



FISLink

Client Multi-Factor Authentication

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Overview

FISLink.fisglobal.com does not currently require multi-factor authentication (MFA) when external accounts connect to FISLink. Since August 15th, 2021 MFA has been enabled and optional. When you login to FISLink you are given an option to setup a second factor login or temporarily delay the setup. MFA will be required later in 2022. After it becomes mandatory, your next login to FISLink will require you to configure a secondary authentication mechanism for your account. This only applies to external accounts in FISLink. It does not apply to FIS Employee accounts.

Requirements

- An active FISLink account
- A device where the multi-factor authentication mechanism can be installed. This can be a smart phone (iPhone or Android) or a Windows PC
- Installation of a multi-factor application on your selected device

Installing the Multi-Factor Authentication (MFA) application

FIS Authenticator is available for free from the iTunes App Store for iPhone or Google Play for Android smartphones as well as Windows 10 or Windows 7. Click one of the links below to install FIS Authenticator on your device before you continue with additional steps.

Note: if you already have an RFC-6238-compliant Time-based One-Time Password (TOTP) application such as Google Authenticator or Microsoft Authenticator, that will work with FISLink and installing another app is not required.



Configuration of MFA

After MFA has been enabled by FISLink system administrators you will be prompted to configure a secondary authentication mechanism during your next login. This can be configured on your phone or computer.

Note: Even if you use FISLink from a computer, you can have the secondary token stored on your phone.

1. Login to <https://fislink.fisglobal.com> as you have previously using your Username and Password

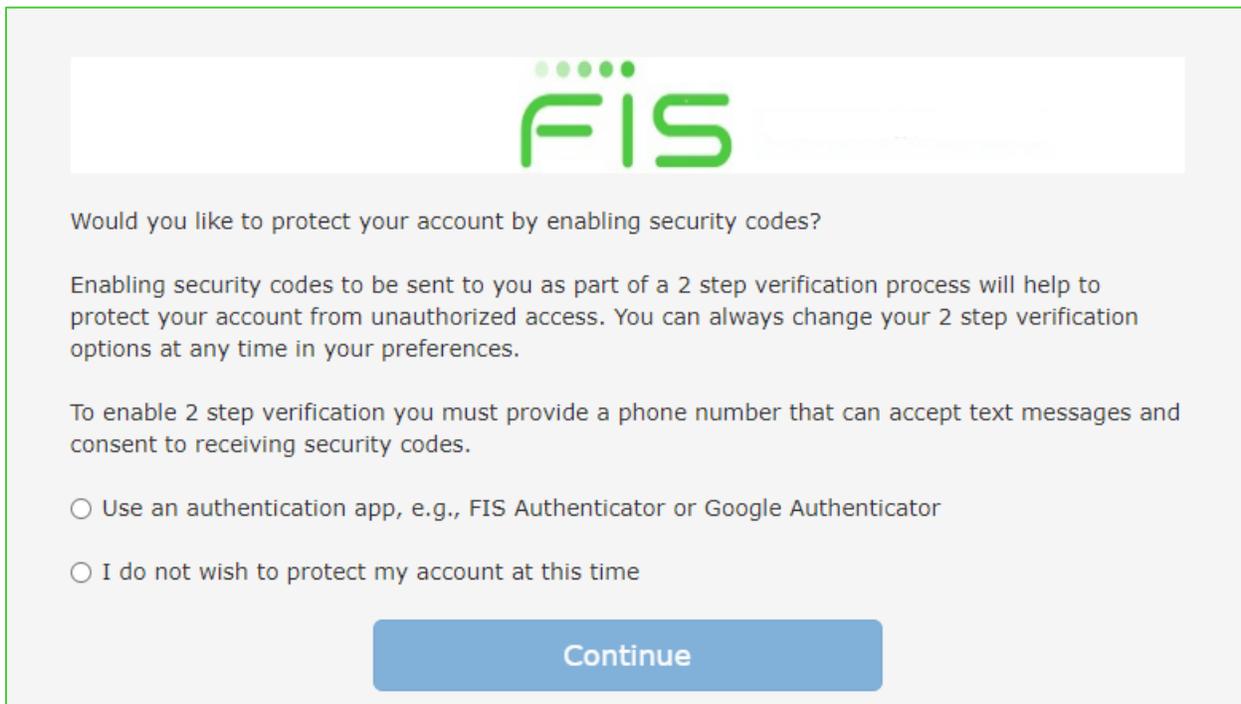
Username (Customer Email)

