DSD
DIGITAL SERVICES DIVISION

Two-factor authentication for Legacy

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Two-factor authentication for Legacy

General description

Accessing ePlat now requires a security method called two-factor authentication (2FA). It is a security process that enhances the protection of your accounts by requiring two forms of identification before granting access: it combines something you know (like a password) with something you have (such as a mobile device or authentication app).

You'll need:

- Install and set up an authentication app on your mobile device-
- Your ePlatBack username and password

How do I install Microsoft Authenticator?

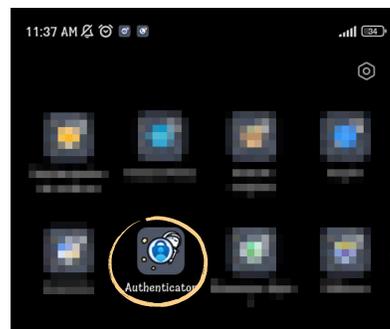We selected Microsoft Authenticator as our app to guide you through the process of using 2FA.

1. Open **Microsoft Authenticator** website and scan the QR code according to your mobile device's requirements (Android or iOS).
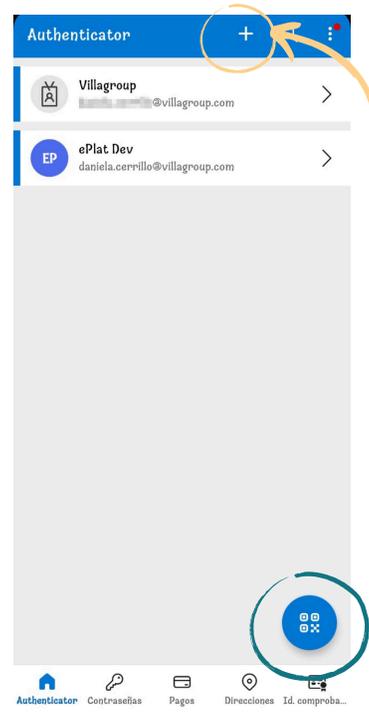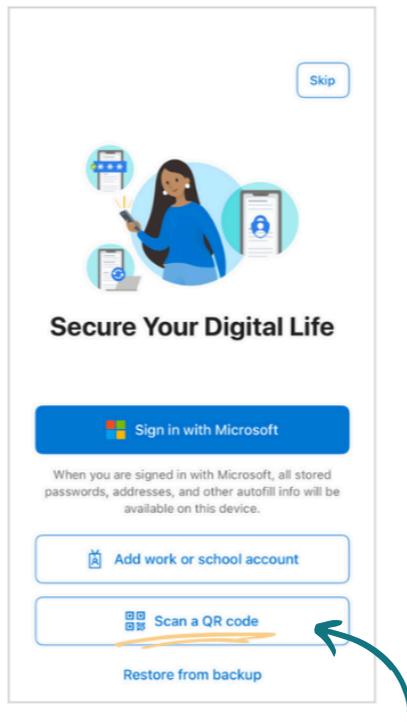

