

2FA Guidebook

Microsoft Authenticator Guidebook

Updated Q2 2024 | Kenneth Alina – Technical Support Officer



2FA – Ensuring Security, Protection and Safety of Company Data & Assets

2FA is a National Policing Information Risk Management Policy requirement for Official-Sensitive material. This ensures that the right security controls are placed on this sort of content.

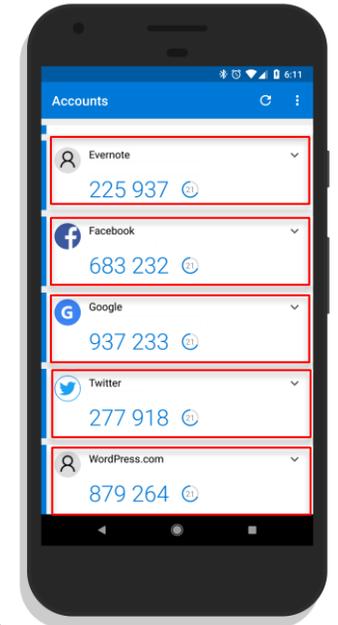
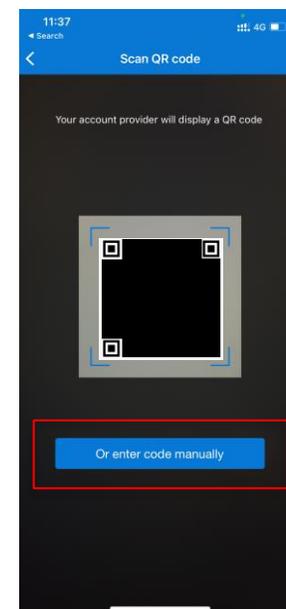
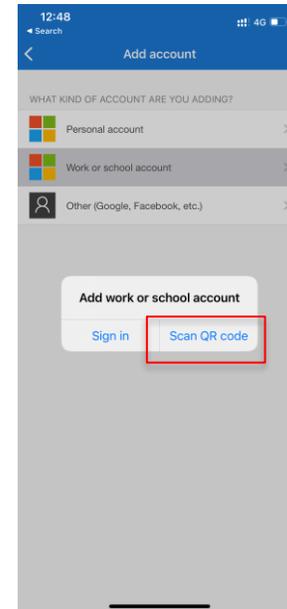
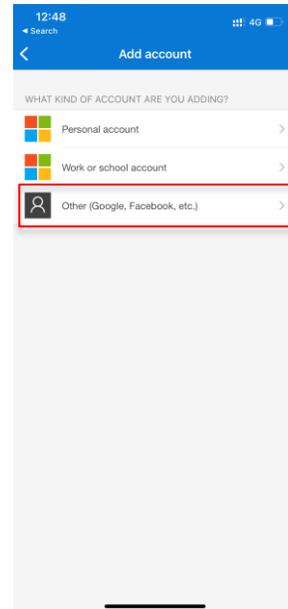
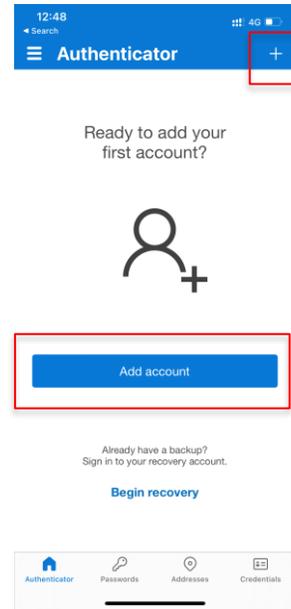
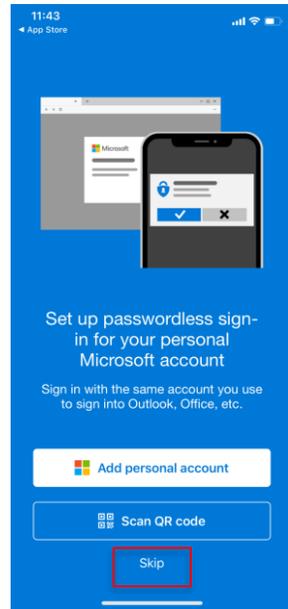
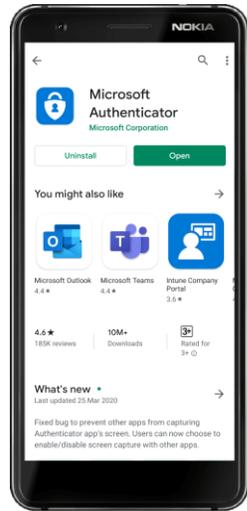
2FA covers your account with an extra layer level of security and decreasing your susceptibility to an attack from a hacker.

Police Digital Service expects the highest standard of security with the Knowledge Hub. Ensuring all users are authorised to access its features and are whom they say they are.

