

1 Two-factor authentication on the web application




Two-factor authentication means that besides logging in with your username and password, you'll need to enter *another* code. This code is not something you'll have to remember. It is *generated* each time you'll need it, on another device than the one you're using to log in.

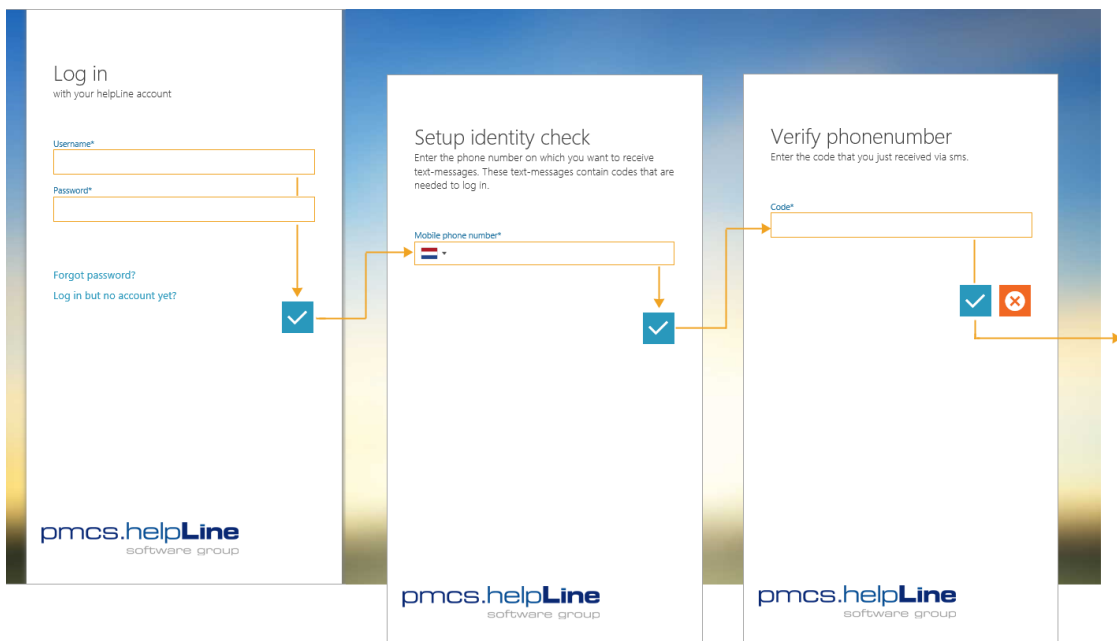
You'll either receive this verification code per text-message, or through an authenticator app installed on your smartphone. Which of these 2 methods you can use is determined by your organization.

1.1 First time login: set up a 2nd factor for an existing account

To work with the Serviceware web application when two-factor authentication is required, you need to setup this 2nd factor the first time you log in by completing the following 4 steps:

1.1.1 When your organization decided to use text-messages




1. Browse to the Serviceware web application on the PC. The renewed log in page is shown.
2. Enter your username (= e-mail address) and password and confirm with .
3. On the next page, enter your phone number of the phone on which you want to receive the codes needed to log in to Serviceware in the future. Confirm with .
4. To verify your phone number, enter the code that you just received in a text-message. Confirm with . The setup has is now complete. You'll be brought to Serviceware's storypage.

