

# Enabling and Enforcing 2FA/MFA

To boost the security of an account in the Client Portal, it is strongly recommended that 2 Factor Authentication (2FA/MFA) is utilised by the end user. This article covers the different options available for how to implement 2FA on the Portal including:

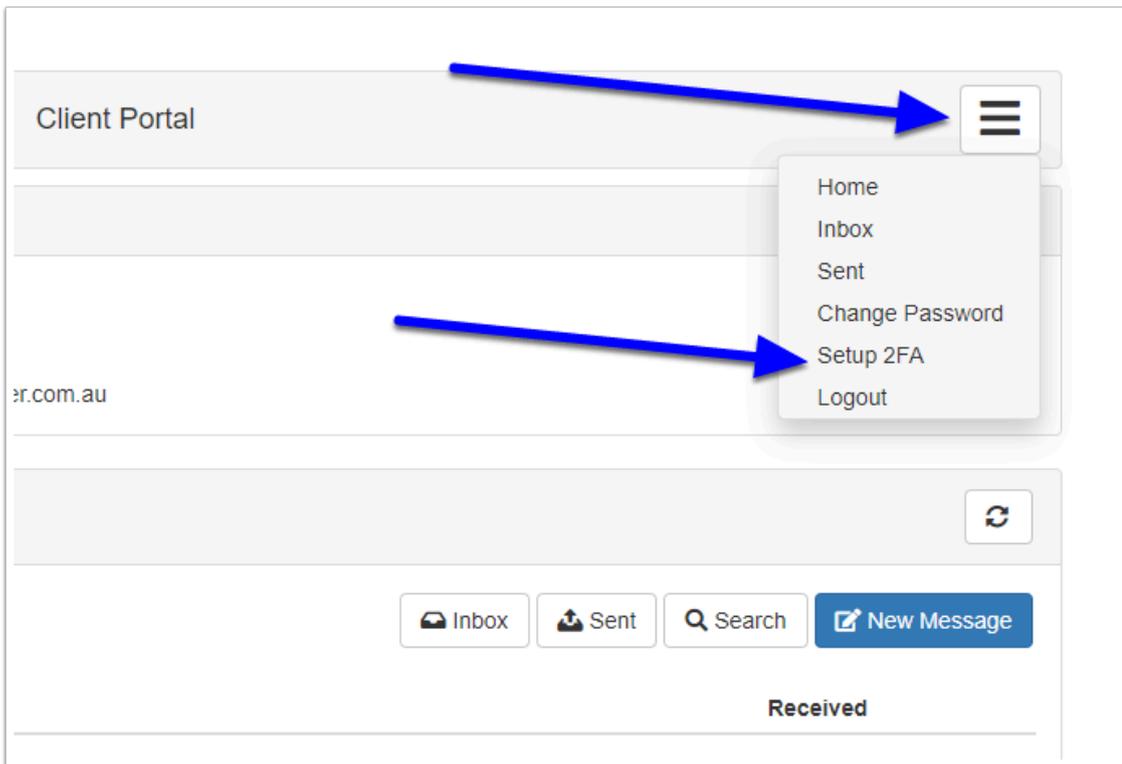
1. Optional - this is where the MM user chooses not to enforce the use of 2FA on the Portal but the end user can choose to enable it themselves
2. Enforced (case by case) - this is where the MM user chooses to enforce the requirement for 2FA on an individual matter
3. Enforced (all new Matters) - this is where the administrator has set that 2FA is enforced by default on all new matters created

## 1. Optional 2FA

By default, all end users of the Portal can enable 2FA on their account, regardless of whether it is enforced by the MM user. To enable 2FA via the Portal:

