Hi All,

Salesforce is starting to require MFA to access their systems.

This affects us on the replication systems, however it also offers the opportunity to use a slightly different login method which also satisfies this requirement.

Please see the details below for enabling MFA – and also enabling Lightning Login.

Please do this as soon as possible as Salesforce are expected to start enforcing MFA soon.

Thanks,

Daniel

**Enabling Lightning Login**

1. Download and install Salesforce Authenticator on your phone
   1. Apple: [https://apps.apple.com/us/app/salesforce-authenticator/id782057975](https://eur02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fapps.apple.com%2Fus%2Fapp%2Fsalesforce-authenticator%2Fid782057975&data=04%7C01%7CMDorsey%40smartcommunications.com%7C20aa2ca37d3b4630659008d9e1bed4e2%7C49c37f1af524491d8972a2ca439ac80f%7C0%7C0%7C637789032017744703%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000&sdata=yfBbew6w65tXWR1t3Ee7H7vlG%2FRE%2FX1bc1e%2Fs5mf8EU%3D&reserved=0)
   2. Android: [https://play.google.com/store/apps/details?id=com.salesforce.authenticator&hl=en\_GB&gl=US](https://eur02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fplay.google.com%2Fstore%2Fapps%2Fdetails%3Fid%3Dcom.salesforce.authenticator%26hl%3Den_GB%26gl%3DUS&data=04%7C01%7CMDorsey%40smartcommunications.com%7C20aa2ca37d3b4630659008d9e1bed4e2%7C49c37f1af524491d8972a2ca439ac80f%7C0%7C0%7C637789032017744703%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000&sdata=mlo37gCfq%2F805B7kvLQ0uJaavGSw%2BJVKFiEy0zaatIk%3D&reserved=0)
2. Log into the Support SSO Environment: <https://sc-support-master.my.salesforce.com>
3. Click on your Avatar (top right) and select Settings:  
   Graphical user interface, text, application, email

   Description automatically generated
4. From the Left hand Panel select “Advanced User Details”  
   Graphical user interface, text, application

   Description automatically generated
5. On the following page, Click the “[Enroll]” link next to Lightning Login:  
   Graphical user interface, table

   Description automatically generated
6. Follow the steps shown on screen to activate (note, you will require a screen lock on your phone).  
   It starts with a prompt like this:  
   Graphical user interface, application, Teams

   Description automatically generated

When enabled, select remember me, and you will be remembered by Salesforce and selecting your user will prompt you on your phone to finish login rather than entering your password or security code.

**Enabling Pass Codes via Phone App**

This can be done using Duo – used for our other MFA Apps.

1. Log into the Support SSO Environment: <https://sc-support-master.my.salesforce.com>
2. Click on your Avatar (top right) and select Settings:  
   Graphical user interface, text, application, email

   Description automatically generated
3. From the Left hand Panel select “Advanced User Details”  
   Graphical user interface, text, application

   Description automatically generated
4. On the following page, Click the “[Connect]” link next to App Registration: One-Time Password Authenticator:  
   Graphical user interface, table

   Description automatically generated
5. Follow any prompts presented to get to this screen:  
   Graphical user interface, text, application

   Description automatically generated
6. Open Duo, and Select the Add option:  
   A picture containing text, indoor, monitor, iPod

   Description automatically generated
7. Follow the prompts on your phone, to use a QR Code, and make the code available.
8. Enter the code in Salesforce
9. Follow any prompts to complete.