



## MANUAL

### Two factor Authentication



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# 1 Uitleg Two factor Authentication

You don't want third parties to be able to view your data in Empower online. Understandable! Two factor authentication offers you that certainty, even if your password would be known to third parties. In this manual we would like to explain how Two factor authentication works.

## **Install the special app**

With Two factor authentication you receive a code via your mobile that you use when logging into your account. You receive this code by means of a special app, the so-called Google Authenticator app or Windows Authenticator app. In section 2.1 you can read how to install the app on an Android device. Section 3.1 shows you how to install the app on an iOS device (iPhone).

## **Don't have a mobile?**

If you do not have a (business) mobile or you do not want to use the mobile for this, you can also use the Authenticator on the computer. See section 4.

## **Two factor authentication activeren**

After installing the app, activate Two factor authentication by adding your account to the authenticator app. You can read how to do this in sections 2.2 (Android) and 3.2 (iOS)

Have you installed the Authenticator app before? Then all you need to do is add an account for Empower online, as described in sections 2.2 (Android) and 3.2 (iOS)

If you have multiple accounts in Empower online, for example because you work at multiple companies, or have an employee login and a manager login, read 2.3 (Android) or 3.3 (iOS) paragliding.



## 2 Install authenticator app on Android device

You want to install the app (Google or Windows) authenticator on your Android device. This can be done in different ways, depending on your situation.

- You want to install the app on your mobile via the Google Play Store. In section 2.1. you can read how this works.
- You have already installed the app on your mobile. Then it is enough to add an account. You can read how to do this in section 2.2.
- You have multiple accounts on Empower online (for example, an employee and a manager account). Read section 2.3. then go through well, before installing the app or activating Two factor authentication.
- You have a new phone and want to reinstall the app. Then read section 2.4 carefully.

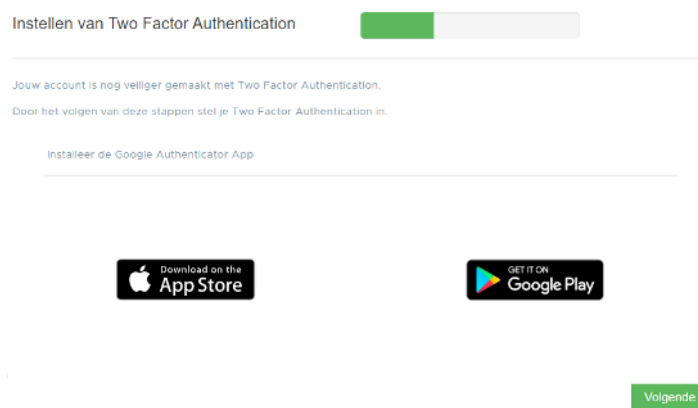
### 2.1 Install app for Android via Google Play Store

1. On your mobile phone, look up the Google or Windows authenticator app in the Google Playstore.
2. Install the app.

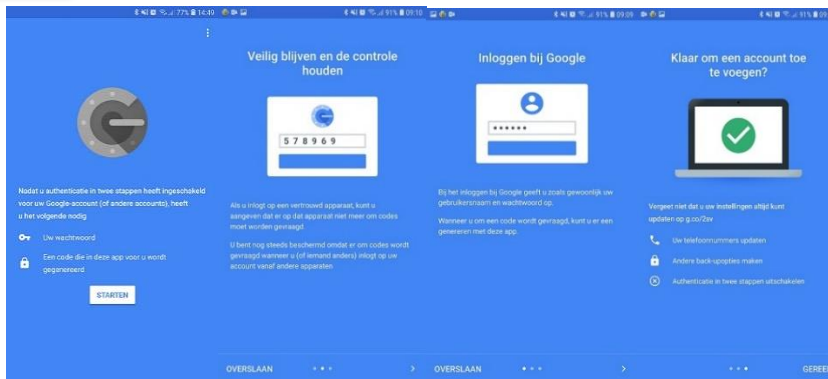
After you install the app, add your Empower online account to this app.

### 2.2 Add an account.

1. Click on the link in the activation email via your computer or laptop to confirm your account or log in via [empower.nmbros.nl](https://empower.nmbros.nl)
2. Select the profile you want to sign in to. You will then be taken to the page below.



