End-User Login Options

For platforms requiring login, there are various login options for front end users as per below. Based on which option you have chosen with regards to 2FA, there will be a slightly dif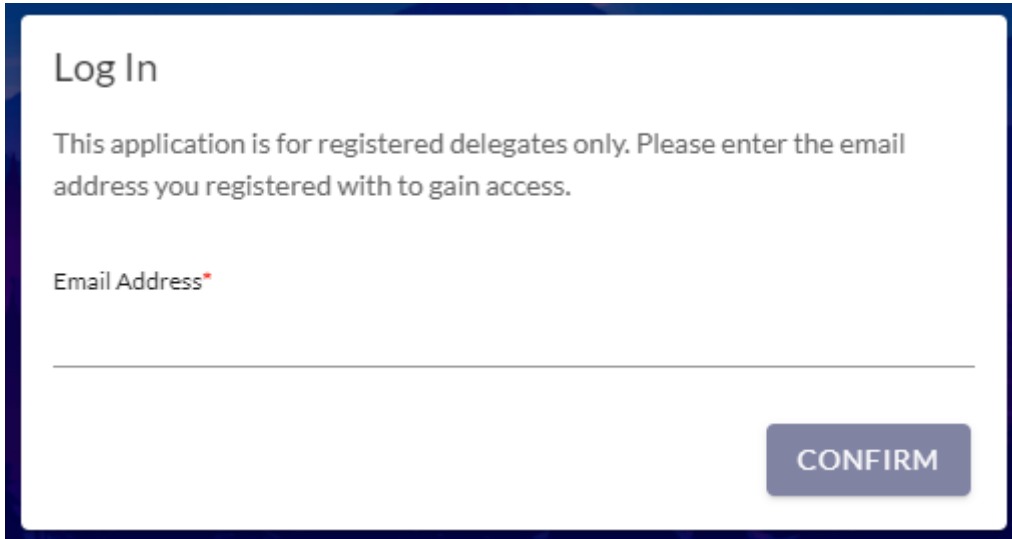ferent log in flow for users. The types are as below: Disabled (Email & Password Login) This is the login process as you currently know it, with no changes. Users will not be given the option to set up 2FA during the login process. Optional (Optional 2FA) After going through the standard process of inputting their email and password, users will be given the option to set up a 2FA device at login, but it is not compulsory. They can opt for 'ask me later' if they don't want to do it at that moment, or they can select 'don't ask me again' in which case this screen will never appear again when logging into the app. Email verification (Mandatory 2FA) This option means that 2FA is required, however front-end users can choose between an authentication app, or verification via a code being sent to their email. Authenticator app (Mandatory 2FA via Authentication App) It will be mandatory for users to set up an 2FA via an authenticator app in order to log in. Feel free to share the relevant guide below for guiding users through the process:

- Email & Password Login
- Optional 2FA
- Mandatory 2FA
- Mandatory 2FA via Authentication App

Email & Password Login

How to Log In

Step 1: Enter your email address

N.B If this is your first time using our platform to access an event, then upon your first login you will then be presented with a mini reg form after entering your email

Step 2: Fill out your details and create a password

Register

Email Address*

_____

First Name*

_____

Last Name*

_____

Set your password

Your password must be 8 characters or more and contain at least 1 upper case, 1 lower case, 1 numeric, and 1 special character

