



# Step by step guide to two-factor authentication in MYOB Advanced

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myob

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# Introduction

As a user of MYOB Advanced, you have the opportunity to use your software anywhere, anytime on any device—this flexibility helps you connect to your data whenever you need it. Keeping your data protected in this highly flexible environment is MYOB's top priority.

We're committed to doing everything we can to prevent purposeful unauthorised access to your data by utilising best practice security measures. Often a password is where users are most vulnerable, as there are increasingly sophisticated techniques to source or guess passwords and users sometimes share passwords across platforms for convenience.

To protect your data even if your password is compromised, we're implementing two-factor authentication into MYOB Advanced. By using two-factor authentication to log in, your data will be even safer with MYOB Advanced.

In this guide we will take you step-by-step through the various processes you may encounter when using two-factor authentication.

# Registration

The registration process is separated into three sections:

1. Standard registration process
2. Setting up the authenticator app for two-factor authentication OR
3. Setting up your email for two-factor authentication

## Standard registration process

The registration can be initiated by clicking on the Sign Me Up! button on the in-product message within MYOB Advanced:

**Safeguard your data with new security measures from MYOB Advanced**

We're building an extra layer of security into our login process known as two-factor authentication or 2FA. In the future when you sign in, you'll be asked to enter a code sent to you separately which helps to protect your data even if your password has been compromised. You'll need to make this change very soon to ensure your data is kept safe.

You can learn more here <https://myob.com/advanced2fa>

1

myob  
Sign up for secure access to MYOB Advanced

Email  
brad@myob.com

Password  
Show

End User License Agreement  
Sign up

Already have an MYOB account?

You will be directed to the signup screen where the system will by default bring through and pre-populate the email field with the email address set against your user account in MYOB Advanced.

The email address that you enter here will become your future user name for logging in to MYOB Advanced

2

**myob**  
Sign up for secure access to MYOB  
Advanced

Email  
loadingina@gmail.com

Password  
..... Show

Your new password must contain:

- 8 characters
- 1 uppercase letter
- 1 digit
- 1 lowercase letter

Strength: **Very strong**

End User License Agreement

**Sign up**

Already have an MYOB account?

The next step is to enter your new password.

The requirements for the password are illustrated in the middle of the screen:

- 8 characters
- 1 uppercase letter
- 1 numerical digit
- 1 lowercase letter

As you are entering the password the system will tick off each requirement and give an indication of your password strength. It is strongly encouraged to ensure your password achieves a Very Strong rating.

3

**myob**  
Improve your online security

**The time has come.**

It's time to turn on two factor authentication (2FA).  
Click the button below to get set up. [Learn more.](#)

**Set up 2FA**

The next step starts the process to configure two-factor authentication.

4

**myob**  
Two factor authentication



How do you want to set up two-factor authentication? Don't worry, you can change this later if you need to.

 <input checked="" type="radio"/> <b>Mobile app</b> Protection strength: <b>Strong</b> <b>Recommended</b>	 <input type="radio"/> <b>Email</b> Protection strength: <b>Moderate</b>
---	---

[Help me choose](#)

Next

The first step in the two-factor authentication journey is to decide whether you will use the mobile application or email to receive your second factor authentication code.

MYOB recommends using the mobile application where possible, as it provides a higher level of security for access to your MYOB Advanced solution.

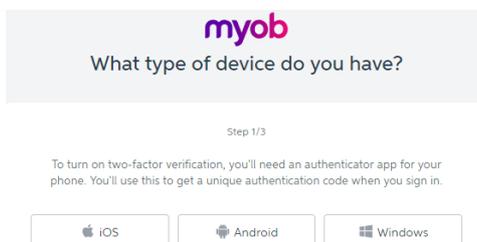
## Two-factor authentication using the *Google Authenticator* app

The mobile application required is the Google Authenticator, which can be downloaded by searching for it by name in the relevant app store depending on the device you are using.

