Multi-factor authentication and multi-user support QuickStart guide

This guide was last updated on September 17, 2019.

This QuickStart guide explains how to turn on multi-factor authentication (or MFA) for the Reseller Area, how to turn on multi-user support and how to add and manage users.

Multi-factor authentication

What is multi-factor authentication?

Multi-factor authentication (MFA) is a more secure implementation that requires two or more methods of authentication to verify the user's identity for a login or other transaction. That way it is more secure than simply requiring one method, such as a username/password combination. Even if an attacker manages to learn the user's password, it is useless without also having possession of the additional authentication method. It works by requiring two or more of the following authentication methods:

1. Something you know (typically a password)
2. Something you have (a trusted device that is not easily duplicated, like a phone)
3. Something you are (biometrics)

Which authentication methods does Resello support?

If you turn on multi-factor authentication for the Reseller Area, a combination of a password and authentication via a Time-based One-Time Password (TOTP) smartphone app is required to log in.

### Am I required to turn on multi-factor authentication?

At this moment multi-factor authentication is an optional feature for accessing the Reseller Area. However, in the near future we will make using multi-factor authentication to log in a requirement. At that moment multi-factor authentication will be turned on for all users. We do recommend you turn on multi-factor authentication for the extra security it provides.

Which authentication apps does Resello support?

The multi-factor implementation for the Reseller Area support all Time-based One-Time Password (TOTP) apps. Popular options include Microsoft Authenticator, Google Authenticator and FreeOTP. All these apps are available for free and can easily be found in app stores such as App Store and Google Play.
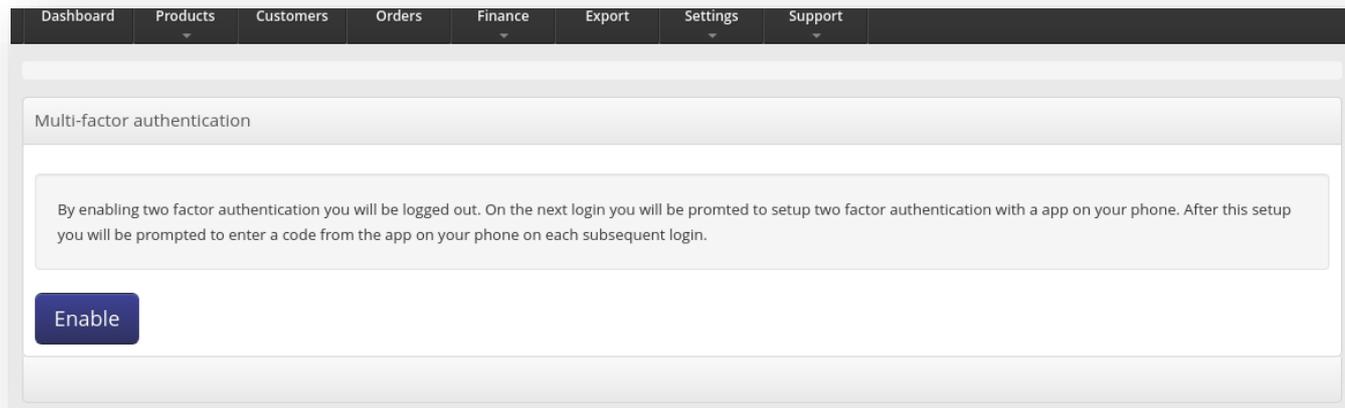
How do I turn on Multi-Factor Authentication?

