Two-factor authentication for ePlatform

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Two-factor authentication for ePlatform

General description

Accessing **ePlatform** now requires a security method called two-factor authentication (2FA). It is a security process that enhances the protection of your accounts by requiring two forms of identification before granting access: it combines something you know (like a password) with something you have (such as a mobile device or authentication app).

You'll need:

- Install and set up an authentication app on your mobile device.
- Your ePlatform username and password.

How do I install an authentication app?

We selected "Microsoft Authenticator" as our app to guide you through the process of using 2FA.
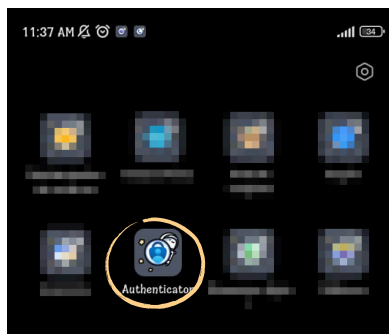
1. Open **Microsoft Authenticator** website and scan the QR code according to your mobile device's requirements (Android or iOS).
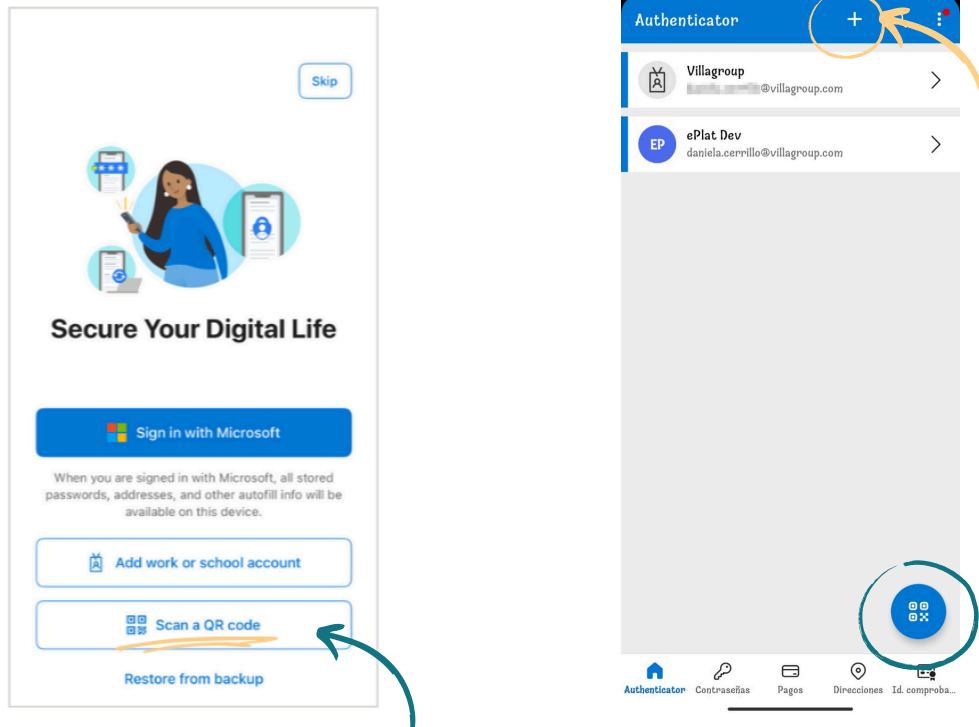

