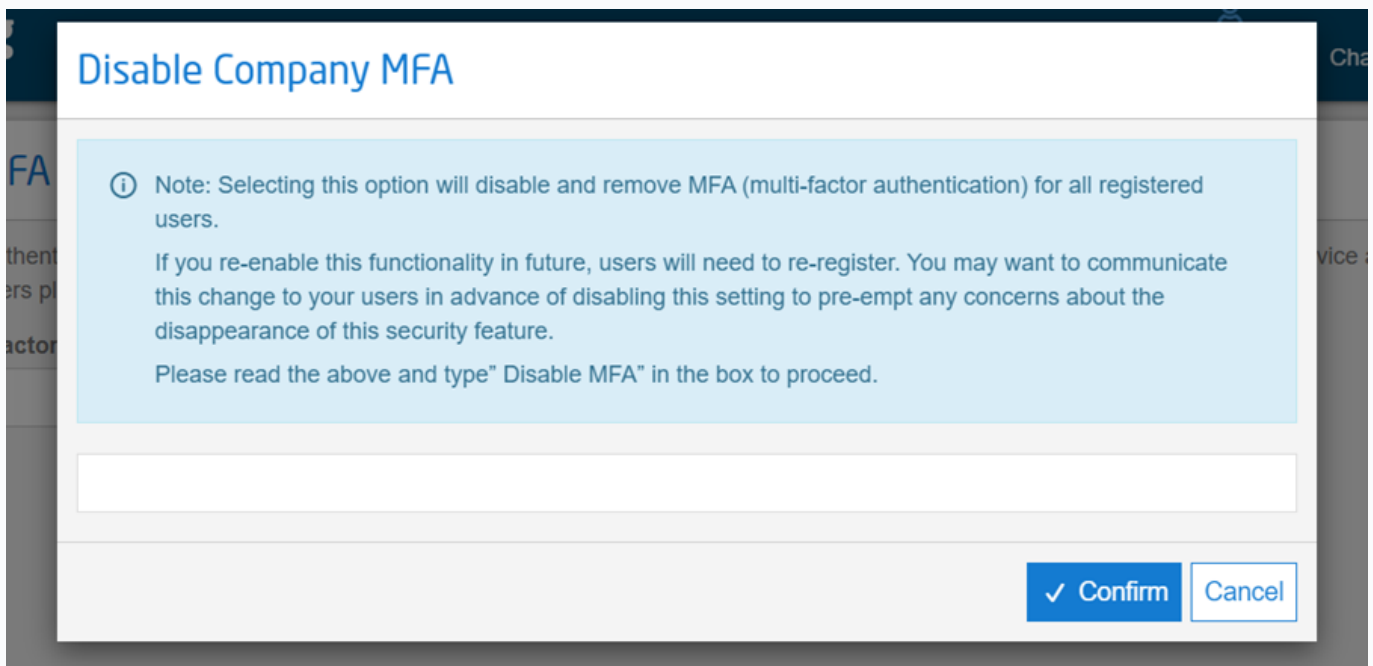
- Provided you have the right roles applied to your profile, select Company MFA from the left hand side menu.



- Select MFA Disabled from the dropdown menu.