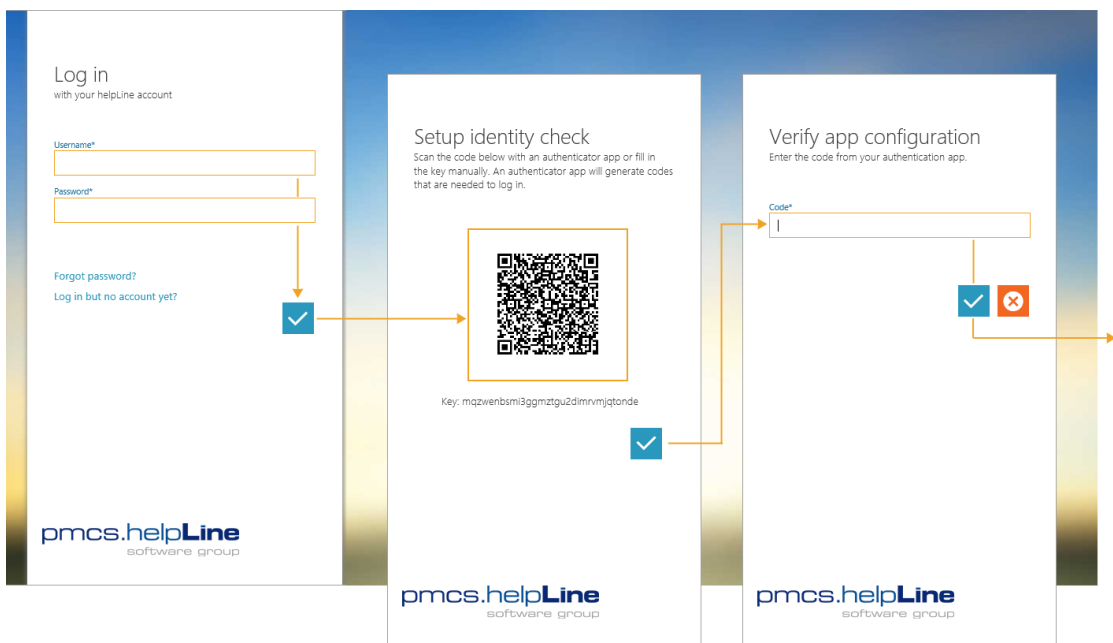


Steps when using text-messages

Logging in to Serviceware with two-factor authentication

1.1.2 When your organization decided to use an authenticator app

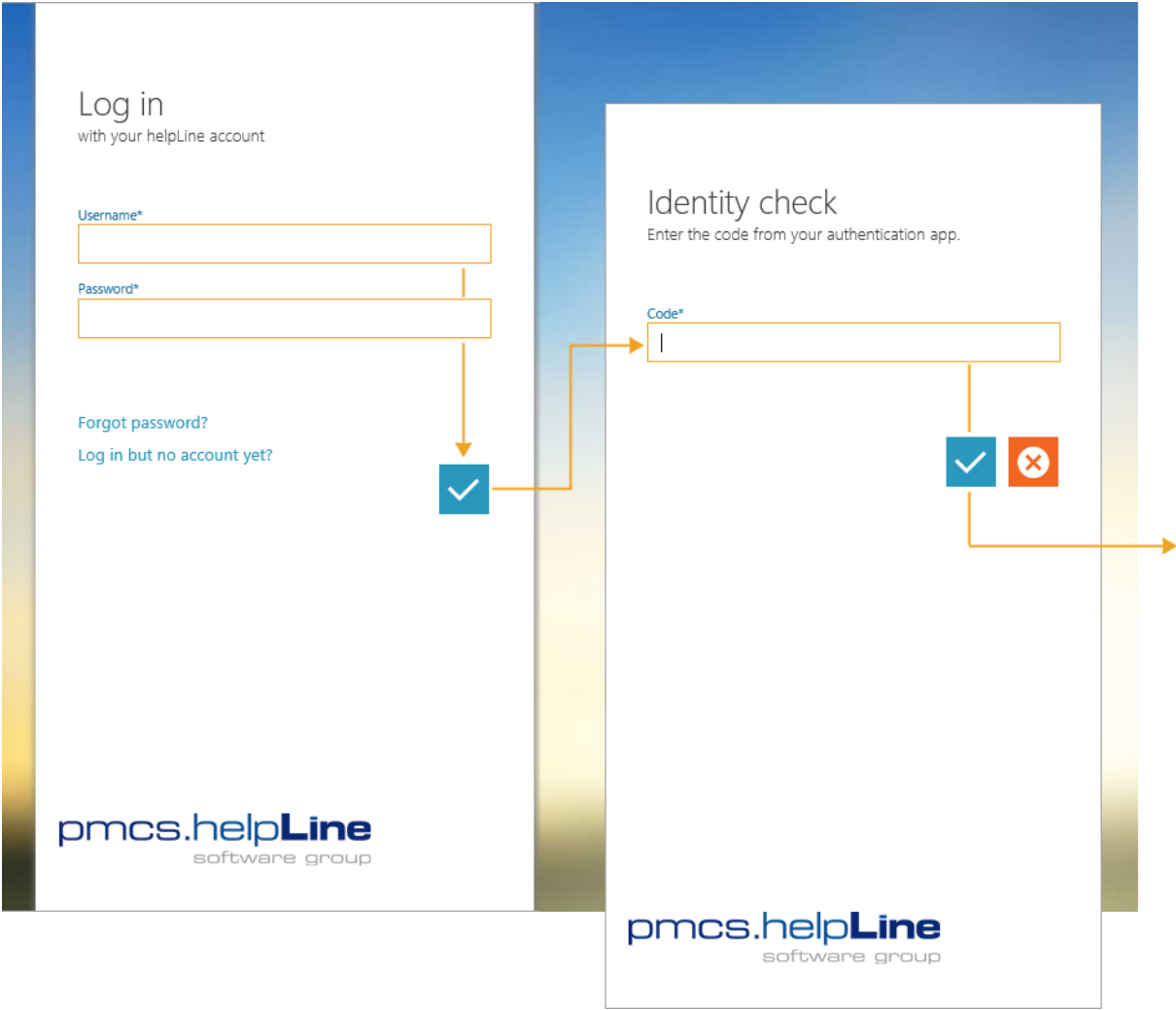
1. Browse to the Serviceware web application on the PC. The renewed log in page is shown.
2. Enter your username (= e-mail address) and password and confirm with .
3. On your smartphone, download an authentication app of your choice (e.g. Google authenticator) from the App store/ Google play and open it. Next, use this app to scan the code that is displayed by Serviceware. Confirm with .
4. To verify a correct setup of your authenticator app, enter the code that the app generated for you. Confirm with . The setup has is now complete. You'll be brought to Serviceware's storypage.