The application is supported for:

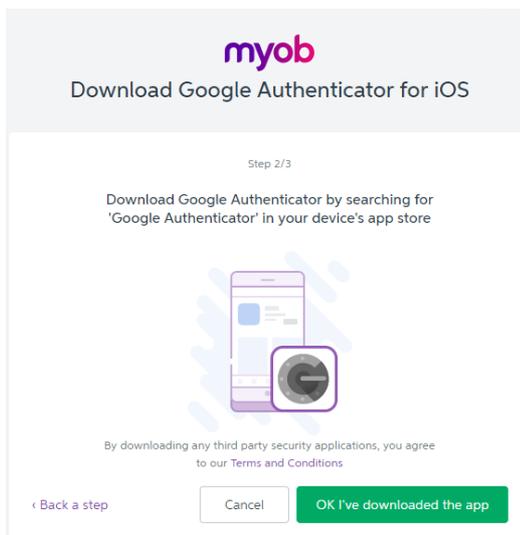
- Apple IOS devices such as iPhones
- Android devices
- Windows-based devices

1



Choose which type of device you will be using to receive the second authentication factor.

2

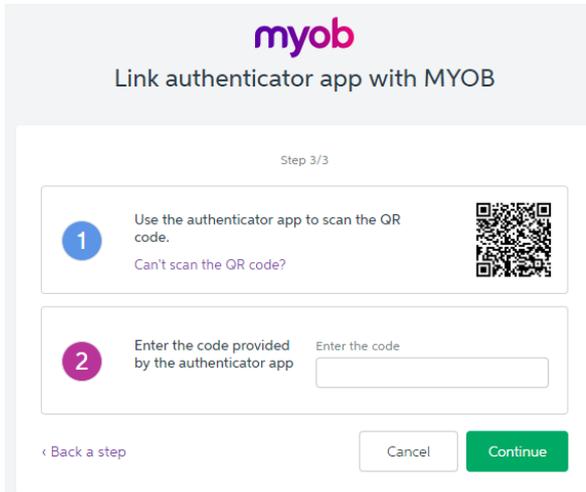


At this stage you need to switch to your device and download the app from the relevant app store.

In this example, the Apple iOS option has been selected.

**Once you have downloaded and installed the app on your device,** click the *OK I've downloaded the app* button, as the next steps require you to configure the app for use with MYOB Advanced.

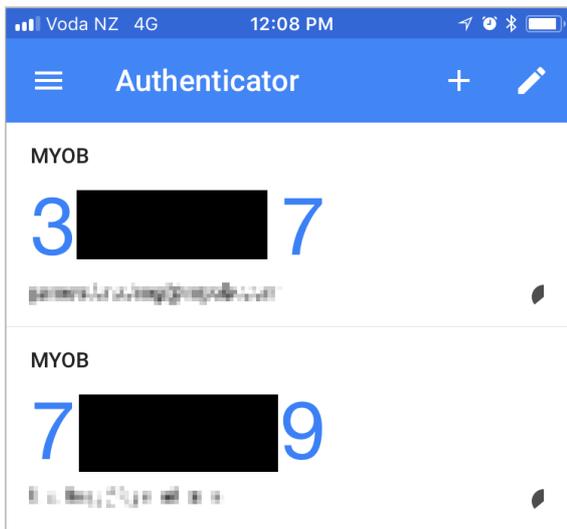
3



You will now be directed to a page similar to the example on the left, which is used as part of the configuration of the Google Authenticator app.

Leave this page open on your monitor screen and switch to the device on which you have installed the app.

4

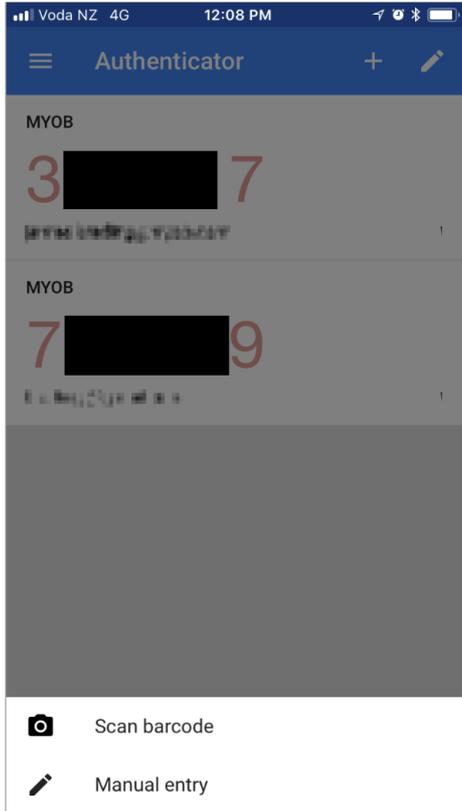


This example shows an iPhone where the Google Authenticator app has been installed.

