



Multifactor authentication login guide Nétive portal for FlexOord

Version control

Version	Date	Author	Changes
0.1	12/12/2017	Norma Sint	Original document
0.2	25/11/2019	Petya Yankova	Original guide adapted to Van Oord Nétive portal
0.3	9/11/2022	Petya Yankova	Updates to text & images

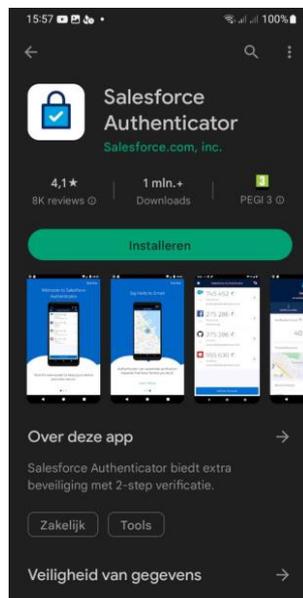
1. Multifactor authentication setup

Multifactor authentication is a method to verify your identity when logging into the Nétive portal. The login is enabled by an app called Salesforce authenticator.

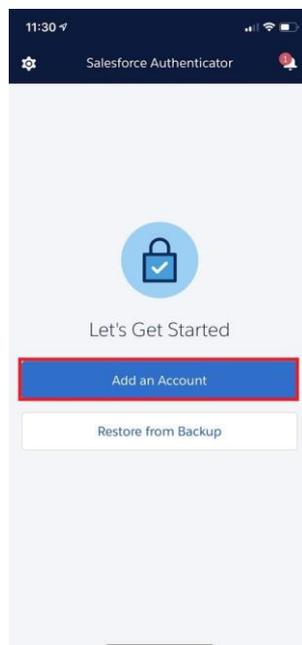
Follow the steps below to log into the Nétive portal for FlexOord using multifactor authentication.

Download the Salesforce Authenticator App

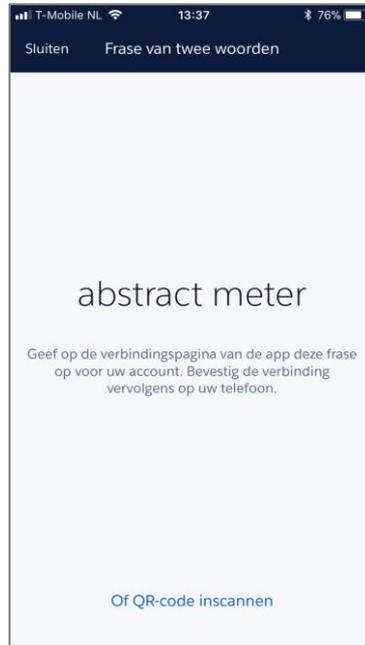
This can be done through Google Play or the App store (depending on whether you use an Android or an iOS device).



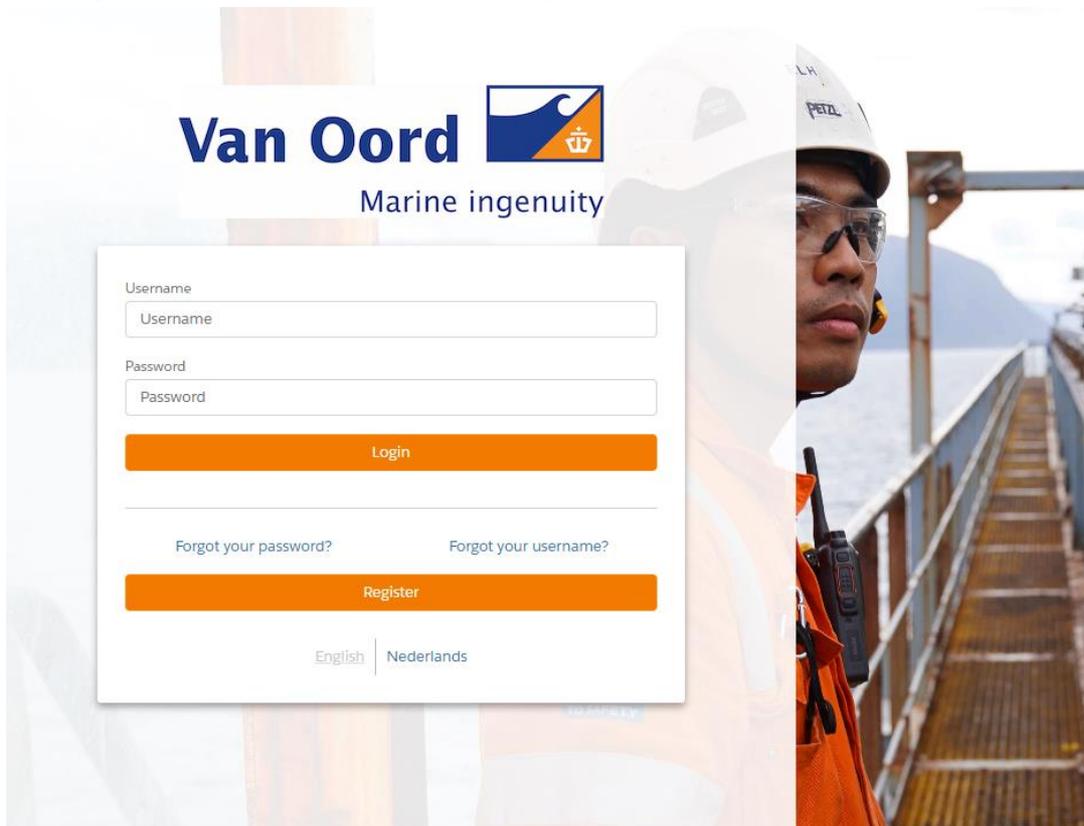
Install the app on your device and click on Add an account.