Password*

_____

Confirm Password*

_____

CANCEL   **REGISTER**

Once you have set your password you will be logged in. Then for each subsequent login you will be taken straight to step 3
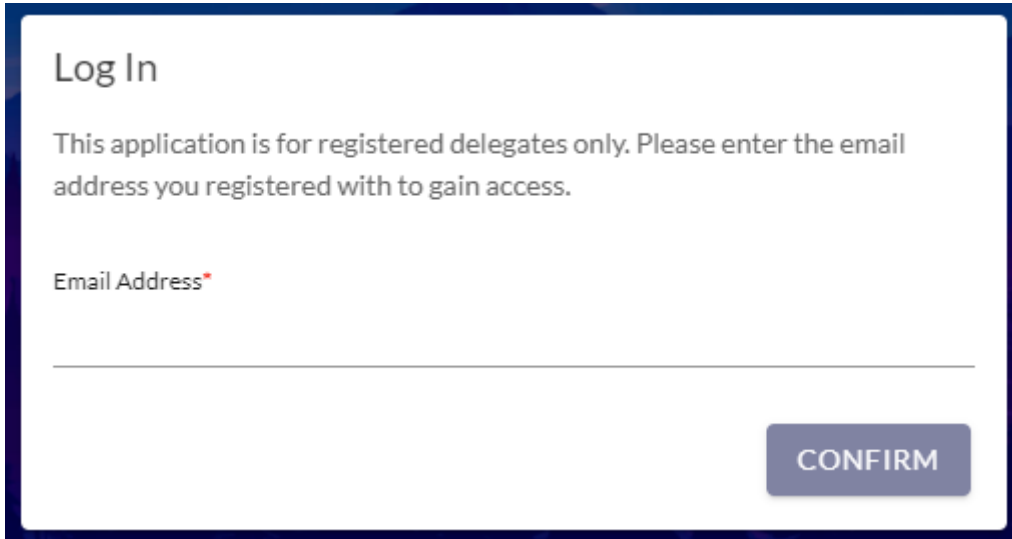
Step 3: Enter your password

You will then be logged into the platform.

N.B If at any point you forget your password, you can select the 'reset password' option which will send a link to your registered email address, allowing you to reset.

Optional 2FA

How to Log In

Step 1: Enter your email address

N.B If this is your first time using our platform to access an event, then upon your first login you will then be presented with a mini reg form after entering your email

Step 2: Fill out your details and create a password

Register

Email Address*

First Name*

Last Name*

Set your password

Your password must be 8 characters or more and contain at least 1 upper case, 1 lower case, 1 numeric, and 1 special character

Password*

Confirm Password*

CANCEL   REGISTER

N.B. For each subsequent login you will be taken straight to step 3

Step 3: Enter your password

N.B If at any point you forget your password, you can select the 'reset password' option which will send a link to your email allowing you to reset.

Step 4: Optional 2FA

At this point you have the option to choose if you would like to add an added layer of security to your login process.

If you choose 'ask me later' you will be given the option again upon next login. If you choose 'don't ask me again' then this additional screen will never appear again and you won't be asked again about 2FA.

Should you choose to set up a device the process is as below:

Step 5: Setting up your 2FA Device

Set up 2-Factor Authentication

Use a 3rd-party authenticator app to improve the security of your account and prevent unauthorised access. Simply open your authenticator app and scan the QR Code below or enter the unique key into the app to continue.

Scan QR code using your app

OR

Enter this code in to your app
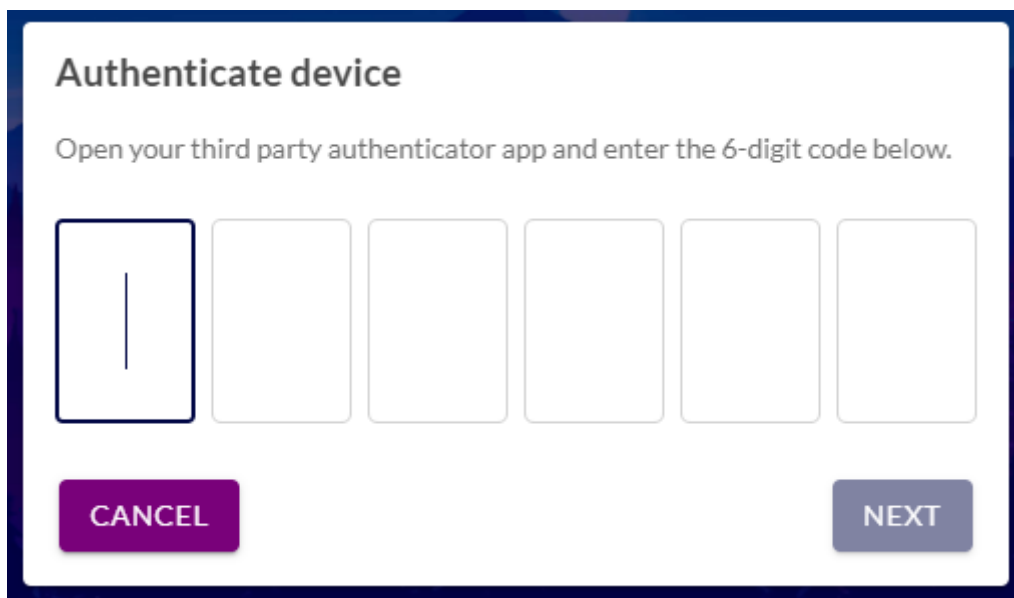
2PYO5HLSQJ6IWC4Q

CANCEL

NEXT

You can choose to either scan the QR code via your authentication app, or to manually enter the code.