This device has already been configured for other applications—if this is the first time you are using the app, the screen should be empty when you open it.

To start the registration process, click the + icon on the top right of the screen.

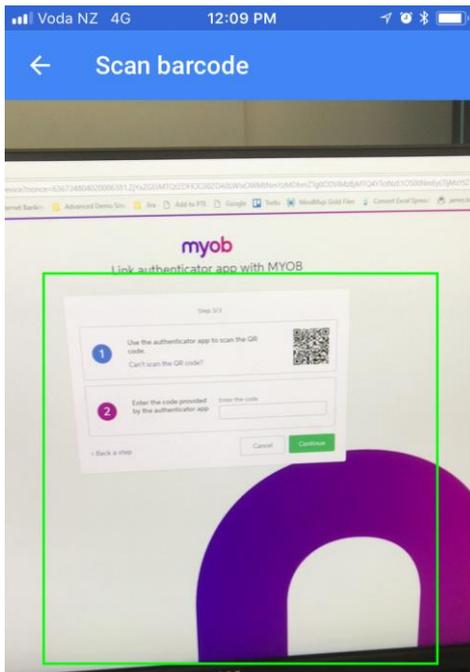
5



Select the option at the bottom of the screen to *Scan barcode*.

This will allow you to take a photograph of the barcode that is displayed on your monitor

6



Line up the green box displayed on your device with the barcode image displayed on your computer monitor.

Once you have lined it up, the device will automatically take the necessary picture—you don't need to click any button on your device.

7

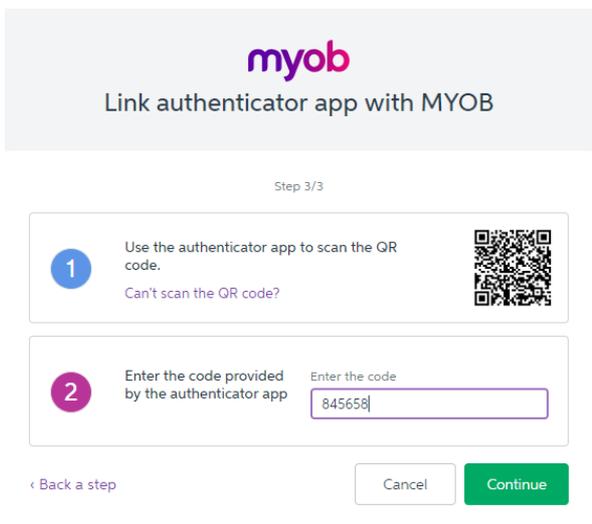


You will now have a new option on your device screen displaying a code.

The code that is displayed needs to be entered into the field on your computer monitor.

Again, unless you are using the app for other applications, you should only have a single code displayed on your screen.

8



Enter the code displayed on your device into the field on your computer.

(The code in this example doesn't match the code displayed in the screenshot above—the screenshots were taken at different times and authentication codes are time-sensitive. In your case, the code displayed on the app is the code you enter here.)

9



Great work! Your MYOB account now has an extra layer of security.

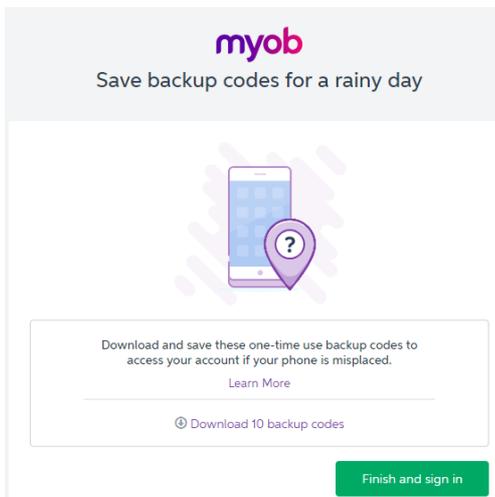
Next time you log into this account, you'll use your usual email address and password, then you will use the authentication app on your phone to prove that you're you.

