Set up two-factor authentication (for administrators)

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Two-factor authentication

Two-factor authentication (2FA) asks for a code after the password each time a person signs in. The code comes from an authenticator app on their phone, or in an email.

Each **Client** decides if its administrators must use two-factor authentication (2FA) when they sign in. The setting is on the Client.

Each **Company** has a similar setting, which decides if its employees must use 2FA.

By default, 2FA is **optional**. Administrators and employees sign in with their username and password, as before. Each person can turn on 2FA for themselves, for more security.

A Client or Company which changes **optional** to **required** selects one of:

- **Required: authenticator app or emailed code**: each person selects one when they set it up.
- **Required: authenticator app only**: the more secure setting. A person who can read the mailbox can also reset the password.

When two-factor authentication is required:

- The next time each administrator or employee signs in, they must set up two-factor authentication. They can do nothing else until they have.
- Anyone already signed in must set it up on the next page they open.
- After that, they must give a code each time they sign in.
- A change from **Required: authenticator app or emailed code** to **Required: authenticator app only** affects each person who uses emailed codes. They must set it up again with an authenticator app.

Dashboards > **Recent Logins** shows who has signed in in the last 31 days. It also helps those who cannot sign in. It has two tabs. **Failed Logins** lists who has failed to sign in. **Successful logins** lists who has signed in, and how. The ways are a password, a password and an authenticator app or emailed code, or a social network.

This article is for administrators. To set up 2FA for yourself, see Using two-factor authentication.

Before you start

- Tell your administrators and employees before you make the change. Then they can prepare, for example install an authenticator app.
- Make sure that each administrator has a correct email address. Password resets and emailed codes go to it.

To correct the email address of an administrator:

1. Click **Setup** > **Administrators**.
2. Open the administrator.
3. For **Email address**, enter their correct email address so that they can reset their password. Do not change the **Username**. An administrator usually has one username to administer paiyroll® and a different username as a paid employee.
4. Click **Update**.

Do these steps again for each administrator.

Set 2FA for administrators

1. Click **Setup** > **Client**, and open the Client.
2. Click **Preferences**.
3. In **Administrator sign-in**, for **Two-factor authentication**, select one of the three settings. It applies to each administrator of the Client.
4. Click **Update**.

Embedded media: https://paiyroll.com/wp-content/uploads/kb-snapshots/setup-two-factor-authentication/administrator_sign_in.html

Administrator sign-in is Client-wide.

Set 2FA for employees

1. Click **Companies**, and open each company.
2. Click **Preferences**.
3. In **Employee sign-in**, for **Two-factor authentication**, select one of the same three settings. It applies to the employees of that Company.
4. If you require two-factor authentication, think about disabling social sign-in too. **Disable social sign-in** is beside it. A social network may not ask for a second factor, and no setting here can make it ask.
5. Click **Update**.

Embedded media: https://paiyroll.com/wp-content/uploads/kb-snapshots/setup-two-factor-authentication/employee_sign_in.html

Employee sign-in is Company-wide.

Troubleshooting

A person cannot sign in after many tries

You see this when a person tells you that they cannot sign in, even with the correct password.

Cause: After 15 failures, a username is locked for 30 minutes.

Remedy:

1. Click **Dashboards** > **Recent Logins**.
2. Click the **Failed Logins** tab, and find the username.
3. Click **Reset** to unlock it at once.

Embedded media: https://paiyroll.com/wp-content/uploads/kb-snapshots/setup-two-factor-authentication/failed_logins.html

A person has lost their phone

You see this when a person asks you to reset their two-factor authentication.

Cause: Their authenticator app was on the lost phone, so they cannot enter a code.

Remedy:

1. First make sure that the request really comes from them.

2. Click **Dashboards** > **Recent Logins**.
3. Click the **Successful logins** tab, and find the person.
4. Click **Reset** beside their second factor. It removes it. They then set up two-factor authentication again the next time they sign in.

Embedded media: https://paiyroll.com/wp-content/uploads/kb-snapshots/setup-two-factor-authentication/successful_logins.html

Next steps

- Using two-factor authentication: set up 2FA for yourself.