### 1.1. Open the Portal settings

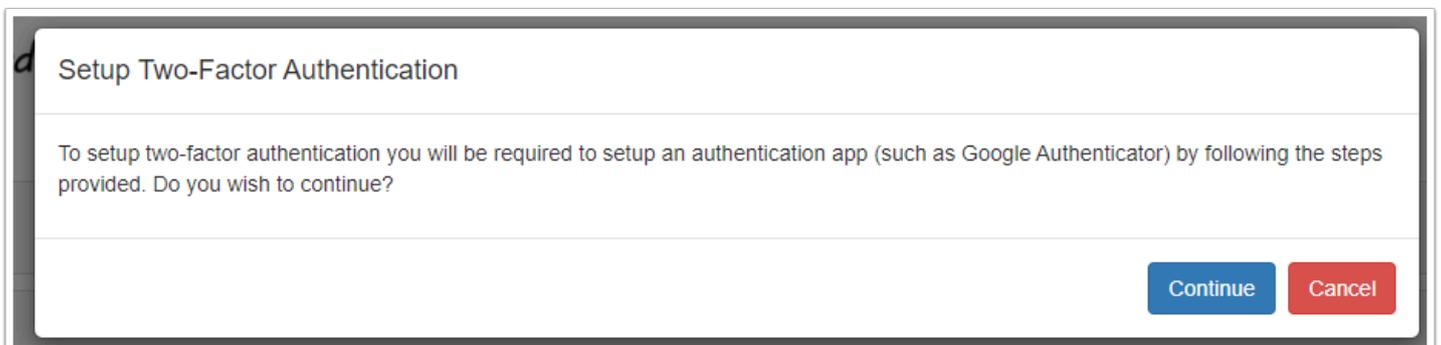
To enable 2FA, after logging in, the Portal user needs to click the menu button in the top right corner and then select **Setup 2FA**



## 1.2. Confirm

The user will then be asked to confirm that they want to set up 2FA and that they will need to use an authentication app on their mobile device such as Google Authenticator. They need to click Continue in order to proceed with the setup.

💡 Google Authenticator is but one option - the user can use other MFA authenticators such as Authy, Microsoft Authenticator, Lastpass Authenticator etc.



## 1.3. Scan the QR

Next they will need to scan the displayed QR Code using their mobile device. This will generate a code on their Authenticator device.

💡 If they can't scan the code, they can click the "Can't scan the QR code link" which will display the code as an alpha numeric code that can be typed/copied in to the Authenticator.

Two Factor Authentication Setup

Scan the QR code with your app

To help protect your account, please use an authenticator app (such as Google Authenticator) to scan this QR code and set up 2FA

[Contact us if you need assistance](#)



[Can't scan the QR Code?](#)

Enter the 6-digit code from your app

After scanning the QR code image, the app will display a 6-digit code that you can enter below

[Help](#) [Cancel](#) [Verify](#)

## 1.4. Enter the 6-Digit Code

The Authenticator app will now generate a 6 digit code which must be entered in to the Verification Code field. Then click **Verify**.

Enter the 6-digit code from your app

After scanning the QR code image, the app will display a 6-digit code that you can enter below

Help Cancel Verify

 The verification codes are time sensitive. They usually change every 30 seconds and may need to be re-entered if the timer has expired.

## 1.5. Completion

If successful, the user will be returned to the main portal page. Next time they login they will need to enter the 2FA code from the authenticator

