Multi-factor authentication apps (MFA) / authenticator apps

What is an MFA app?

Multi-factor authentication (MFA) applications are commonly used and have recognised built-in security features for organisations. They are also known as authenticator apps. All administrators will need to use multi-factor authentication.

They generate a one-time code that you use to confirm that it's you logging in to a website or service.

Once you're registered as an administrator using your individual email address, you can use the authenticator app on your device to log in to your account securely.

Google Authenticator and Microsoft Authenticator are free and recommended, but any recognised authenticator app is fine. It is important that you keep the application on your device, or you will need to restart the registration process again.

How do I set one up?

Download the authenticator app of your choice to your mobile device and wait for it to install.

Go to the Public Procurement Gateway website and begin the log-in process. When prompted, choose the option to add an authenticator application.

The website will generate a QR code. This is a representation of a 'security key' it wants to share with you and can be read by your device.

In your authenticator app, select 'add account' or whichever button allows you to scan the QR code.

Select 'scan QR Code' or a similar prompt in the app. This will open your device's camera.

Hold the camera up to the QR code, so that it appears within the frame of your device. The device will scan the QR code and add the Public Procurement Gateway 'key' to your app.

Depending on the authenticator app you're using, you might then have to confirm it with the website straight away, by typing in the code the app then generates.

The app will store the Public Procurement Gateway account name represented by an icon and usually the email address you've associated with the account.

What happens when I log in to the Public Procurement Gateway?

After entering your log in details, you will be asked to authenticate. Initially, you will need to select the authenticator app option (an option for SMS authentication will become available at a later date).

Open the authenticator app on your device and select the Public Procurement Gateway icon.

Scan the QR code.

Wait for the security code number to be generated.

Enter the number into the code entry box on the Public Procurement Gateway website when prompted.

The security code number will only be valid for a short amount of time (usually around 30 seconds). If it expires, or you enter the number incorrectly, you will need to scan the QR code again for a new security code.

Once the correct code has been entered, you will be able to access your Public Procurement Gateway dashboard.