2. Download and install the app on your mobile device by tapping **Install**.
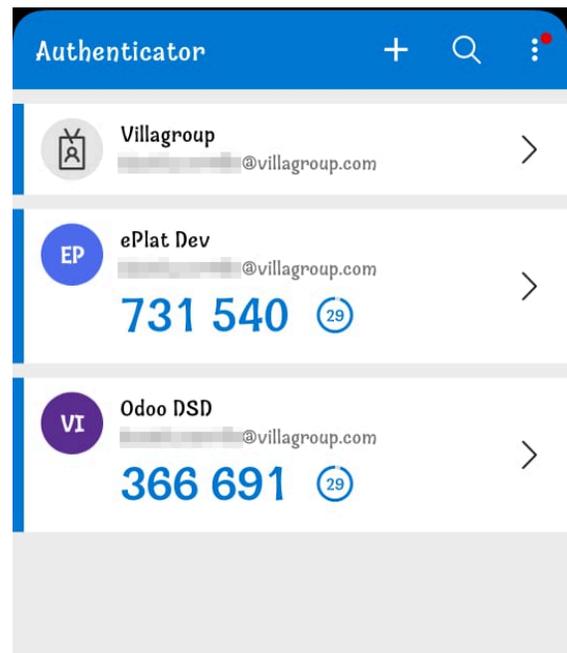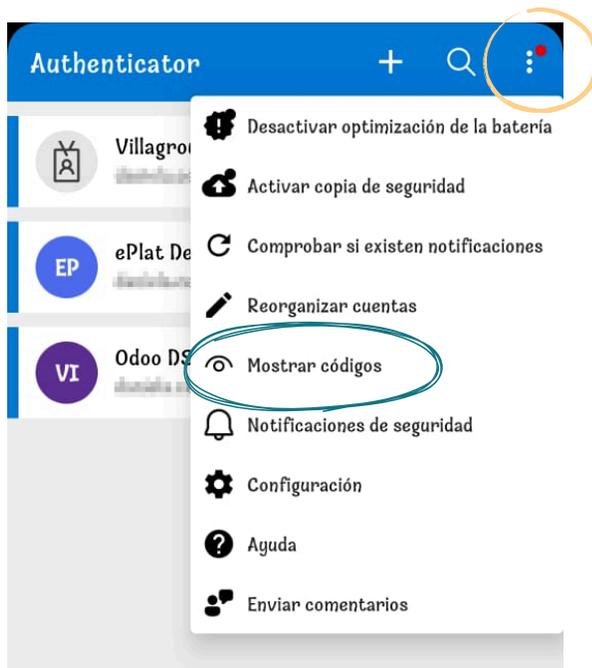

3. Open the app you installed.

You can scan using different options in the app, such as:

You can also enable the 'display codes' option by clicking on ⋮, so the codes will show up right away the next time you log into the app.
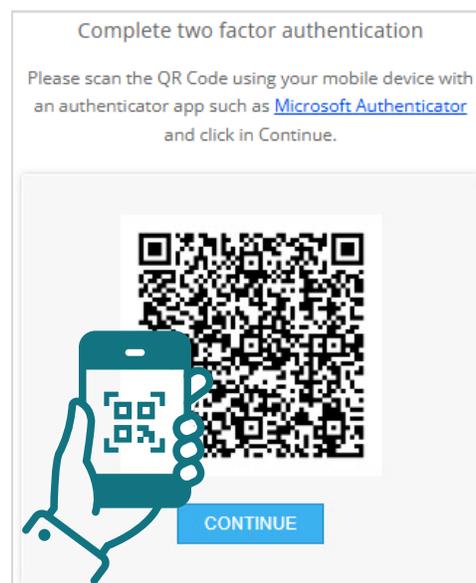
How do I add my Legacy account to Microsoft Authenticator?

You need to set up the Legacy account in the mobile app. Please follow the instructions below:

1. Open **legacy.eplat.com**.

2. Type your **username** and **password**.

3. Click **LOG ON**.
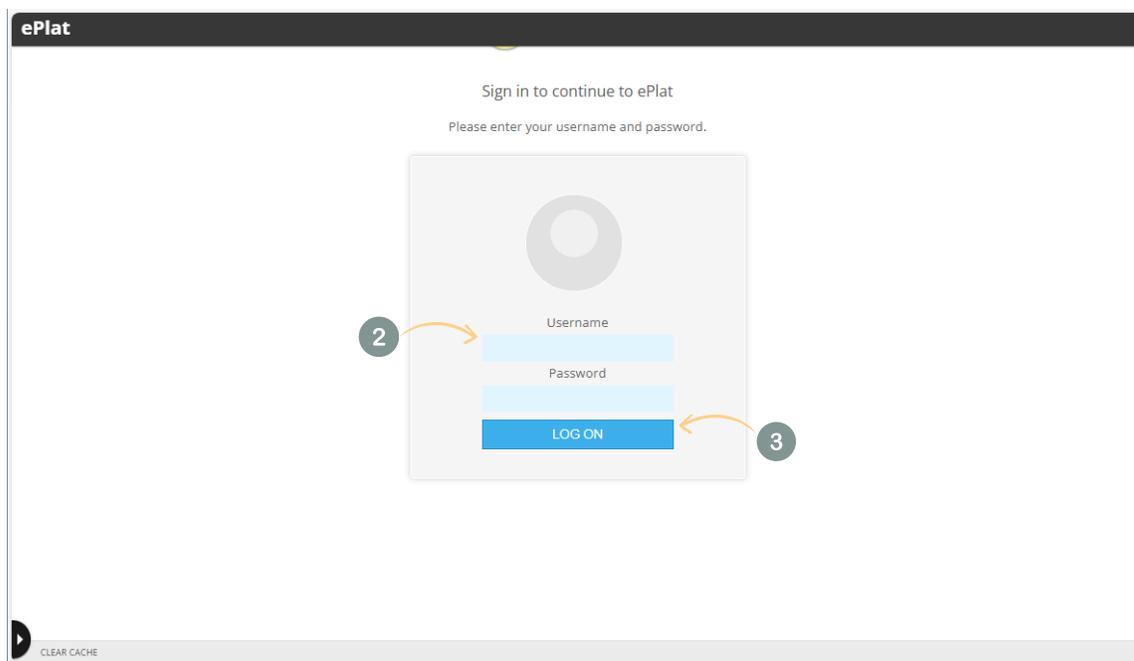
4. A QR code will appear on your screen. **Scan it** with the Microsoft Authenticator app on your mobile device.