2. Download and install the app on your mobile device by tapping **Install**.
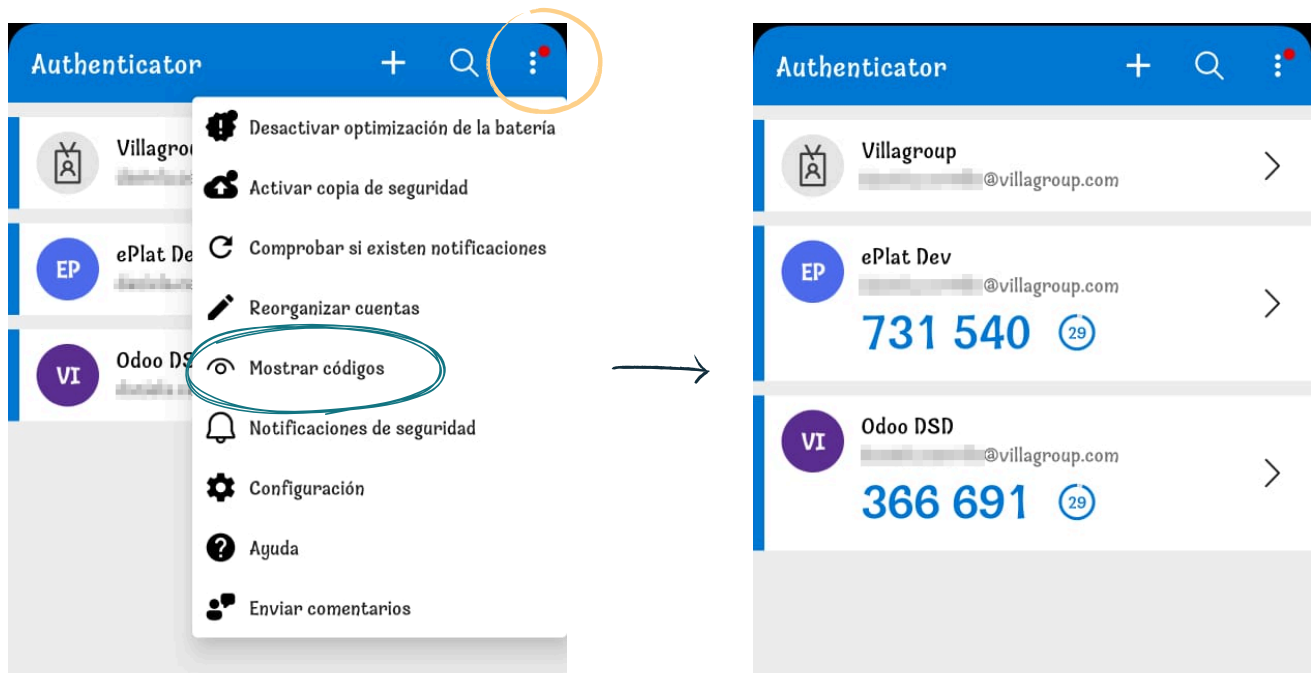

3. Open the app you installed.

You can scan using different options in the app, such as:

You can also enable the 'display codes' option by clicking on ⋮, so the codes will show up right away the next time you log into the app.
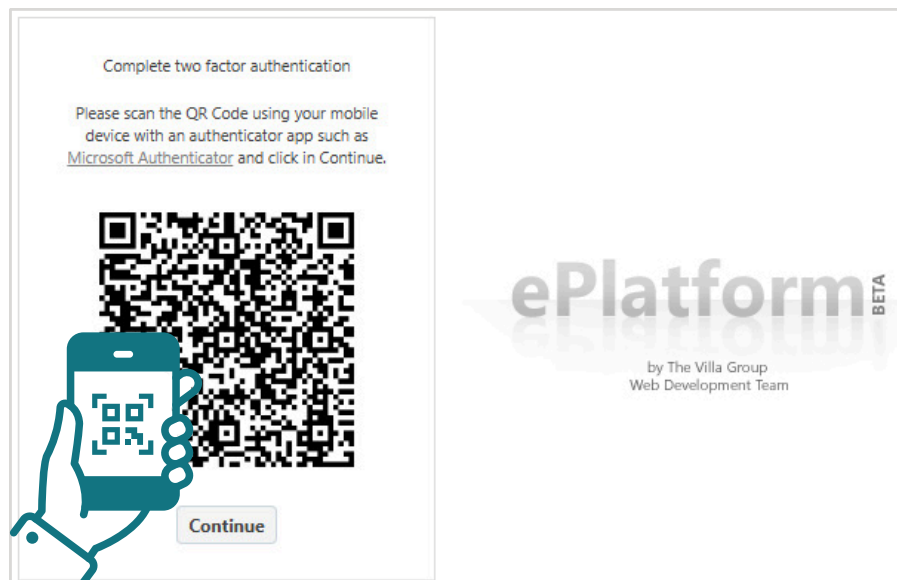
How do I add my ePlatform account to the authentication app?