And that's it! You have now set up two-factor authentication for your MYOB Advanced account and taken a giant leap forward for your security.

There is still a final step to go through to finalise the registration process.

One last step

10



In this step you can download a file containing second factor codes that can be used in situations where you may not be able to access your device.

Click on the *Download 10 backup codes* link, which will open the standard window allowing you to save the file. Ensure that you save this file in a safe location.

11



The file contains a list of codes that can be used if your device is not available. Each code can be used only once, but you can generate more when you need to.

12



Save backup codes for a rainy day



Download and save these one-time use backup codes to access your account if your phone is misplaced.

[Learn More](#)

[Download 10 backup codes](#)

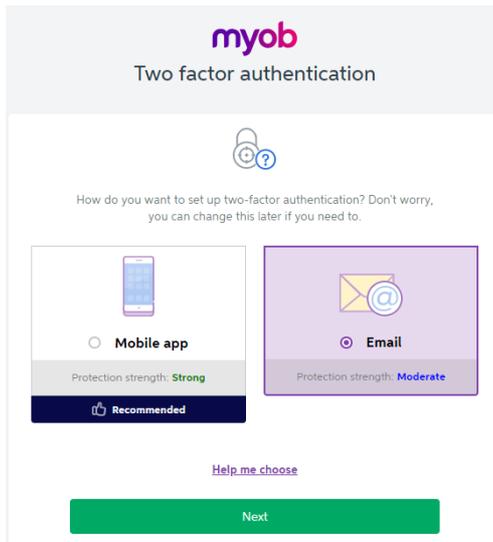
Finish and sign in

That's it, you're done!

Click on the *Finish and sign in* button and you will be logged in to MYOB Advanced

## Two-factor authentication using email

1

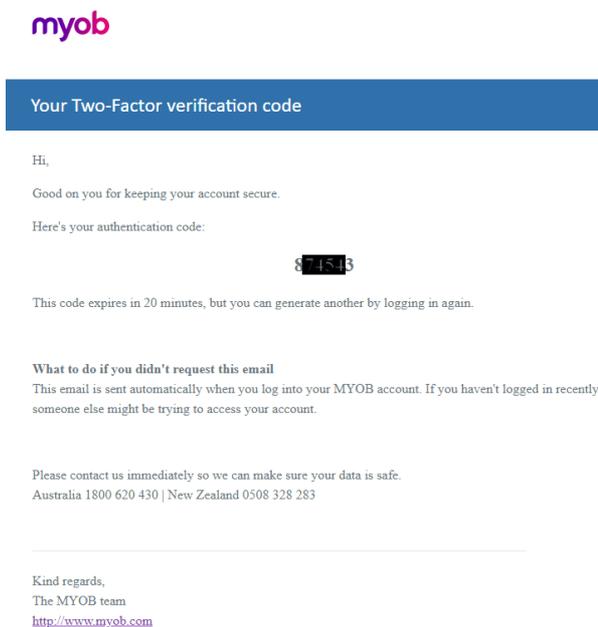


The screenshot shows the 'myob Two factor authentication' setup screen. At the top, the myob logo is displayed. Below it, a padlock icon with a question mark is shown. The text reads: 'How do you want to set up two-factor authentication? Don't worry, you can change this later if you need to.' There are two options: 'Mobile app' with a smartphone icon and 'Email' with an envelope icon. The 'Mobile app' option is selected with a radio button and has a 'Recommended' badge. The 'Email' option has a 'Moderate' protection strength. A 'Next' button is at the bottom.

If you do not have access to a device, the option to use email to receive the second factor authorisation code is also available.

After clicking *Next*, the system will send an email to the email address you used in the first step of the registration process.

2



The screenshot shows an email from myob titled 'Your Two-Factor verification code'. The content includes: 'Hi, Good on you for keeping your account secure. Here's your authentication code: 874543'. Below the code, it says 'This code expires in 20 minutes, but you can generate another by logging in again.' There is a section titled 'What to do if you didn't request this email' which explains that the email is sent automatically when logging in. At the bottom, there is contact information for Australia (1800 620 430) and New Zealand (0508 328 283), and a sign-off from the MYOB team with the website URL <http://www.myob.com>.

