



FISLink

Client Multi-Factor Authentication Manual Setup

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Overview

This document will show you how to manually enable MFA for your FISLink account if you selected to delay multi-factor authentication (MFA) / 2 factor authentication setup during a recent login.

This only applies to external accounts in FISLink. It does not apply to FIS Employee accounts.

If you need support during this process, please work through the FIS Employee who has sent you messages/files using FISLink. They should open a support ticket, in their name, and provide a brief description of the issue, including your email address.

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.



FIS Authenticator application configuration

Instructions on using FIS Authenticator are available not included in this document. You can find instructions for FIS Authenticator here:

https://fislink.fisglobal.com/Help/FISLink_External_MFA_Instructions.pdf

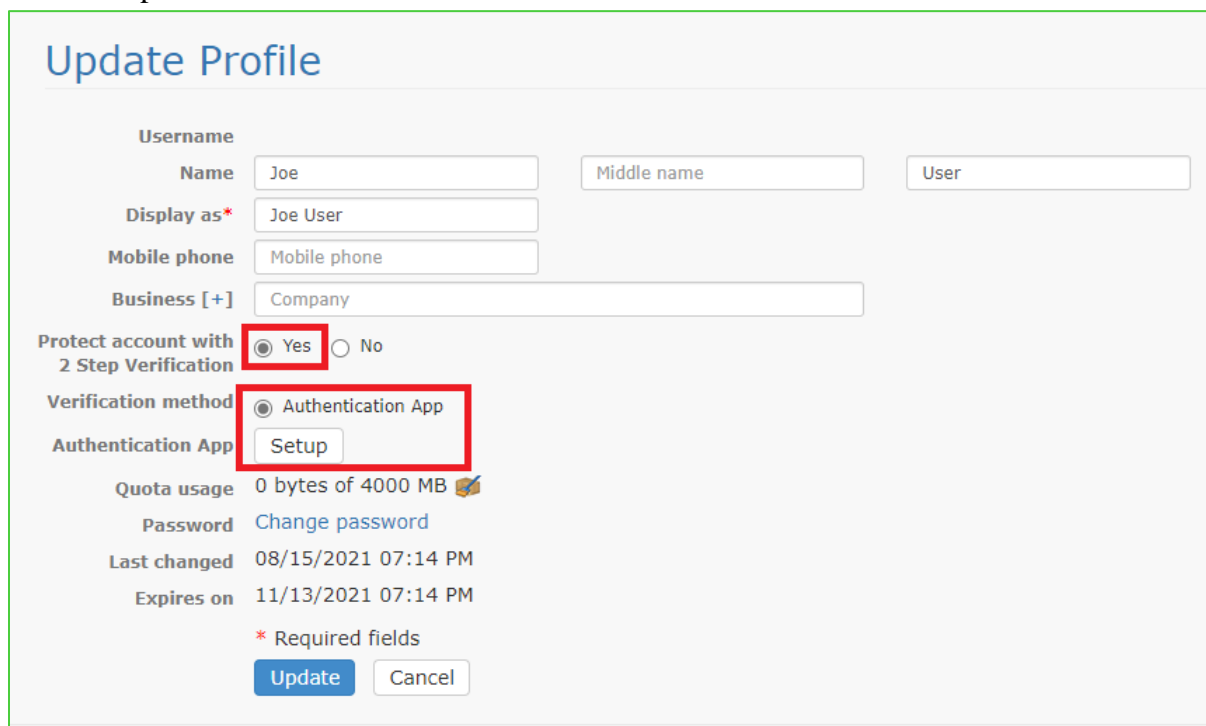
Manually configuring MFA / 2-step verification

If you previously 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

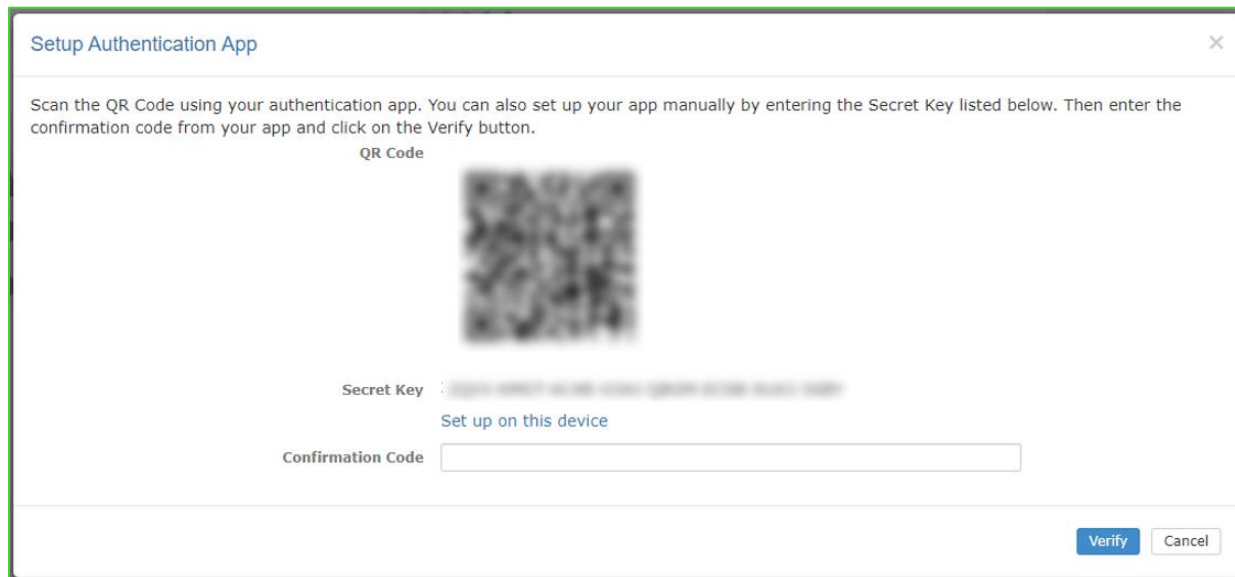


3. Locate “Protect account with 2 Step Verification”, select Yes
 Locate “Verification method”, select Authentication App
 Click Setup



- You will be prompted with a QR code as shown below. Scan/Import this code with your authenticator app. Instructions on importing your QR code into FIS Authenticator can be found on page 6 [here](#).

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.



Setup Authentication App

Scan the QR Code using your authentication app. You can also set up your app manually by entering the Secret Key listed below. Then enter the confirmation code from your app and click on the Verify button.

QR Code

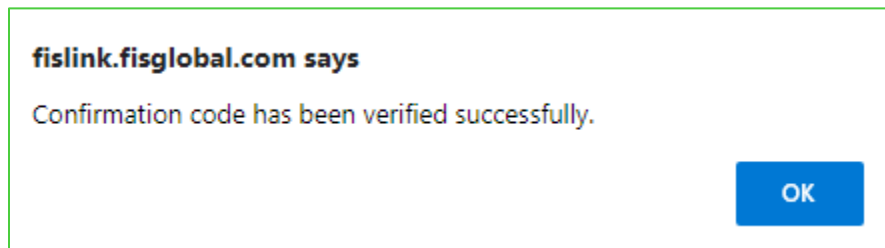
Secret Key : [blurred key]

Set up on this device

Confirmation Code

Verify Cancel

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



fislink.fisglobal.com says

Confirmation code has been verified successfully.

OK

- 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.