First log in to the Reseller Area with the email address that was used to create your account at Resello. Once logged in click on your user account name on the top right of the screen. Click 'Enable/Disable Two-factor authentication', as can be seen in the screenshot below:
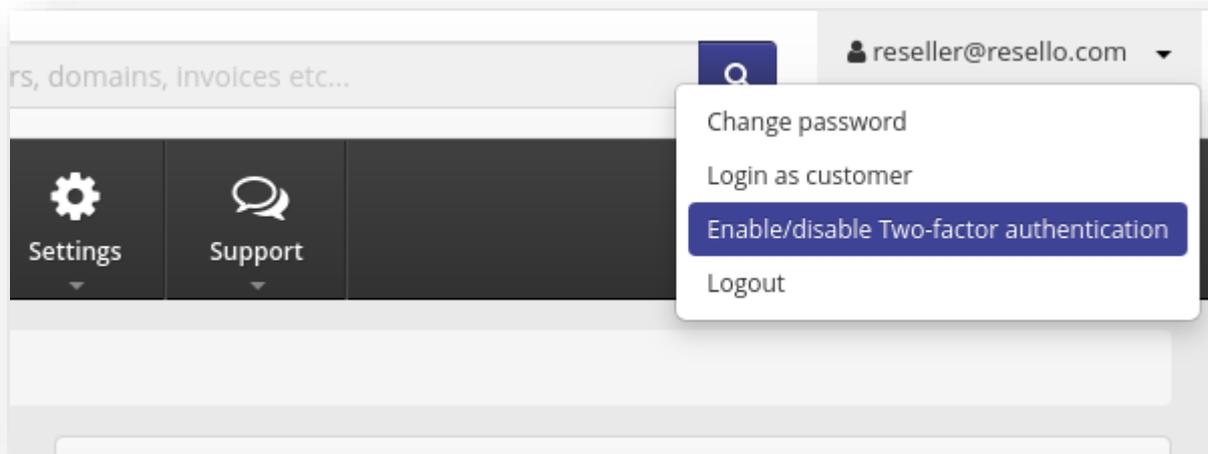
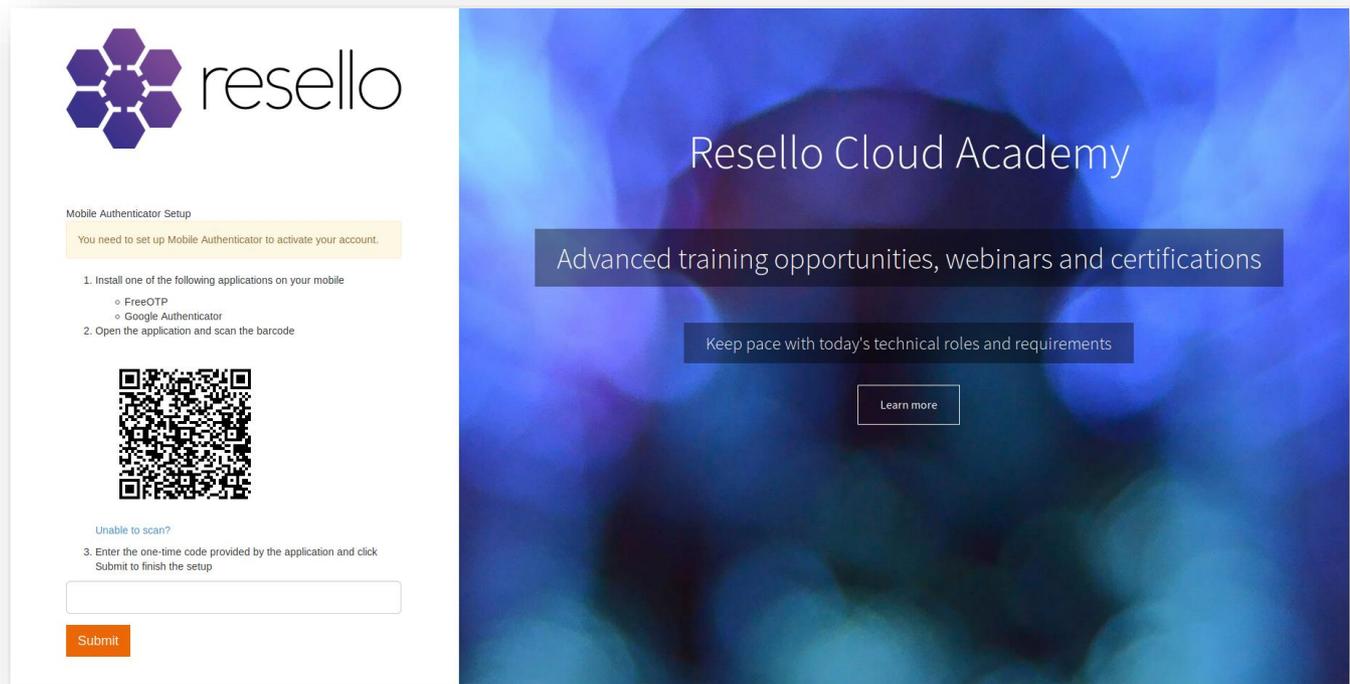

Screenshot: Enable multi-factor authentication.

