Salesforce Multi-Factor Authentication for nBS

What is it?

Multi factor authentication is a way of protecting user accounts against threats with the intent of stealing the account and have unauthorized access to a Salesforce environment. This protection consists of using multiple factors as a way of identifying the true owner of the user account, this includes a user+password combination with the addition of presenting a code from an authenticator app. Email, SMS and phone calls are not a form of MFA authorized by Salesforce.

How to implement (User view)?

To ease the setup process below there are instructions on how to setup and login into salesforce after the MFA requirement has been enabled for the user. Please follow the instructions for the [official salesforce authenticator](#) below.

Official Salesforce Authenticator

Setup

1. On your Salesforce Instance, from your personal settings, in the Quick Find box, enter `Advanced User Details`, then select **Advanced User Details**. No results? In the Quick Find box, enter `Personal Information`, then select **Personal Information**.
2. Find **App Registration: Salesforce Authenticator**, and click **Connect**.
   a. For security purposes, you're sometimes prompted to either log in to your account again or enter a passcode sent via email or text message.
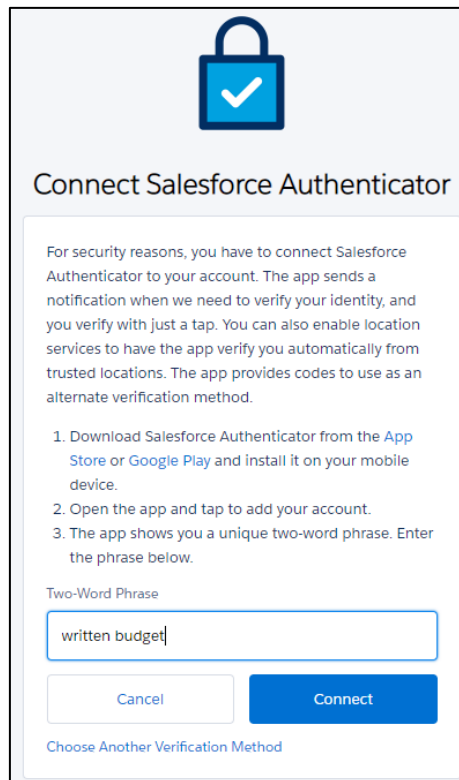3. On a mobile device, download and install the app from the Apple Store or Google Play.
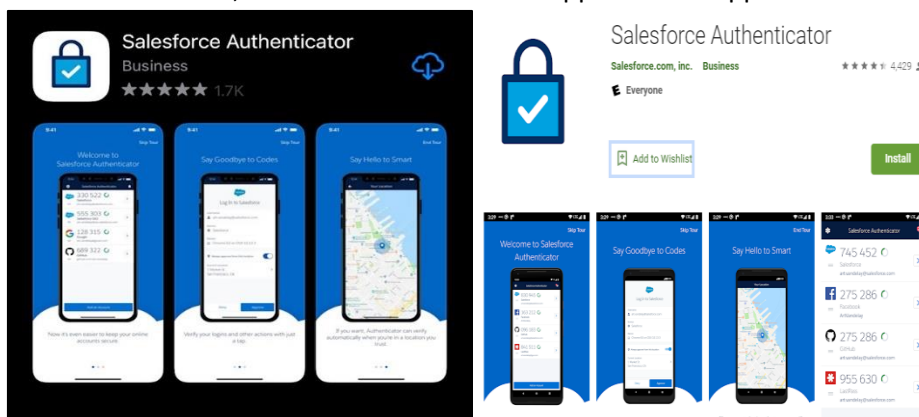
4. On your Salesforce product's login screen, enter a username and password.
5. The Salesforce Authenticator screen displays by default.
6. Open Salesforce Authenticator and tap Add an Account. The app displays a two-word phrase.
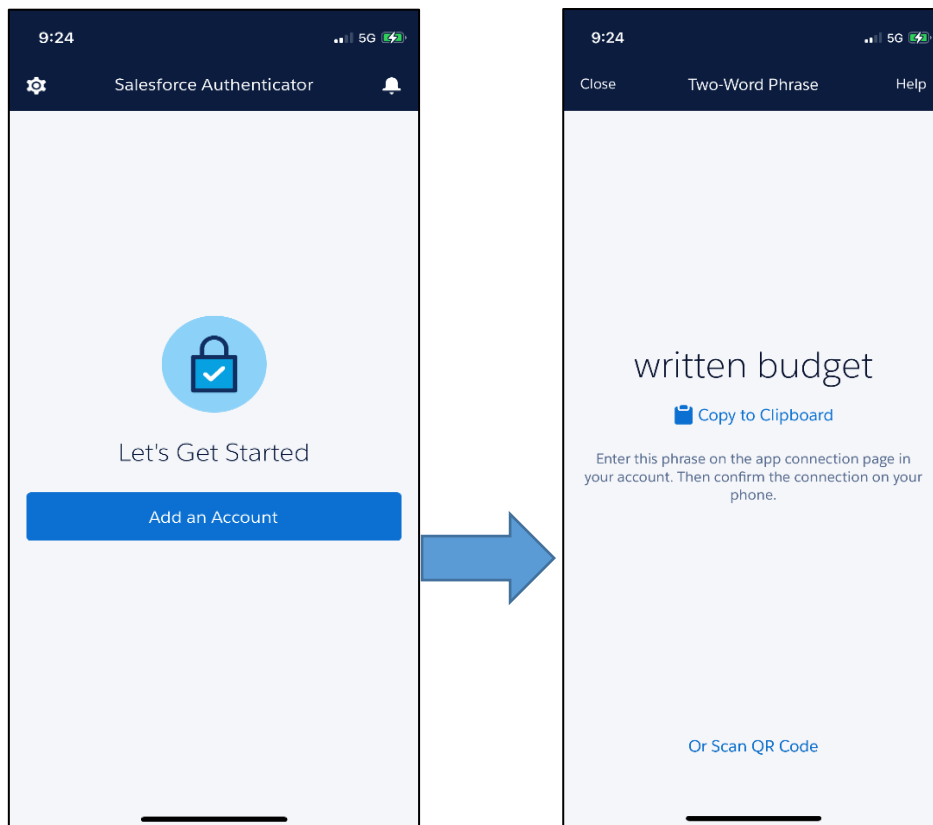
7. On the Salesforce instance, it will ask you to verify your identity by entering a code sent to your email.

