2 Factor Authentication – Signing in for the first time

When 2 Factor Authentication has been deployed to your organisation, portal users should sign in as normal.

The following message will then be displayed.

Enter a phone number.

The system will send the user an access code via SMS each time they sign in to the portal.

• The user must enter a mobile telephone number

• The number cannot be used by another landlord portal user

• The user can enter a business or a personal mobile phone number
2 Factor Authentication - Obtaining your Access Code

Enter an access code.

To verify the telephone number entered on the previous screen, an access code will be sent to the user via SMS.

- The access code can only be used once
- **The access code will expire after 5 minutes**
- If the wrong mobile telephone number has been entered go back to the previous screen and enter the number again.
- The user can request another access code if an access code has not been received or has expired

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**Enter your access code**

We've sent a text message with your access code to 07850892758.

**Access code**

The code will expire after 5 minutes.

- I have not received an access code
- That's not my phone number

Create account
Back
2 Factor Authentication – Confirmation of mobile phone set up

The following message will be displayed once you have successfully set up your mobile phone.

You've set up a mobile phone to receive access codes.

To-do list

0 of 0 items

No matches found.
2 Factor Authentication – Subsequent log in

Once your mobile phone number is registered, you can subsequently access the portal using the credentials you have set up by entering the details in the sign-in screen, as shown.
Once you have signed in to the portal, you will be sent an access code to enter on the screen, the code will expire after 5 minutes.

Once input, you won't be asked to input a new access code for a period of 24 hours.

If you lose your phone and/or your mobile telephone number changes after you have set up your account, you must contact your Account Manager.

We've sent a text message with your access code to 07******34.

Access code
The code will expire after 5 minutes.

> I have not received an access code

Done
2 Factor Authentication – Inviting a new user to the portal

Invite other user(s).

Select permissions from the ‘Select what the user can do’.

The permissions are:

- **Manage Your Organisations Users** - allows the user to enrol new users and assign the appropriate permissions.

- **Provide Tenancy Details** – allows the user to process rent verifications

- **Add or Remove Properties** - allows the user to upload revised property lists on behalf of the organisation.

Select ‘Invite user’.
2 Factor Authentication – Inviting a new user to the portal

A system generated invitation email will be sent to the new users.

Deputy primary user(s) and other users will then follow the same steps as the primary user to create their account:

- Enter a mobile phone number
- Enter an access code to verify phone number
- Sign in to the portal and enter another access code

Please note
Invitations for new users to join the portal are now valid for 24 hours (previously 60 mins).
You will no longer need to write down and pass on a registration code to your colleague for them to gain access to the portal.

User invited

We've sent an email to example@example.com.
Any questions?

If you wish to discuss anything outlined in this process please contact our Account Manager team at the following email address

tp-lp.accountmanagerteam@dwp.gsi.gov.uk