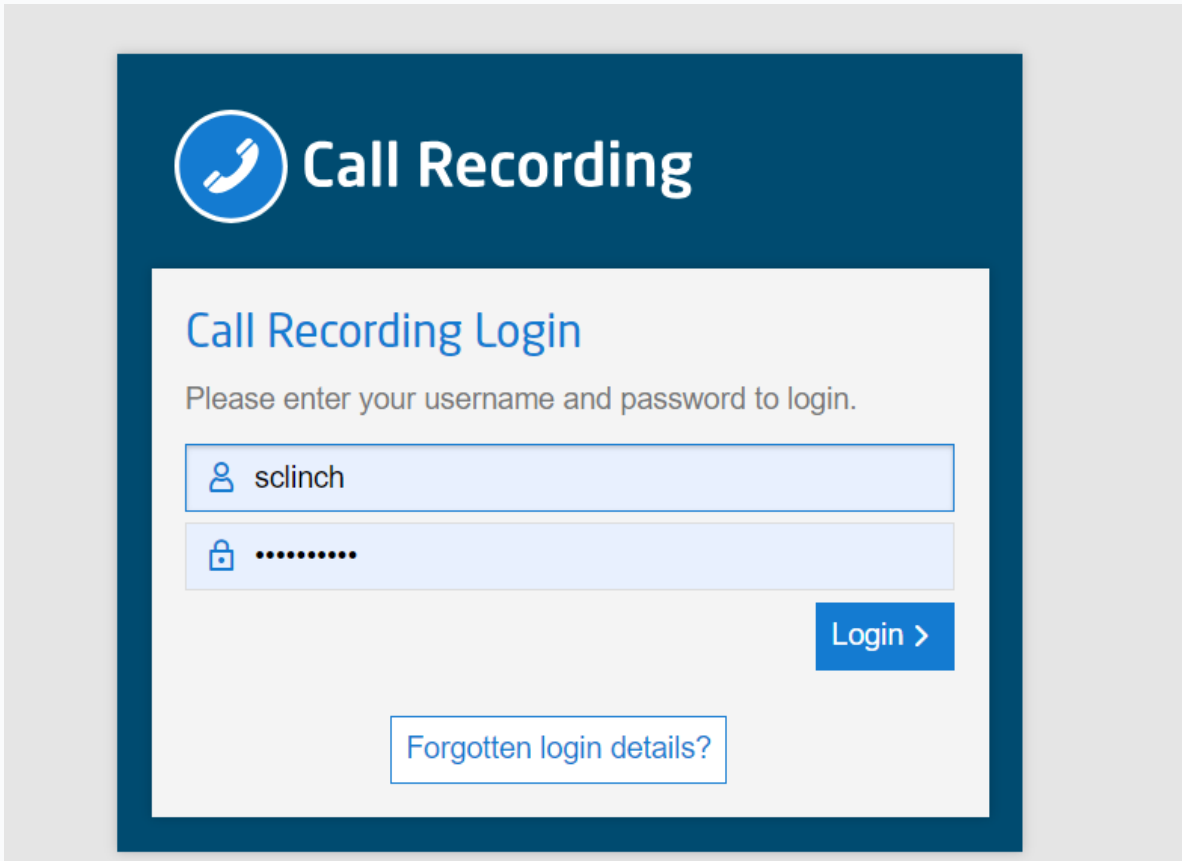


- A pop-up will appear requiring you to enter Disable MFA in the free text box and click Confirm.

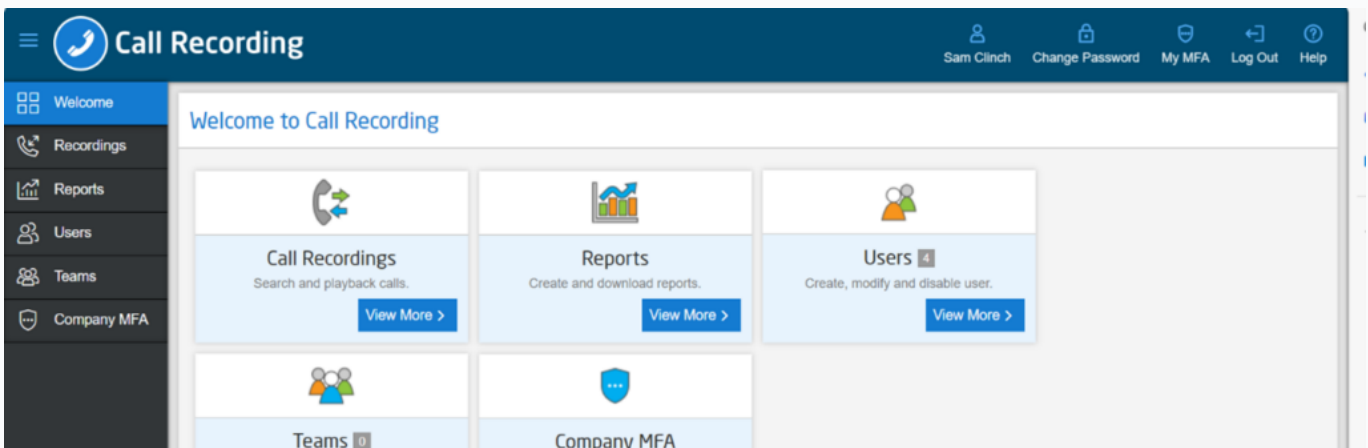


Enable MFA (Self Service)