3. On your computer or laptop, click Next.
4. Open the Authenticator app on your phone.
5. If you're adding an account for the first time, read the information in the wizard, or click Skip. Click Done.



6. Click on the plus sign at the top right to add an account
7. In the 'Add an account' section in the app, choose Scan QR code.
8. Now scan the QR code on the screen with your mobile using your camera.
9. Enter the code you see on your mobile screen on the login screen of your computer or laptop.



10. Click Validate
11. You will now see the following screen



12. Click Continue. You have successfully activated the Two factor Authentication and are now logged in.

The next time you can log in via [empower.nmb.rs.nl](http://empower.nmb.rs.nl). You will then go through the following steps:

1. Enter the username and personal password.
2. The app will give you a six-digit code. Enter it on the next page.
3. You now have access to your data.

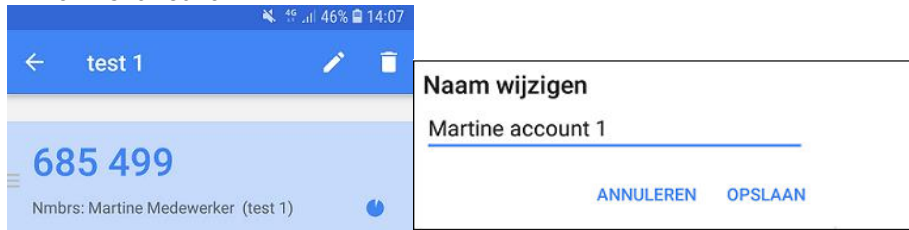
## 2.3 Multiple login with the same email address for Android.

You may have multiple accounts in the app. For all accounts you need to set up the Two factor authentication. So for your second account, follow the steps in section 2.2 again. The app now contains two or more lines of codes. With every change of account, you must enter a validation code again. It can then be useful that the description of each account in the app is different.



You can change the names of accounts in the app this way:

1. First, activate one account as described in sections 2.1 and 2.2.
2. After you've added this account in the app, click and hold this account. A pencil will now appear in the top right corner with which you can change the name of the account.
3. Click on the pencil.
4. Change the description of your account
5. Click Save



6. Use the generated code to log in.
7. For your second account, you can log in in the normal way. You don't have to change the name in the app now.

## 2.4 Transfer accounts to new phone

From now on, you can transfer accounts by simply scanning a QR code with your new phone, which will appear on the screen of your old device.

1. Open the refreshed app and tap Get Started.
2. Choose 'Import existing accounts' in the bottom left corner.
3. Grab your old Android phone and open the app and click on the three dots at the top right
4. Choose 'Transfer accounts' and then 'Export accounts'. Select the accounts you want to transfer to your new phone.
5. Click "Next" and scan the QR code that appears on the screen of your old phone with your new phone.
6. Now all your accounts have been imported and you can use the app on your new phone for two-step verification.



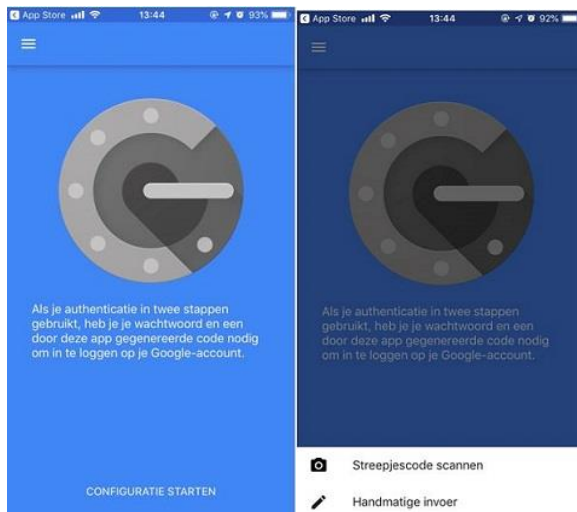
## 3 Install authenticator app on iOS device

You want to install the app (Google or Windows) authenticator on your iOS device. This can be done in different ways, depending on your situation.

- You want to install the app on your mobile via the App Store. In section 3.1. you can read how this works.
- You have already installed the app on your mobile. Then it is enough to add an account. You can read how to do this in section 3.2.
- You have multiple accounts on Empower online (for example, an employee and a manager account). Read section 3.3. then go through well, before installing the app or activating Two factor authentication.
- You have a new phone and want to reinstall the app. Then read section 3.4 carefully.