If you are unfamiliar with authentication apps, then here are some familiar ones you may like to try:

- Google Authenticator
- Microsoft Authenticator
- Authy
- LastPass
- OTP

Once you have entered the code the app will be setup with your authentication device and will generate a 6-digit code that refreshes every 60 seconds.
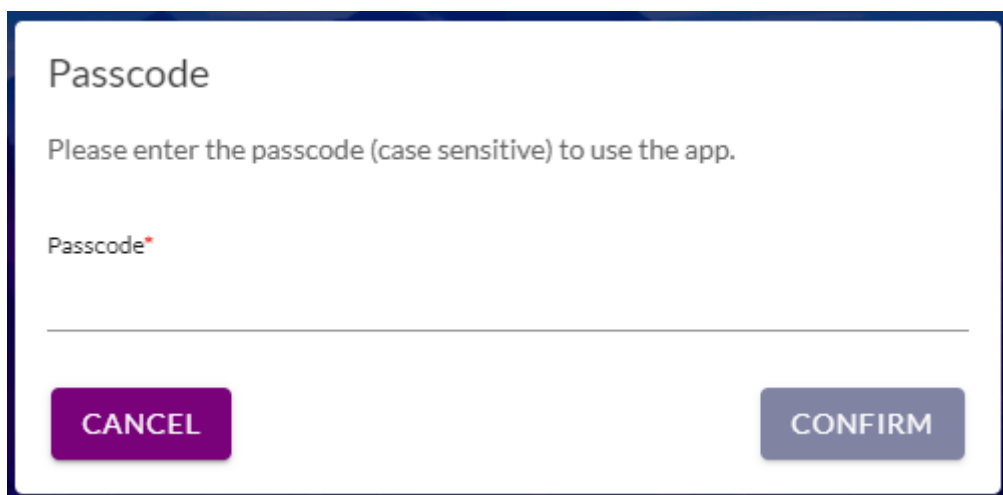
Enter the code generated by your app and click next:

You will then be logged into the platform.

N.B. If you log out and back in again within 24 hours you will not be required to use your authentication app again to verify. Upon your first login after the 24 hour period is over, you will be asked to authenticate again, but you will also at this point be given the option to 'trust this device for 30 days'. If you hose to tick that box you won't have to authenticate for another 30 days.

Additional Note: Your event organisers may have opted for one further required step and added a passcode to your event. If they have opted to do this, they will have provided you with a code that you will need to add directly onto the platform as the final step to log in.