The email will contain the second factor code to enter into the field on the registration form, as in the example here.

3

**myob**

## Set up email two factor



We've just sent an authentication code to your email -  
[brad@myob@gmail.com](mailto:brad@myob@gmail.com)

Enter your authentication code

[Verify](#)

[Cancel](#)

[I need help](#)

---



Signing in as  
[brad@myob@gmail.com](#)

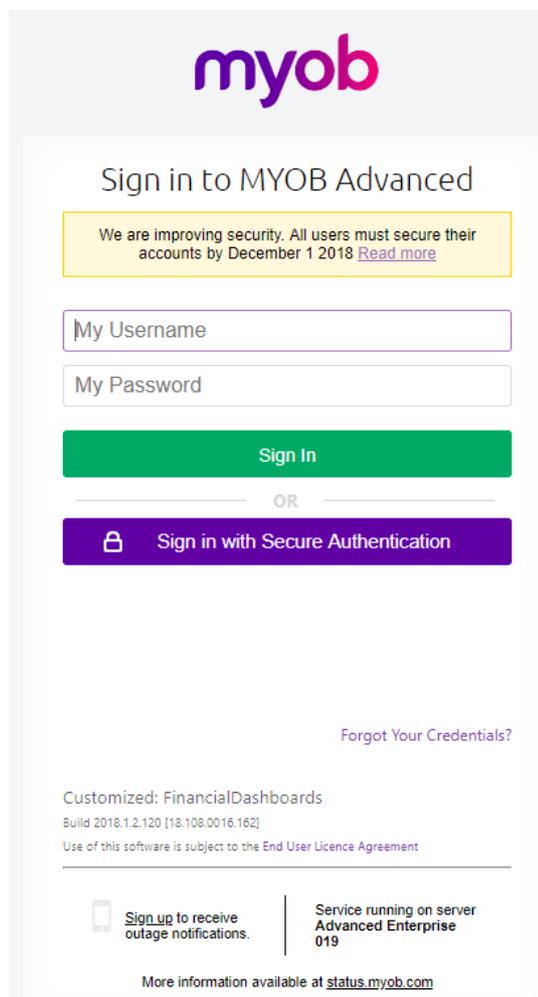
Once you have entered the code, click *Verify* and that's it, you're done!

You will be directed back to MYOB Advanced.

# Logging into MYOB Advanced using two-factor authentication

Once you have registered for and enabled two-factor authentication, the login process does not change much; it simply requires one additional step to enter the second authentication factor.

1



The screenshot shows the MYOB Advanced login interface. At the top is the MYOB logo. Below it is the heading 'Sign in to MYOB Advanced'. A yellow banner contains a security notice: 'We are improving security. All users must secure their accounts by December 1 2018 [Read more](#)'. There are two input fields: 'My Username' and 'My Password'. Below these is a green 'Sign In' button. Underneath is an 'OR' separator. A purple button with a lock icon is labeled 'Sign in with Secure Authentication'. At the bottom right, there is a link for 'Forgot Your Credentials?'. The footer includes 'Customized: FinancialDashboards', 'Build 2018.1.2.120 [18.108.0016.162]', and 'Use of this software is subject to the End User Licence Agreement'. At the very bottom, there are two columns: one for signing up for outage notifications and another for server status, which shows 'Service running on server Advanced Enterprise 019'. A link to 'status.myob.com' is provided for more information.

You will notice that the login screen has a new *Sign in with Secure Authentication* option.

Once you have completed the registration process outlined above, you can now log in to MYOB Advanced using this option.

2

myob  
Sign in to MYOB Advanced

Email  
|

Password  
Show

Stay signed in for 12 hours ⓘ

Sign in

[Forgotten your password?](#)

You will be directed to a slightly different login screen.