### 3.1 Install app for iOS from App Store

1. On your mobile phone, look up the Google or Windows authenticator app in the App Store.
2. Install and open the app.



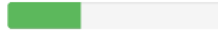
After you install the app, add your Empower online account to this app.

### 3.2 Add an account.

1. Click on the link in the activation email via your computer or laptop to confirm your account or log in via [empower.nmb.rs.nl](https://empower.nmb.rs.nl)
2. Select the profile you want to sign in to. You will then be taken to the page below.



### Instellen van Two Factor Authentication



Jouw account is nog veiliger gemaakt met Two Factor Authentication.  
Door het volgen van deze stappen stel je Two Factor Authentication in.

Installeer de Google Authenticator App



Volgende

3. On your computer or laptop, click Next.
4. Open the Authenticator app on your phone.
5. If you open the app for the first time, choose Start configuration. If you have already added an account before, click on the plus sign at the top right to add another account.
6. In the 'Add an account' section in the app, choose Scan QR code.
7. Now scan the QR code on the screen with your mobile using your camera.
8. Enter the code you see on your mobile screen on the login screen of your computer or laptop.



9. Click Validate
10. You will now see the following screen



11. Click Continue. You have successfully activated the Two factor Authentication and are now logged in.

The next time you can log in via [empower.nmb.rs.nl](https://empower.nmb.rs.nl). You will then go through the following steps:

1. Enter the username and personal password.
2. The app will give you a six-digit code. Enter it on the next page.
3. You now have access to your data.





### 3.3 Multiple login with the same email address for iOS.

You may have multiple accounts in the app. For all accounts you need to set up the Two factor authentication. So for your second account, follow the steps from section 3.2 again. The app now contains two or more lines of codes. With every change of account, you must enter a validation code again. It can then be useful that the description of each account in the app is different.

You can change the names of accounts in the app this way:

1. First, activate one account as described in sections 3.1 and 3.2.
2. After you've added this account in the app, click on the three dots at the top of the app and click edit. A pencil and 4 dashes now appear behind each account.
3. Click on the pencil.
4. Change the description of your account
5. Click Save
6. Click on your V-tje at the top
7. Use the generated code to log in.
8. For your second account, you can log in in the normal way. You do not have to change the name in the app now, but of course you can if you like.

### 3.4 Transfer accounts to new phone

From now on, you can transfer accounts by simply scanning a QR code with your new phone, which will appear on the screen of your old device.

1. Grab your old iOS phone and open the app and click on the three dots at the top right
2. Here, choose 'Export accounts' and then 'Continue'. Select the accounts you want to transfer to your new phone.
3. Click "Next" and scan the QR code that appears on the screen of your old phone with your new phone.
4. Now all your accounts have been imported and you can use the app on your new phone for two-step verification.



## 4 Authenticator app installeren op computer of laptop

You want to install the authenticator on your computer or laptop. This can be done in different ways, depending on your situation.

- You want to install the app on your computer via microsoft.com. In section 4.1. you can read how this works.
- You have already installed the app on your computer. Then it is enough to add an account. You can read how to do this in section 4.2.
- You have multiple accounts on Empower online (for example, an employee and a manager account). Read section 4.3. then go through well, before installing the app or activating Two factor authentication.

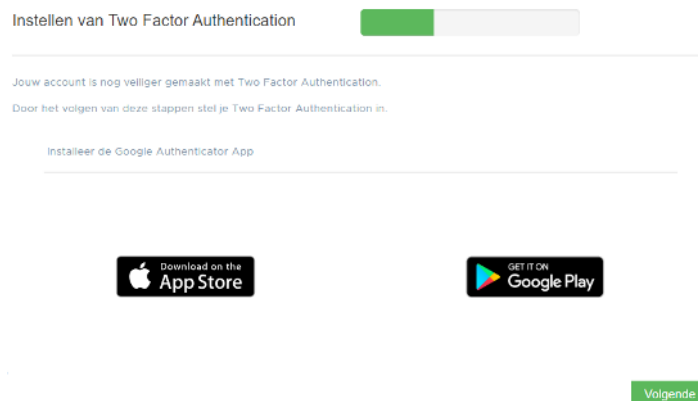
### 4.1 Install app on your computer or laptop