2FA is mandatory for the following groups and without an active 2FA, access will be restricted to Knowledge Hub Groups:

- Group Facilitators
- Non-whitelisted Users; and
- Whitelisted Users who are members of any Official-Sensitive Groups

Installing & Setting up Your 2FA



Step 1:

After opening your app Click **SKIP** and select **ADD ACCOUNT**. Accounts are optional and are not required to complete the set up or to use the app functions itself.

Step 2:

Select **Other (Google, Facebook, etc.)** and select **enter code manually**. You'll then be required to enter an **Account name** and **Secret Key**.

Step 3:

The **Account name** can be set to your liking and the **Secret Key** will be the one provided by the login page or via Support email.

Using 2FA

Username

someone@example.com

Password

••••••

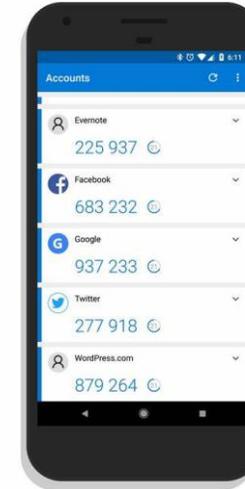


Please enter your authenticator app code.

Authenticator App Code

VERIFY CODE

Reset



Please enter your authenticator app code.

Authenticator App Code

VERIFY CODE

Reset

Step 1:

Now that you're set up, enter your login details and log in.

Step 2:

You'll be prompted with a pop-up requesting for a code, take your device and swiftly enter the timed codes into the box.

Step 3:

Click verify code to gain access.

2FA Reset

Log in

Email Address
pdsexample@pds.police.uk

Password
.....

LOG IN

Forgotten password
Sign up



Please enter your authenticator app code.

Authenticator App Code
.....

VERIFY CODE

Reset



Resetting will send you a confirmation email with a link to confirm your identity. Once that is done you will be able to log in again and reset your authentication code. Cancelling will not reset your authentication code.

RESET

Cancel



Knowledge Hub

Account confirmation

Hi

Welcome to the Knowledge Hub!

To get started, you need to verify your email address by selecting the link below.

https://knowledgehub.group/c/portal/verify_email_address?ticketKey=80f6000d

(If the link is inactive please copy and paste into your web browser)

Or use the verification code when prompted

80f6000d-

Please enter your verification code.

Email Verification Code
.....

Verify Send New Verification Code Change Email Address



Before you are able to proceed, you must set up your two-factor authentication. To do so, please download an authenticator app to your phone, scan the QR code below and enter the code shown on your phone. There is a help guide in the footer.

Authenticator App Code
.....

Secret Key
.....

VERIFY CODE

Step 1:

Log-in to your account and select **Reset**. You will be prompted with a message, once you agree with this message select **Reset** once more and a link will be sent to your registered Knowledge Hub email.

To find this link, navigate to your search bar and type “Knowledge Hub” and the email will pop-up, a **common** issue is this link failing to appear in your inbox.

Step 2:

Once you open the email and click the link, a new page will appear which should automatically be filled with the code, otherwise use the provided verification code in the email to fill the box and select **Verify**.

You'll then return to the log-in page where you will finally complete the last step of entering your authenticator code and you'll be all set.

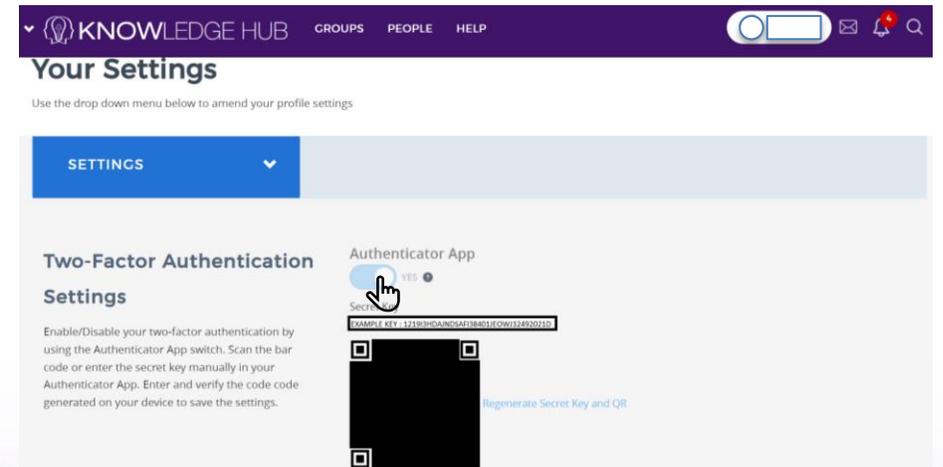
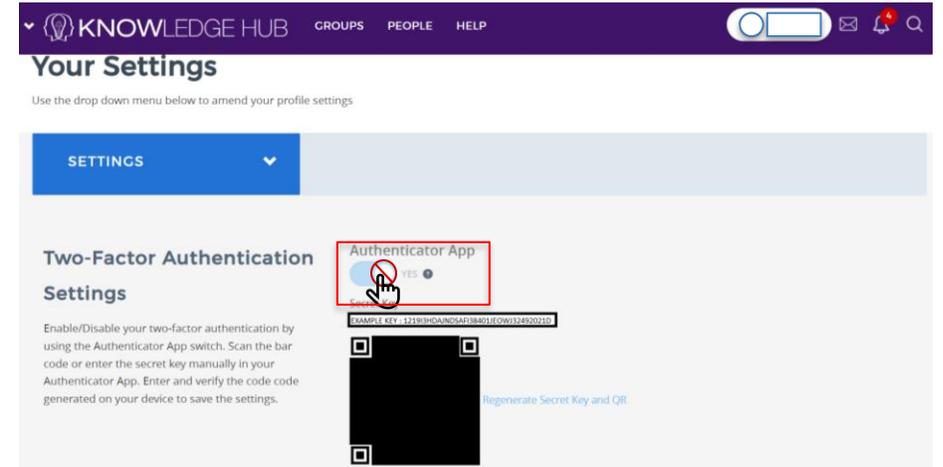
Is it Mandatory for the Knowledge Hub?