8. Enter the Authenticator's phrase in the Two-Word phrase field, then click Connect.



9. On Salesforce Authenticator, verify that the request details are correct, then tap Connect.

Login

1. On your Salesforce product's login screen, enter a username and password, as usual.
2. On the mobile device, respond to the **push notification** to open Salesforce Authenticator.
3. In Salesforce Authenticator, verify that the request details are correct, then tap Approve to finish logging in to Salesforce.
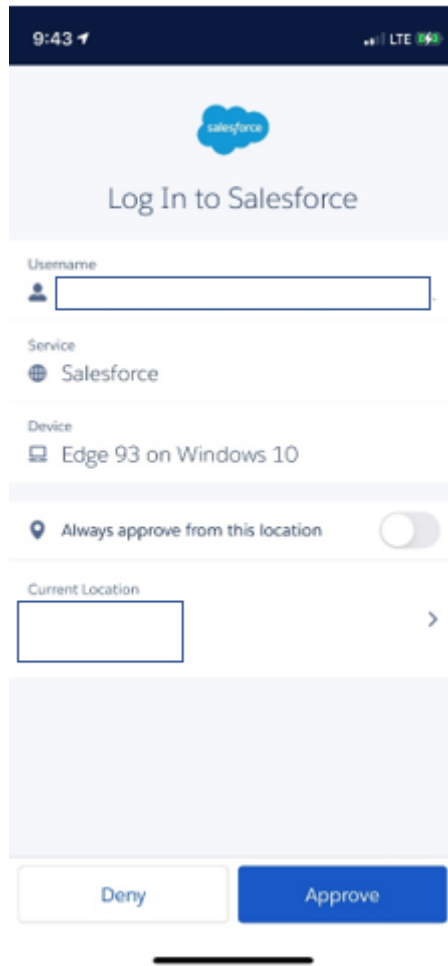
After setup and logging in

After the authenticator app setup has been completed and the Log in process was confirmed to be working, from now on every time a user tries to log in to Salesforce they will be asked to approve the login or provide a one time use code after logging in with their username and password. This will only add a few seconds to the user log in experience but it will allow a stronger security for all NPower Salesforce orgs.