Step 6: Enter your event passcode
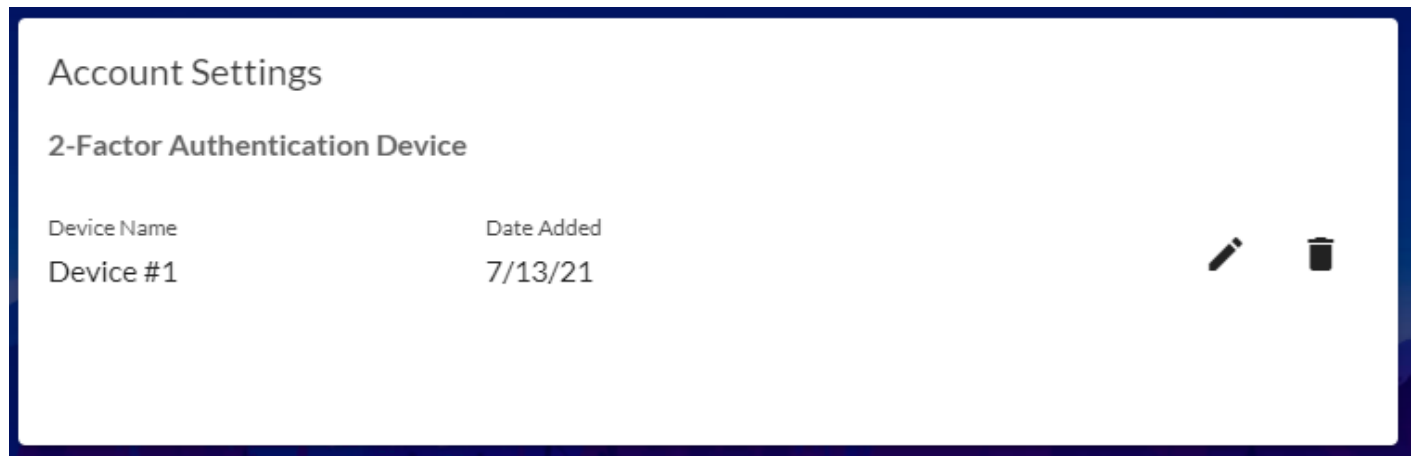

Managing Your Authentication Device

You can manage the device you have set up, via your profile menu top right, at any point when logged into the platform.

To do this you need to go to 'My Account'. Here you can edit the name of your device to remind you which device you used if you find it helpful. You can also delete your device from here. If you delete your device, you will then be able to add another one to your account.

If you delete and add a new device from here, you will then be taken through the same steps as before.
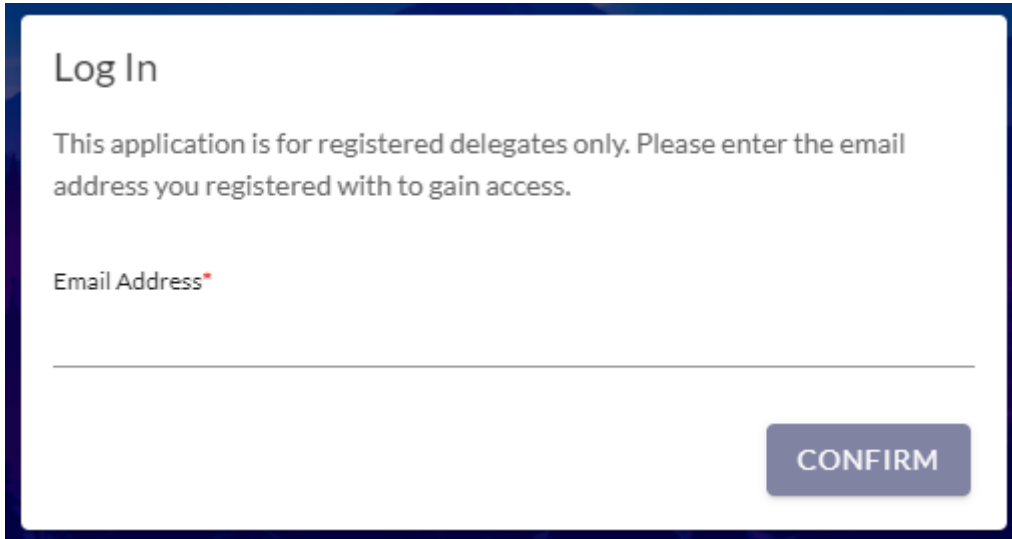
Lost Authentication Device

When you get to the authentication screen you have the option to select 'lost my authentication device'. You will then be prompted to contact your event organiser, so feel free to contact them directly without using this step. Your event organiser will then be able to reset the authentication device attached to your profile, alowing you to set a new one up from scratch again upon your next login.

Mandatory 2FA

How to Log In

Step 1: Enter your email address

N.B If this is your first time using our platform to access an event, then upon your first login you will then be presented with a mini reg form after entering your email.

Step 2: Fill out your details and create a password

Register

Email Address*

_____

First Name*

_____

Last Name*

_____

Set your password

Your password must be 8 characters or more and contain at least 1 upper case, 1 lower case, 1 numeric, and 1 special character

Password*

_____

Confirm Password*

_____

CANCEL   REGISTER

N.B. For each subsequent login you will be taken straight to step 3.

Step 3: Enter your password

N.B If at any point you forget your password, you can select the 'reset password' option which will send a link to your email allowing you to reset.

Step 4: Setting Up 2FA

You will be presented with the screen:

You have the option to either set up a device via an authentication app, or to receive a code via email.

