



Multi-Factor Authentication

You can add an extra layer of security by enabling Multi-factor authentication (MFA) for users in your organization. MFA is a security process in which the user provides various authentication factors to verify who they are. Various authentication modes such as SMS, Time-based OTP, Touch ID, Push Notification, Smartphone or QR Code can be set up according to your preference.

- How to set up multi-factor authentication?
- How to activate MFA for newly added technicians in the organization?
- How to reset lost or forgotten passwords for users?

Steps

How to set up multi-factor authentication?

- Go to **Settings** and choose **Multi-factor Authentication** below **Security & Compliance**.
- Click on the link **Zoho Directory**.

The screenshot shows the Zoho Assist web interface. The top navigation bar includes 'Assist', 'Remote Support', 'Unattended Access', 'Meeting', 'AR Assistance', and 'Reports'. A notification states 'Your trial expires in 15 days' with a 'BUY NOW' button. The left sidebar contains various settings categories, with 'Security & Compliance' selected. The main content area is titled 'Multi-Factor Authentication' and contains the following text:

Protect your account by adding an extra layer of security with Multi-Factor Authentication. Follow these two simple steps to enable MFA for your organization.

- 1. Create a portal in Zoho Directory and add Zoho Assist**
Go to [Zoho Directory](#) and create an account for your org by entering your Company Name and Portal Name. Once created, add Zoho Assist to the existing list of applications.
- 2. Enable Multi-Factor Authentication**
Click on the tab [Security Policies](#) and choose Multi-Factor Authentication. Now choose the type of authentication you prefer and click on Enforce MFA.

A blue 'PROCEED' button is located below the instructions. At the bottom of the page, there is a note: 'Once this feature is enabled, additional verification (SMS, Time-based OTP, etc) will be required for any further logins. [Need help?](#)' and a 'Chat with our experts' button.

- Enter your **Company Name** and **Portal Name** and click on **Create Account**.

Why Zoho Directory ?

Zoho Directory is a centralized admin console for easy management of all services in our organization. The prime feature of Zoho Directory is the unification of user management (i.e) all features including adding a user, admin operations for the org etc, can be done through a single admin console.

The Active Directory sync tool helps you to sync the Active Directory data with Zoho cloud so that you will never lose your data. You can also get reports of the total usage of your organization like the services used by the users, their login history etc.

Create your
Zoho Directory Account

Company Name

Portal Name

(https://directory.zoho.com/directory/)

Phone Number

Create Account

- Now go to **Security > Security Policies** and click on **Getting Started**.