This will open the following window:

Screenshot: Multi-factor authentication confirmation.

Click on 'Enable' to confirm enabling multi-factor authentication for your account. Once you confirm multi-factor authentication you will be required to log out and log in again to confirm your identity. This will turn on multi-factor authentication for your access to the Reseller Area.

Once you are logged out please log in to the Reseller Area again with the email address that was used to create your account at Resello. After you click on 'Login' you will see a one-time prompt asking you to confirm your identity. This prompt looks similar to the log in screen and can be seen in screenshot below:

Screenshot: Enabling multi-factor authentication.

To confirm your identity, you are required to install a Time-based One-Time Password (TOTP) smartphone app. Supported apps include [Microsoft Authenticator](#), [Google Authenticator](#) and [FreeOTP](#), which can all be downloaded for free from the App Store or Google Play on your smartphone.

Use the app to scan the QR-code, which will add the account to your app. After this, enter the generated code in the box below to verify the app is set up correctly. Finally, press the 'Submit' button to finish the process. Multi-factor authentication is now enabled for your account and you will be required to use these two authentication methods every time you log in to the Reseller Area.

Can I use my branding for the multi-factor authenticator page?

Yes, once you are logged in go to 'Settings' > 'General settings' and 'Reseller area branding'. There you can change the branding.

Can I turn off multi-factor authentication once it is enabled?

Yes, you can use the same method that enables multi-factor authentication to disable it. Once logged in click on your user account name on the top right of the screen. Click 'Enable/Disable Two-factor authentication' and choose 'Disable' to disable multi-factor authentication.

I can't find the option to turn on multi-factor authentication?

Your Resello account has to be migrated for the improvements in multi-factor authentication to be shown. If your account doesn't show the multi-factor authentication option and you would like to use this improved functionality, please contact your account manager and we will fast-track your account migration.

Multi-user support

What is multi-user support?

A system has multi-user support when it can be used by more than one user at the same time.

What functionality does the current implementation of multi-user support offer?

Multi-user support can currently use the following multi-user functionality:

- Create additional users;
- Set a temporary password for new users and forcing users to choose a new password the first time they log in;
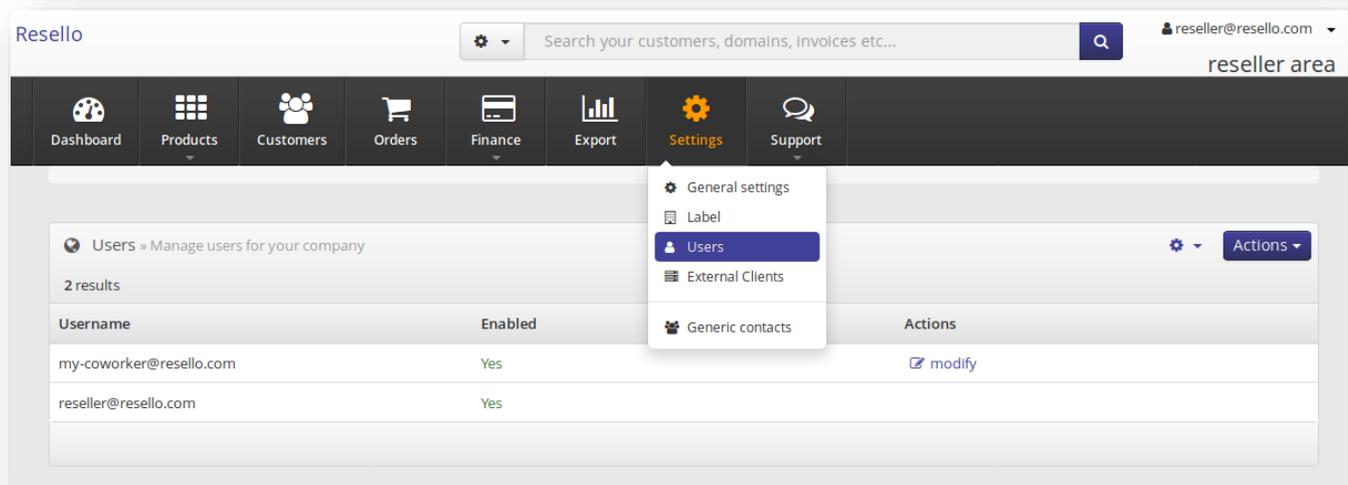- Enable or disable users;

Please note that because each user has his or her own access to the Reseller Area we also require each user to separately set up multi-factor authentication to log in to the Reseller Area.