Password

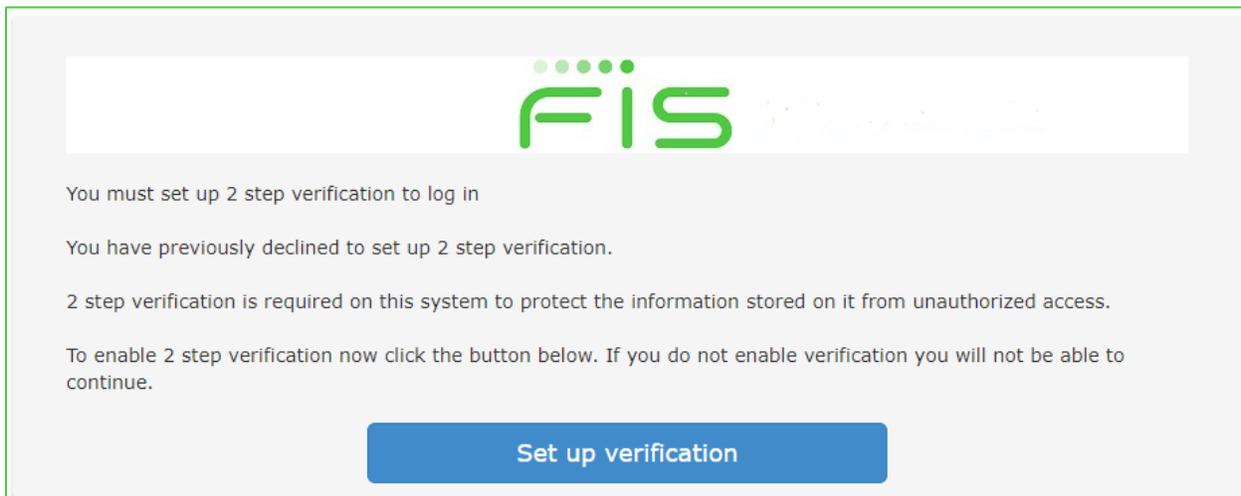
Remember my username

Sign in

- 2. If you login during the period when MFA setup is option, you will receive a prompt similar to the following. You can select “Use an authentication app” and click Continue to setup your 2nd factor authentication app. Alternatively, you can click “I do not wish to protect my account at this time” and click Continue to login. If you choose to delay setup you will not be prompted until MFA becomes mandatory. However, you can setup MFA at any time before it becomes mandatory. Please review Appendix II of this document when you decide to setup your 2nd factor authentication app.



If MFA setup is no longer optional and you choose to not protect your account at this time, you will receive a message similar to the following. Click Set up verification to continue with the setup.

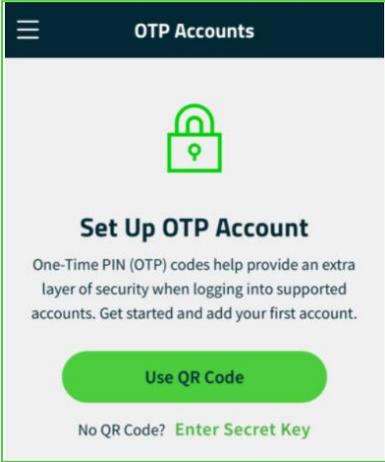
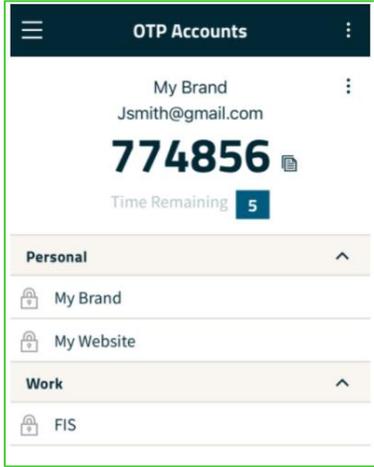


- 3. Select “Use an authentication app” and then click Continue. If you select “I do not wish to protect my account at this time” you will not be able to login to FISLink once MFA is required.

- 4. If you selected to “Use an authentication app”, a QR code will appear. This code is supported by multiple secondary factor applications such as FIS Authenticator, as well as other Authenticator applications from Google and Microsoft. Only directions for FIS Authenticator are being provided. See the next page for instructions.

The following pages provide instructions for configuring the FIS Authenticator app on your smartphone. For information on configuring the FIS Authenticator app on Windows please see the Appendix I in this document.