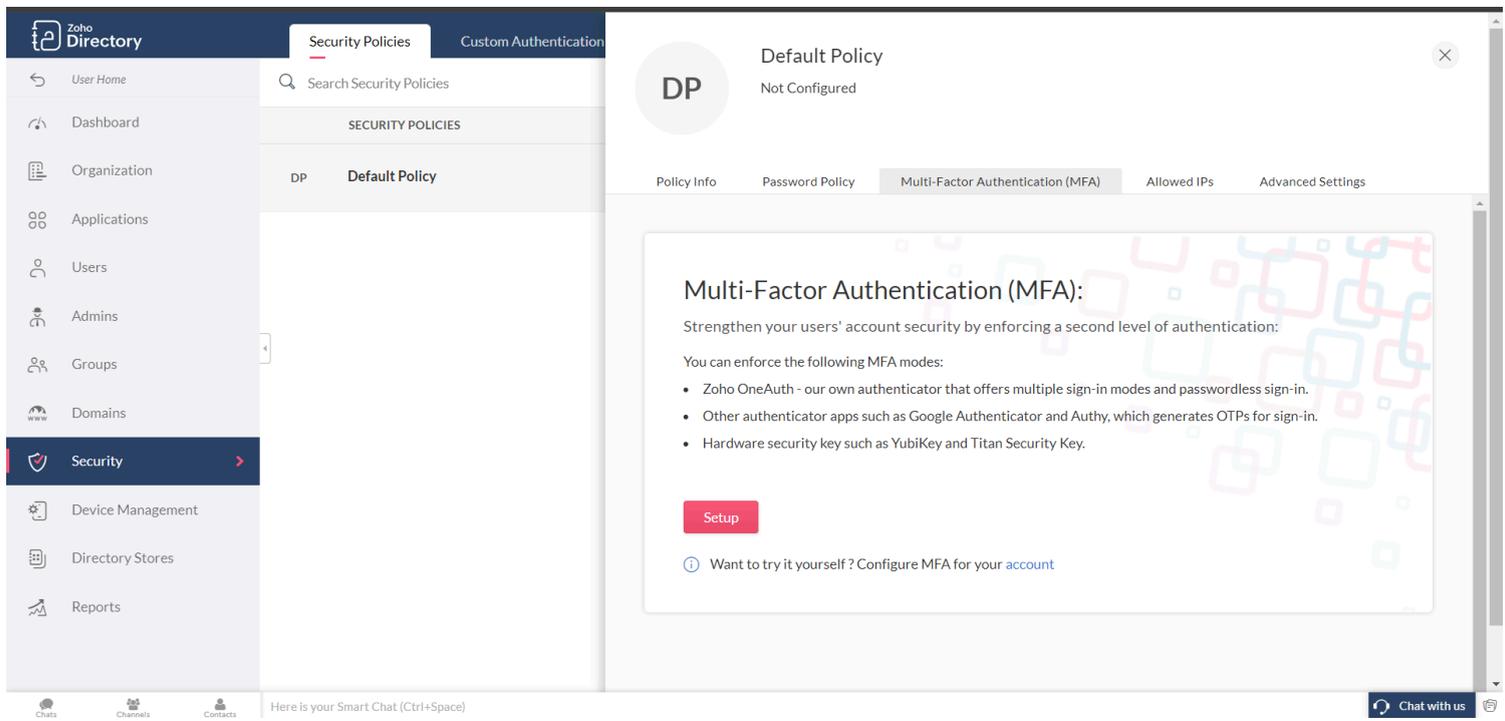
Security Policies That Safeguard Your Business

Enhance the security of your organization by defining company wide security policies which can be customized according to your need.