Two Factor Authentication

Complete logging in with your authenticator app

Please enter 6 digit code provided by the authenticator app

Help Cancel Login

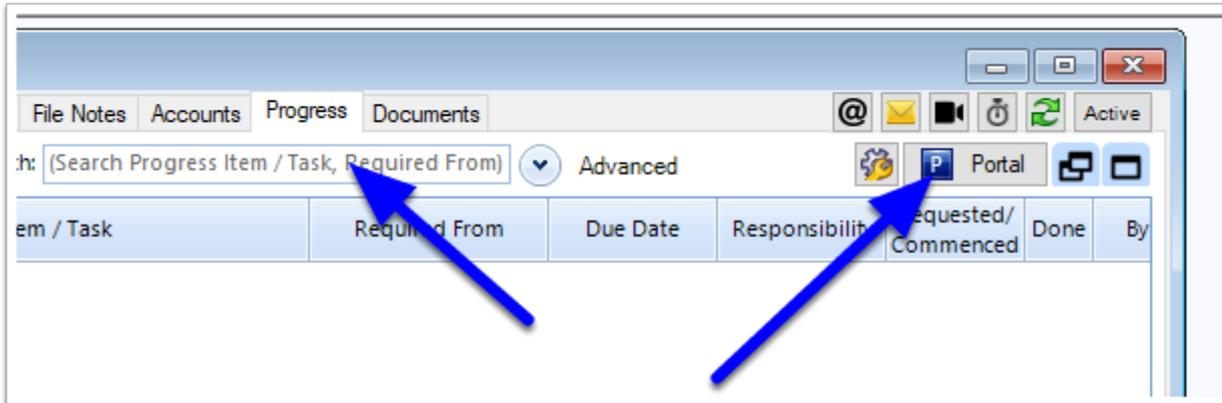
## 2. Enforced 2FA - Case by Case

If you want to ensure that a client is using 2FA on the Portal, you can enforce this requirement via the Portal Control Panel for the matter.

**Note:** You must be running version 8.8.3.4 or higher to have access to this functionality.

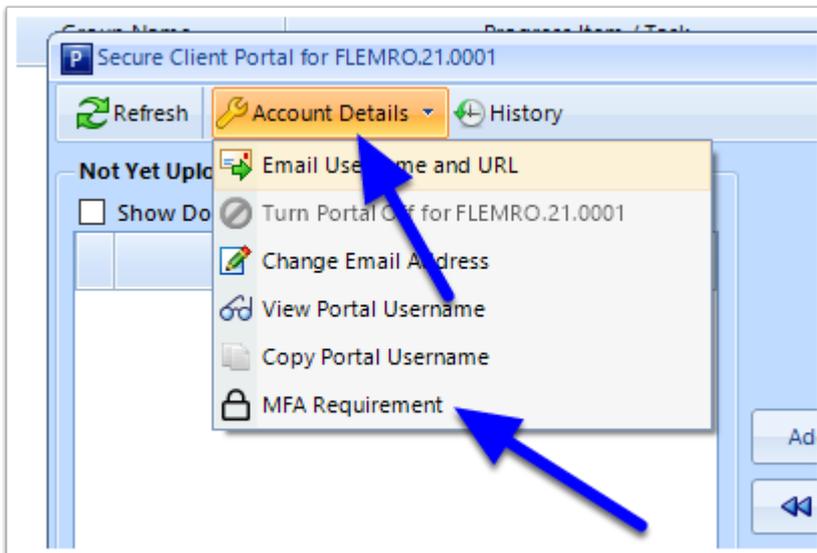
## 2.1. Open the Progress tab

First open the Matter and then go to the Progress tab and (assuming the Portal has been activated), click on the Portal button.



## 2.2. Click Account Details

After the Portal Control Panel opens, click on the **Account Details** button and then select **MFA Requirement**

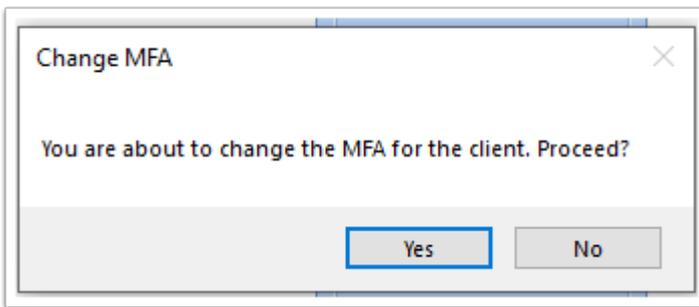


## 2.3. Set Enforce option

Now set the **Enforce MFA Requirement** slider to Yes to enforce 2FA on the Portal for this client.



You will be prompted to confirm. Click **Yes** to proceed.



