

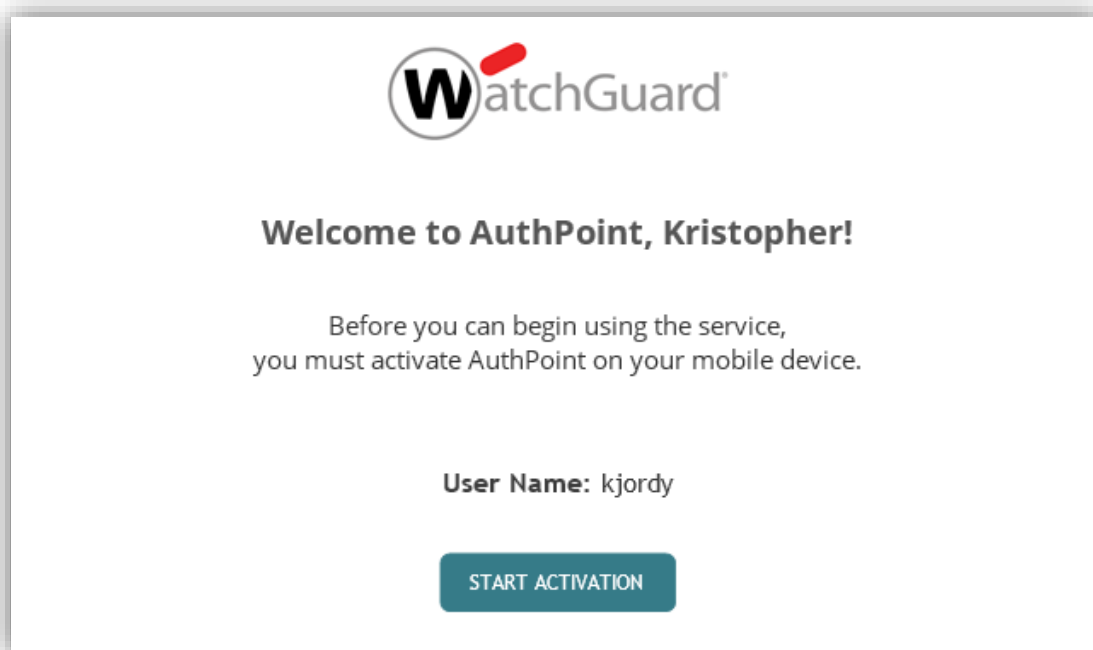
Enrolling in WatchGuard AuthPoint

Multi-Factor Authentication (MFA) for VPN access


AuthPoint is a new MFA security measure we're adding for users who access our network remotely via VPN. Multi-Factor authentication increases the security of outside access by requiring an additional authentication method using a mobile device along with your username and password. This additional step will only be required when logging into VPN.

The AuthPoint MFA service requires the installation of a free app on your mobile phone or tablet to receive push notifications, and is available for both Apple and Android devices.

1. Once the service is enabled on your account, you will receive an email to activate AuthPoint on your mobile device. Activation can be done entirely on your mobile phone, or you can open the email on your computer and use your mobile phone to complete activation by scanning a code on your computer screen.



2. If you are using a WCBR Phone, chances are that the AuthPoint app will be pushed to your phone and already installed for you. If your phone is not managed by IT, or if you are using a personal device, you will need to install the app manually before proceeding.
3. Clicking the “Start Activation” link will take you to a webpage where you can find links to the AuthPoint mobile apps, and contains a “QR code” which will be scanned using the app to enroll your device or a link to activate if viewing the page on your phone.





Welcome to AuthPoint

Your user account has been set up to use the AuthPoint authenticator. To begin, install the AuthPoint app and activate the service.

Get the AuthPoint App

If you do not have AuthPoint installed, click one of these links and download the AuthPoint app appropriate for your mobile phone's operating system.







Activate Your App

If the AuthPoint app is installed, you can click the 'Activate' link directly from your mobile device to start authenticating with AuthPoint.