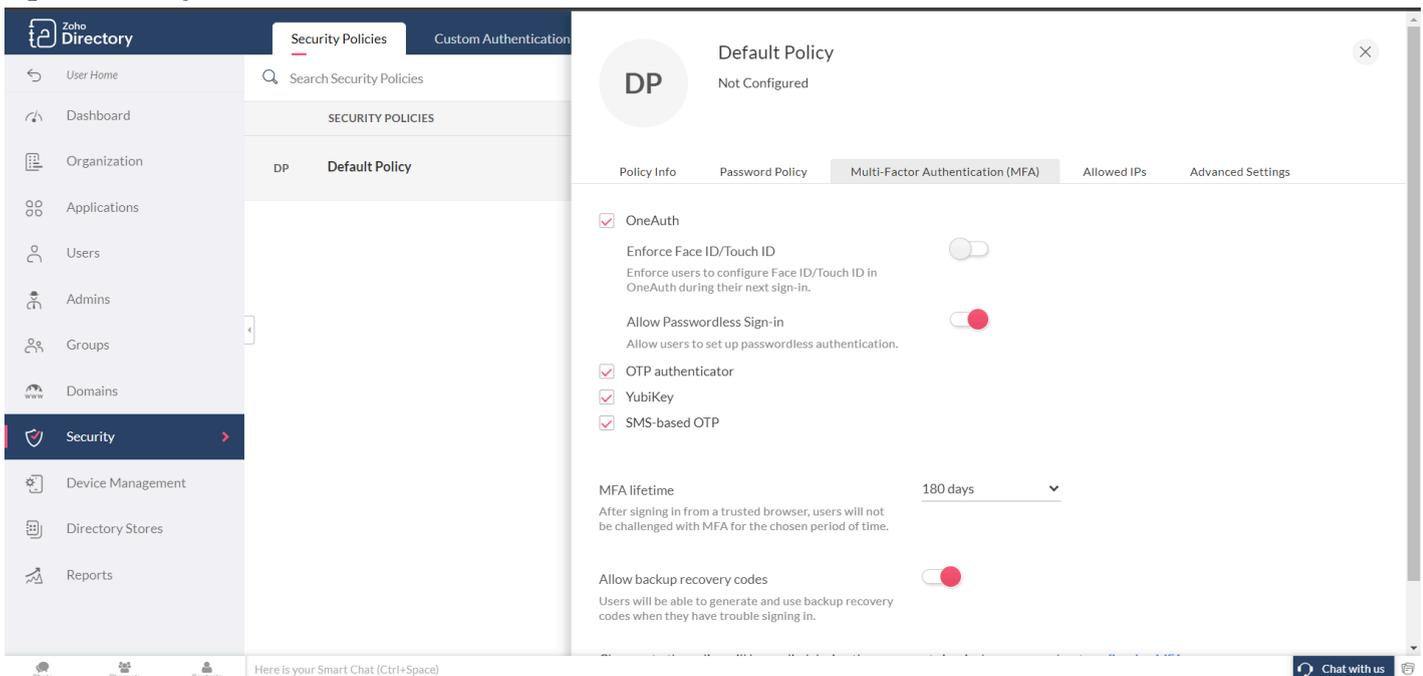
- Password Policy**
If your employee's password is easy to spell then it's easy to steal. Mandate a strong password to prevent unauthorized access.
- Multi-Factor Authentication (MFA)**
Add additional security layers like Touch ID or Push Notification to your account using your phone.
- Allowed IPs**
Restrict the IPs from which your account can be accessed. This way unnecessary logins from unwanted places can be avoided.

Getting Started

- Zoho Assist app will be directly added to Directory
- Open the **Multi-Factor Authentication** tab under **Default policy** and click **Setup** .



- Select the authentication modes of your choice, enter the number of days for MFA lifetime and click **Update Policy.**