Can I create multiple users if I don't turn on multi-factor authentication?

Yes, you can use multi-user support to create additional users independently from multi-factor authentication. However, if you do create multiple users you or the additional users will have to turn on multi-factor authentication per user.

How do I turn on multi-user support?

You can easily check if multi-user support is turned on. Once logged in, click on the 'Settings' menu-item in the menu bar and choose the 'Users' option, as shown in the screenshot below:
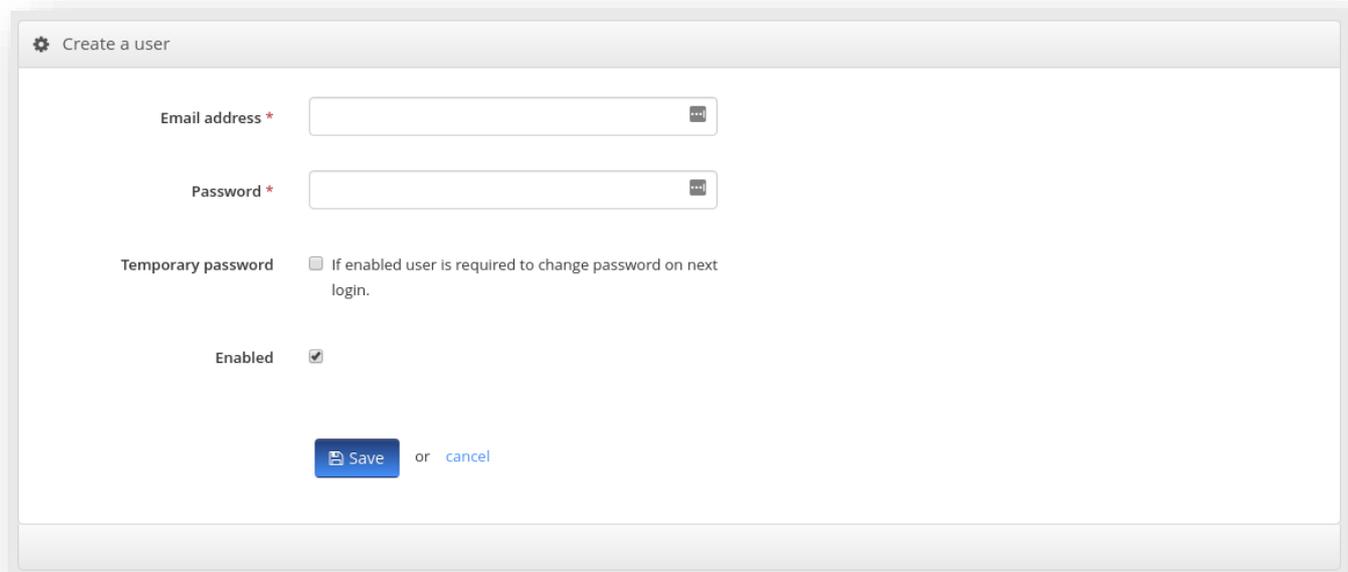
Screenshot: Create Users option

This will open the 'Users' screen where you can add additional users, modify existing users and enable or disable users.

How do I create a new user?

Click on the 'Settings' menu-item in the menu bar and choose the 'Users' option. On the 'Users' screen click 'Actions' > 'Create user'. This will open the form as seen in the screenshot below:

Screenshot: User create window

Enter the email address and the password for the new user. If you want to force the user to change their password after the first login, tick the 'Temporary password' checkbox. With the 'Enabled' checkbox you can enable or disable the user. If the user is disabled, he or she will not be able to log in. Click 'Save' to create the new user.

I can't find the option to turn on multi-user support?

Your Resello account has to be migrated for the improvements in multi-user support to show. If your account doesn't show the multi-user support option and you would like to use this improved functionality, please contact your account manager and we will fast-track your account migration.