5. Open FIS Authenticator on your smartphone to setup your Time-Based One-time Password (TOTP)

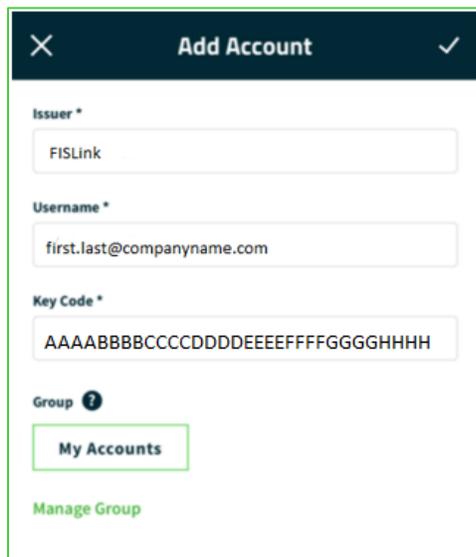
<p>New Users of FIS Authenticator should receive a screen similar to the following, which will allow a new TOTP to be configured.</p> 	<p>FIS Authenticator users who already have 1 or more TOTP's may need to click the vertical ellipsis on the top right, next to "OTP Accounts", then click Add Account</p> 
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- 6. Click Use QR Code (allow the use of your camera if prompted), then click Scan QR Code (if prompted) to open your camera
- 7. Point your phone's camera at the QR Code presented by FISLink. An example is shown below.

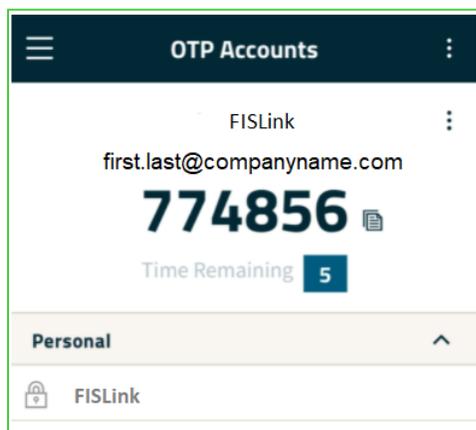


Note: If camera access is not available, click Cancel on your phone, then select "Enter Secret Key". You will be able to type the value shown in the Secret Key field, found below the QR Code. Note: The hyphens must be removed before the code is saved in your authenticator application.

- The Issuer, Username, and Key Code should automatically populate if you were able to scan the QR Code. Click the checkmark in the upper right corner to add the TOTP to your device.

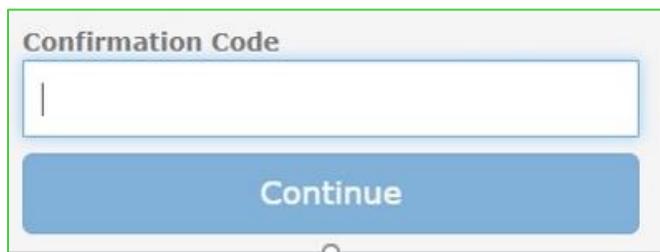


- FISLink should now be shown as an available account in FIS Authenticator.