You need to set up the ePlatform account in the mobile app. Please follow the instructions below:

1 Open **eplatform.eplat.com/**

2 Type your **username** and **password**.

3 Click **Log In**.
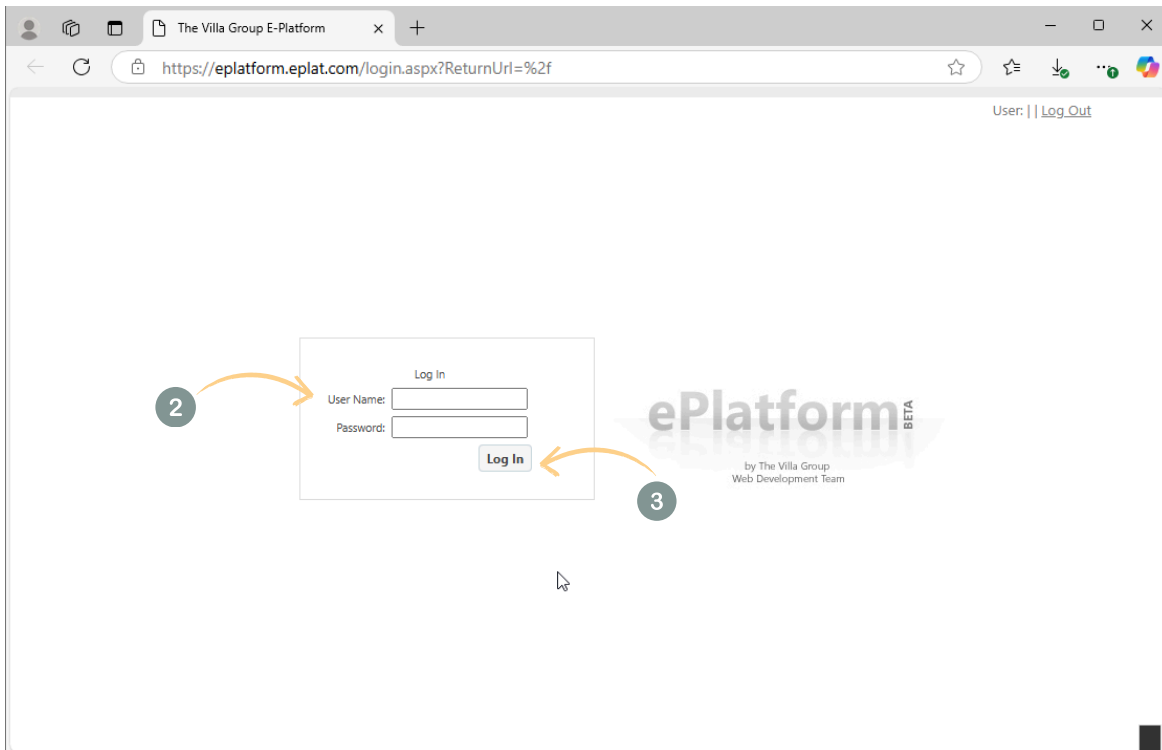
4 A QR code will appear on your screen. **Scan it** with the Microsoft Authenticator app on your mobile device.
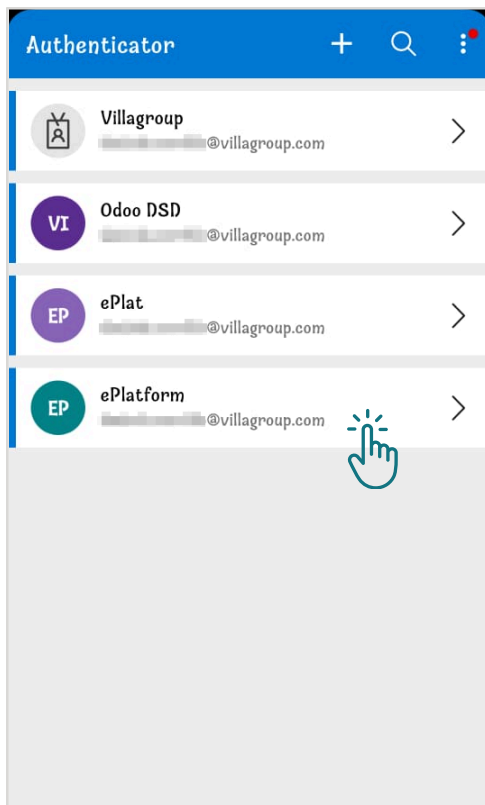
After scanning on your mobile device, Authenticator will display the message 'Account added successfully.' This means you've set up two-factor authentication in the app.
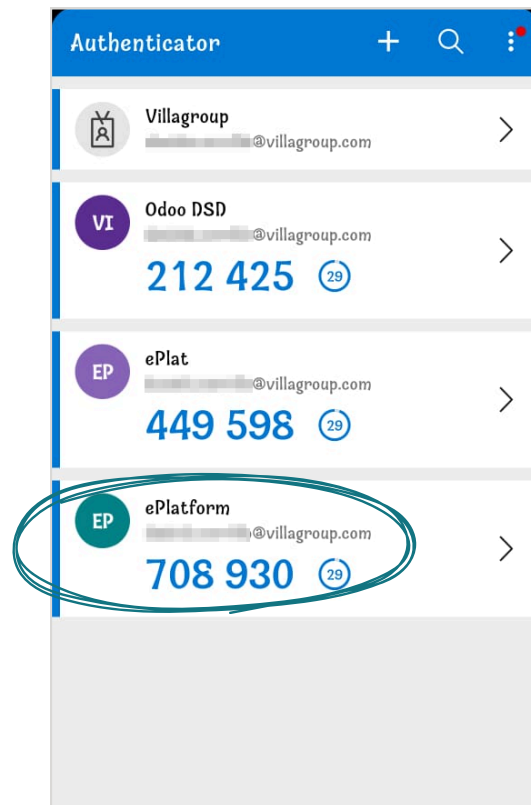