A two word phrase is shown:



Login into the Nétive portal with your username and password.



You will see this screen. Type in the two word phrase here. Make sure to add a space between the two words.



Connect Salesforce Authenticator

For security reasons, you have to connect Salesforce Authenticator to your account. The app sends a notification when we need to verify your identity, and you verify with just a tap. You can also enable location services to have the app verify you automatically from trusted locations. The app provides codes to use as an alternate verification method.

1. Download Salesforce Authenticator from the [App Store](#) or [Google Play](#) and install it on your mobile device.
2. Open the app and tap to add your account.
3. The app shows you a unique two-word phrase. Enter the phrase below.

Two-Word Phrase

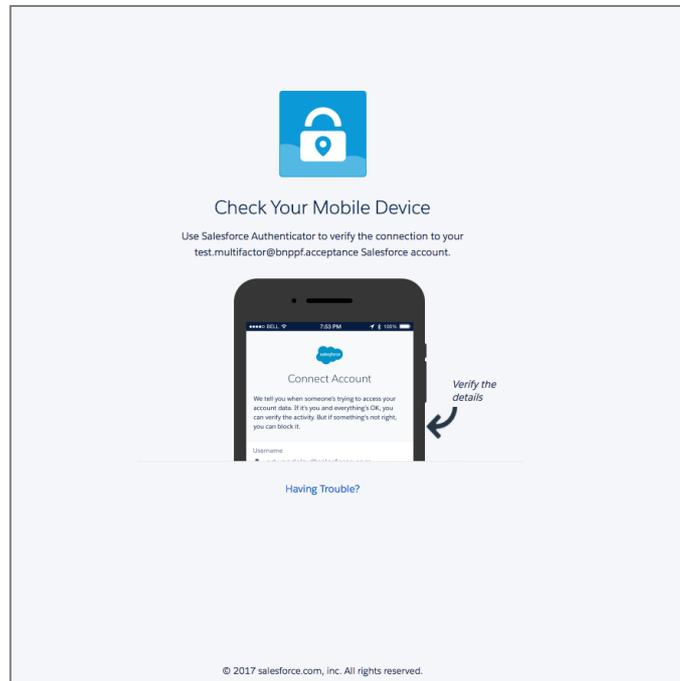
[Back](#)

[Connect](#)

[Choose Another Verification Method](#)

Approve the connection in the app

The screen shows that an approval is required through the app.

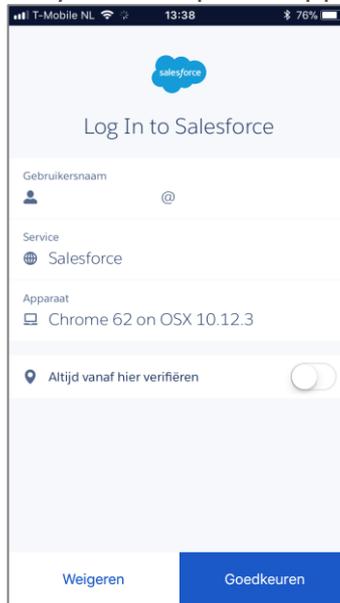


Open the app and approve connecting the account:



Setup multifactor authentication succeeded. Your account has been added to the Authenticator App.