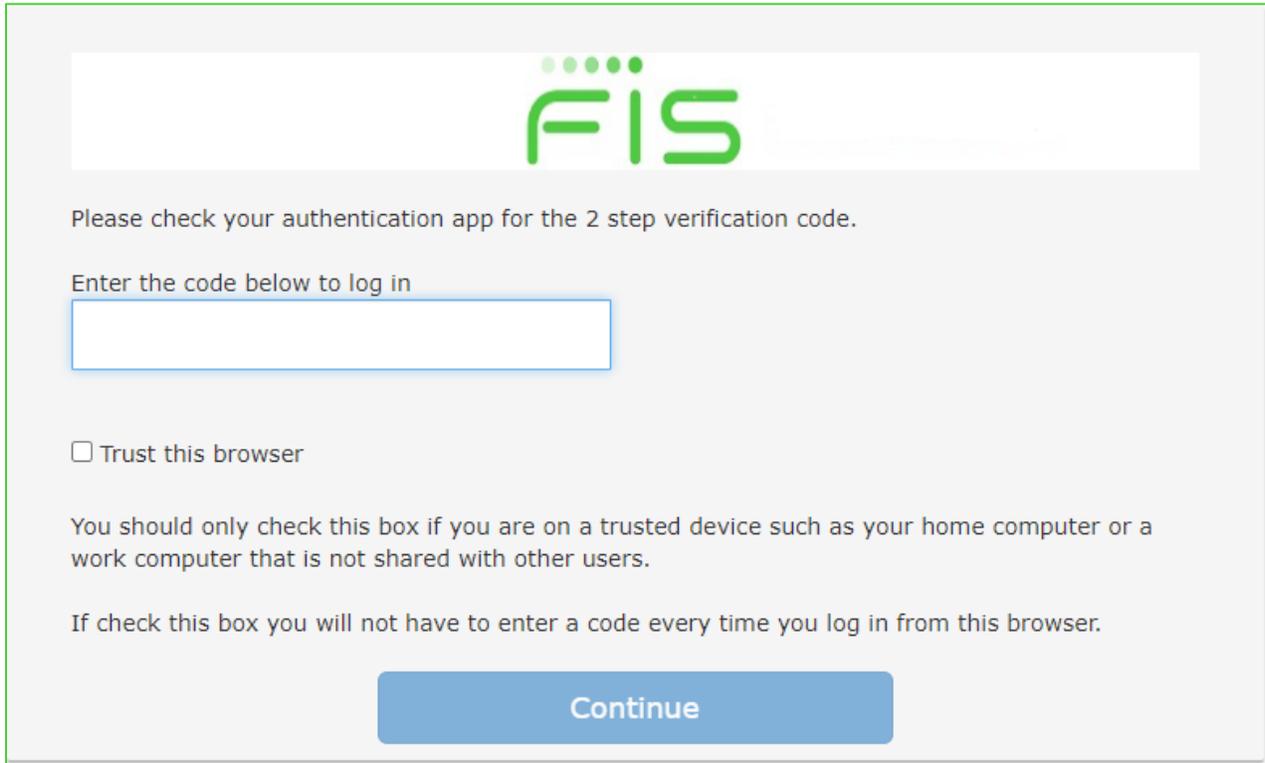
This code will refresh every 30 seconds.

- Return to <https://fislink.fisglobal.com> screen showing the QR code and enter the 6-digit code from FIS Authenticator into the Confirmation Code box and click Continue. If you enter a correct code, you will be logged into FISLink.



If the code is invalid, you will receive a message stating, "The security code you entered is not valid." Please wait for the code to change to new digits in your authenticator app, then try again. The code changes every 30 seconds.

- 11. The MFA setup is complete. You will be prompted for the 2-step verification code during future logins. If you select to “Trust this browser” during a future login, you will be prompted less for 2-step verification.



The screenshot shows a login interface with the FIS logo at the top. Below the logo, there is a text prompt: "Please check your authentication app for the 2 step verification code." This is followed by a text input field with the label "Enter the code below to log in". Below the input field is a checkbox labeled "Trust this browser". Underneath the checkbox, there is explanatory text: "You should only check this box if you are on a trusted device such as your home computer or a work computer that is not shared with other users." and "If check this box you will not have to enter a code every time you log in from this browser." At the bottom of the form is a blue "Continue" button.

As a

Appendix I

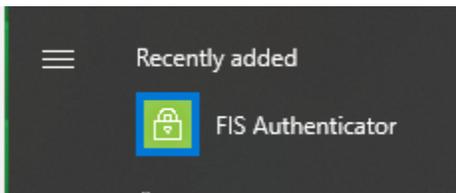
FIS Authenticator app on Windows

Installation

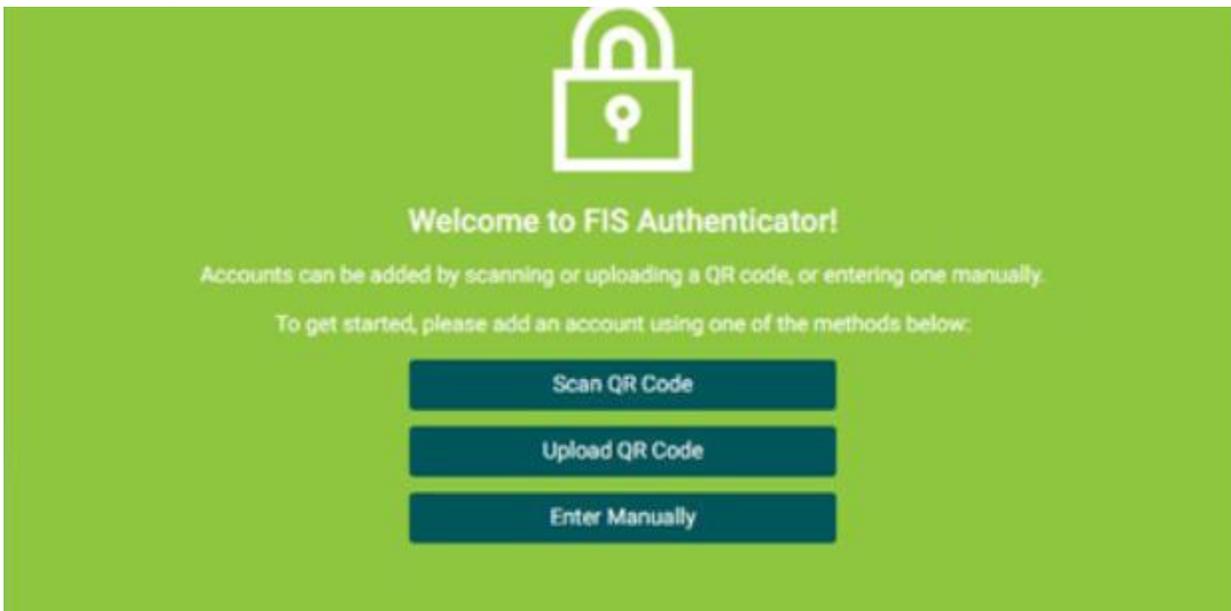
The installation is available from: <https://www.fisglobal.com/en/fis-authenticator/download> for Windows 10 and Windows 7, 32 and 64-bit. Download and extract the installer, then launch FIS Authenticator Setup 2.x.x.exe