5. Go back to your browser and click **Continue** on ePlatform.

6. Click on your ePlatform account to get the **one-time password**, or if the code appears automatically, **just select** the correct one.
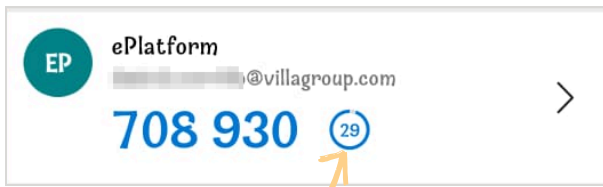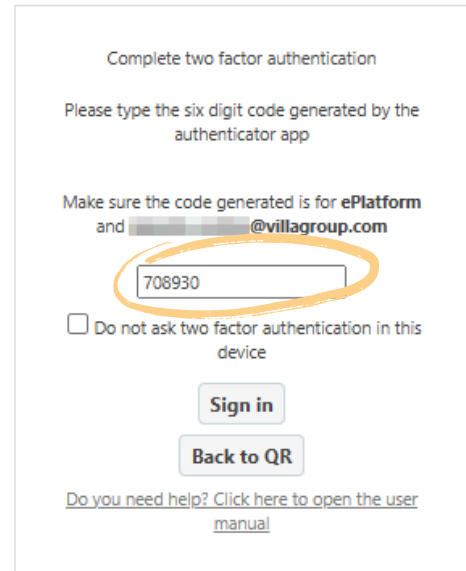

Authenticator app, hidden codes.

Authenticator app, visibles codes.

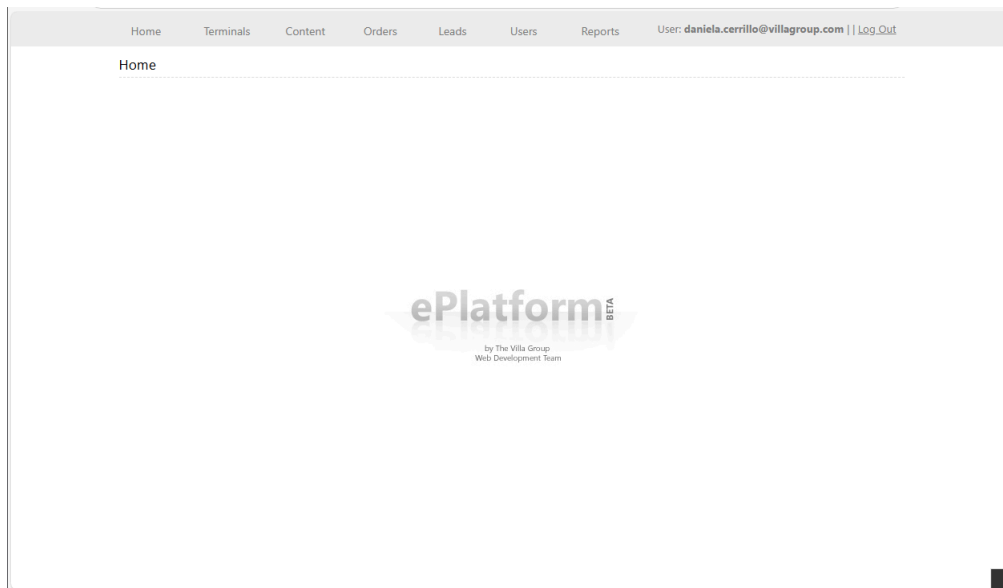**7** Enter the one-time code on ePlatform and click **Sign In**.