Step 4: Option A – Setting up a Device

Once you click 'set up device' you will see the following screen:

Set up 2-Factor Authentication

Use a 3rd-party authenticator app to improve the security of your account and prevent unauthorised access. Simply open your authenticator app and scan the QR Code below or enter the unique key into the app to continue.

Scan QR code using your app

OR

Enter this code in to your app

2PYO5HLSQJ6IWC4Q

CANCEL   NEXT

You can choose to either scan the QR code via your authentication app, or to manually enter the code.

If you are unfamiliar with authentication apps, then here are some familiar ones you may like to try:

- Google Authenticator
- Microsoft Authenticator
- Authy
- LastPass
- OTP

Once you have entered the code the app will be setup with your authentication device and will generate a 6-digit code that refreshes every 60 seconds.

Enter the code generated by your app and click next:

You will then be logged into the platform.

N.B. If you log out and back in again within 24 hours you will not be required to use your authentication app again to verify. Upon your first login after the 24 hour period is over, you will be asked to authenticate again, but you will also at this point be given the option to 'trust this device for 30 days'. If you hose to tick that box you won't have to authenticate for another 30 days.
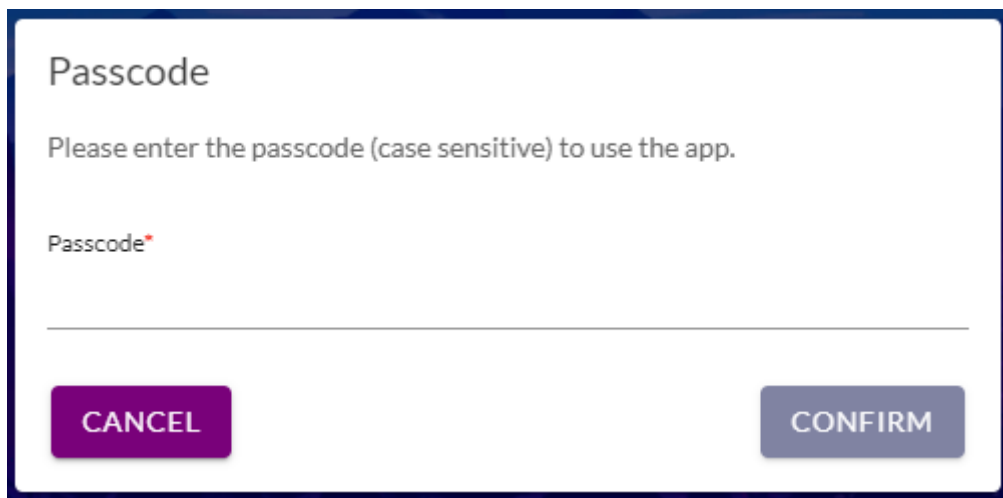
Step 4: Option B – Receive an Email Code

Once you enter your 6-digit code and click next, you will then be logged into the platform. You also have the option to 'trust this device for 30 days', to save you having to authenticate each and every time you access the platform.

N.B. Your event organisers may have opted for one further required step and added a passcode to your event. If they have opted to do this, they will have provided you with a code that you will need to add directly onto the platform as the final step to log in.

Step 5: Enter your event passcode

Managing Your Authentication Device

You can manage the device you have set up via your profile menu top right, at any point when logged into the platform.

To do this you need to go to 'My Account'. Here you can edit the name of your device to remind you which device you used if you find it helpful. You can also delete your device from here. If you delete your device, you will then be able to add another one to your account.