Logging in to Serviceware with two-factor authentication

1.2 Log in with 2nd factor

Once you've set up the 2nd factor, the next time you want to log in you'll need to enter your username+password on the first page, and the code from your text-message or authentication app on the second page.



Logging in to Serviceware with two-factor authentication

1.3 FAQs



1.3.1 I don't have access anymore to any text-messages sent to me. How can I log in?

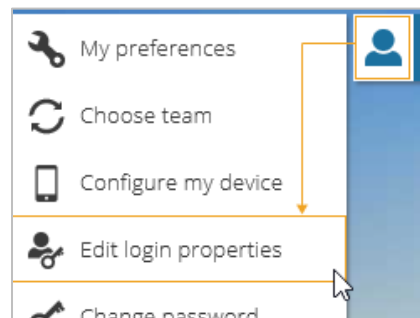
When you can't use your old phone anymore (for example because it got stolen or you lost it), you're not able to log in to Serviceware because you can't access the text-messages that are sent to you.




In this case, you'll need to **contact the administrator** that can reset your 2nd factor configuration. After this has been done, you'll need to follow the set up process again (see paragraph 1.1.1) and use your *new* phone number.

1.3.2 I've a new phone number, how can I receive my texts on this phone in the future?

When you know beforehand that your phone number will change (e.g. you bought a new SIM card), you'll still be able to receive the text-messages on your old number and therefore you can still log in. Once logged in, you can change your phone number yourself. Please follow these steps:

1. Log in to the Serviceware web application on a PC. You'll need your username, password and the code that you'll receive per text-message on your *old* phone number.
2. Once logged in, click left on the storypage on  to open the user menu.
Choose 'Edit my login properties' from the list with options.
3. You'll be brought to the 'Edit login' page. Click the 'Reset phone' button and then confirm with .



4. You're logged out and brought back to the log in page.
Enter your username+password and confirm with .
5. Enter your *new* phone number and click .
6. Lastly, enter the code you just received on your *new* number and confirm again with .

1.3.3 I don't have access anymore to any codes generated for me. How can I log in?






When you lost your phone, accidentally deleted the authentication app from your phone, or deleted the account within the authentication app, you won't be able to log in to Serviceware because you can't generate any 2nd factor codes.

In this case, you'll need to **contact the administrator** that can reset your 2nd factor configuration. After this has been done, you'll need to follow the set up process again (see paragraph 1.1.1) and install an authentication app on your (new) phone again.

Logging in to Serveware with two-factor authentication

1.3.4 How can I switch to a different authenticator app?

If you're actually planning to switch to another authentication app (on another phone), you'll still be able to generate codes from within your current app and therefore you'll still be able to log in. Once logged in, you can take care of this yourself. Please follow these steps:



1. Log in to the Serveware web application on a PC. You'll need your username, password and the code that is generated for you in your *current* authentication app.
2. Once logged in, click left on the storypage on  to open the user menu. Choose 'Edit my login properties' from the list with options.
3. You'll be brought to the 'Edit login' page. Click the 'Reset app' button and then confirm with .
4. You're logged out and brought back to the log in page. Enter your username+password and confirm with .
5. Scan the displayed code with your *new* authentication app (on a new phone) and click .
6. Lastly, enter the code the *new* app just generated for you and confirm again with . You'll be brought back to the storypage.