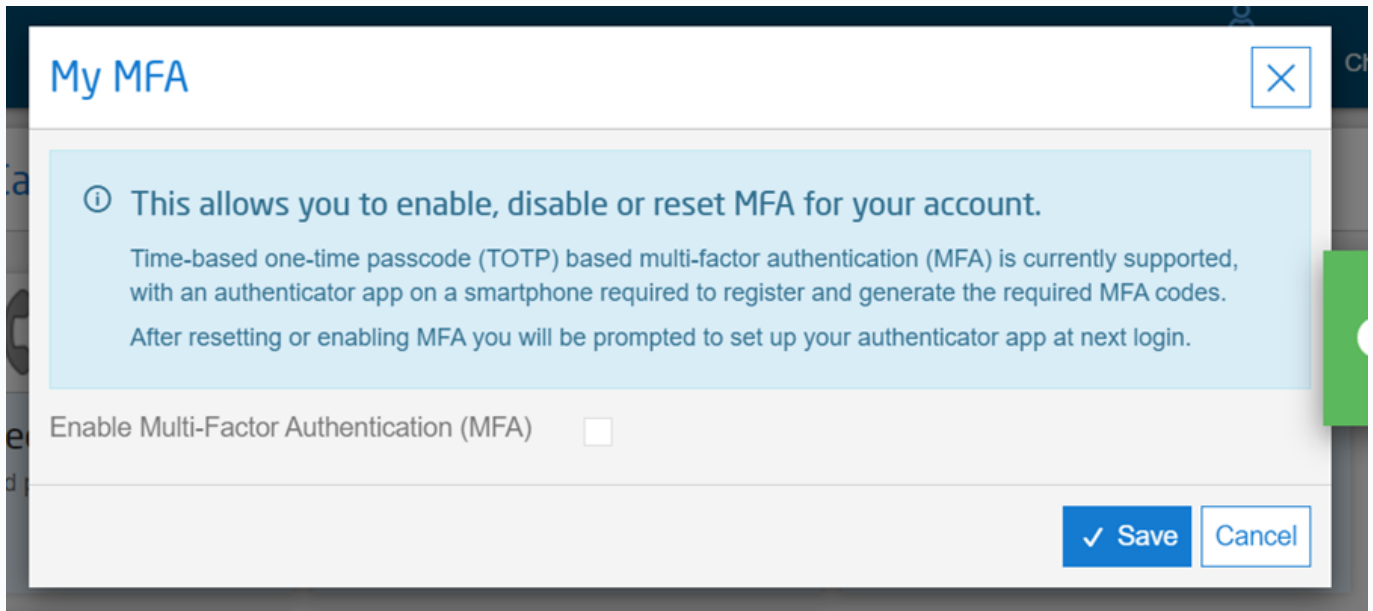
- Log in to the Call Recording portal using your credentials.



- Select My MFA on the top right hand corner.



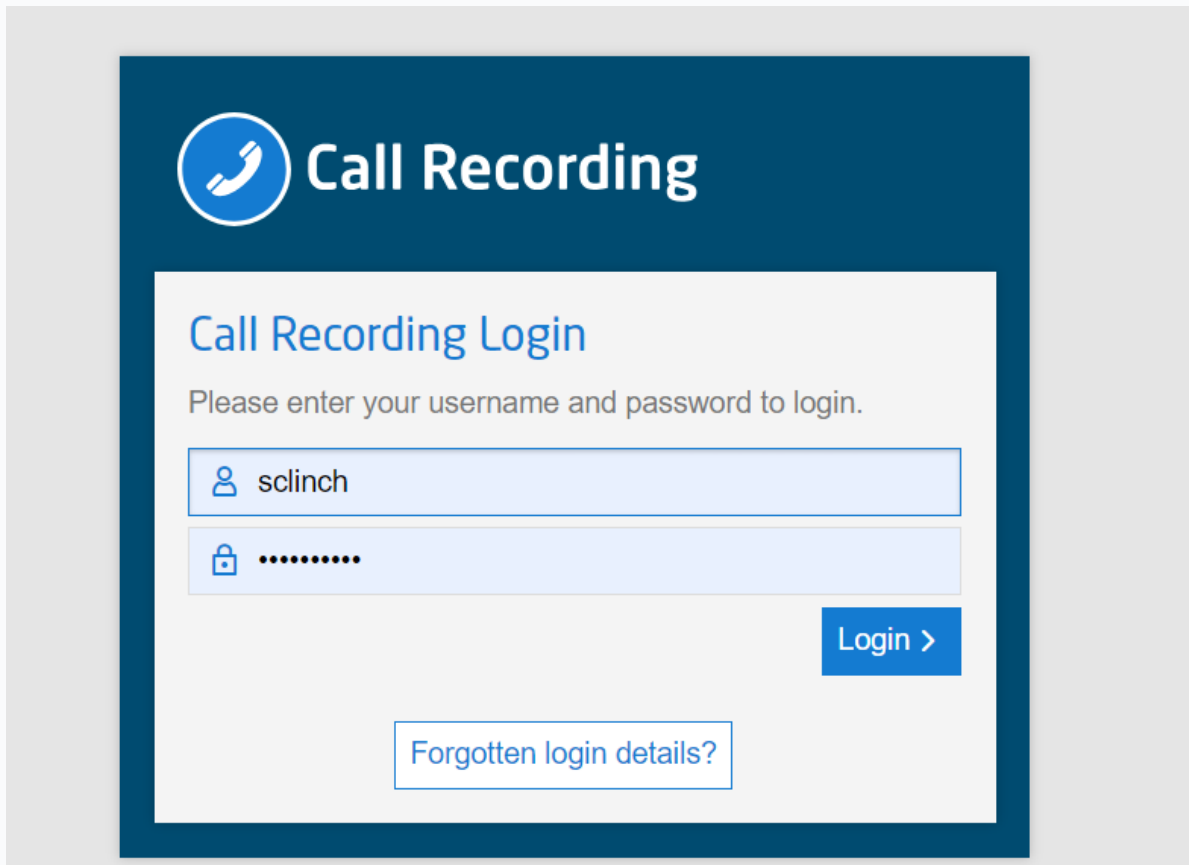
- A pop-up will appear providing the option to enable MFA, check the box.