1. Go to [Chrome web store](#) to install the app on your computer/laptop
2. Install the app.

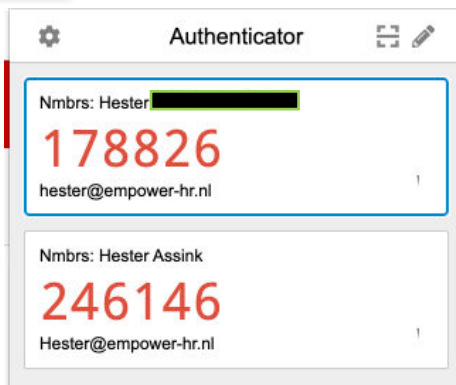
After you install the app, add your Empower online account to this app.

### 4.2 Add an account.

1. Click on the link in the activation email via your computer or laptop to confirm your account or log in via [empower.nmbrs.nl](#)
2. Select the profile you want to sign in to. You will then be taken to the page below.



3. On your computer or laptop, click Next.
4. Open the Authenticator app on your computer via extensions.



5. If you're adding an account for the first time, read the information in the wizard, or click Skip. Click Done.
6. Click on square with the stripe in the middle to scan the QR code
7. In the 'Add an account' section in the app, choose Scan QR code.
8. Now select the QR code on your screen with your mouse.
9. Enter the code on the login screen of your computer or laptop.



10. Click Validate
11. You will now see the following screen



12. Click Continue. You have successfully activated the Two factor Authentication and are now logged in.

The next time you can log in via [empower.nnbrs.nl](https://empower.nnbrs.nl). You will then go through the following steps:

1. Enter the username and personal password.
2. The app will give you a six-digit code. Enter it on the next page.
3. You now have access to your data.

### 4.3 Multiple login with the same email address for Android.

You may have multiple accounts in the app. For all accounts you need to set up the Two factor authentication. So for your second account, follow the steps in section 4.2 again. The app now contains two



or more lines of codes. With every change of account, you must enter a validation code again. It can then be useful that the description of each account in the app is different.

You can change the names of accounts in the app this way:

1. First, activate one account as described in sections 4.1 and 4.2.
2. After you have added this account in the app, click on the pencil in the Authenticator extension.
3. Change the description of your account
4. Click on the v'tje
5. Use the generated code to log in.
6. For your second account, you can log in in the normal way. You don't have to change the name in the app now.



## 5 Reset Authenticator app

When a user no longer has access to the Authenticator app, for example because he has a new phone, a 'reset' can be applied to the login for which this is set. The user can then make the link between the app and his user.

To do this, click on the phone icon for the user.

06   Jacob van Lennep	<a href="mailto:jacob.lennep@nmbrs.demo">jacob.lennep@nmbrs.demo</a> Jacob van Lennep	Payslip Viewer (new)	NL	<input type="checkbox"/>					<i>i</i>	+	
04   Norbert Moorman	<a href="mailto:norbert.moorman@nmbrs.demo">norbert.moorman@nmbrs.demo</a> Norbert Moorman	Payslip Viewer (new)	NL	<input checked="" type="checkbox"/>					<i>i</i>	+	
08   Oker de Ridder	<a href="mailto:oker.ridder@nmbrs.demo">oker.ridder@nmbrs.demo</a> Oker de Ridder	Medewerker Login	NL	<input checked="" type="checkbox"/>					<i>i</i>	+	
03   Test de Medewerkerfoto	<a href="mailto:thijmen.alkema@nmbrs.nl">thijmen.alkema@nmbrs.nl</a> Test de Medewerkerfoto	Medewerker Login	NL	<input checked="" type="checkbox"/>					<i>i</i>	+	
02   Willem de Groot	<a href="mailto:willem.groot@nmbrs.demo">willem.groot@nmbrs.demo</a> Willem de Groot	Medewerker Login	NL	<input checked="" type="checkbox"/>					<i>i</i>	+	

If your employer has a company login and you can no longer log in, please contact your salary advisor at Empower, he / she can reset your authenticator app for you.

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