

Two Factor Authentication

Purpose: A form of multi-factor authentication that requires two separate pieces of information to confirm the identity of a user attempting to log in to the Clarity system.

Who: all users

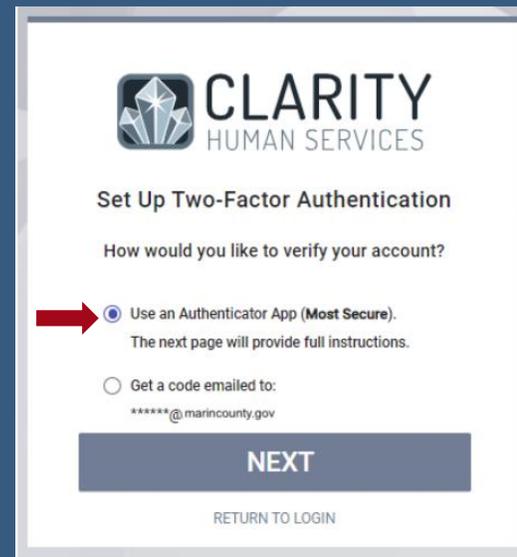


2FA Set - Up

When you log in for the first time with 2FA enabled you will need to set up your 2FA after entering your username and password

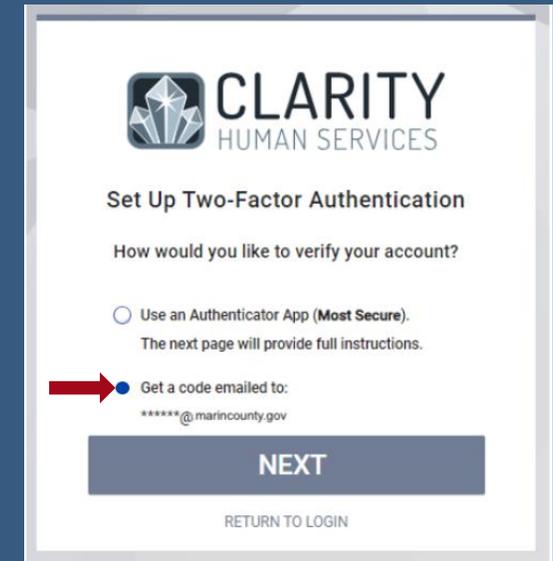
Choose how you would like to receive your code:

- Authenticator App
- Email (*recommended*)



The screenshot shows the 'Set Up Two-Factor Authentication' page for CLARITY HUMAN SERVICES. The question is 'How would you like to verify your account?'. There are two radio button options: 'Use an Authenticator App (Most Secure)' and 'Get a code emailed to: *****@marincounty.gov'. A red arrow points to the first option, which is selected. Below the options is a 'NEXT' button and a 'RETURN TO LOGIN' link.

Authenticator App



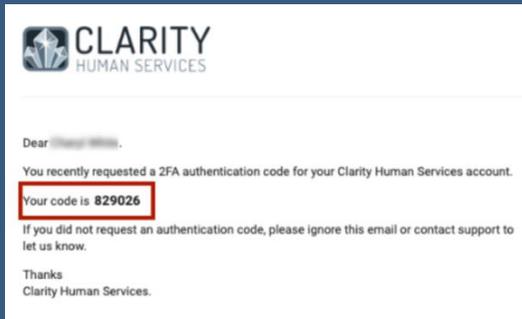
The screenshot shows the 'Set Up Two-Factor Authentication' page for CLARITY HUMAN SERVICES. The question is 'How would you like to verify your account?'. There are two radio button options: 'Use an Authenticator App (Most Secure)' and 'Get a code emailed to: *****@marincounty.gov'. A red arrow points to the second option, which is selected. Below the options is a 'NEXT' button and a 'RETURN TO LOGIN' link.

