WE ARE YOUR
IT SOLUTIONS
PROVIDER

AuthPoint
MFA That's Powerfully Easy

WatchGuard

MULTI-FACTOR AUTHENTICATION

QUESTIONS? CALL 320-441-7050

GENERAL OVERVIEW

AuthPoint, provided by West Central Technology, is a **multi-factor authentication solution** that helps secure services such as Microsoft 365 or VPN connections from the risks of unauthorized access.

When a user that is configured with AuthPoint accesses a protected service, they will be required to provide additional authorization through an **app on their mobile device or an MFA hardware token.**

By requiring this additional authorization from a physical device in the possession of the user, it ensures only they can access their accounts using the specified code. If the users' credentials are compromised, those credentials cannot be utilized to access the account without MFA approval, ensuring the account stays secure.

HOW DO I ACTIVATE MY MFA TOKEN ON MY MOBILE PHONE?

During the enrollment process, your network administrator will send an **activation email** containing instructions on how to setup the mobile app. Activation WatchGuard emails are only good for **7 days.**

1| On your mobile device go to the App Store for iOS or Google Play for Android.
2| Search for the app "WatchGuard AuthPoint" and install the app.

‹ Search

WatchGuard AuthPoint
Business
GET
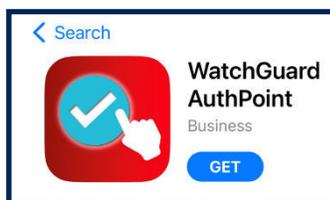
3| Once the app is installed, go to your email and open the **AuthPoint activation email**.

This can be done from your computer or mobile device.

Welcome to AuthPoint, Domain User
Before you can begin using the service,
you must activate AuthPoint on your mobile device.

User Name: Domain User

START ACTIVATION

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4| Click the **"Start Activation"** button inside the email.
If you open the file on your computer, you will be taken to a page with a QR code. If you are opening on your mobile device, the AuthPoint app will automatically launch and you can skip to step 7.

5| On your mobile device, launch the **AuthPoint app** you installed.

6| Locate the **QR button** at the top of the app. If this is the first time opening the AuthPoint app, the QR scanner will automatically launch. Scan the QR code on your computer screen.
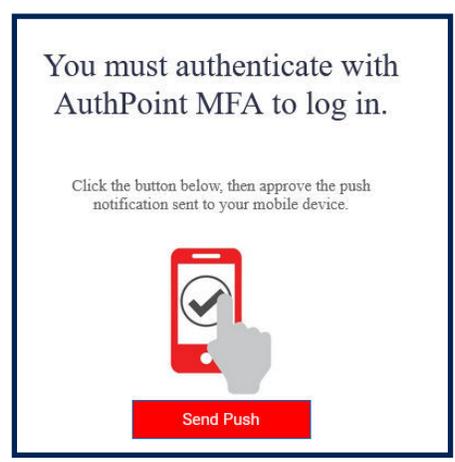
Edit WatchGuard
WATCHGUARD AUTHPOINT

7| You will be prompted to save your token. Rename for user convenience, then click **Save.**

TOKEN NAME
COMPANY NAME

CANCEL   SAVE
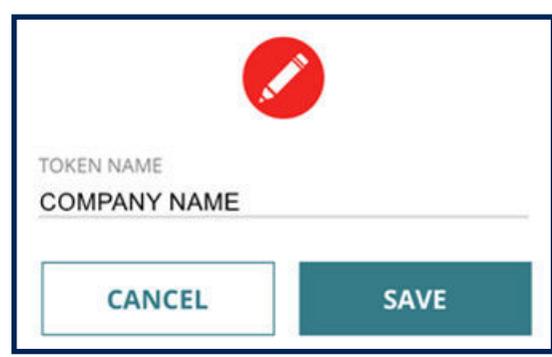
## HOW DO I USE MY MFA TOKEN ON THE APP TO LOGIN?

When you attempt to sign into a service protected by AuthPoint, you will receive a prompt.

If you are connected to the Internet, click the **Send Push** button. This will send a notification to your mobile device requesting permission.

You must authenticate with AuthPoint MFA to log in.

