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# How to Enroll with the Micro Focus Two Factor Authentication (2FA) Service for New Starters

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## Contents

How to Enroll with the Micro Focus Two Factor Authentication(2FA) Service for New Starters .....	1
Introduction .....	2
How to set up your 2FA.....	3
Appendix: Alternative methods to set up 2FA.....	5
Help and Support .....	8
Company Details .....	8

## Introduction

These instructions will guide you through how to enroll in the Micro Focus Two Factor Authentication (2FA) service. This is the first task all new starters need to do after they receive their Micro Focus credentials, as it will be required for:

- Micro Focus VPN connections
- Citrix, when working remotely
- Microsoft 365 applications and services
- Workday
- Additional applications will be added in the future

The two recommended 2FA methods are the Smartphone Push and the TOTP (Timed One Time Password). Both methods are easily managed by the NetIQ Advanced Authentication app which you will need to download to your smartphone before you begin the enrollment process on the 2FA enrollment Portal. Please read the instructions below on how to download the NetIQ Advanced Authentication App to your Smartphone.

## Overview – What is 2FA?

Two Factor Authentication (2FA) is an additional layer of security on top of your Micro Focus credentials that will further strengthen our security posture for anyone accessing Micro Focus systems and data. Not only is this security best practice, it is also a regulatory requirement for some of our customers. 2FA increases Micro Focus' credibility and helps us meet our legal and contractual obligations.

## How to set up your 2FA

**To set up your 2FA you will need your Micro Focus credentials.** Please speak to your manager if they have not provided you with this information. Setting up 2FA is one of the first things you should do to ensure you can access your Micro Focus account and you will need it prior to setting up any Micro Focus issued device.

1. **Free to download is the NetIQ Advanced Authenticator App**, which is a Micro Focus product and what we recommend to easily manage your 2FA methods. Using your smartphone, access the App Store/Google Play and search for the **NetIQ Advanced Authentication** application.

**iPhone:**

App Store:



<https://itunes.apple.com/us/app/netiq-advanced-authentication/id843545585?mt=8>

Google Play:



**Android:**

<https://play.google.com/store/apps/details?id=com.netiq.oathtoken&hl=en>

**Important:** Any smartphone (personal or corporate) can be used for downloading the NetIQ app as it does not connect to or hold any company or profile data.

**If you do not have access to a smartphone to download the NetIQ app please look at the [alternative options](#) below to register for 2FA.**

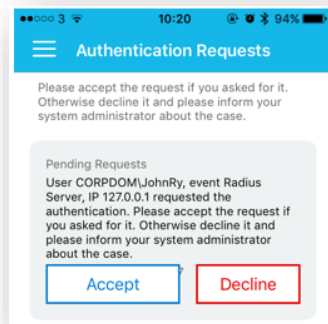
2. Once the NetIQ app is installed,
3. The Advanced Authenticator app will open and prompt you to create and confirm a pin number.
4. Open the following link from a web browser on your mobile device to go to the Micro Focus 2FA Enrollment Portal:

<https://aafreg.microfocus.net/smartphone/enroll>

If you have any issues using the URL above, please open your browser and type it in directly. Or simply scan this QR code with your mobile to get started.



3. When prompted, log in with your Micro Focus credentials.
4. This application will then be enrolled for 'Smartphone push'. This means when 2FA is required, you will receive a notification on your mobile with the Advanced Authenticator app installed, asking you to **Accept** or **Reject** 2FA.



5. **You are now ready to use your enrolled 2FA method the smartphone push.** You can access more information about 2FA, including how to enroll an alternative 2FA method or manage your existing 2FA method, in the Service Portal after you have successfully logged into your Micro Focus Account [here](#).

## Appendix: Alternative methods to set up 2FA

If you do not have a mobile device or have a reason one cannot be used, you will need to work with the IT Onboarding Team to set up some **Security Questions** to use as a temporary authentication method to allow initial access to then set up other ways to use 2FA. Or you can request a hard token.

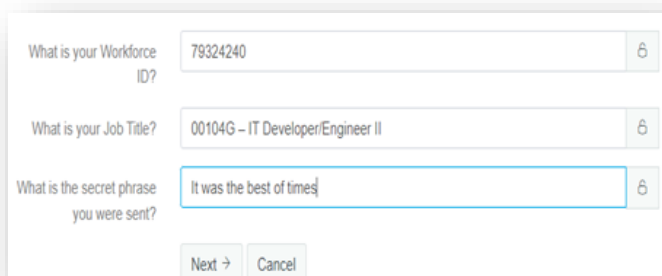
### Option 1: Setting up Security Questions (if no mobile device available)

1. Get in touch with your IT Onboarding Team contact, or your manager and advise them that you need to use security questions to set up your 2FA.