❗ **Keep in mind that this code is valid for 30 seconds. Make sure the time is greater than 10; otherwise, wait for a new one.**

Complete two factor authentication

Please type the six digit code generated by the authenticator app

Make sure the code generated is for **ePlatform** and _____@**villagroup.com**

708930

☐ Do not ask two factor authentication in this device

Sign in

Back to QR

Do you need help? Click here to open the user manual

EP ePlatform
_____@villagroup.com
708 930 ⓑ

Time greater than 10 seconds

You have successfully set up two-factor authentication to log into ePlatform.

| Home | Terminals | Content | Orders | Leads | Users | Reports | User: daniela.cerrillo@villagroup.com | | Log Out |

Home

ePlatform BETA
by The Villa Group
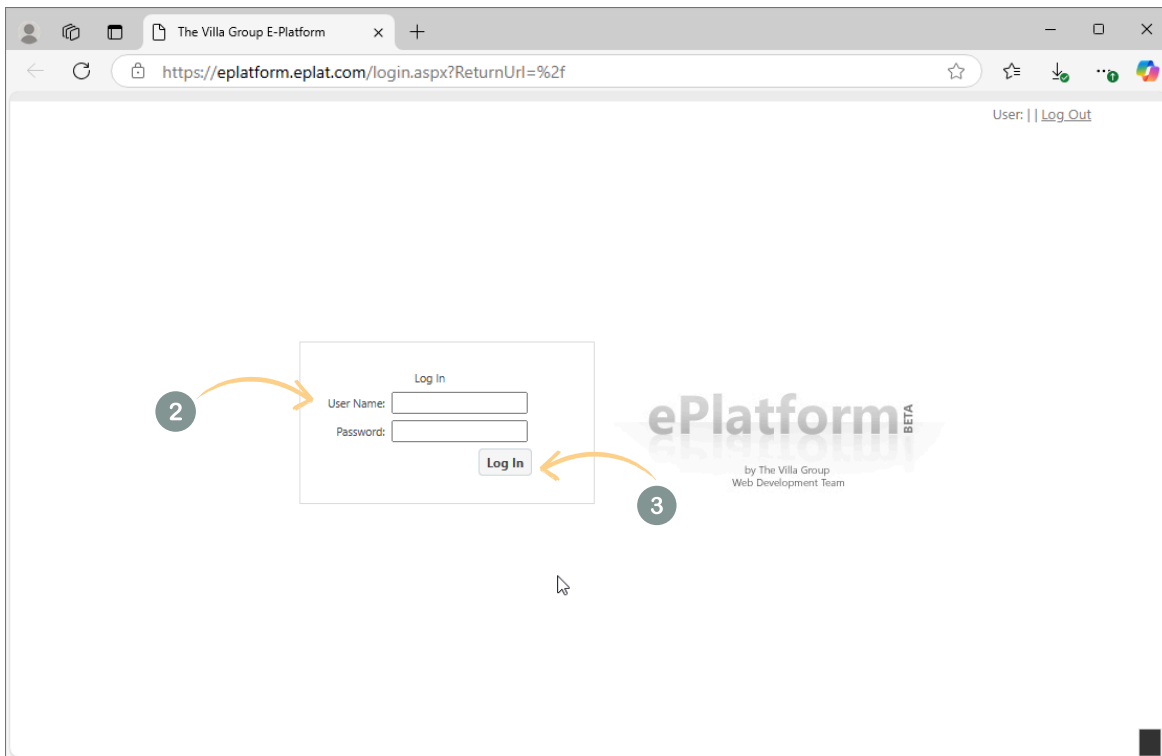Web Development Team

❗ **Do not uninstall Microsoft Authenticator; you will need it from now on to generate your OTP every time you log into ePlatform.**

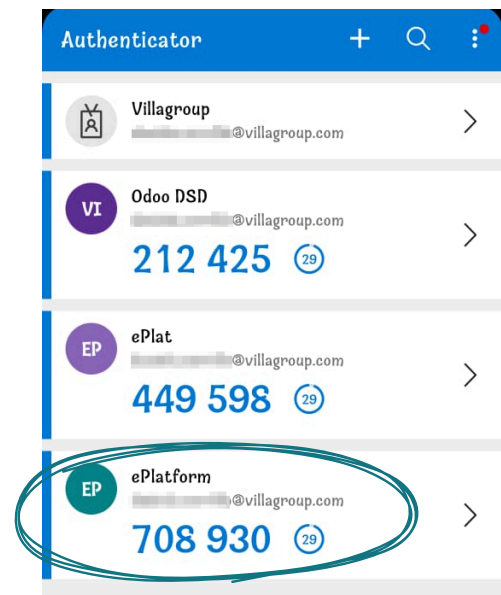## How do I log into ePlatform now that I've set up 2FA?