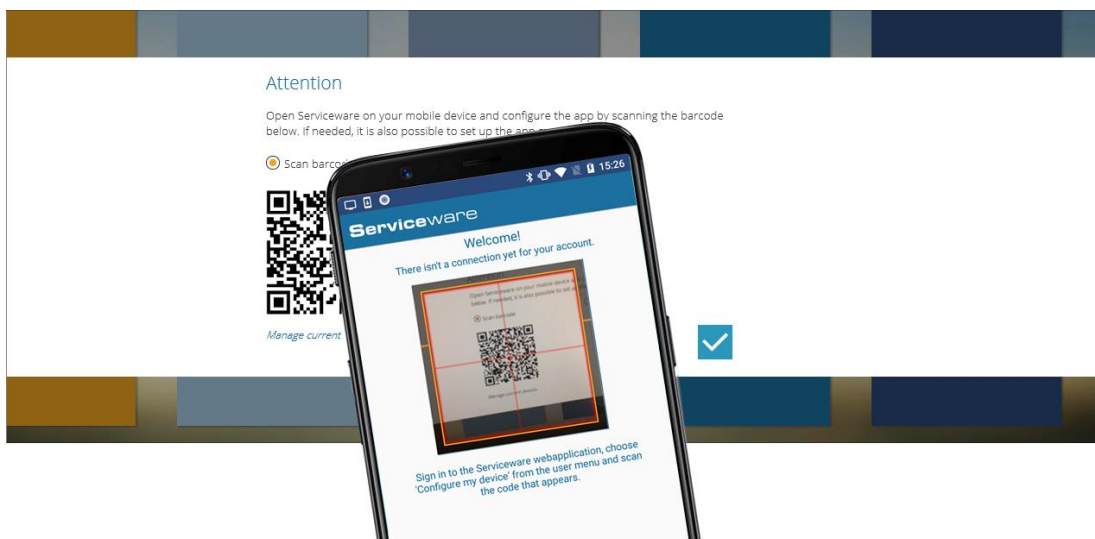


2 Two-factor authentication on Android

2.1 First time login: connect your device to your account in Serviceware

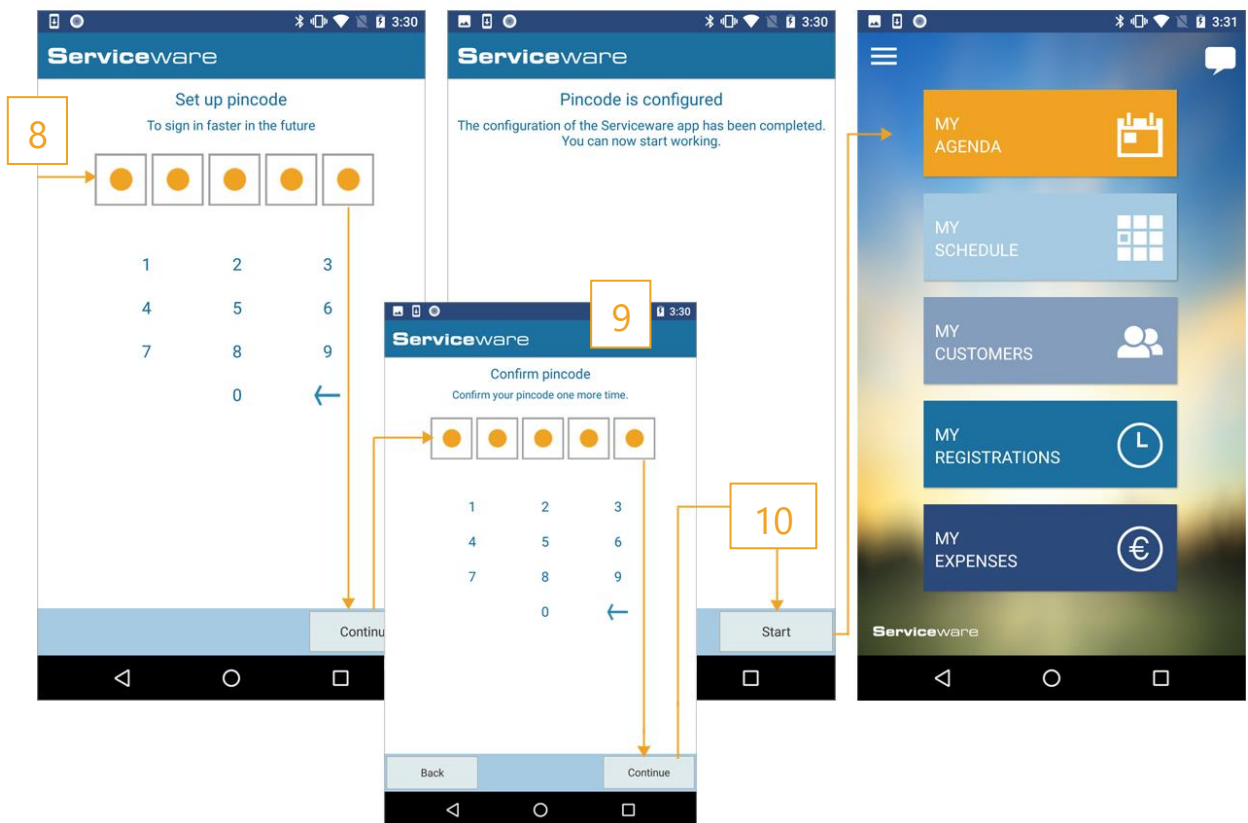
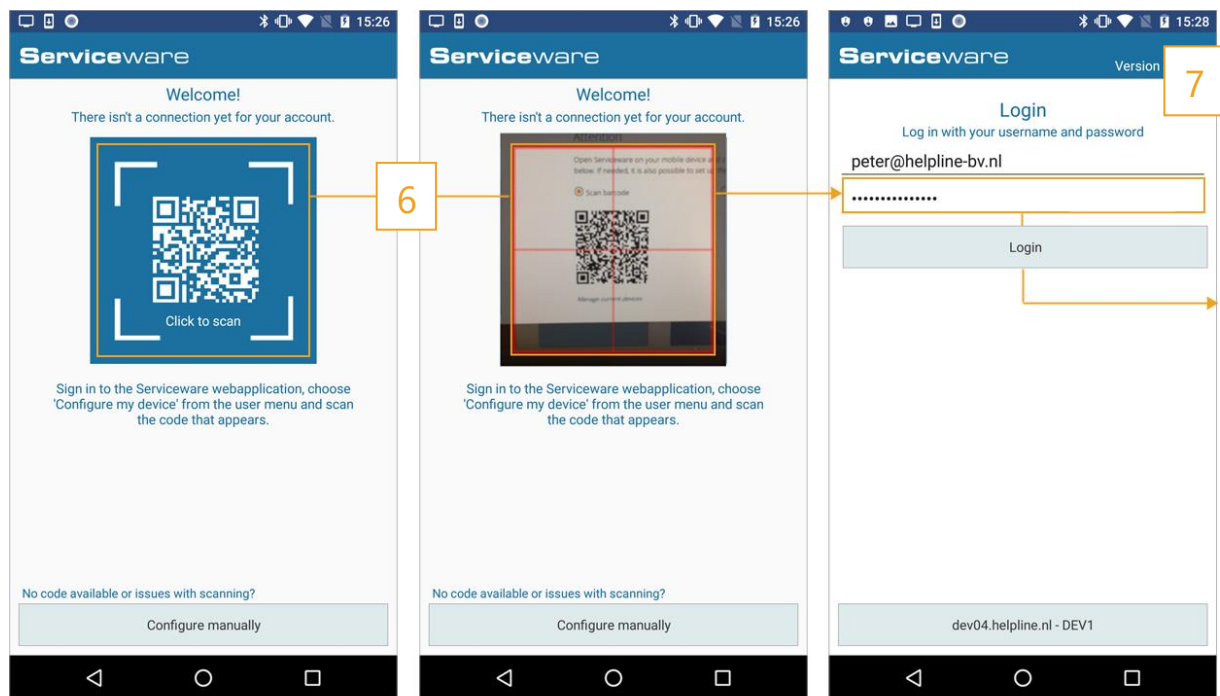
To work with Serviceware's mobile app when two-factor authentication is required, it is necessary to configure your device first by completing the following steps^{1,2}:

1. Set up 2-factor for the Serviceware web application first, because you'll need this to configure your mobile device. See chapter 1.
2. Make sure version 5.0 of the Serviceware app is installed on your mobile device. You can recognize this by the new launcher icon with the 5 horizontal orange-blue bars. 
3. Open the app. It will tell you that *'there isn't a connection yet for your account'*, and will ask you to scan a code to configure your device.
4. Log in to the Serviceware web application on a PC. You'll need your username, password and the 2nd factor that you've set up in step 1.
5. On the storypage, click at the left side on  to open the user menu. Choose 'Configure my device' from the list with options. A popup will now display the code.
6. Grab your phone with the opened Serviceware app, tap the scan area and scan the code.