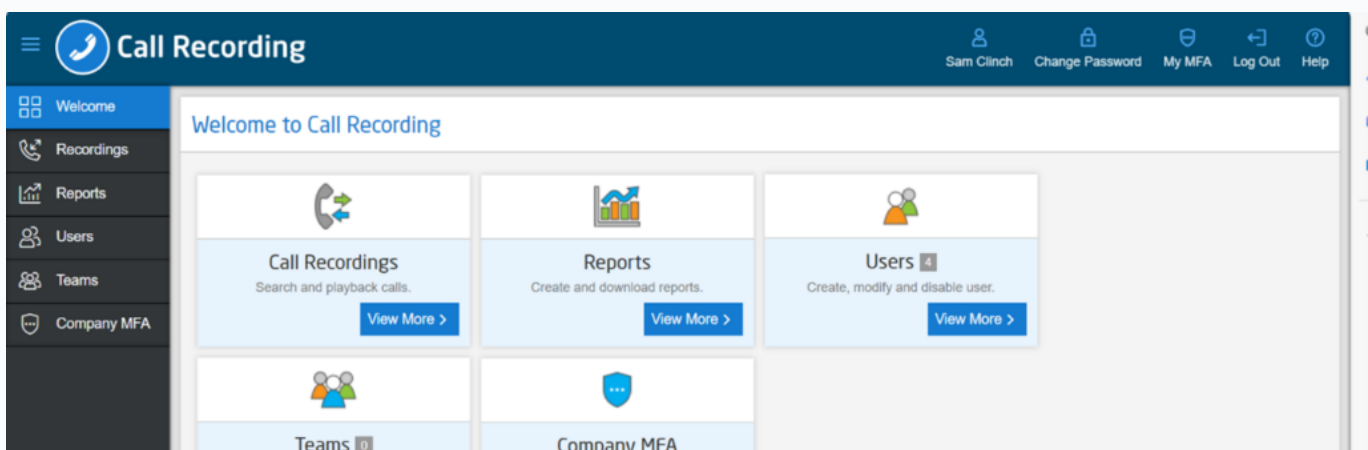
- Click Save.

Disable MFA (Self Service)

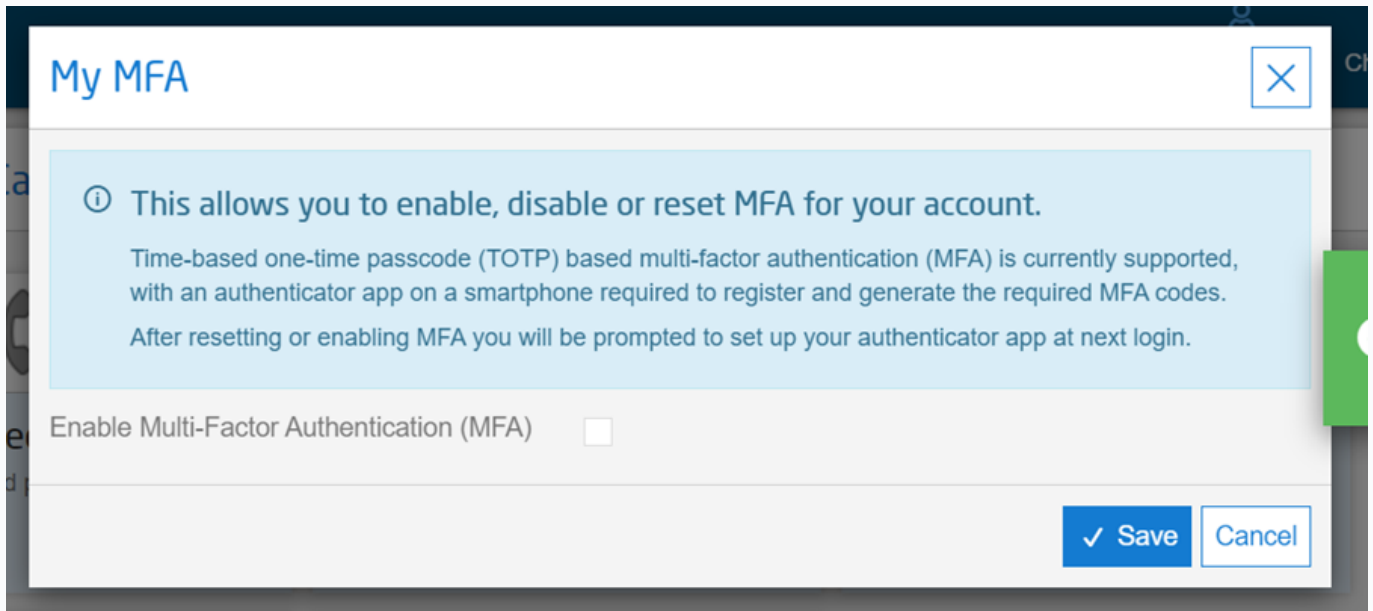
- Log in to the Call Recording portal using your credentials.



- Select My MFA on the top right hand corner.



