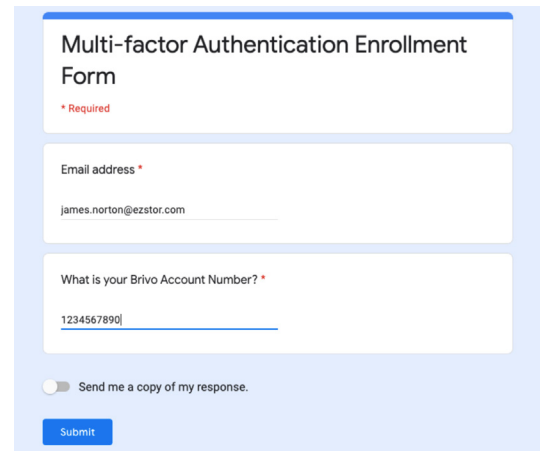


# Multi-Factor Authentication Setup Guide

**Step 1:** Request account be enabled for Multi-Factor Authentication. This step will only need to be completed once, not by every administrator.

Go to <https://forms.gle/FFASjQDEixZs1bqk7> and fill in your email address and Brivo account number. Your Brivo account number can be located on the main Brivo Onair Home Page.

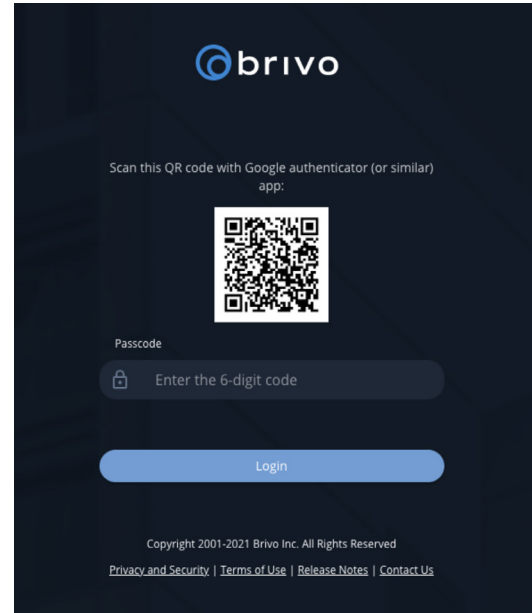
Brivo will then enable Multi-Factor Authentication on the account and notify the contact when it has been enabled.



The screenshot shows a web form titled "Multi-factor Authentication Enrollment Form". It has two main input fields: "Email address" with the value "james.norton@ezstor.com" and "What is your Brivo Account Number?" with the value "1234567890". There is a "Submit" button at the bottom. A checkbox labeled "Send me a copy of my response." is also present.

**Step 2:** Set up Multi-factor Authentication using Google Authenticator. This step will need to be completed by all administrators on the account the first time they log in after enabling Multi-factor Authentication. The Google Authenticator app may be downloaded from the Google Play Store or Apple Store.

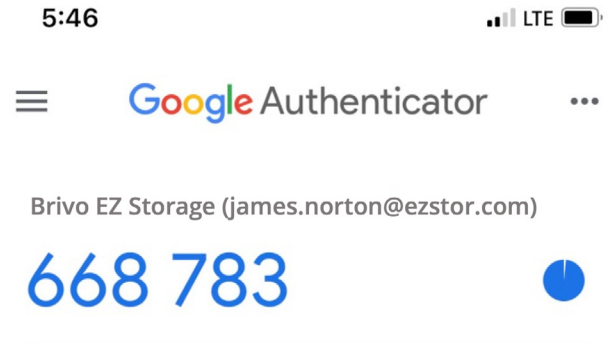
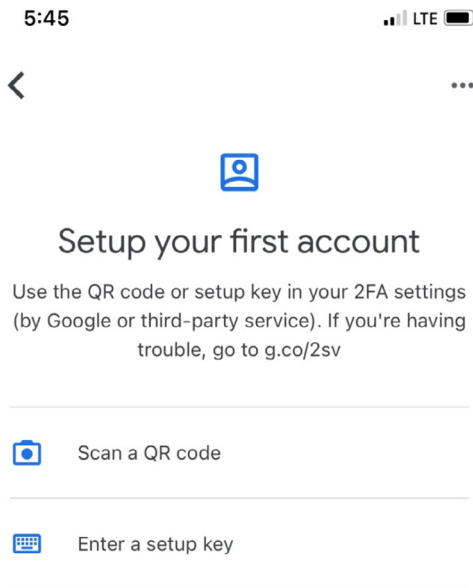
On your first login after Multi-Factor Authentication has been enabled, you will be prompted to register your mobile device.



The screenshot shows the Brivo login screen. At the top is the Brivo logo. Below it, the text says "Scan this QR code with Google authenticator (or similar) app:". A QR code is displayed in the center. Below the QR code is a "Passcode" field with a lock icon and the text "Enter the 6-digit code". A "Login" button is at the bottom. At the very bottom, there is a copyright notice: "Copyright 2001-2021 Brivo Inc. All Rights Reserved" and links for "Privacy and Security", "Terms of Use", "Release Notes", and "Contact Us".