Click the button below, then approve the push notification sent to your mobile device.

Send Push

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On your mobile device, you will receive a notification asking if you're trying to sign in.
Tap the notification to launch the **AuthPoint app.**
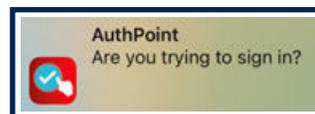
Here you will see information about the login attempt, including the origin it was made from.
If you are indeed trying to sign into the service, click **Approve** to authorize.

HOW TO USE THE QR CODE TO LOGIN?
The QR code option can be helpful when you do not have internet service.

When you sign into your computer and the **WatchGuard** pop-up screen appears, choose the **QR Code** option.

320-441-7050   WestCentralTechnology.com

AuthPoint
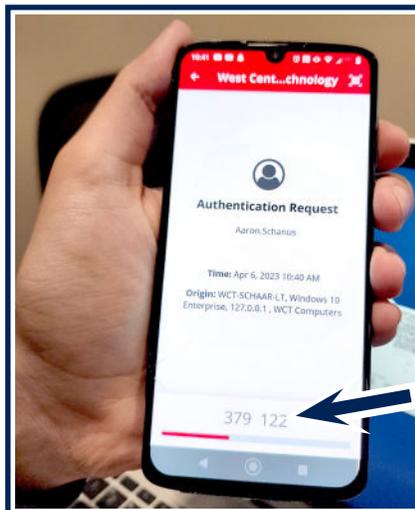## MFA That's Powerfully Easy

WatchGuard

On your cell phone, open the **AuthPoint app** and scan the code using the **QR button**.


After scanning the code with your phone, you will receive a **6-digit code** located at the bottom of the **AuthPoint app**. Enter your 6-digit code into the **WatchGuard** pop-up screen on your computer.

## WHAT TO DO WHEN YOU RECEIVE AN AUTHPOINT NOTIFICATION YOU DID NOT REQUEST?

If you are receiving a push notification on your mobile device that you did not request, it is possible your password has been compromised. Additionally on the push notification, if the origin is a location you do not recognize, this could indicate your password has been compromised and **DENY** should be selected. After denying the request, you should immediately change your password and notify your network administrator or West Central Technology.

AuthPoint
MFA That's Powerfully Easy
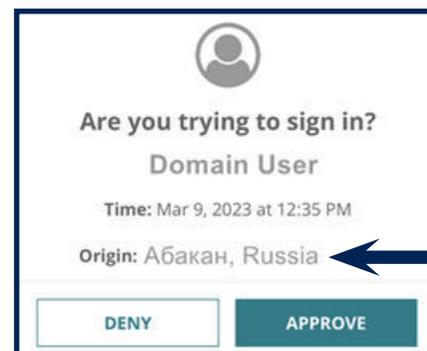
HOW DO I USE A HARDWARE TOKEN?

If you are utilizing a hardware token to authenticate, on the push notification screen select **One-Time Password (OTP).**
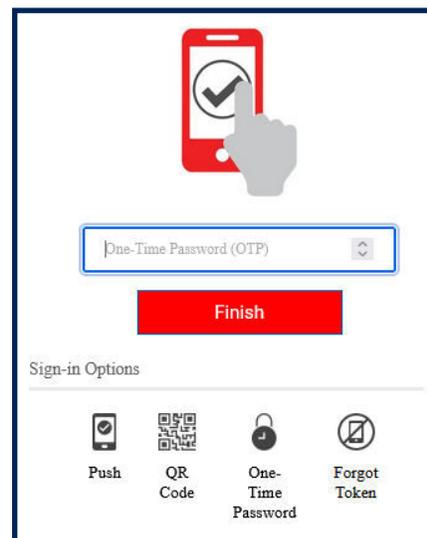
Enter the **6-digit code** from your hardware token and press **Finish** on your computer.

NEED ADDITIONAL HELP?

If you are having issues authenticating with MFA or have any other questions about the service, please visit our Knowledge Center at www.WestCentralTechnology.com/Knowledge-Center You can also create a support ticket by emailing us at WCTsupport@wcthelp.com or by calling **320-441-7050.**