#### How to contact the IT Onboarding Team

- Email: [ITOnboardingTeam@microfocus.com](mailto:ITOnboardingTeam@microfocus.com)
- Call UK: +44 1635 565656
- Call US: +1 2489254994

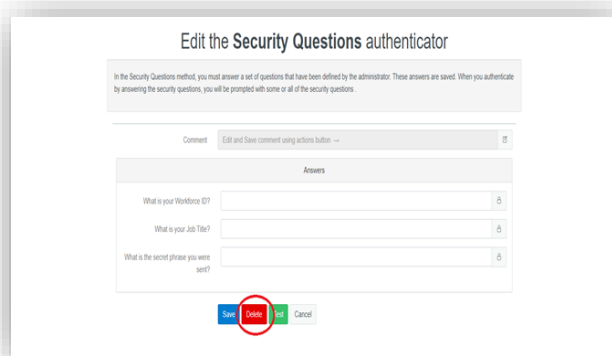
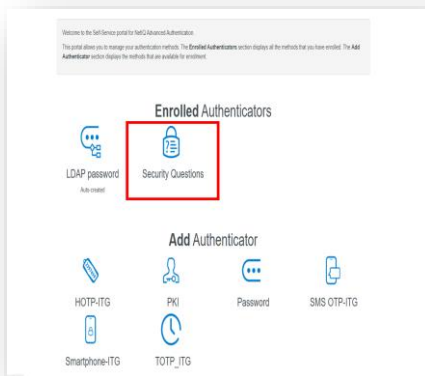
2. Three questions will be set up for you which you must know the answers to:
  - a. **Workforce ID** – this is your eight-digit employee ID
  - b. **Full job title** – this is the formal job title; ensure you know what this is (it can be found in your Workday account, speak to your manager if you cannot access this)
  - c. **Secret phrase** – this is a phrase provided to you by the IT Onboarding Team member.
3. Once these have been confirmed as set up, you can navigate to the Micro Focus 2FA Enrollment portal using this link <https://aafreg.microfocus.net> and:
  - a. Log in using your Micro Focus credentials when prompted.
  - b. Enter the answers to the three questions exactly as entered in the previous step and select **Save**.



The screenshot shows a web form for setting up security questions. It contains three input fields with labels and placeholder text. The first field is labeled 'What is your Workforce ID?' with the value '79324240'. The second field is labeled 'What is your Job Title?' with the value '00104G – IT Developer/Engineer II'. The third field is labeled 'What is the secret phrase you were sent?' with the value 'It was the best of times'. Each field has a small eye icon to its right. At the bottom of the form are two buttons: 'Next →' and 'Cancel'.

4. Once you have successfully logged in, you will be able to add authentication methods as covered in the [overview section](#) below.

**Important:** Please be aware the setting up of Security Questions as an authentication method is only to give you temporary access to the 2FA Enrollment Portal. After you have set up a new 2FA method you will need to select the **Security Questions** as an Enrolled Authentication method and then select the **Delete** option.



## Option 2: Request a Hard Token

If you are unable to use a mobile device for 2FA, there is a backup option which is to request a hard token which will generate a one-time code each time 2FA is required. **Please note:** Due to cost and shipping times, please request only if absolutely necessary as the hard token is only available under certain circumstances and it does require manager approval.

1. Your Manager will need to submit a ticket via the [Service Portal](#) requesting an 'Authenex Hard Token for Micro Focus 2FA'.
2. You must include the postal address (home address or work location) for where you would like the token to be delivered (e.g. via Fedex, UPS).
3. Once you have received the Authenex Hard Token, and have the token in your possession you can proceed to instructions below to follow the [hard token enrollment process](#).



**Please note:** You cannot begin the token enrollment process until you have the Authenex Hard Token in your possession.

## HOTP – Enroll your Authenex Hard Token

1. Within the portal homepage, scroll down to **Add Authenticator** and click on **HOTP** to begin enrollment.
2. Within the HOTP enrollment screen, complete the following fields:
  - a. **Comment (Optional):** Assign a name in the comments field e.g., Stack A Hard Token
  - b. **OATH Token Serial (Required):** Enter the Serial Number from the back side of the Authenex Hard Token – it will be the series of numbers following “ESN:” e.g., ESN: 123456789

HOTP is a counter based OTP (one-time password). This method uses a counter that is in sync with your device and the server. Specify your OATH token serial number. Your administrator can give you this serial number. If your token is not working, contact your administrator for more information.

Friendly Name for Your Token

Comment: MFI Authenex Hard Token (Test Only)

Category: <Default>

OATH Token Serial: 74084247

YubiKey Token ID: YubiKey Token ID

Your Token Serial Number Must be Entered Here. It can be found on the Back of your Authenex Hard

3. Synchronize the token counter fields:
  - a. You will need to **enter three (3) consecutive token codes** from the Authenex Hard Token and enter each token into the appropriate HOTP 1, HOTP 2 and HOTP 3 fields. The following picture provides an example of the three (3) consecutive token codes being entered:

Synchronize the token counter

Generate and specify 3 consecutive HOTP values

HOTP 1: 772196

HOTP 2: 311447

HOTP 3: 707109

(if you know) Secret (if you know)

You Need to Generate three (3) consecutive Token Codes and Record them here. Press the button on your token and get a token code. Once the screen goes blank, you will then need to press the button again to get the next token code.

**Note:** You will have to wait approximately 30 seconds for each new Authenex Token Code to generate.

- b. After you have entered all three (3) Authenex Token Codes click the **Save** button.

## Help and Support

If you have any difficulties in setting up and using your Micro Focus 2FA then please contact your manager, the IT Onboarding Team or IT Support.

### IT Onboarding Team

- Call UK: +44 1635 565656
- Call US: +1 2489254994

Email: [ITOnboardingTeam@microfocus.com](mailto:ITOnboardingTeam@microfocus.com)

### IT Support

- **UK local number:** Call +44 1635 565 300
- **UK toll free number:** Call 0808 164 7851
- **US local number:**  
Call +1 801 861 2222 or +1 646 844 7103
- **US toll free number:** Call +1 800 587 1800

## Company Details

**Company name:** Micro Focus International plc

Place of registration: England and Wales

Registered number: 5134647

**Registered address:** The Lawn, 22-30 Old Bath Road, Berkshire, RG14 1QN