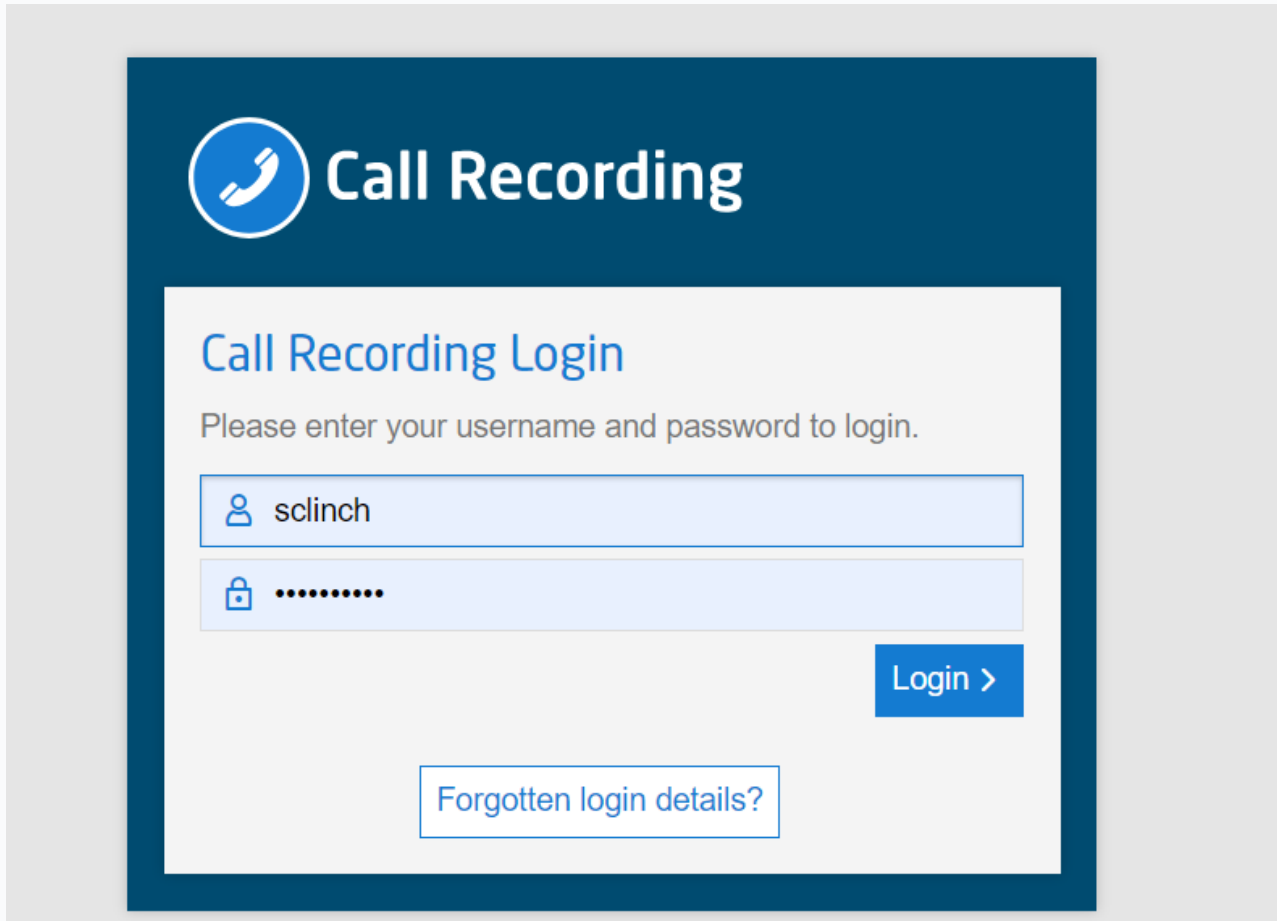
- A pop-up will appear providing the option to enable MFA, remove the check from the box.



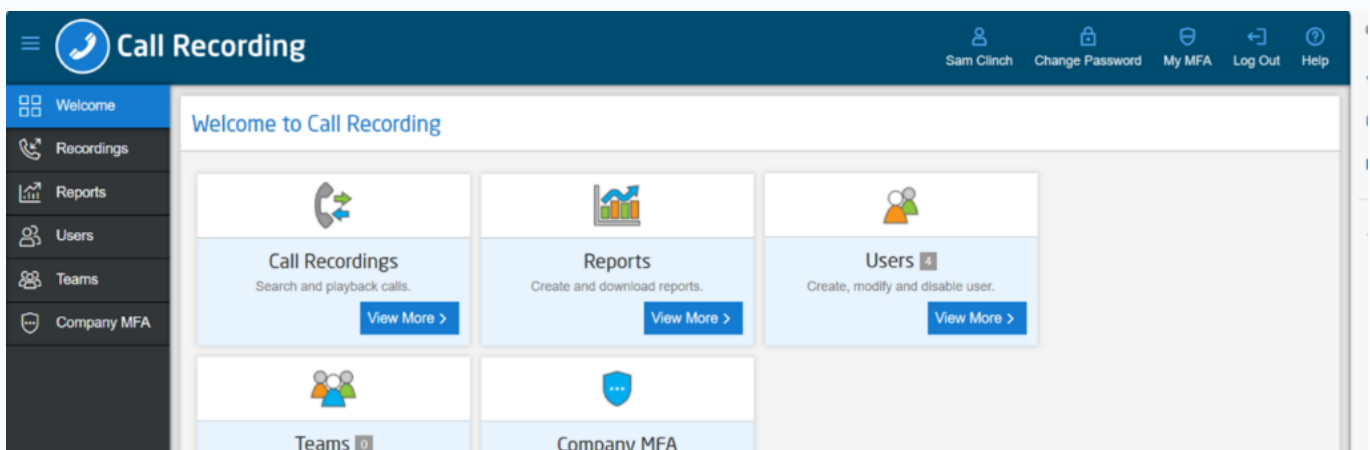
- Click Save.