Complete two factor authentication

Please scan the QR Code using your mobile device with an authenticator app such as Microsoft Authenticator and click in Continue.

CONTINUE

After scanning, on your mobile device, Authenticator will display the message 'Account added successfully.' This means you've set up two-factor authentication in the app.
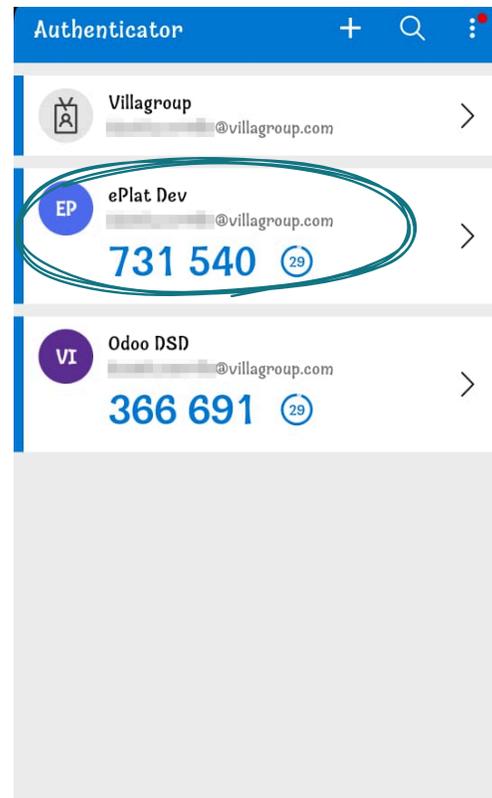

5. Go back to your browser and click **Continue** on Legacy.

CONTINUE

6. Click on your Legacy account to get the **one-time password**, or if the code appears automatically, **just select** the correct one.
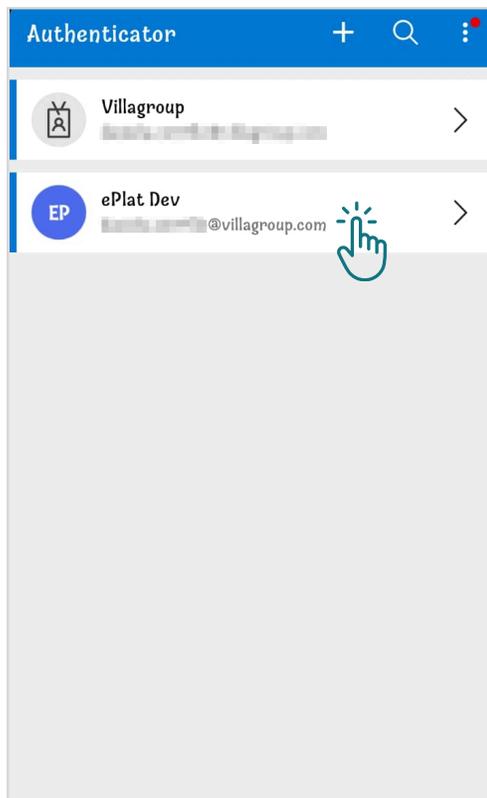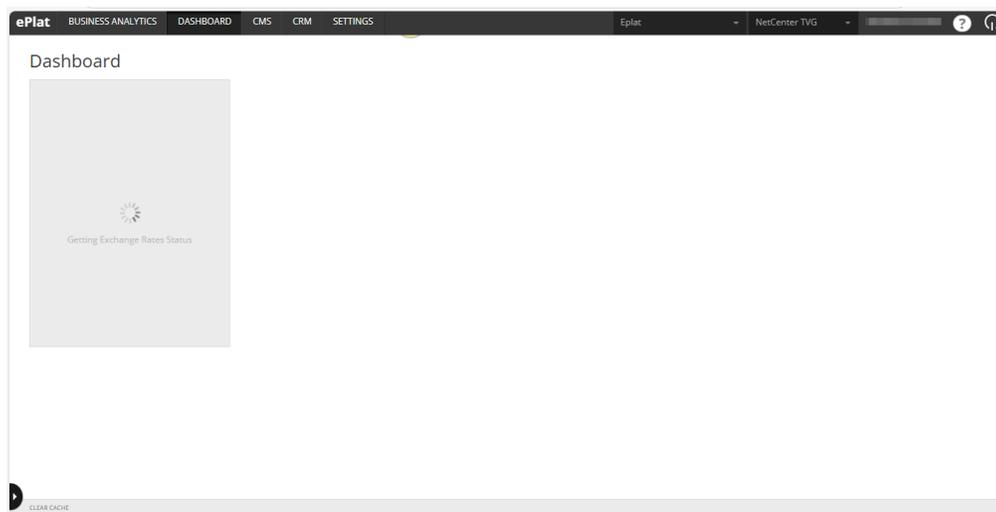