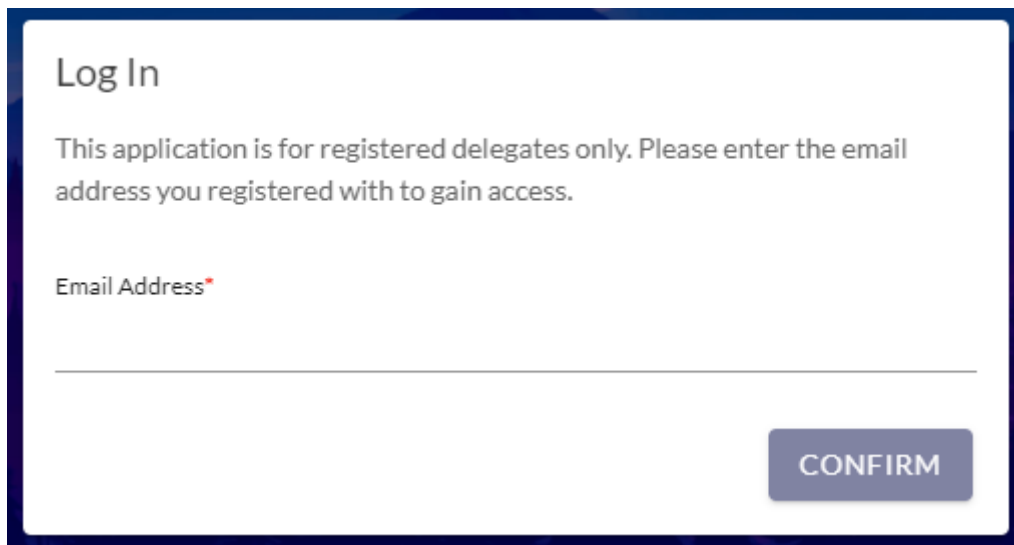If you delete and add a new device from here, you will then be taken through the same steps as before.

Lost Authentication Device

When you get to the authentication screen you have the option to select 'lost my authentication device'. You will then be prompted to contact your event organiser, so feel free to contact them directly without using this step. Your event organiser will then be able to reset the authentication device attached to your profile, allowing you to set a new one up from scratch again upon your next login.

Mandatory 2FA via Authentication App

How to Log In

Step 1: Enter your email address

N.B If this is your first time using our platform to access an event, then upon your first login you will then be presented with a mini reg form after entering your email.

Step 2: Fill out your details and create a password

Register

Email Address*

First Name*

Last Name*

Set your password

Your password must be 8 characters or more and contain at least 1 upper case, 1 lower case, 1 numeric, and 1 special character
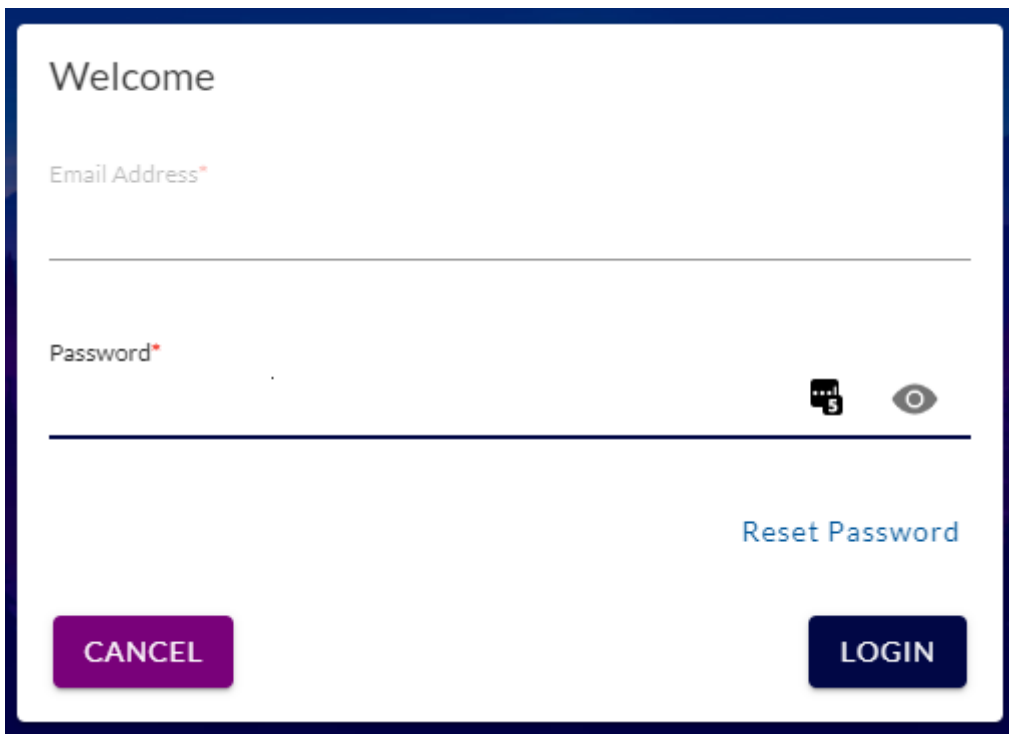
Password*

Confirm Password*

CANCEL   REGISTER

N.B. For each subsequent login you will be taken straight to step 3.