Assign ability to manage MFA

- 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

Q 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** Assigned **0**

Access to Manage Own MFA

Access to Manage Company MFA

>

<

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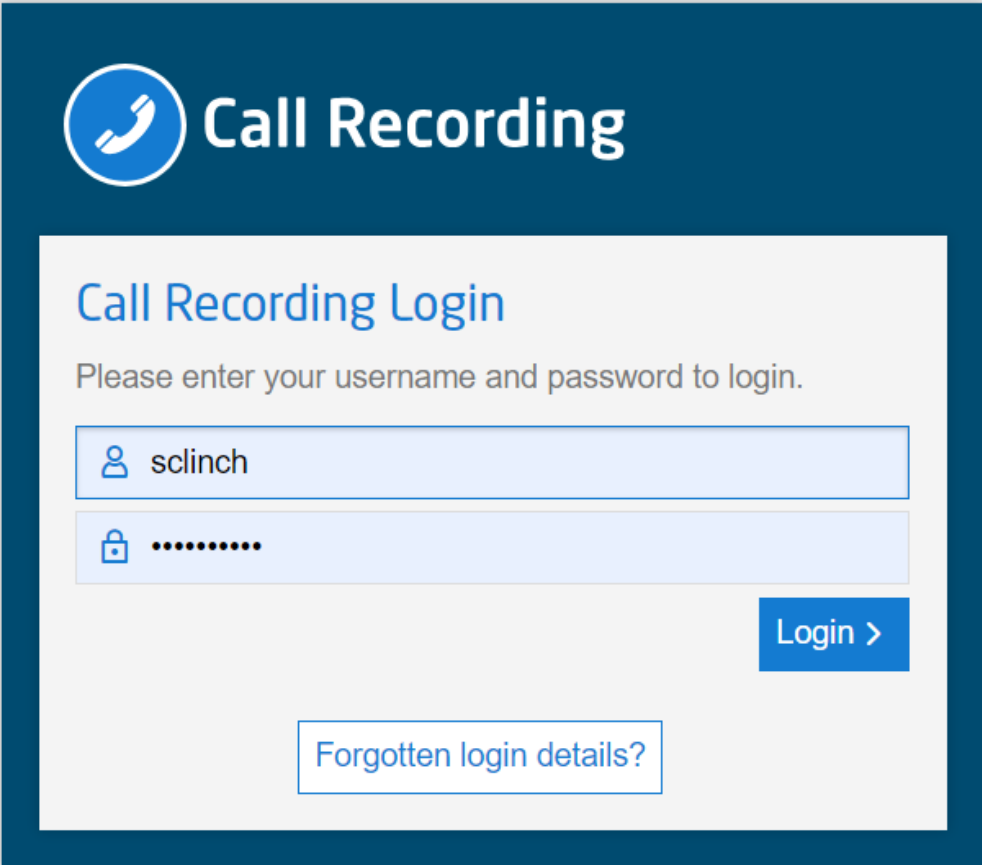
<<


Assigned

- 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.