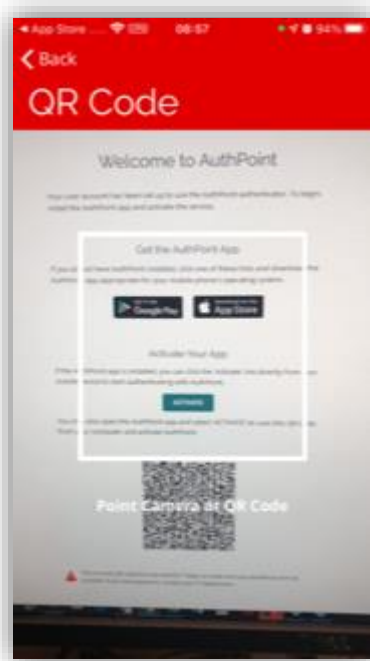
[ACTIVATE](#)

You may also open the AuthPoint app and select 'ACTIVATE' to scan this QR Code from your computer and activate AuthPoint.

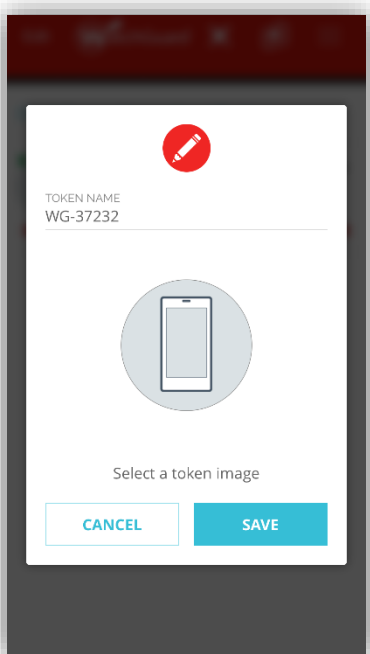
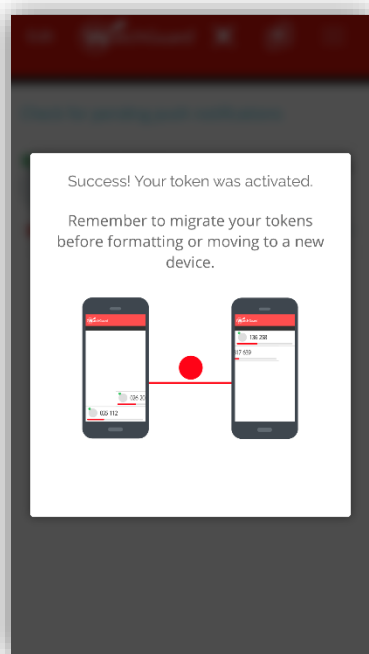


 This link and QR code are only valid for 7 days, so make sure you activate as soon as possible. If you have questions, contact your IT department.

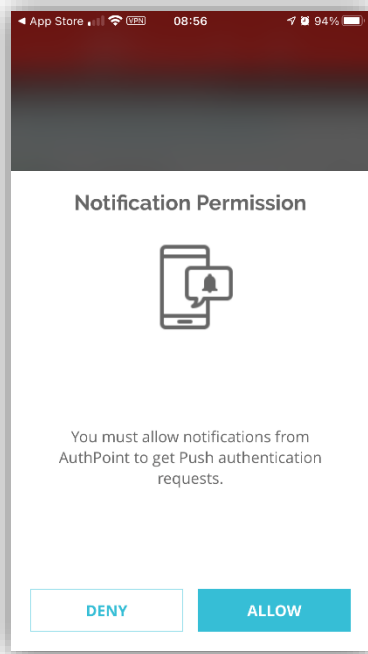
- After installing the WatchGuard AuthPoint app, if you've opened the email link on your phone, click the "Activate" link on the webpage.
- If you've opened the email link on your computer and have the QR Code on the screen, open the WatchGuard app in your mobile device, and click the "Activate" button. Then use the camera to scan the QR code on your computer screen.