7. On the page that appears next, your username is already filled in. Enter your password to confirm it's you and tap the 'Login' button.
8. To make future logins quicker, you must create a 5 digit pin code which you can use instead of with your username+password. Enter 5 numbers and click 'Continue' on the bottom right.
9. Confirm your pin code by entering it once again. Click 'Continue'.
10. Your device has now been configured completely. Tap 'Start' to enter Serviceware's renewed start page.

Logging in to Serviceware with two-factor authentication



¹ When your administrator already prepared your device for 2-factor authentication, it isn't needed to scan a code and therefore it isn't necessary to log in to Serviceware on a PC. What is left for you in such case are steps 7 – 10.

² When your first log in takes place within the so-called 'Grace period' (e.g. 14 days), the whole process of connecting your device is done automatically. That is, only for the 1st device you're using.

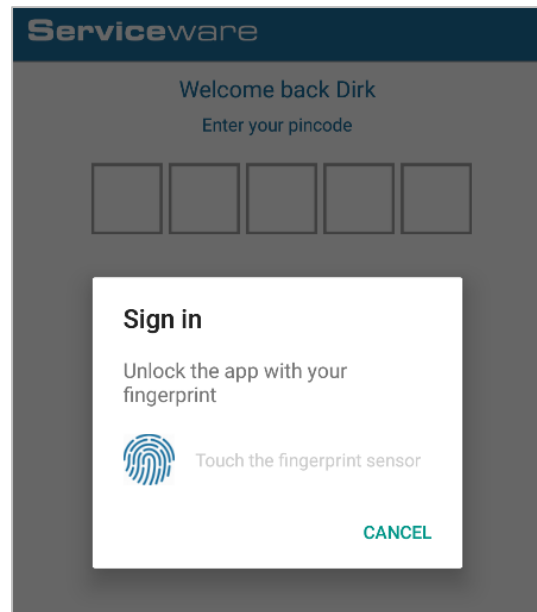
Logging in to Serviceware with two-factor authentication

2.2 Log in on a private device

Once your device is configured and you've set up a pin code, you can now simply log into the Serviceware app by entering your **pin code**.

When you've set up a **fingerprint** for your device, you can also use your finger to log in to the app.

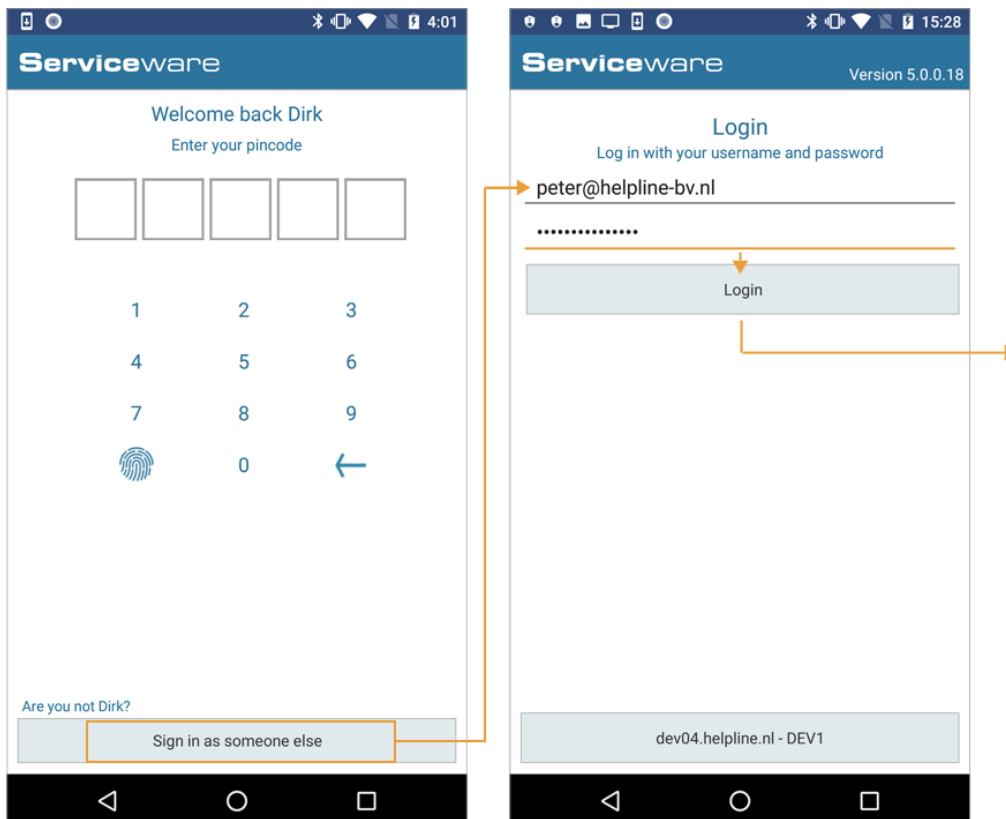
Note that you'll have to re-login with your fingerprint or pin code every time you return to Serviceware after closing the app³ or after leaving the app for longer than 15 seconds – for example when using another app on your device.



