

Technical Support Guide: Multi-Factor Authentication

Document purpose

This is the technical support guide for multi-factor authentication (MFA). This guide is designed to assist our channel partners in resolving common MFA-related issues.

Compatible devices and apps

Multi-factor authentication can be used to add a layer of security to the login process for your users.

Horizon supports time-based one-time password (TOTP) MFA. Users require a smartphone with an authenticator app, with most supporting the integration of MFA. Some popular choices are:

- Microsoft Authenticator
- Google Authenticator

Users can download these apps from the Apple App Store or Google Play Store for Apple iOS or Android respectively.

Desktop authenticators are also available for PC or Mac, as are some TOTP-compatible hardware tokens.

It is the responsibility of the company administrator to ensure suitable authenticators are in place for their users and to support any configuration or assistance required.

Common MFA Issues and Solutions:

1. **Unable to Activate MFA:**

- Ensure that the user has followed the correct activation process.
- Verify that the user's device is compatible with the MFA method being used (e.g., smartphone for app-based authentication).
- Double-check the user's credentials and permissions in the MFA system.

2. **Lost or Forgotten MFA Device:**

- Users should refer to the Reset MFA section of the relevant How to Guide for the product they are using. Through this, they will be able to reset their MFA as long as they have the relevant privileges to carry out this action.

3. QR Code Error:

- If there are errors when you scan the QR code from your Authenticator App, there may be already a record in the app for this particular account. Check the list of other accounts already set up in your app and if you spot another record for the account in question, you may need to delete this before you can successfully re-register.

Escalation Process to Gamma:

If any of the above issues cannot be resolved following the outlined steps, or if the issue is beyond the scope of basic troubleshooting, please escalate the issue to Gamma for further assistance via call or email.