3

myob  
Sign in to MYOB Advanced

Email  
breeding@signal.com

Password  
..... Show

Stay signed in for 12 hours ⓘ

Sign in

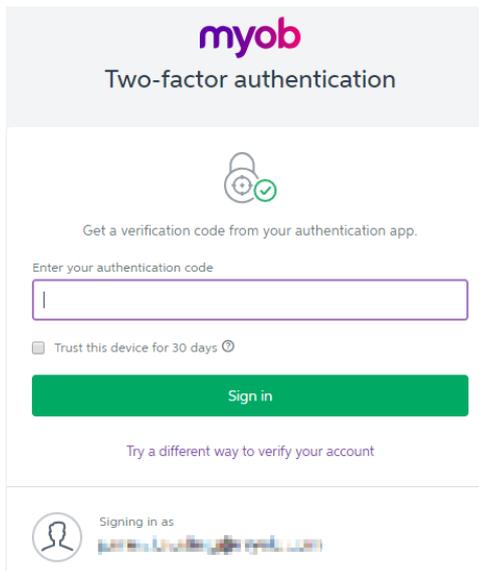
[Forgotten your password?](#)

Enter your login details.

**Note:** these are the login details configured as part of the registration steps defined above, consisting of the email and password you entered. These may be different to the user credentials you previously used when logging in to MYOB Advanced.

## Two-factor authentication using the *Google Authenticator* app

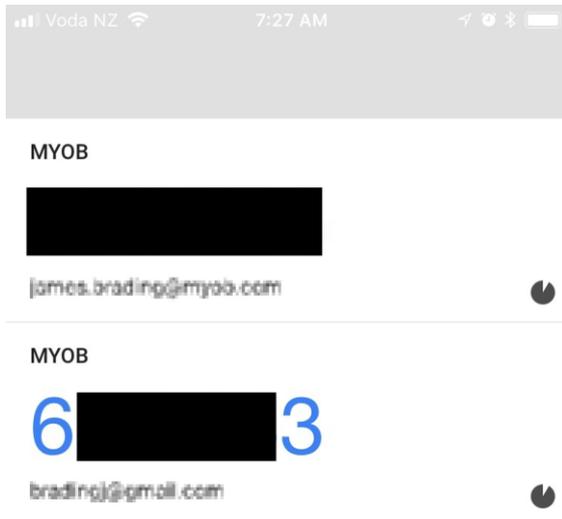
1



The screenshot shows the 'myob' Two-factor authentication page. At the top, the 'myob' logo is displayed in pink and purple. Below it, the text 'Two-factor authentication' is centered. A lock icon with a green checkmark is shown, followed by the instruction 'Get a verification code from your authentication app.' Below this is a text input field labeled 'Enter your authentication code'. Underneath the input field is a checkbox labeled 'Trust this device for 30 days' with a circular refresh icon. A large green 'Sign in' button is positioned below the checkbox. At the bottom of the page, there is a link that says 'Try a different way to verify your account'. Below the main form area, there is a section titled 'Signing in as' with a profile icon and a blurred email address.

The system will now direct you to a page requesting the second authentication factor.

2



The screenshot shows the Google Authenticator app interface on a mobile device. The status bar at the top indicates 'Voda NZ' and the time '7:27 AM'. The app displays two entries for 'MYOB'. The first entry shows a blurred verification code and the email address 'james.brading@myob.com'. The second entry shows a verification code '6 [blurred] 3' and the email address 'bradingj@gmail.com'. Each entry has a circular refresh icon to its right.

At this stage switch to the Google Authenticator app on your device, which will be showing a code under the heading *MYOB*.

Please be aware, the codes that are displayed are time sensitive. The pie chart on the right of the code indicates how much time you have remaining to enter the code and will turn red when there is very little time remaining.

Don't worry if the code goes red or there is only a small amount of time left—wait for the code to expire, and the app will generate a new code that you can use to log in to MYOB Advanced.

If the time runs out and the code regenerates, **you do not need to restart the login process with MYOB Advanced.** Just enter the new code and you will be good to go.

3

**myob**  
Two-factor authentication



Get a verification code from your authentication app.

Enter your authentication code

600003

Trust this device for 30 days

**Sign in**

[Try a different way to verify your account](#)

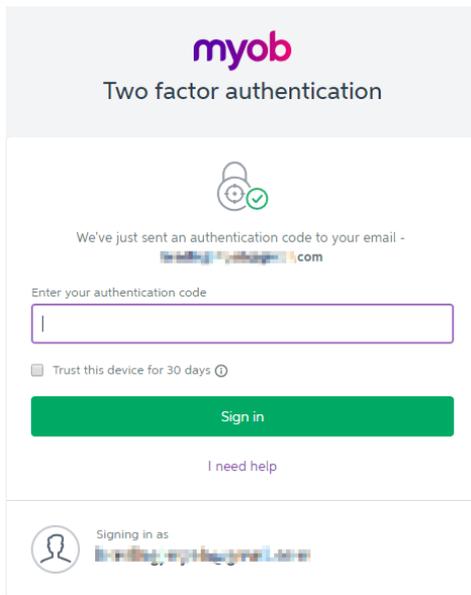
Signing in as  

Enter the code that is displayed on your device and sign in. You're all done!