Select the appropriate installation options and complete the installation. You can choose to install the application for all users or only the current user.

FIS Authenticator should now be available in your Start menu.



Launch the application. If this is the first time using the application, you see the Welcome screen:



Configuration

1. Launch a web browser and visit <https://fislink.fisglobal.com>. Login to FISLink with your Username and Password.

Username (Customer Email)

Password

Remember my username

Sign in

2. Once MFA is required, you will be prompted with a screen similar to what is shown below. Select “Use an authentication app” and then click Continue. If you select “I do not wish to protect my account at this time” you will not be able to login to FISLink.

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2 step verification required

You must protect your account by signing up to receive security codes. This 2 step verification process protects both your account and the information you are accessing from unauthorized access.

To enable 2 step verification you must provide a phone number that can accept text messages and consent to receiving security codes.

Use an authentication app, e.g., FIS Authenticator or Google Authenticator

I do not wish to protect my account at this time

Continue

3. A QR code and a Secret Key will be shown.

Scan the QR Code using your authentication app (such as FIS Authenticator or Google Authenticator). You can also set up your authenticator app manually by entering the Secret Key listed below (without the hyphens). After you have added this account in your authenticator app it will produce a 6 digit code that changes every 30 seconds. Enter that code in the Confirmation Code box below, then click Continue.

QR Code



Secret Key - **** REMOVE HYPHENS IF MANUALLY ENTERING THIS INTO YOUR 2 FACTOR APP ****

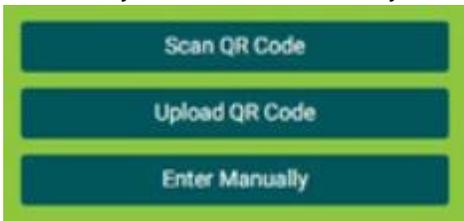
AAAA-BBBB-CCCC-DDDD-EEEE-FFFF-GGGG-HHHH

[Set up on this device](#)