 **Call Recording**

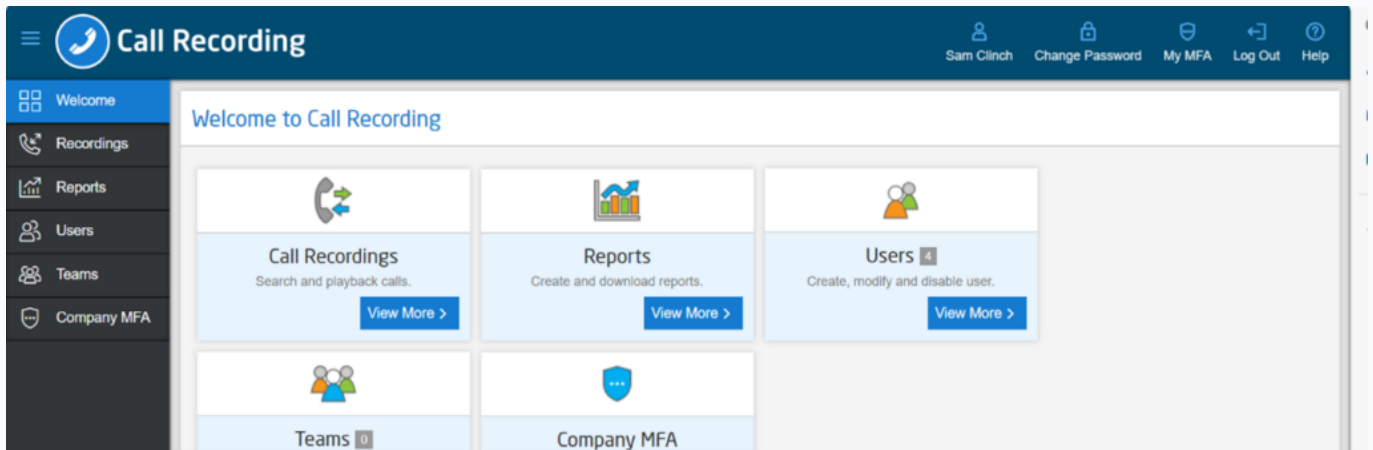
Call Recording Login

Please enter your username and password to login.

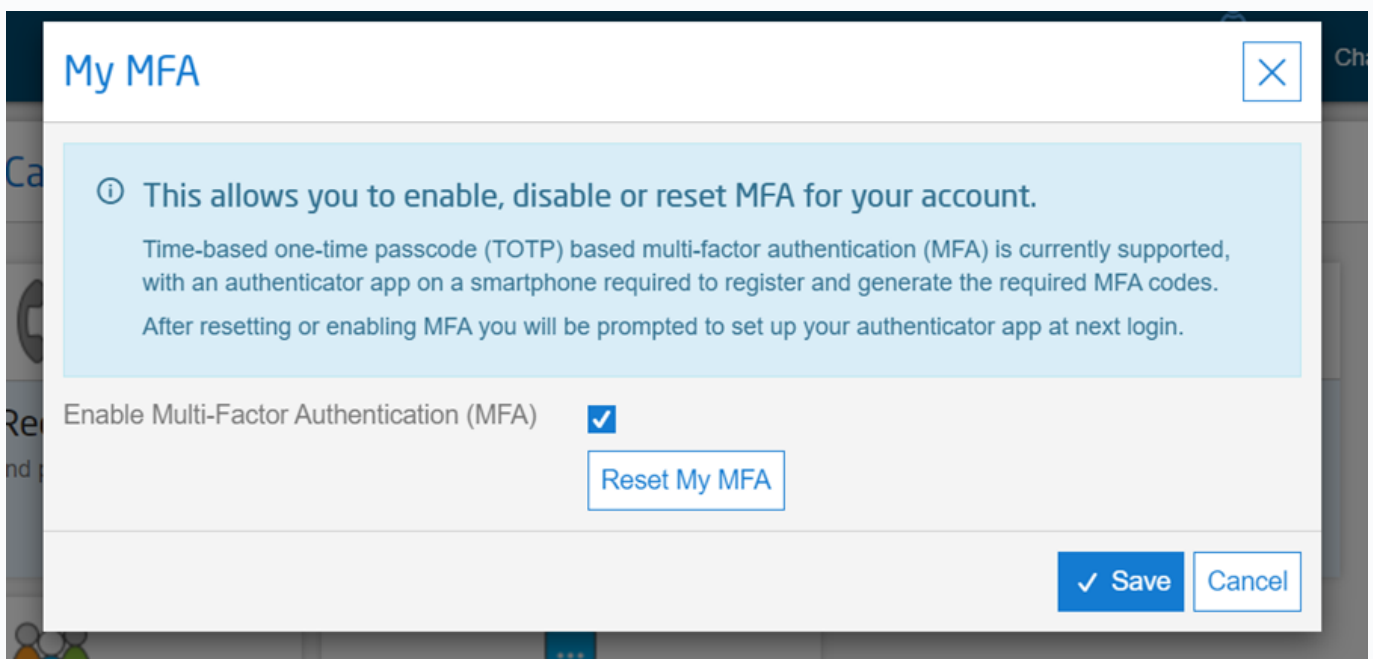
[Login >](#)

[Forgotten login details?](#)

- Select My MFA on the top right hand corner.