Authenticator app, hidden codes.

Authenticator app, visibles codes.

7 Enter the one-time code on Legacy and click **SIGN IN**.

! **Keep in mind that this code is valid for 30 seconds. Make sure the time is greater than 10; otherwise, wait for a new one.**

You have successfully set up two-factor authentication to log into Legacy.

! **Do not uninstall Microsoft Authenticator; you will need it from now on to generate your OTP every time you log into ePlat.**

How do I log into Legacy now that I've set up 2FA?

Follow these steps the next time you want to log into Legacy:

1 Open **legacy.eplat.com**.

2 Type your **username** and **password**.

3 Click **LOG ON**.
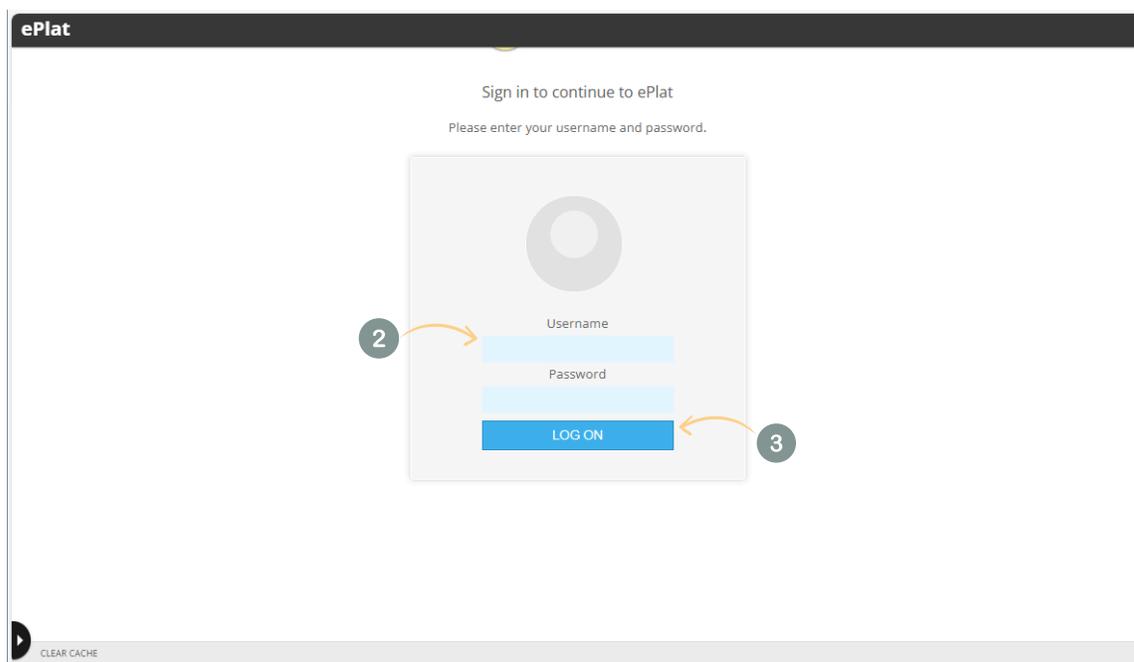
4 Open the **Microsoft Authenticator app** on your phone and locate the **one-time password** for your Legacy account.