³ When you're using an older version of Serviceware (<7.8), then your fingerprint or pin code isn't enough to re-login after the app has been closed. In that case the app will ask you for your username+password.

2.3 Log in on a shared device



When you share a device with some of your colleagues, you need to check who was logged in last when opening the Serviceware app. If this wasn't you, you must enter your username+password and setup a pin code again for all logins that will follow. Using your fingerprint is not allowed on shared devices.

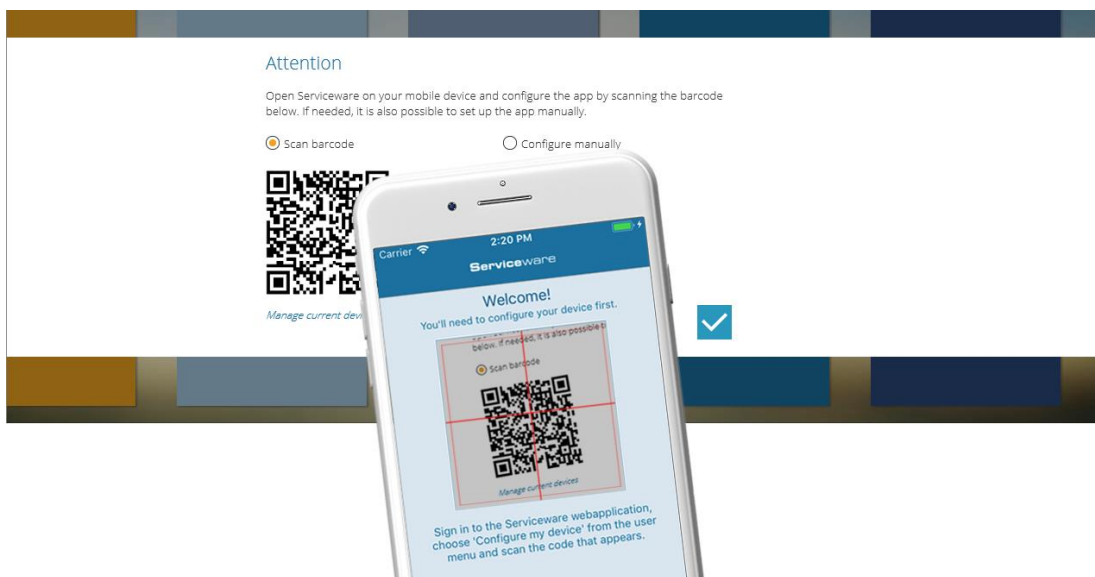




3 Two-factor authentication on iOS

3.1 First time login: connect your device to your account in Serviceware

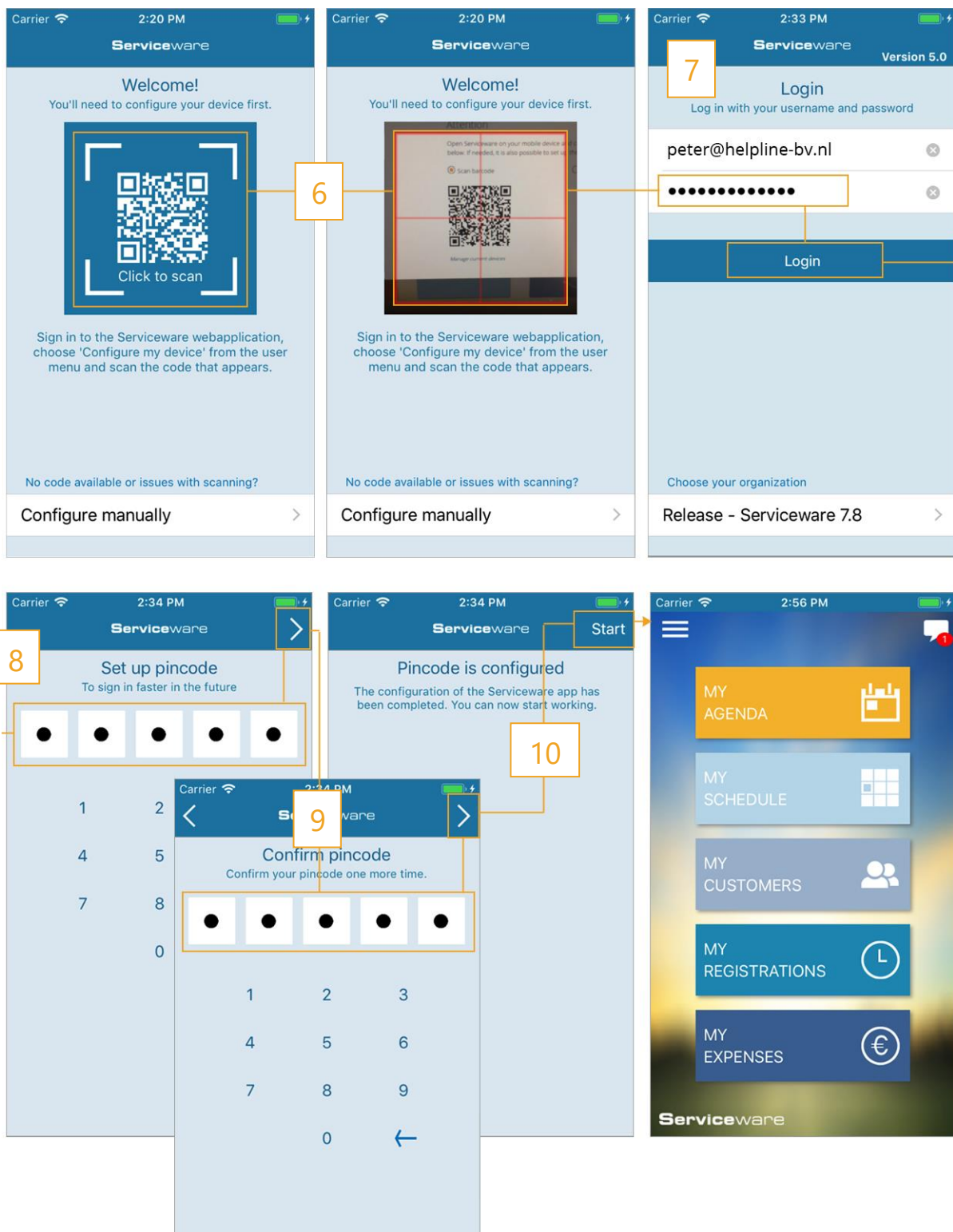
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2. Make sure version 5.0 of the Serviceware app is installed on your mobile device. You can recognize this by the new launcher icon with the 5 horizontal orange-blue bars. 
3. Open the app. It will tell you that 'You'll need to configure your device first', and will ask you to scan a code to do so.