Step 3: Enter your password

N.B If at any point you forget your password, you can select the 'reset password' option which will send a link to your email allowing you to reset.

Step 4: Setting Up 2FA

You will then be presented with this screen:

Set up 2-Factor Authentication

Use a 3rd-party authenticator app to improve the security of your account and prevent unauthorised access. Simply open your authenticator app and scan the QR Code below or enter the unique key into the app to continue.

Scan QR code using your app

OR

Enter this code in to your app

2PYO5HLSQJ6IWC4Q

CANCEL   NEXT

You can choose to either scan the QR code via your authentication app, or to manually enter the code.

If you are unfamiliar with authentication apps, then here are some familiar ones you may like to try:

- Google Authenticator
- Microsoft Authenticator
- Authy
- LastPass
- OTP

Once you have entered the code the app will be setup with your authentication device and will generate a 6-digit code that refreshes every 60 seconds.

Enter the code generated by your app and click next:

N.B. If you log out and back in again within 24 hours you will not be required to use your authentication app again to verify. Upon your first login after the 24 hour period is over, you will be asked to authenticate again, but you will also at this point be given the option to 'trust this device for 30 days'. If you hose to tick that box you won't have to authenticate for another 30 days.

Additional note: Your event organisers may have opted for one further required step and added a passcode to your event. If they have opted to do this, they will have provided you with a code that you will need to add directly onto the platform as the final step to log in.

Step 5: Enter your event passcode
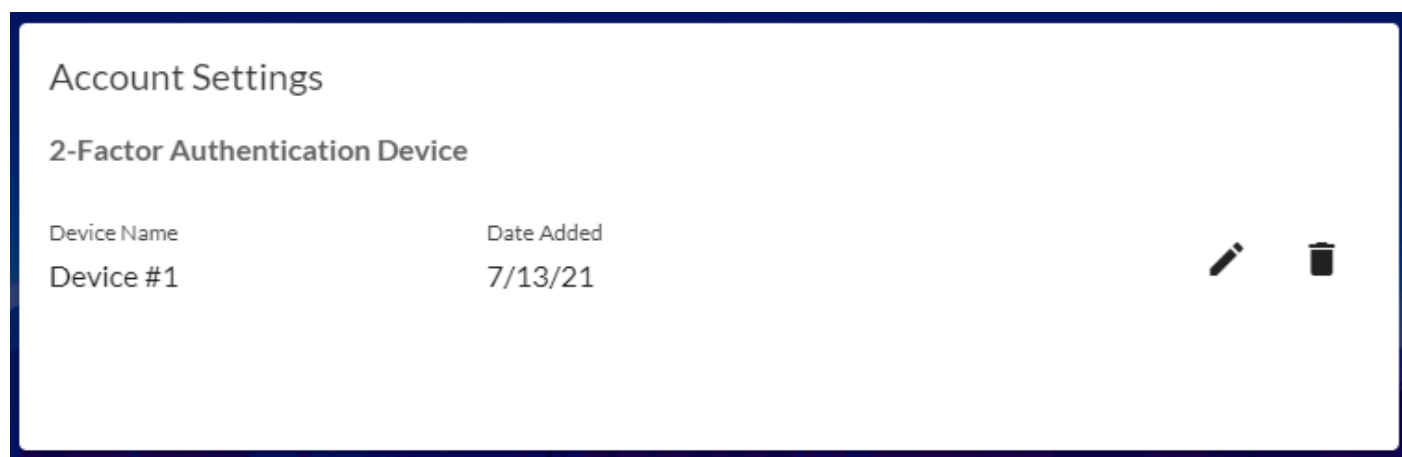

Managing your authentication Device

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If you delete and add a new device from here, you will then be taken through the same steps as before.

Lost Authentication Device

When you get to the authentication screen you have the option to select 'lost my authentication device'. You will then be prompted to contact your event organiser, so feel free to contact them directly without using this step. Your event organiser will then be able to reset the authentication device attached to your profile, allowing you to set a new one up from scratch again upon your next login.