Email

How to verify your account

This is how you will receive a 6 – digit code

Email



Google Authenticator (for Android/IOS Phone)



Microsoft Authenticator (for windows phone)

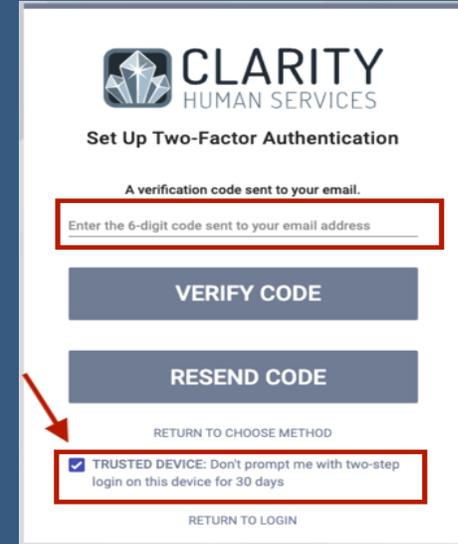


Step 1

When 2FA is enabled, to log in to Clarity Human Services you must enter:

- > The 6 -digit verification code
- >Check "Trusted Device"

Then proceed to login as normal with your username and password



CLARITY
HUMAN SERVICES

Set Up Two-Factor Authentication

A verification code sent to your email.

Enter the 6-digit code sent to your email address

VERIFY CODE

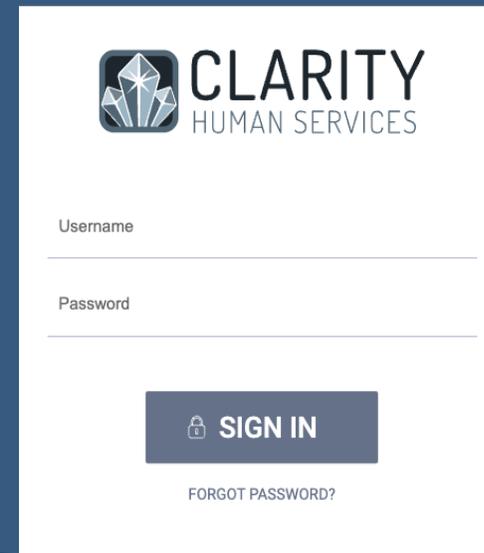
RESEND CODE

RETURN TO CHOOSE METHOD

TRUSTED DEVICE: Don't prompt me with two-step login on this device for 30 days

RETURN TO LOGIN

Step 2



CLARITY
HUMAN SERVICES

Username

Password

 SIGN IN

FORGOT PASSWORD?

Step 1 Setup

CLARITY HUMAN SERVICES
Set Up Two-Factor Authentication

A verification code sent to your email.

Enter the 6-digit code sent to your email address

VERIFY CODE

RESEND CODE

RETURN TO CHOOSE METHOD

TRUSTED DEVICE: Don't prompt me with two-step login on this device for 30 days

RETURN TO LOGIN

Step 2 Verify

Google Authenticator
Google LLC

GET

Email is recommended

CLARITY HUMAN SERVICES

Dear [redacted],

You recently requested a 2FA authentication code for your Clarity Human Services account.

Your code is **829026**

If you did not request an authentication code, please ignore this email or contact support to let us know.

Thanks
Clarity Human Services.

Step 3 Enter 6 digit code

CLARITY HUMAN SERVICES
Two-Factor Authentication

Enter the verification code sent to your email address

Verification Code

VERIFY CODE

RESEND CODE

TRUSTED DEVICE: Don't prompt me with two-step login on this device for 30 days

RETURN TO LOGIN

Step 4 Login

CLARITY HUMAN SERVICES

Username

Password

SIGN IN

FORGOT PASSWORD?



Note: You will NOT need to do this every single time.

- > You will be required to verify with 2FA when the following occur:
 - > Setting up 2FA for the 1st time
 - > If you use an Incognito browser
 - > If you use a different device, computer, phone etc.
 - > Did not check "Trusted device"

- > Time Limit on trusted device: **30 days**
 - > Remember if logging in frequently on the same device they will not be prompted to verify 2FA