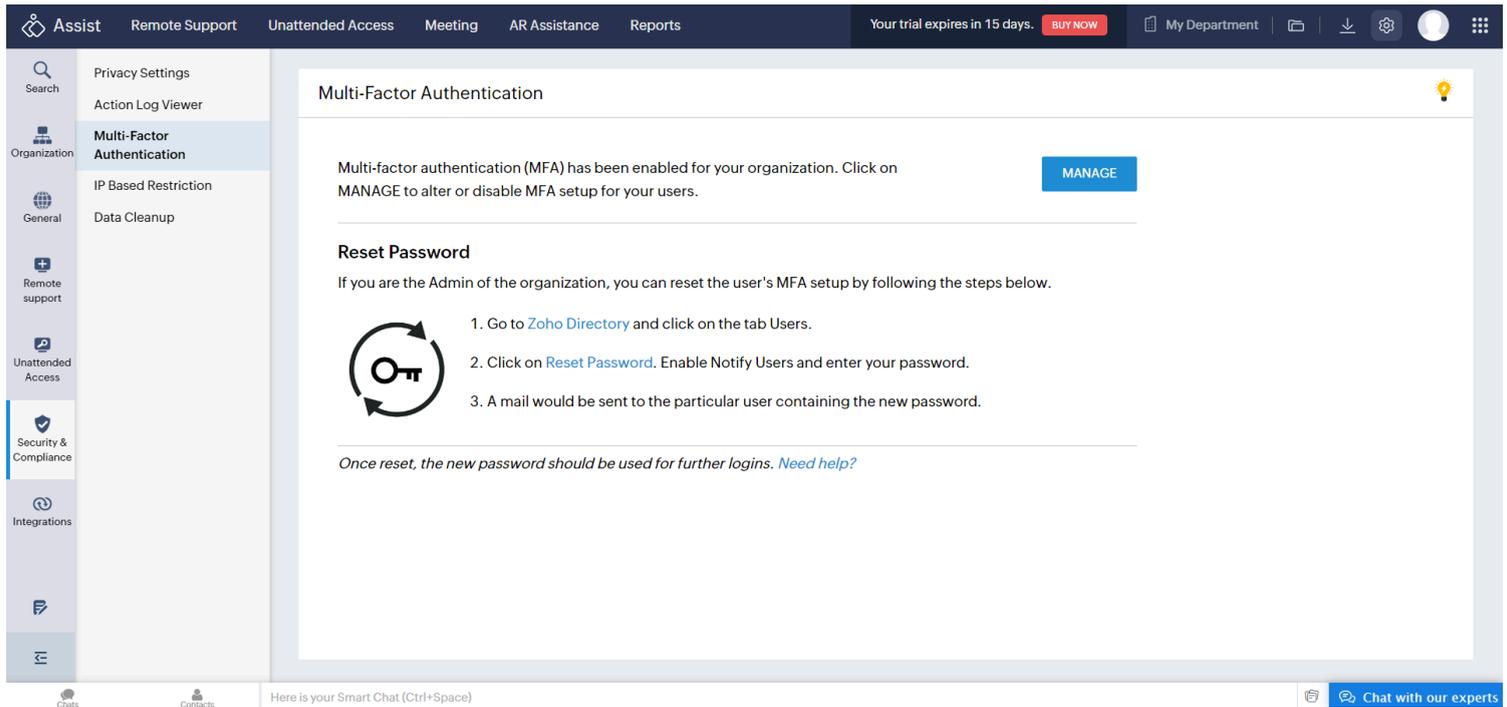
ⓘ To know more about the authentication modes, MFA lifetime and backup recovery codes, you can refer to [this article](#).

- Once enforced, additional verification such as SMS, OTP, etc, will be required for further logins.

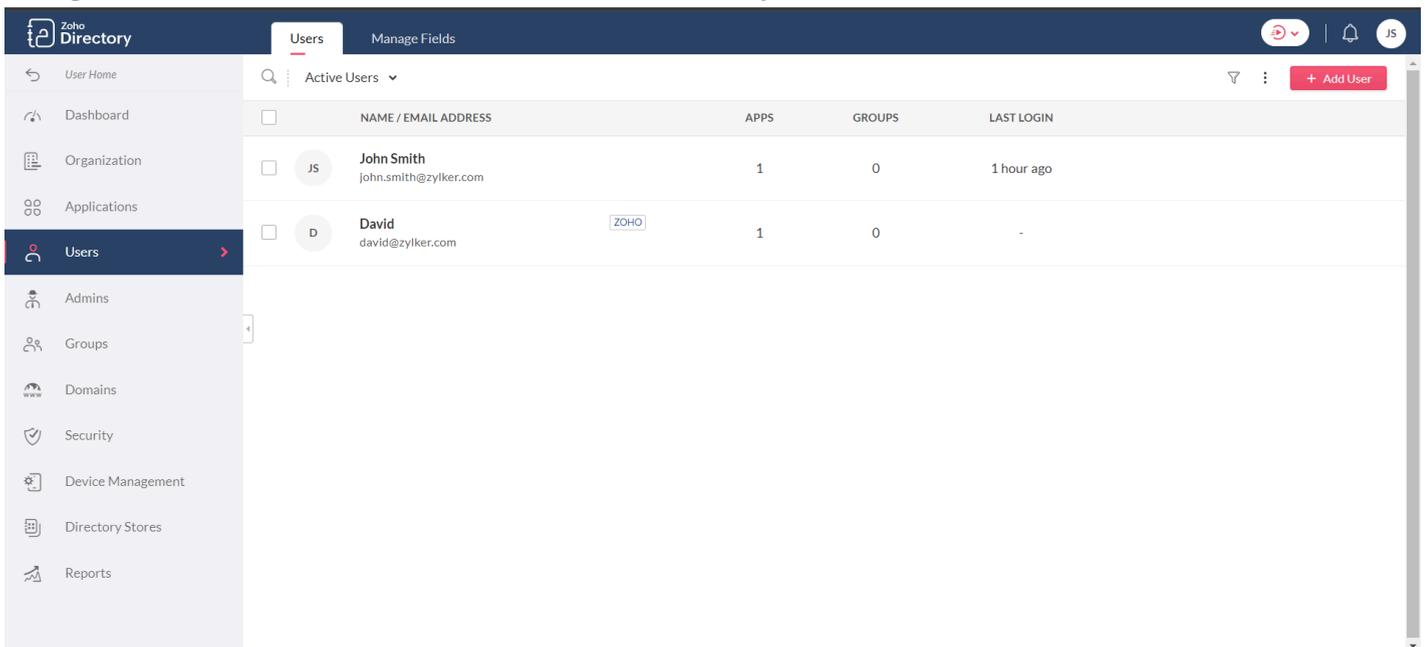
How to activate MFA for newly added technicians in the organization?

