Washington DC Platform security

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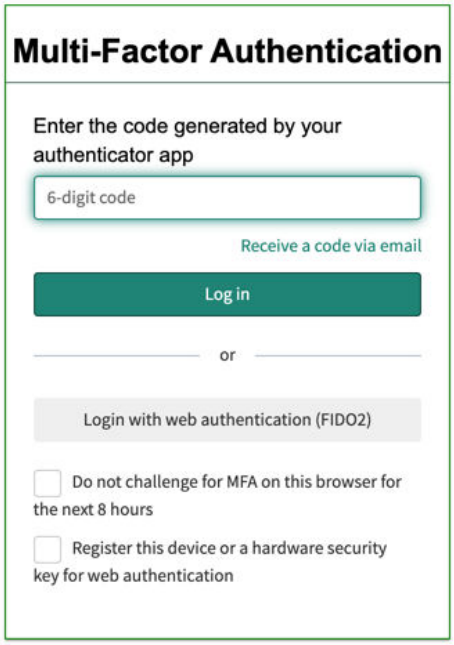
Authenticator Applications

Use third party authenticator applications to generate temporary MFA pass codes.

An authenticator application is third-party software that generates temporary passcodes. You can use these passcodes along with your password to login into an instance that requires multi-factor authentication (MFA).

If your administrator has enabled MFA on your instance, you see a prompt for a passcode after entering your user and password during login.



ServiceNow requires authenticator applications that support Time-based One-time Passwords (TOTP). ServiceNow tests MFA with the following authenticators:

- Google Authenticator
- Microsoft Authenticator
- LastPass Authenticator
- Authy
- FreeOTP
- Duo
- Okta Verify

Note: Other authenticators not listed might also be compatible, but are not tested by ServiceNow.