Confirmation Code

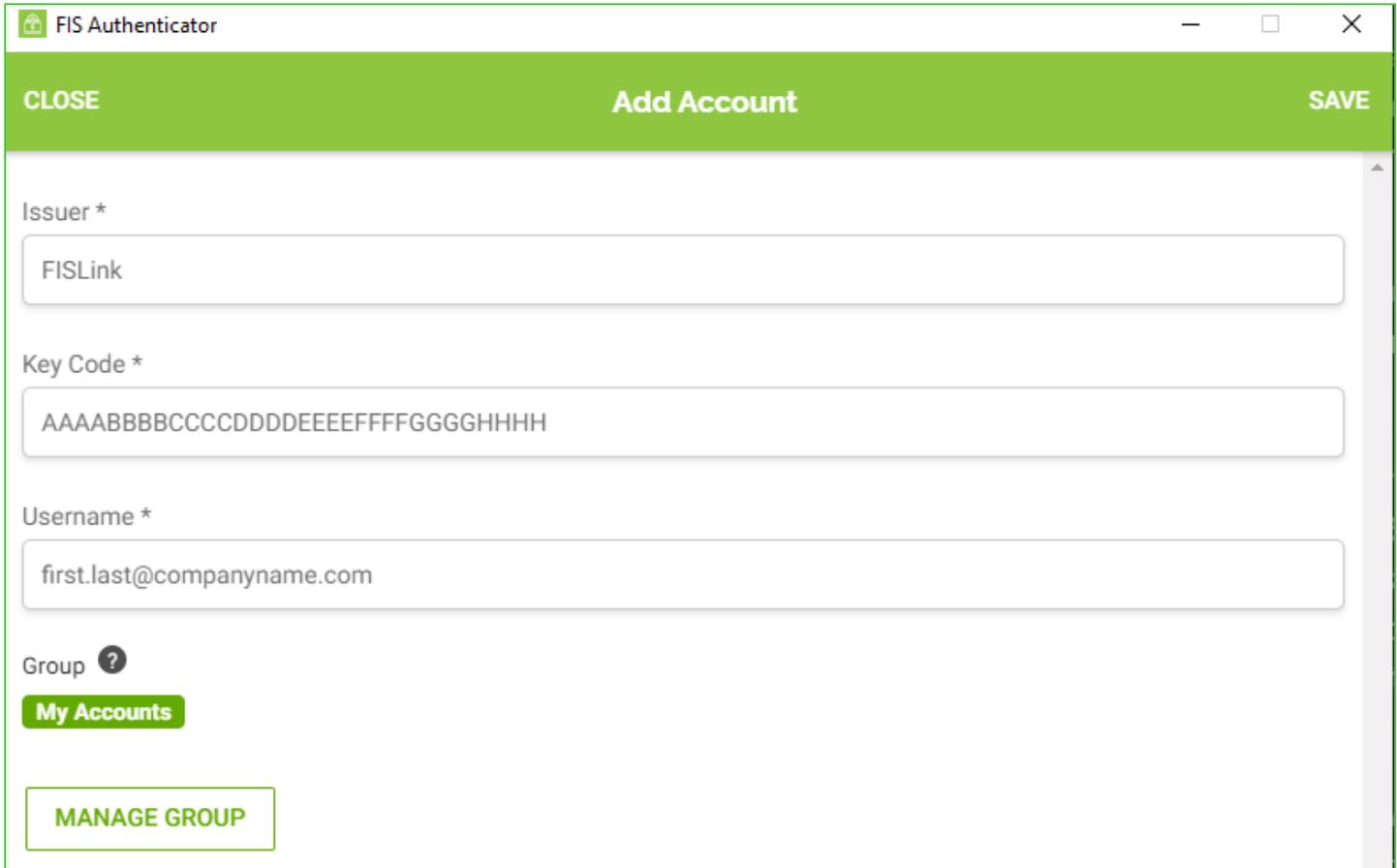
[Continue](#)

4. Return to, or launch, the FIS Authenticator app on your PC.
If you have a camera that you can point at the screen, select “Scan QR Code”, then point your camera at the QR Code shown in the FISLink window.
Alternatively, select Enter Manually.