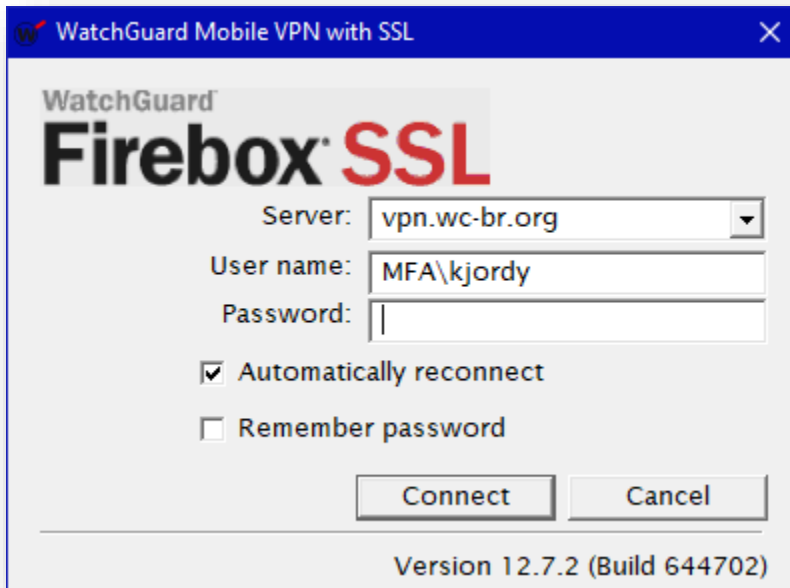
- Next, you should get a "Success" message, click through to save the token.



7. **IMPORTANT!** You must enable notifications in order to receive the authentication requests.



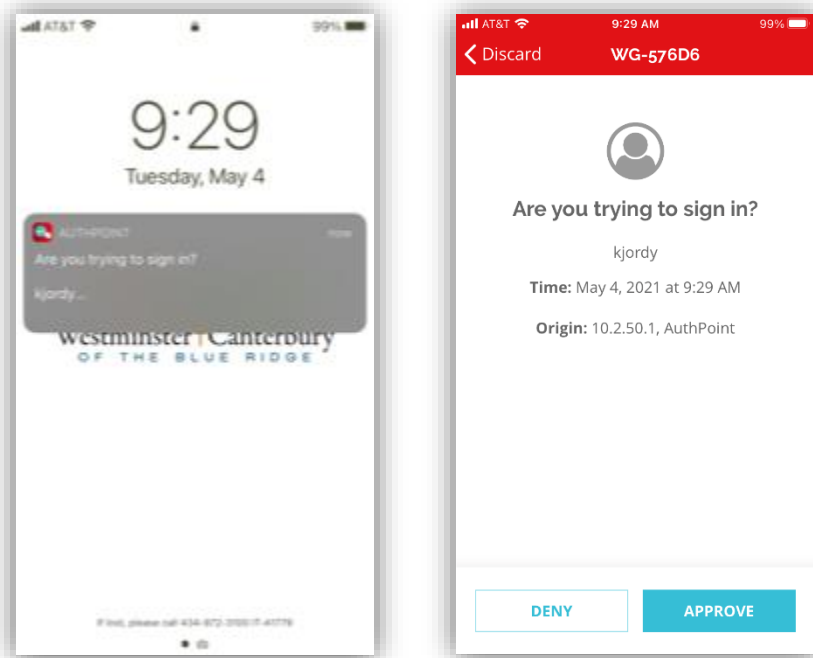
8. And finally, you will need to **change the login details in your VPN client** to include "MFA" before your username. (This is not case sensitive) For example:



9. From now on, when you attempt to connect to VPN, it will pause while waiting for you to approve the sign in:



10. On your mobile device, open the push notification or open the WatchGuard AuthPoint app to approve or deny the sign in attempt:



11. If your internet connection is unstable and drops or if you're disconnected from VPN for any other reason and it reconnects, you will receive another push notification requesting you to approve or deny the sign in attempt.

Troubleshooting:

If you take too long and it times out or if you "Deny" the sign in, the connection will fail and may report the error as an invalid password. Re-enter your password and try the connection again.

If you do not receive a push notification, try opening the WatchGuard AuthPoint app and tap on the "Check for pending push notifications" link near the top of the screen. If that still doesn't work, make sure your mobile device has internet access (wifi or cellular) then close the app and try the connection again.

If you change phones and do not migrate your tokens from the old device first, you will need to contact IT for help enrolling your new device and revoking the old tokens.

If your mobile device with the WatchGuard AuthPoint app is lost or stolen, regardless of whether it is personal or company owned, please inform IT immediately so your authentication tokens can be revoked and we can assist with re-enrolling the device if it's found or a enrolling a new device if it's replaced.