## 2.4. Complete

You can then click **Close** on the MFA Control. The next time the client logs in to the Portal, they will be required to set up 2FA before they can access the main page of their portal (see Step 1.3 above)



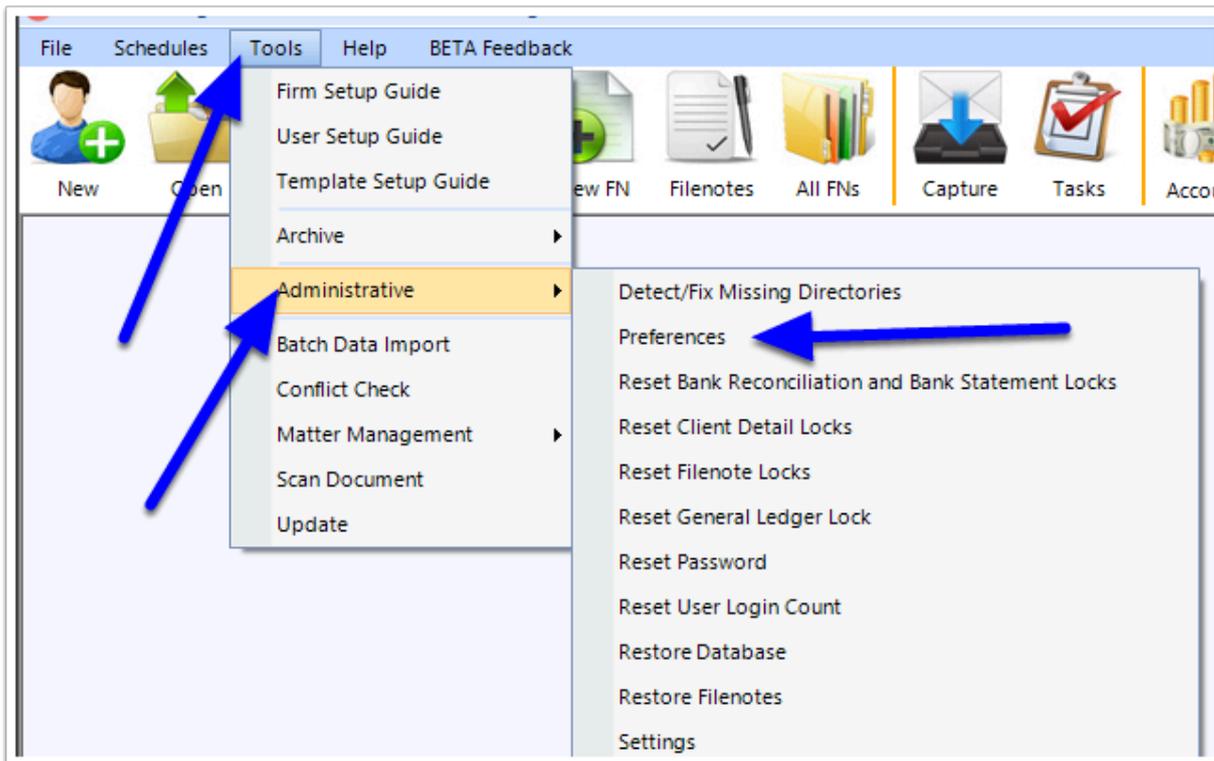
### 3. Enforce for All New Matters

If you want to have the MFA requirements enforced for all new matters, this can be set in the system preferences.

**⚠ Note that this setting does not affect existing matters with active Portals. To enforce MFA for these users you will need to use option 2 above.**