! **Keep in mind that this code is valid for 30 seconds. Make sure the time is greater than 10; otherwise, wait for a new one to be generated.**

⑤ Enter the one-time code on Legacy and click **SIGN IN**.

Código de contraseña de un solo uso

29 559 466

Time greater than 10 seconds

Complete two factor authentication

Please type the six digit code generated by the authenticator app

Make sure the code generated is for **ePlat** and █████████@villagroup.com

6 digits code

559466

Do not ask two factor authentication in this device

☐

SIGN IN

If you lose your authenticator app or your mobile device send an email to servicedesk@eplat.com for resetting your two factor authentication.

Do you need help? Click here to open the user manual

Done! You have successfully logged into Legacy.

From now on, all you need to do is:
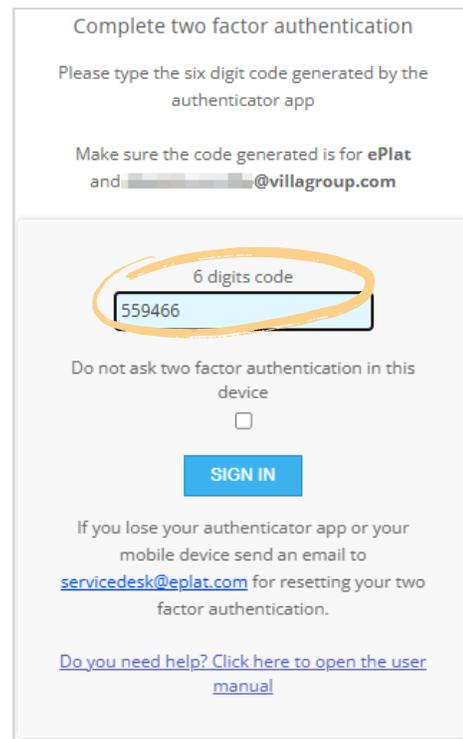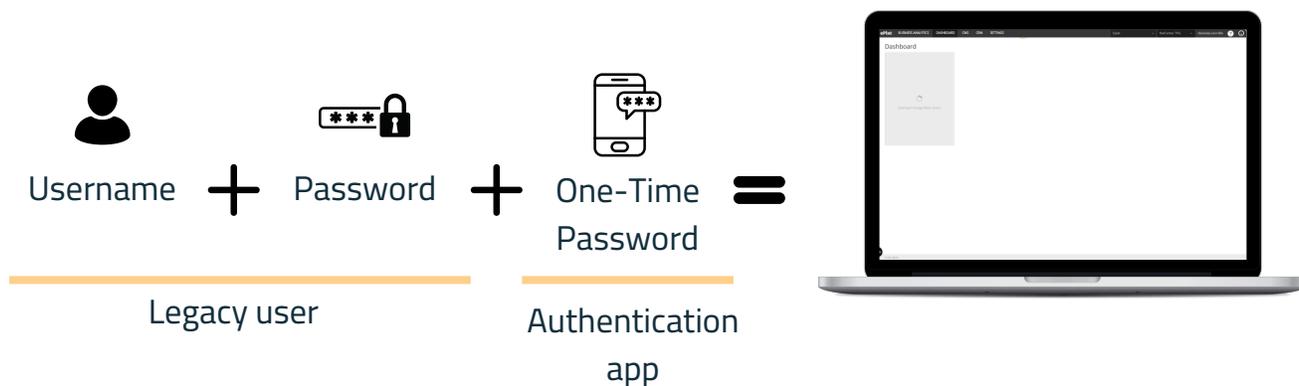

Username **+** Password **+** One-Time Password **=**

Legacy user   Authentication app

Having trouble logging in?

Check that the date and time on the device you use to access Legacy are correct. You can compare them by looking up this information online.

Also, make sure that the time on the password code is always greater than 10 seconds when you use it, to avoid messages like "Invalid code" on Legacy.