4. Log in to the Serviceware web application on a PC. You'll need your username, password and the 2nd factor that you've set up in step 1.
5. On the storypage, click at the left side on  to open the user menu. Choose 'Configure my device' from the list with options. A popup will now display the code.
6. Grab your phone with the opened Serviceware app, tap the scan area and scan the code.



7. On the page that appears next, your username is already filled in. Enter your password to confirm it's you and tap the 'Login' button.
8. To make future logins quicker, you must create a 5 digit pin code which you can use instead of with your username+password. Enter 5 numbers and click the arrow right  on the top right.
9. Confirm your pin code by entering it once again. Click  to finish the set up.
10. Your device has now been configured completely. Tap 'Start' on the top right to enter Serviceware's renewed start page.

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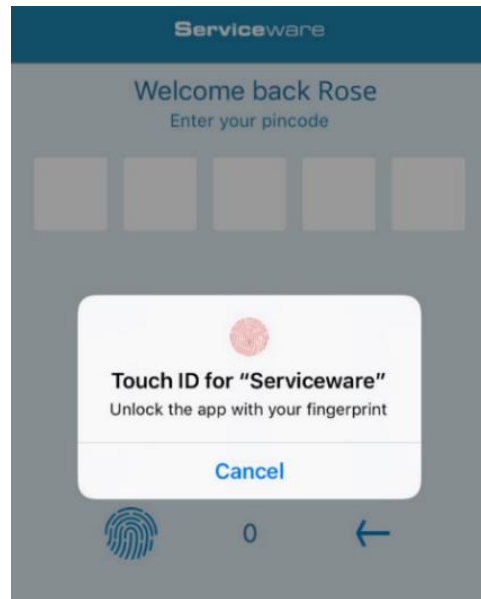
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