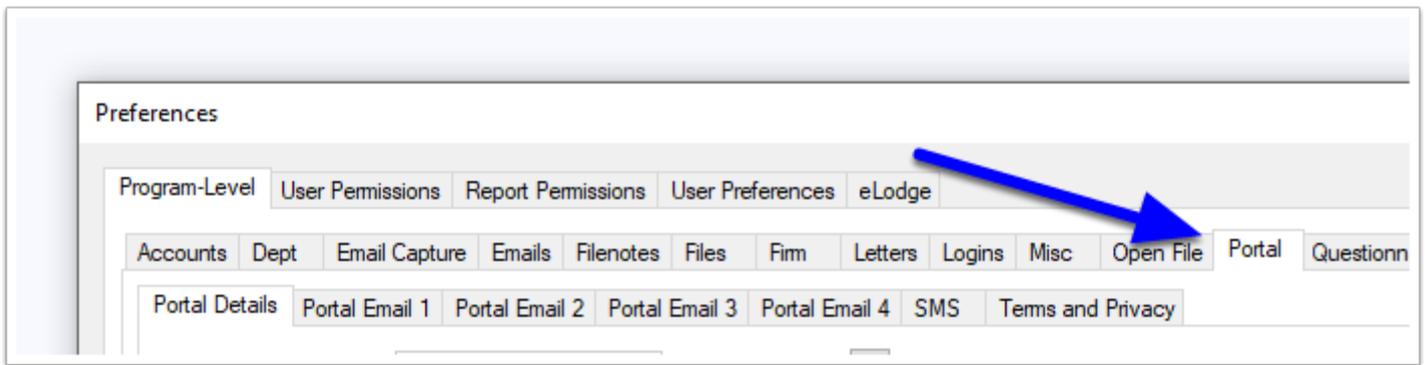
#### 3.1. Open System Preferences

In the top menu of MM, go to Tools > Administrative > Preferences



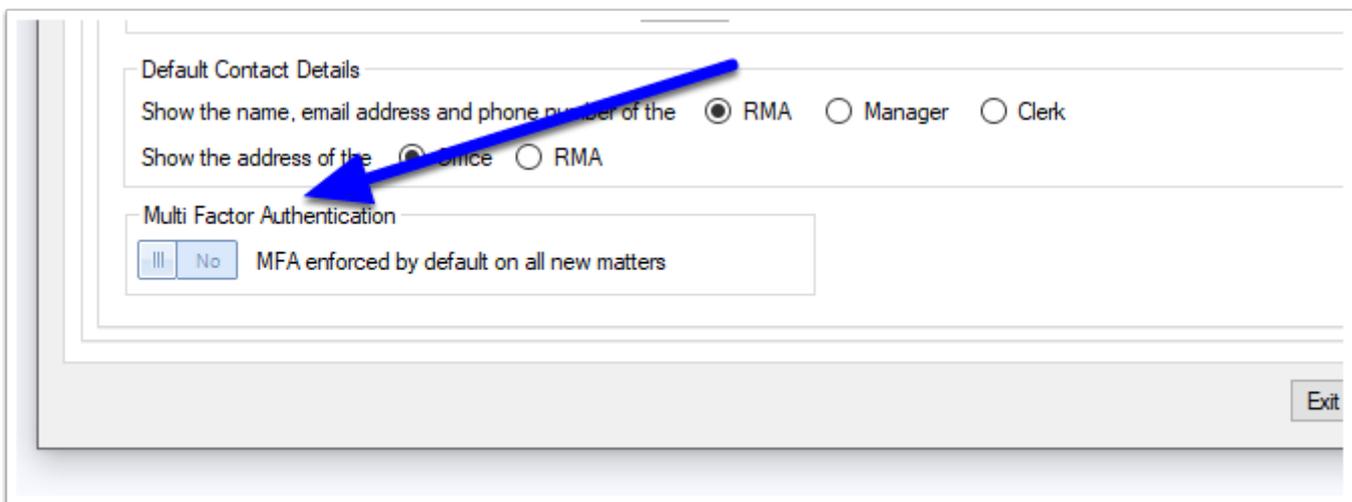
#### 3.2. Open Portal Preferences

After the System Preferences window opens, navigate to the *Portal* tab



### 3.3. Set Multi Factor Authentication Requirement

Now set the MFA Enforced by Default slider, located at the bottom of the window, to Yes



### 3.4. Save & Close

Now click **Save & Close** to finalise and save these changes. This will result in new matters by default having "Enforce MFA" enabled.