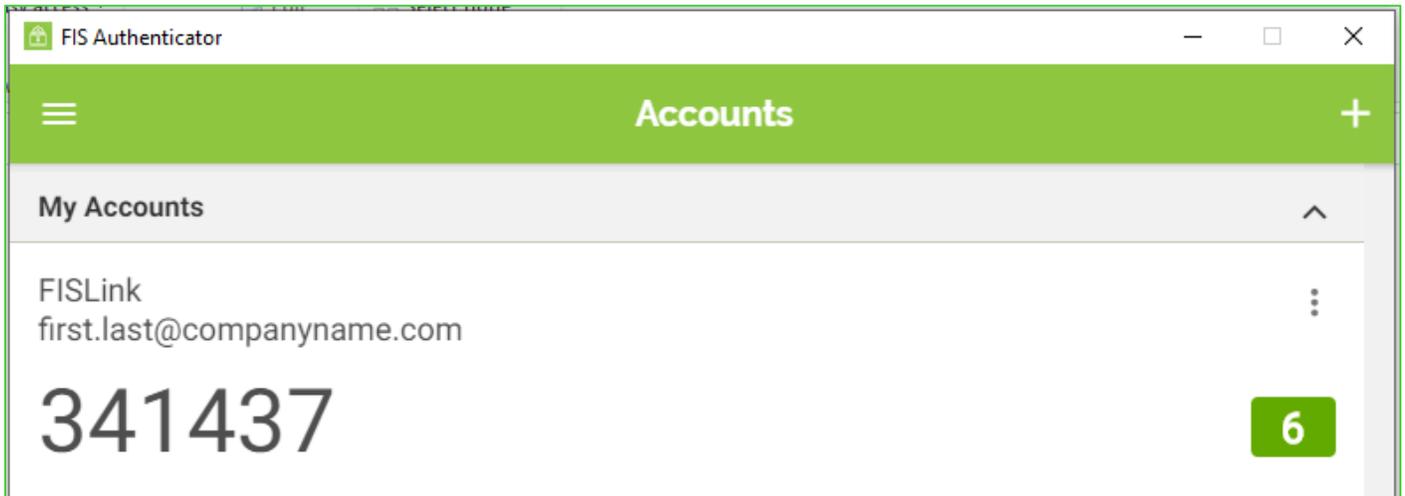


If you selected Enter Manually, return to the FISLink page, and find the “Secret Key” shown below the QR code. Highlight the Secret Key, then right-click on the on the highlighted key and select Copy. Return to the FIS Authenticator app and paste value into the Key code box. REMOVE the hyphens from the code before it is saved in your authenticator app. See below for example.

- 5. If you were able to scan the QR code, this information will be populated for you.
If you are manually entering information, fill the issuer box with: FISLink
Paste the Secret Key copied from QR Code screen of FISLink into the Key Code box and **REMOVE** the hyphen characters from the Key Code
Enter your FISLink username in the username box, which should be your email address
Click SAVE
An example is shown below:



- 6. The FIS Authenticator app will now show your TOTP, which will change every 30 seconds.



Appendix II

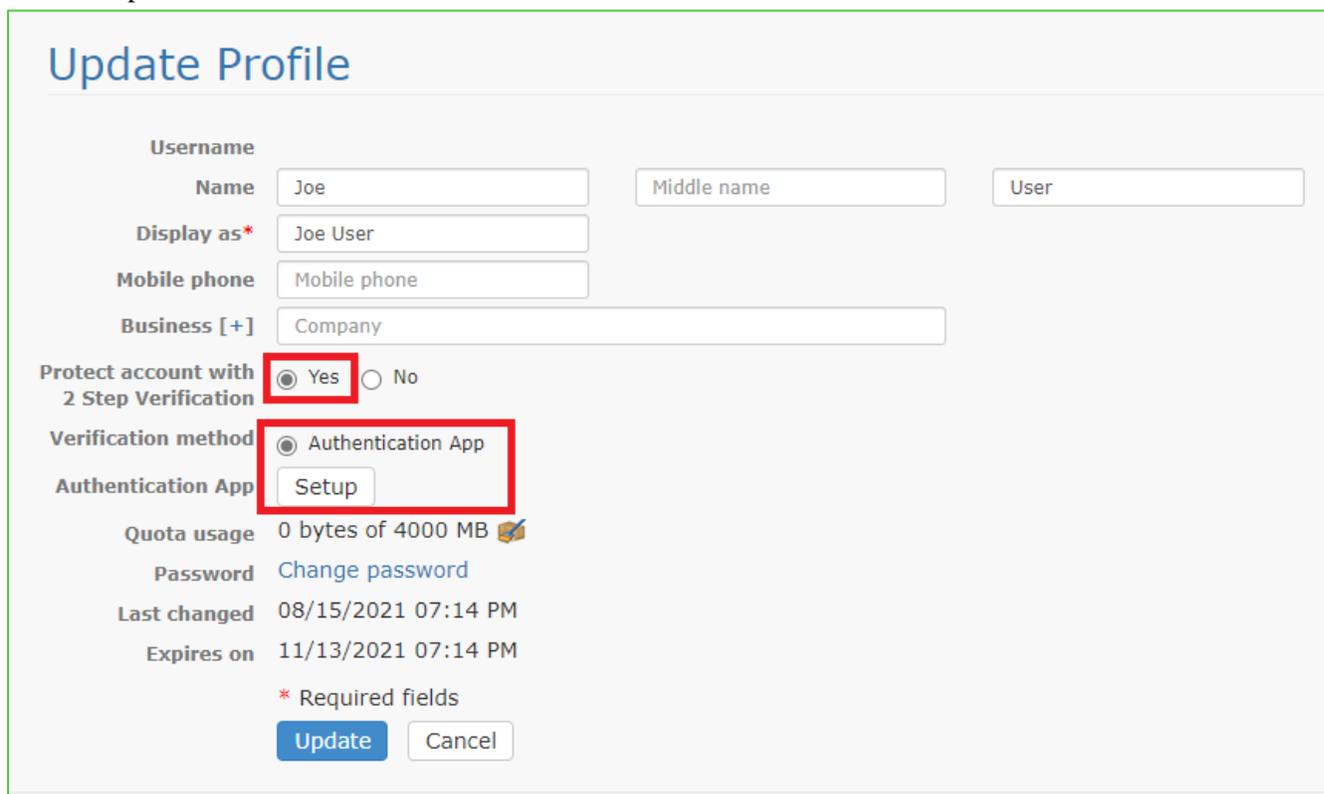
Authenticator app setup if you selected to delay 2 step verification