If you have added a new technician in your organization, you can invite them to have a MFA set up by following the below steps.

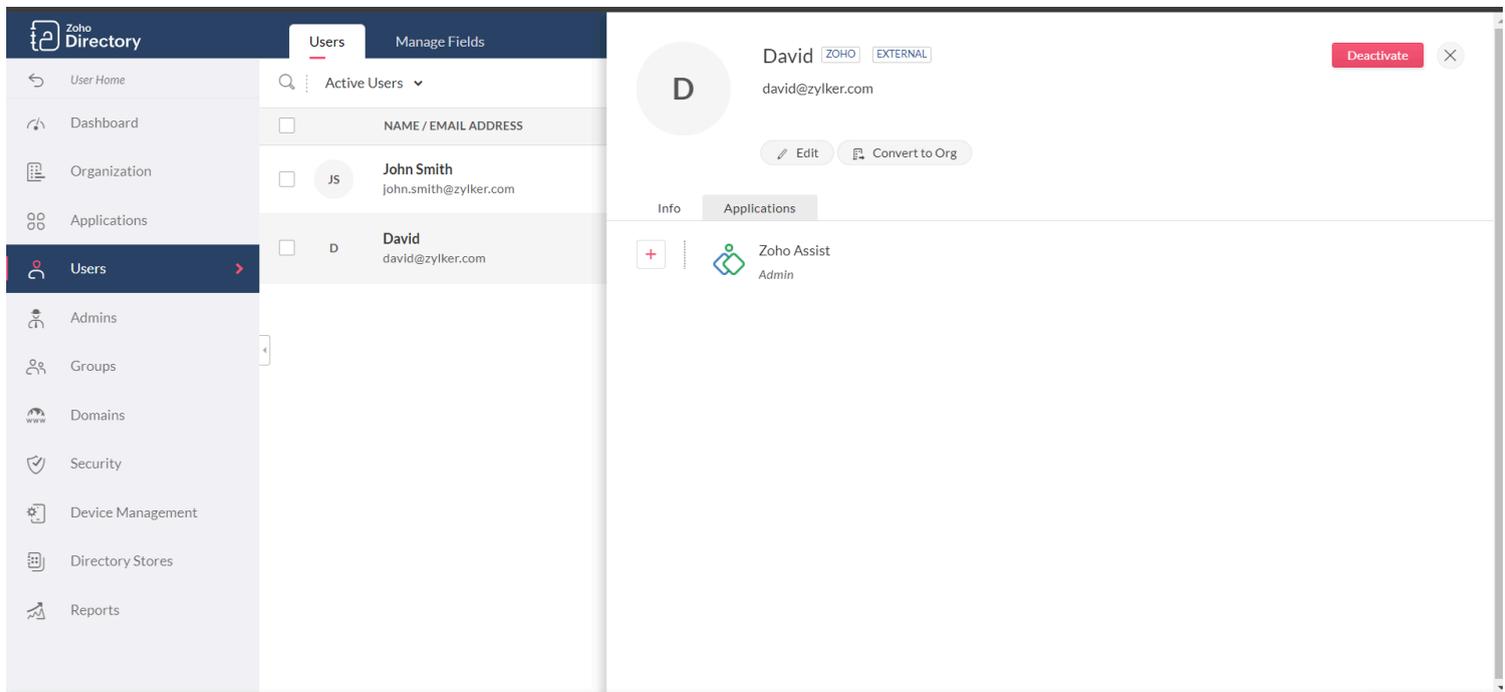
- Go to **Settings** and choose **Multi-factor Authentication** below **Security & Compliance**.
- Click on **MANAGE**.