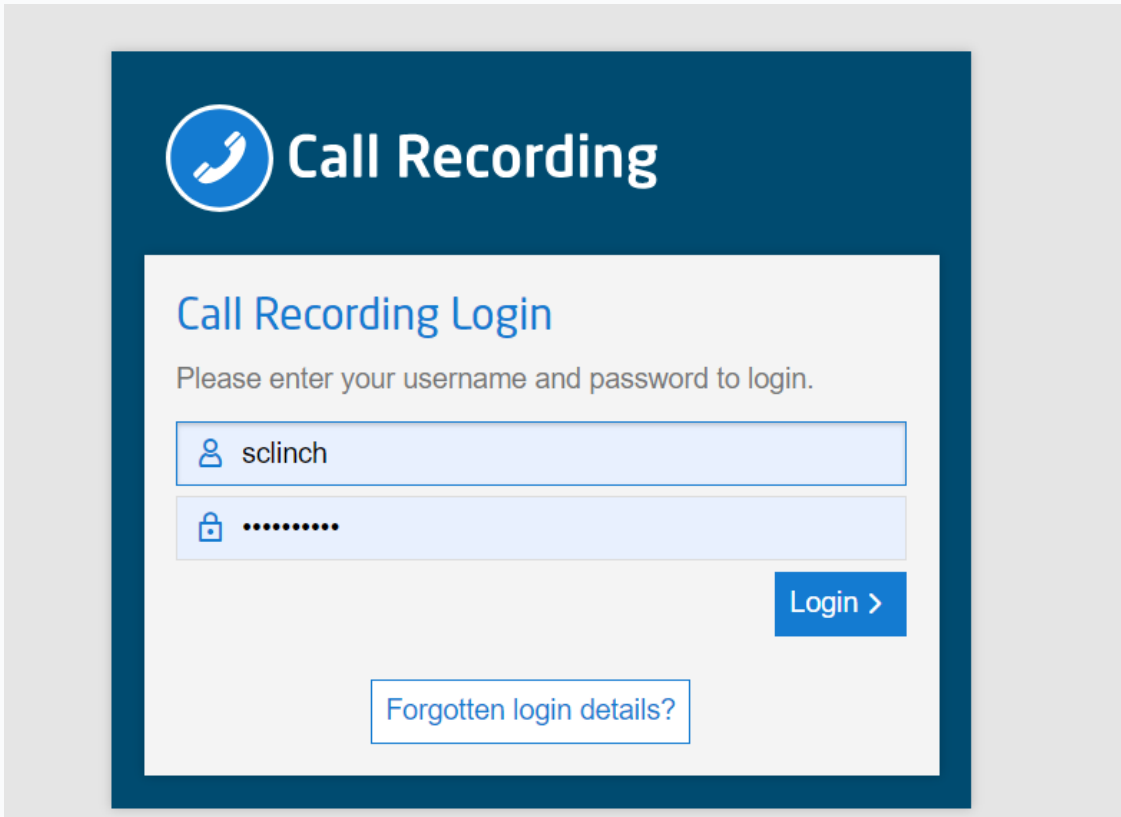
- A pop-up will appear, select Reset MFA. This will mean that you have to reregister and activate your MFA credentials. This could be used in the situation where you have lost your phone for example.



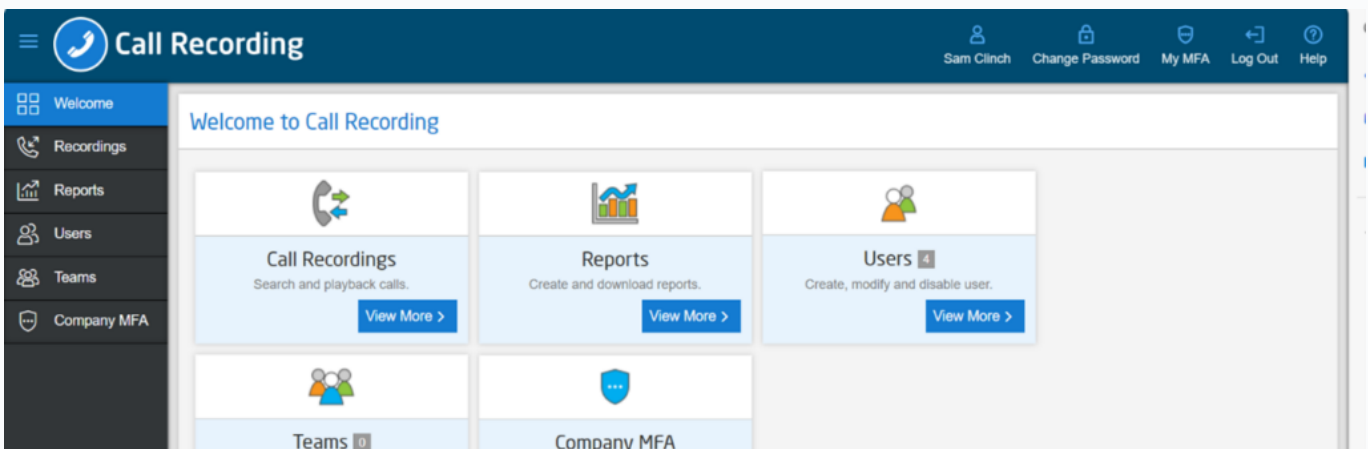
- Click Save.

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.

Reset MFA for lsheldon?

 This will reset MFA for lsheldon.
 They will be required to re-register MFA when they next attempt to login.

✓ Confirm
Cancel