

Multi-Factor Authentication

Some parking providers support Multi-Factor Authentication (MFA). To enable MFA, and start using one-time passwords, follow these steps:

Quick Steps:

1. Login then click on your name. In the dropdown click 'Security'.
2. Click the 'Change Multifactor Authentication Settings' to open the 'Multi-Factor Authentication' settings page.
3. Choose to 'Disable MFA' or 'Enable One-Time Passwords'.
4. Click on 'Send One-Time Password To Email' then go into your email and copy your one time password.
5. Enter your one-time password as well as your current password then click 'Submit'.

The **one-time password** is only valid for 15 minutes. If the password has expired, a new one will be generated.

Step-by-Step Instructions:

1. **Log In to the System:** Login then click on your name. In the dropdown click 'Security'.
2. **Access Security Settings:** Find the 'Multi-Factor Authentication' section. This section shows the current MFA status and includes a button to manage the settings.
3. **Manage MFA Settings:** Click the 'Change Multifactor Authentication Settings' button at the bottom of the page to open the 'Multi-Factor Authentication' settings.
4. **Access MFA Settings Page:** On the 'Multi-Factor Authentication' settings page, you can either: 'Disable MFA', or 'Enable One-Time Passwords'.
5. **Save Your Changes:** To save your changes, click on the 'Send One-Time Password To Email' then enter: Your current password, and A one-time password (OTP).
6. **Send a One-Time Password (OTP):** To receive a OTP, click the button to send it to your registered email address.
The OTP will be sent to you by email and is valid for 15 minutes.
7. **Select your OTP option:** Select your OTP option from the picklist below the current password field. Press 'Submit' to confirm your changes and update your MFA settings.
These are your choices:

- **OTP Expiry:** Any unused OTPs will be invalidated if a new OTP is generated, even if they haven't expired yet.
 - **OTP Email Format:** The OTP email will follow the template set for your account.
 - **Session Storage:** Once you enter an OTP, it is stored in your session data. If you clear your browser's local storage, you'll need to enter a new OTP.
 - **Different Devices:** OTPs do not persist across different browsers or devices. If you log in from another device, you'll be prompted to enter a new OTP.
8. **Logging In with MFA:** Login by entering your username and password as normal.
 9. **OTP Prompt:** After logging in, you'll be prompted to enter a one-time password.
 10. **Accessing Other Pages:** You will be redirected to the OTP screen when accessing any page other than:
 - `/login` – Login page
 - `/logout` – Logout page
 - `/one_time_password` – OTP entry screen
 - `/account/send_email` – Send OTP email
 - `/account/multiauth` – Multi-auth settings page
 11. **Complete OTP Entry:** Enter your OTP, submit it, and you'll be able to access the rest of the site.

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