2FA is mandatory for the following groups of users

- Non-whitelisted (Users not on our [Whitelisted Domains](#))
- Those who are invited/request to join an Official-Sensitive group
- Facilitators (of any group type)
- You change your email from whitelisted to non-whitelisted

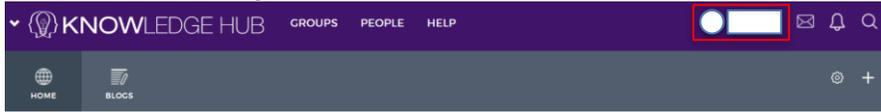
A method of discovering if your account must have 2FA active would be through visiting your “**Two-Factor Authentication**” page and hovering your mouse over the toggle button for the Authenticator App, you’ll then see a “**general prohibition sign**” or informally the “**no**” icon which means that 2FA is mandatory on your account and cannot be removed until or unless you no longer fall into one of the four categories above.

If on the other hand, your account does not fall into one of the four categories, you will see that no “**general prohibition**” / “**no**” icon will appear which means you are able to switch it off manually and have no 2FA authentication at your point of login

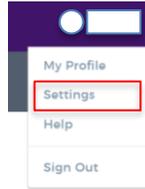


Activating Your Knowledge Hub 2FA

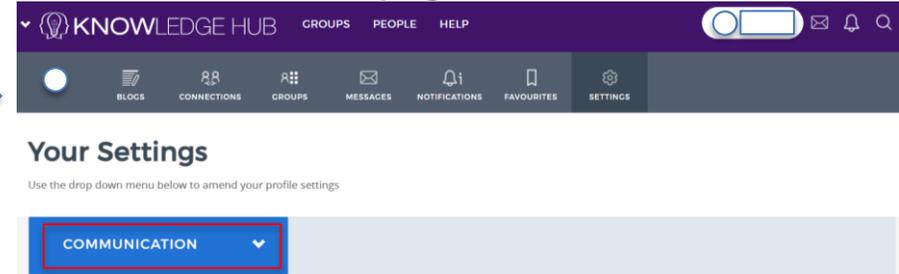
STEP 1: Click your Icon / Username



STEP 2: Select Settings



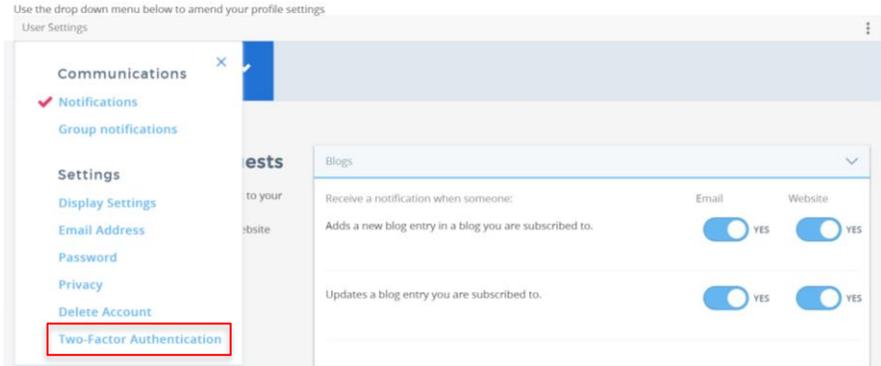
STEP 3: On the new page, Click Communications



STEP 4: Select Two Factor Authentication



Your Settings



STEP 5: Activation and Key Details



Your Settings