Follow these steps the next time you want to log into ePlatform:

1 Open **eplatform.eplat.com/**

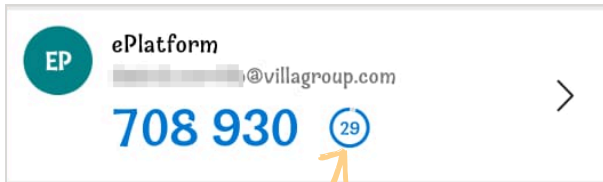**2** Type your **username** and **password**.

3 Click **Log In**.

4 Open the **Microsoft Authenticator app** on your phone and locate the **one-time password** for your ePlatform account.
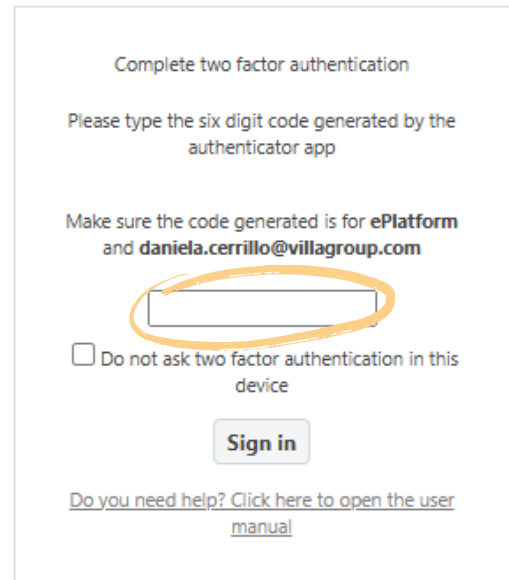
Keep in mind that this code is valid for 30 seconds. Make sure the time is greater than 10; otherwise, wait for a new one to be generated.

**5** Enter the one-time code on ePlatform and click **Sign In**.

**Time greater than
10 seconds**

Complete two factor authentication

Please type the six digit code generated by the authenticator app

Make sure the code generated is for **ePlatform** and **daniela.cerrillo@villagroup.com**

☐ Do not ask two factor authentication in this device

Sign in

Do you need help? Click here to open the user manual

Done! You have successfully logged into ePlatform.

From now on, all you need to do is:

Username + Password + One-Time Password =

ePlatform user

Authentication app
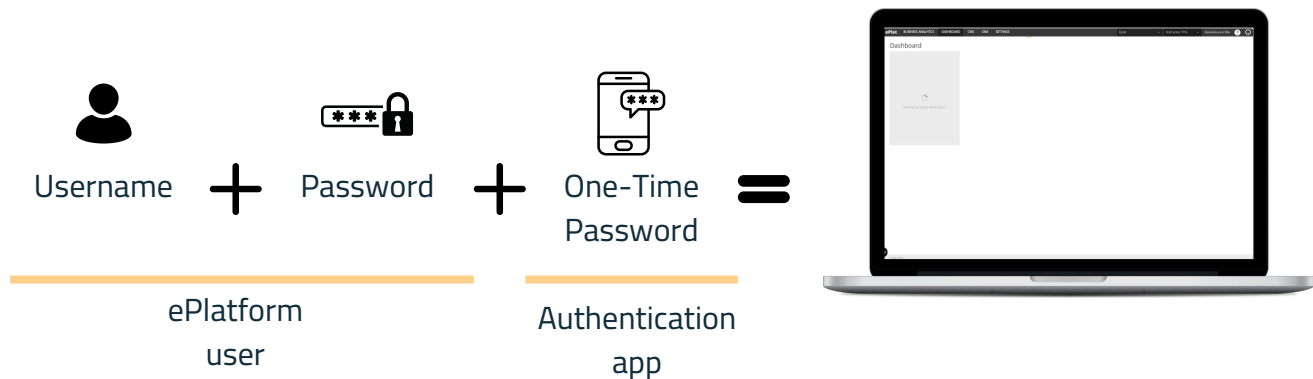
Having trouble logging in?

Check that the date and time on the device you use to access ePlatform are correct. You can compare them by looking up this information online.

Also, make sure that the time on the password code is always greater than 10 seconds when you use it, to avoid messages like "Invalid code" on ePlatform.