- Navigate to the **Users** tab. The users who have been newly added will be marked as **External**.



- Choose the specified user and then click **Convert to Org**.

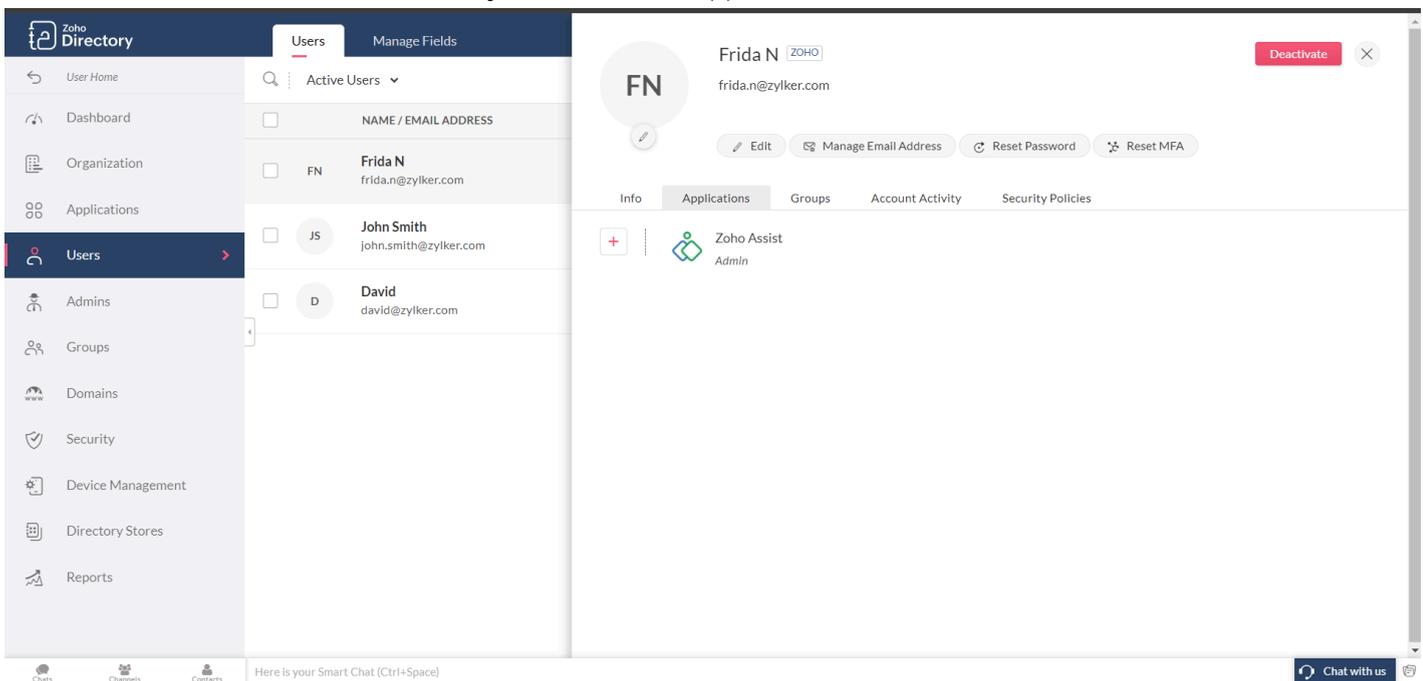


- An invite mail will be sent to the user. On clicking **Join Now** , MFA will be activated for that user.

