1. What is Two Factor Authentication?

At Records Transformation Ltd, we take the security of your information very seriously. For example, we've based our GilbyIM platform on technology that meets the US Department of Defense Security Standard DoD 5015.2; and our solution is [Cyber Essentials Certified](#).

But whilst we can take care of firewalls, network security, etc.; responsibility for looking after your user credentials falls to you. That's why we recommend our customers take advantage of our Two Factor Authentication feature.

Two Factor Authentication simply means that to log in you need a second piece of information (factor) in addition to your password.

Our solution uses a time-based, one-time password - a six digit code generated by an app installed on your mobile device that is valid only for 30 seconds. So even if someone else knew your password, they would not be able to log into GilbyIM as you unless they also had access to your mobile device.

2. How does it work?

The first time you log in to GilbyIM with you username and you will be presented with a QR code after entering your username and password. Simply scan the code using a compatible Authenticator App to register your app with GilbyIM, and enter the generated six-digit code.

For subsequent logins, you'll be prompted to enter the six-digit code generated by your app.

Scan the QR code using an Authenticator App. Apps supported by GilbIM include:

- Authty
- Duo
- Google Authenticator
- LastPass Authenticator
- Microsoft Authenticator

Enter the six-digit code generated by your Authenticator App.

code

Submit

3. Which Authenticator Apps is GilbyIM compatible with?

GilbyIM's Two Factor Authentication solution is compatible with any Authenticator app that has been developed to meet the RFC6238 standard.

We've tested our solution with the following popular Authenticator Apps, all of which are available for both Android and IOS devices.

- Authy
- Duo
- Google Authenticator
- LastPass Authenticator
- Microsoft Authenticator

They can be downloaded from Google Play or the Apple App Store.