If the setup has succeeded the system requires approval for the session to login:

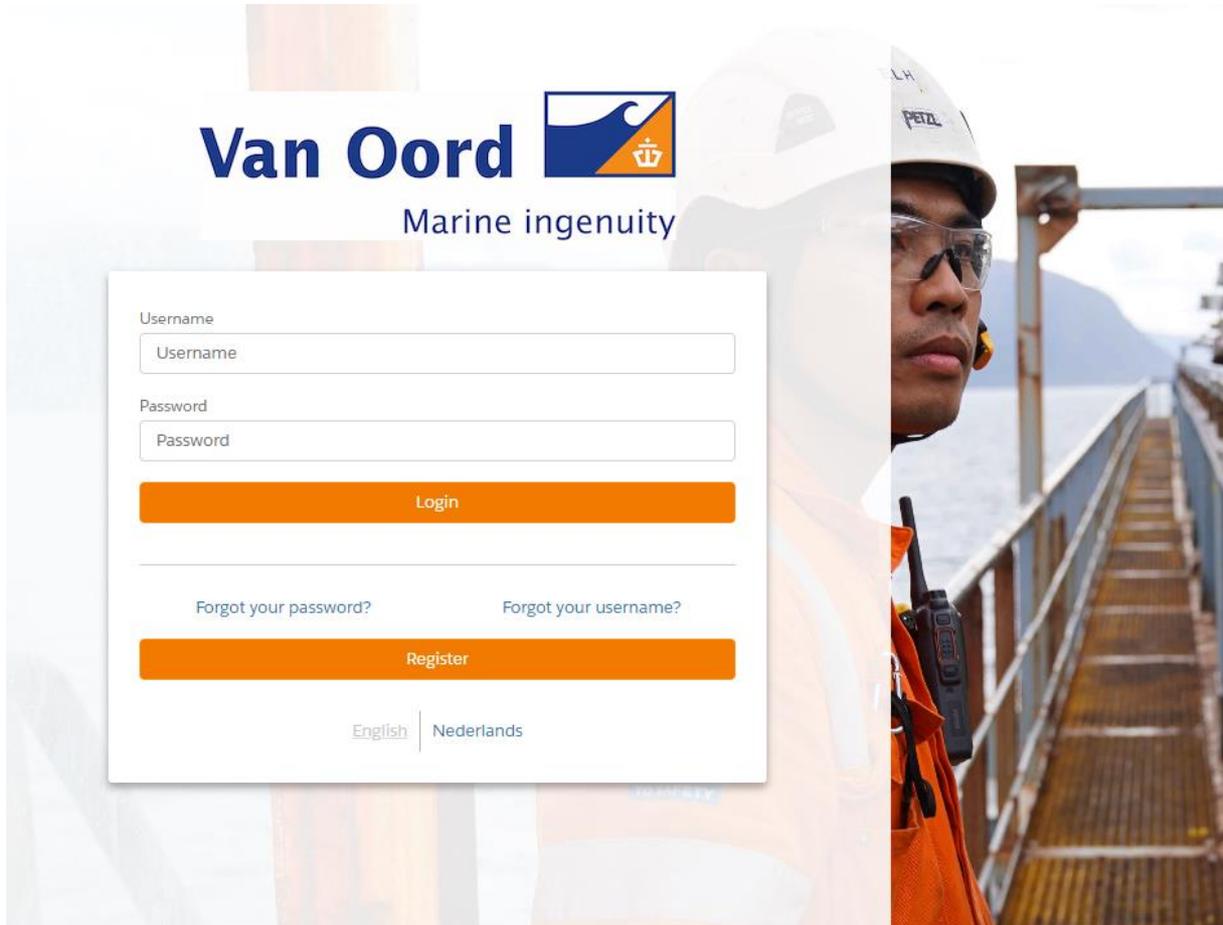


Login approved

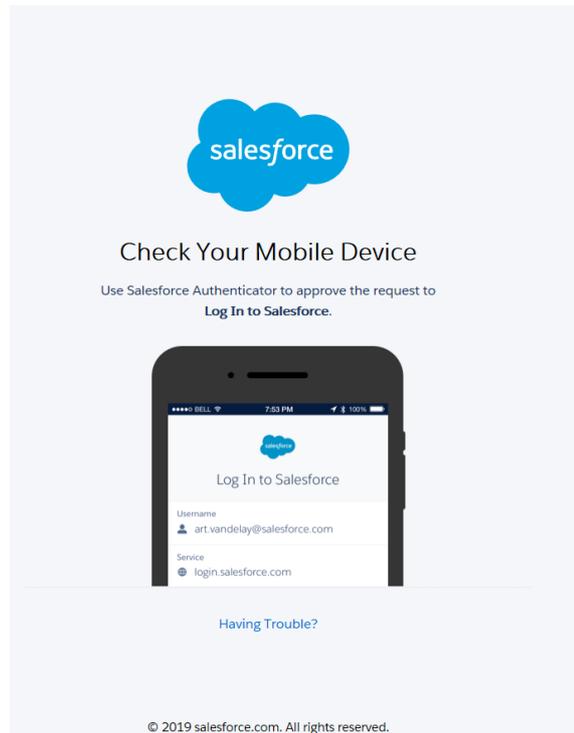


2. Use of the multifactor authentication per session
Every login session will require a new approval.

Login into the Nétive portal with username and password

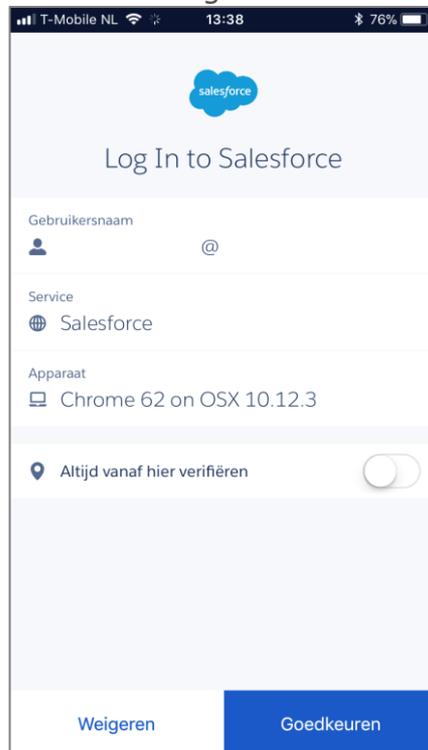


You will be prompted to approve the session in the Salesforce app



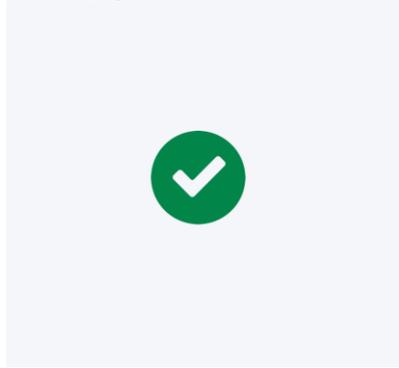
Open the app to approve the login session

The system requires approval for the login session to begin:



Login approved

If the session has been approved, you will see a confirmation:



3. Frequently asked questions about the Salesforce Authenticator app

[I get an error when trying to add my account to the Salesforce Authenticator App. What should I do?](#)

To start the multifactor authentication again, go to the app settings and choose Remove account.

[I am always logging in at the same location \(e.g. home office\). How to save this location in the app?](#)

Set up your location as a trusted one. The app login screen has an adjustable setting "Always approve from this location" you can turn on and off. You can already do this at your first login session.

You might need to set your phone location setting to High Accuracy for this function to work.



If you are logging from a saved location, you don't have to approve each new session in the Authenticator app.

[How do I remove a trusted location?](#)

Go to your account page, tap "View all" to see all your location. Tap the location you want to delete.

[How do I back up my account?](#)

Go to app settings and tap "Verify mobile number". Once your number is added, turn the "Back up accounts" option on.

[How do I see my login sessions history?](#)

Start a login session. The app home screen will show you a list your recent activities, including unsuccessful login sessions. Click on "View all" to see the full list.

[I have closed the Nétive portal in the browser. How do I log in again?](#)

If you load the Nétive portal in the browser again, you will be prompted to approve the login session in the Salesforce authenticator app. If you don't manage to do it within the next few minutes, the request will automatically be considered denied and you would have to load the Nétive portal again in order to generate a new session approval request to the app.

[I have closed the Salesforce authenticator app on my phone. Will the Nétive portal remain open in the browser?](#)

Yes, the Nétive portal will remain open and active in the browser.

[Can I use another authenticator app?](#)

Yes, both Microsoft and Google have authenticator apps which could also be used to securely log into the Nétive portal. The setup is identical.

Can multiple portal users share 1 authenticator app?

No, each portal user needs to have a separate authenticator app linked to their account. The verification is on a personal basis.

I have reset my portal account password and the authenticator app. How can I log back into my Nétive account?

Click on the reset password link you have received in an email. You will see this screen. Click on "Having trouble?" underneath the phone image and follow the steps to reconnect your Nétive account to an authenticator app account.