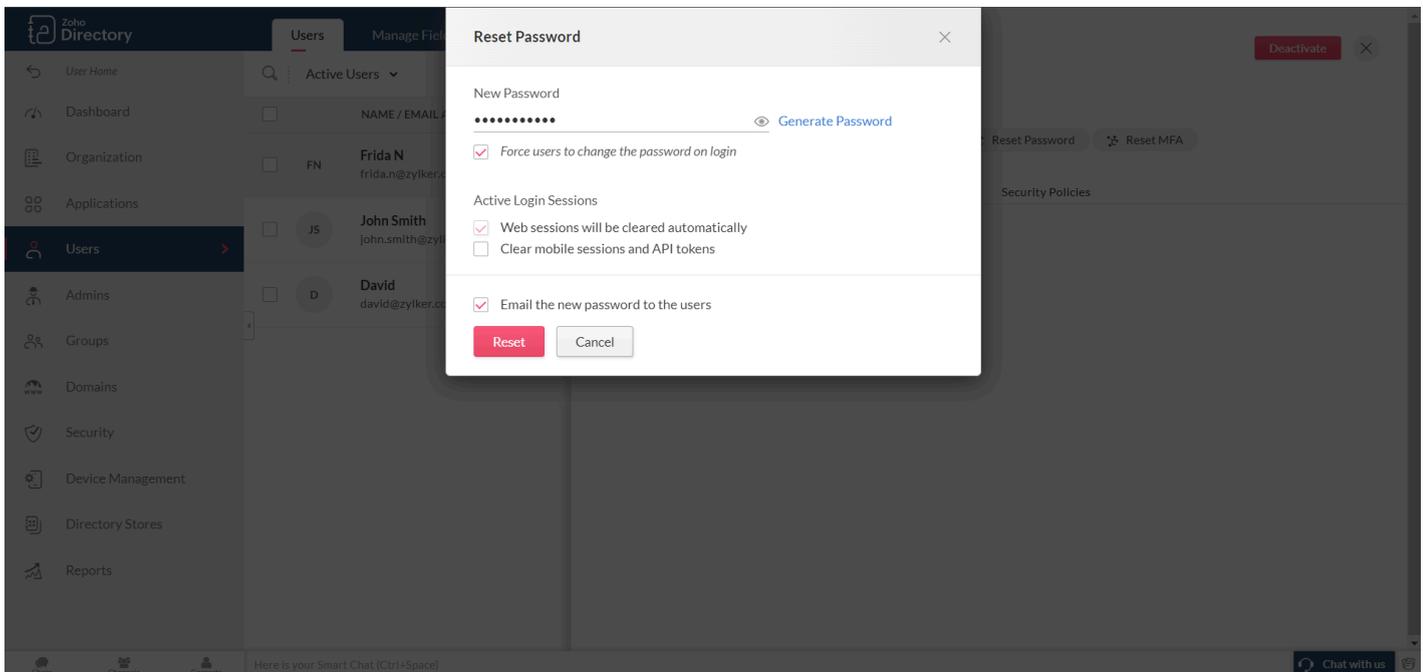
How to reset lost or forgotten passwords for users?

If you are the Admin of the organization, you can reset the user's password by following the steps below.

- Go to the **Users** tab in Zoho Directory, select the user(s) and click **Reset Password**.



- Enter a password manually or use the **Generate password** option. Enable '*Email the new password to the users*' option and click **Reset**.



- A mail would be sent to the particular user containing the new password.
- Once reset, the new password should be used for further logins.