If you use the same computer every day, you do have an option to *Trust this device for 30 days*, in which case for the 30 days you will not need to enter a second authentication factor.

## Two-factor authentication using email

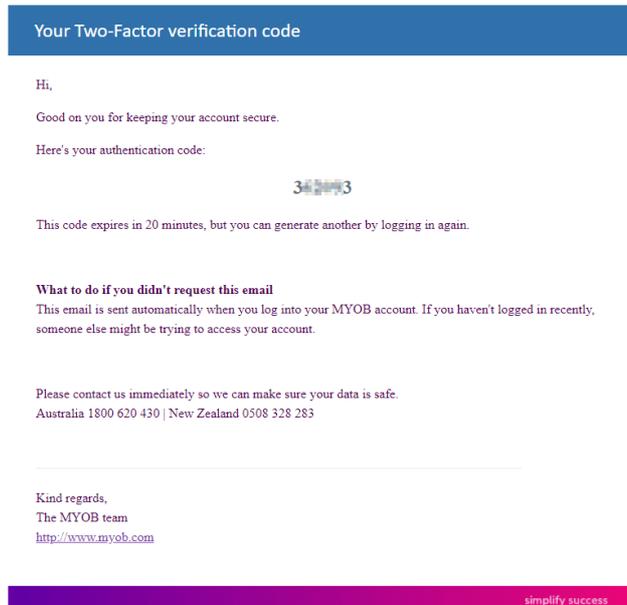
1



The screenshot shows the MYOB Two factor authentication interface. At the top, the MYOB logo is displayed in purple and pink, followed by the text "Two factor authentication". Below this is a lock icon with a green checkmark. The text reads: "We've just sent an authentication code to your email - [redacted]@myob.com". There is a text input field labeled "Enter your authentication code" with a cursor. Below the input field is a checkbox labeled "Trust this device for 30 days" with a help icon. A green "Sign in" button is positioned below the checkbox, and a link "I need help" is located below the button. At the bottom, there is a "Signing in as" section with a user profile icon and a redacted name.

Once you have entered your email and password, an email will automatically be sent to the email address you used, and you will be directed to the following screen requesting the second authentication factor code.

2



The screenshot shows an email titled "Your Two-Factor verification code". The content includes: "Hi,"; "Good on you for keeping your account secure."; "Here's your authentication code:" followed by a large, bold, redacted code "34893"; "This code expires in 20 minutes, but you can generate another by logging in again."; a section titled "What to do if you didn't request this email" with the text: "This email is sent automatically when you log into your MYOB account. If you haven't logged in recently, someone else might be trying to access your account."; "Please contact us immediately so we can make sure your data is safe."; "Australia 1800 620 430 | New Zealand 0508 328 283"; "Kind regards,"; "The MYOB team"; and a link "http://www.myob.com". At the bottom, there is a purple bar with the text "simplify success".

Check your email, you should receive an email like this.

Emails can take a few minutes to come through—make sure they do not get caught in any spam filters.

3

**myob**

## Two factor authentication



We've just sent an authentication code to your email - [redacted]

Enter your authentication code

Trust this device for 30 days ⓘ

**Sign in**

[I need help](#)

---

 Signing in as [redacted]

Enter the code, and you're done!

If you use the same computer every day, you do have an option to *Trust this device for 30 days*, in which case for the 30 days you will not need to enter a second authentication factor.

# Changing your details

You can change any of the details you configured as part of the registration process by going to <https://my.account.myob.com>

This includes:

- Changing your password
- Downloading additional backup codes for use if you use the Google Authenticator app for your second factor, but do not have access to the device
- Changing the device you use for the second factor authentication
- Switching between using the Google Authenticator app or email for your second authentication factor