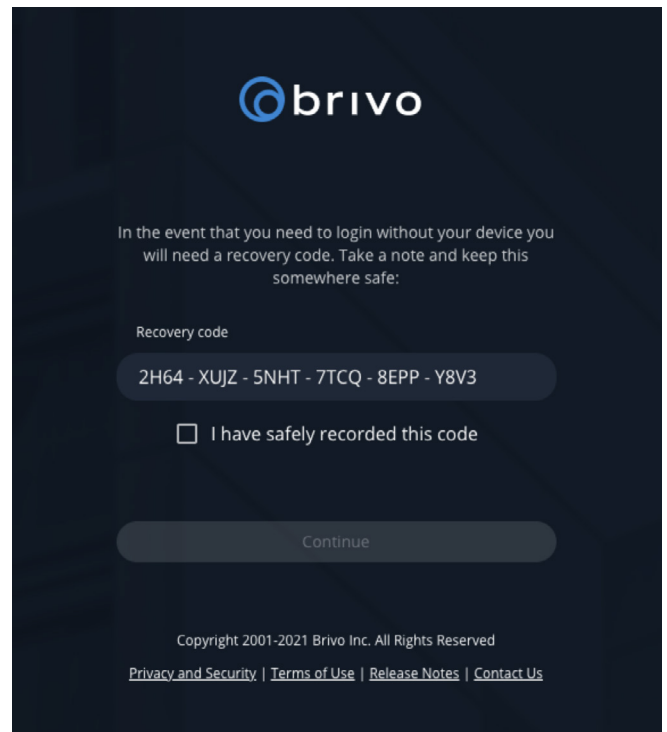
At this point, you will open the Google Authenticator app and use it to scan the QR code shown on your login screen.

Once successfully scanned, you will be presented with a 6 digit passcode to enter.



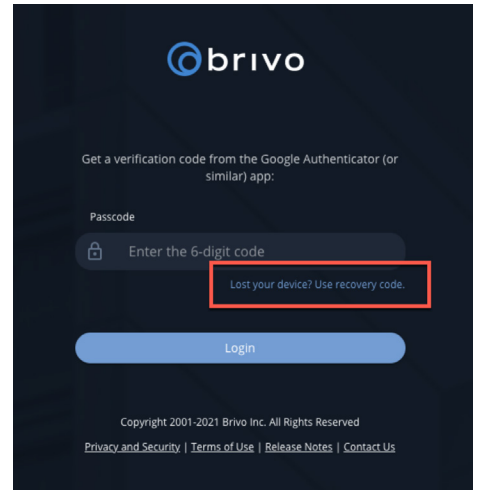
You will then be presented with a Recovery Code. This should be saved somewhere safe. You will use this Recovery Code in the event that your mobile device is lost or stolen

Checkmark the box that says **I have safely recorded this code** and click **Continue**. You will be logged into Brivo Access.

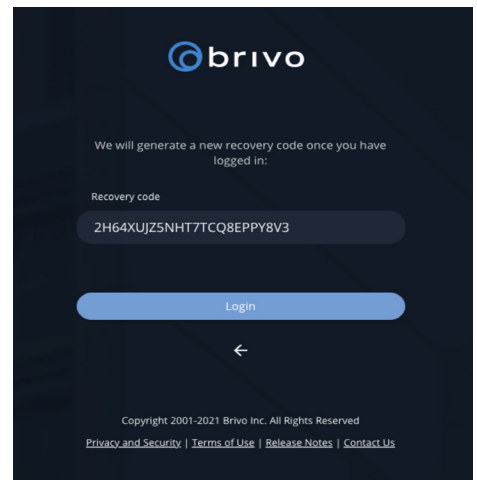


Each time you log in going forward, you will be required to redeem a 6 digit passcode using the Google Authenticator app.

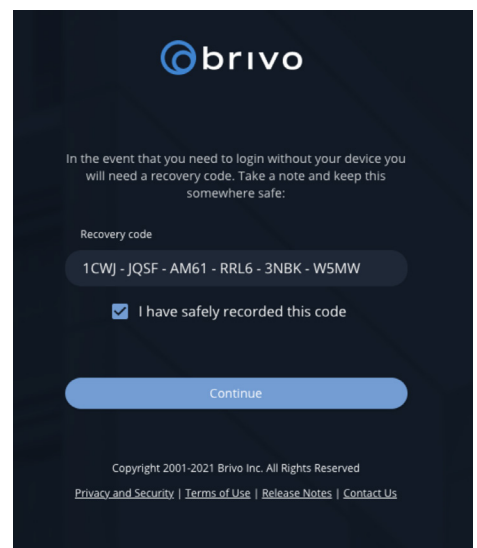
In the event that your device is lost or stolen, you may use your recovery code to log in. Click on **Lost your device? Use recovery code.**



You will need to enter the recovery code that you saved during your device registration.



After you click **Login**, you will be presented with a new recovery code to use if needed in the future.



As you did before, checkmark **I have safely recorded this code** and click **Continue**. You will now be logged into Brivo Access.