If you selected “I do not wish to protect my account at this time”, you can manually activate the 2 step verification process as follows:

1. Login to FISLink at <https://fislink.fisglobal.com/>
2. Click your name near the upper right corner, then click Edit Profile

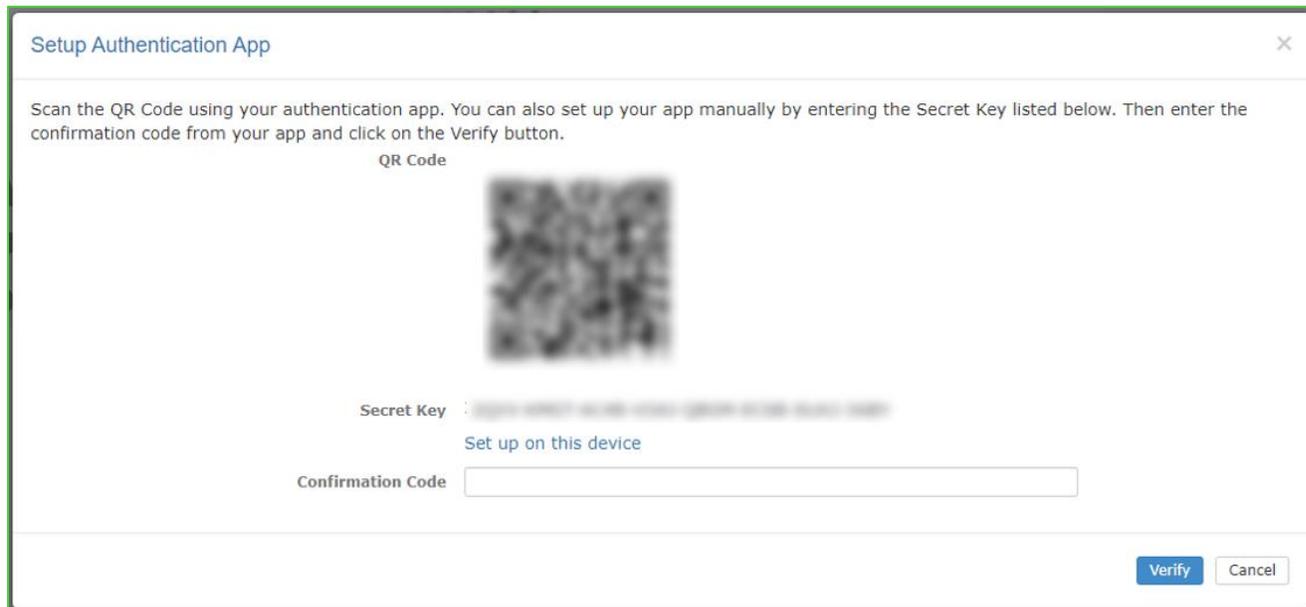


3. Locate “Protect account with 2 Step Verification”, select Yes
 Locate “Verification method”, select Authentication App
 Click Setup

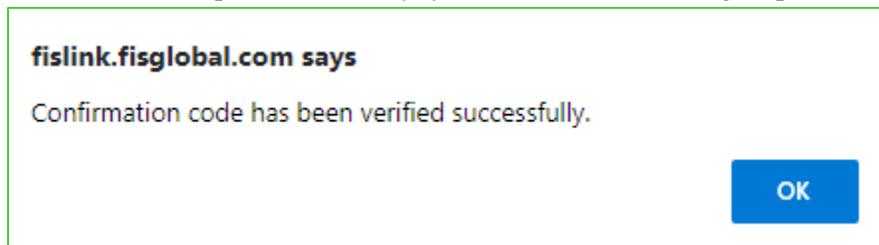


4. You will be prompted with a QR code as shown below. Scan/Import this code with your authenticator app (steps are shown on page 6 of this document)

After you have completed the setup in your authenticator app you should be presented with a 6-digit code. Enter the code in the Confirmation Code box and click Verify.



5. If the code is accepted successfully, you will see the following response:



6. You will then be returned to the Update Profile screen, click the Update button at the bottom. This will save your settings. Your authenticator app is now setup and you will be prompted for 2 step verification at your next login.