

G5

Two Factor Authentication

April 11, 2016



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What is Two Factor Authentication?

The U.S. Office of Management and Budget has mandated that all federal agencies implement increased cybersecurity capabilities to prevent unauthorized access to government systems. In keeping with the OMB mandate, the U.S. Department of Education will be implementing a more secure means for users of the G5 Grants Administration System to gain access, referred to as Two Factor Authentication. All G5 external users will be required to enter a second piece of identification in addition to their password when logging in.

Two Factor Authentications (TFA) is a security process in which the user provides two means of identification from separate categories of credentials; one is typically something that you know, such as a password; and the other is something that you have, such as a security code you download from your mobile device. The combination of these two security factors makes it more difficult for someone to access government systems. Once both the first and second factors are validated, users are allowed into the G5 system.

When will Two Factor Authentication be implemented?

- Two Factor Authentication will be rolled out to G5 users in groups starting in mid-April 2016 through the end of June 2016.
- Each group of users will be notified via an email a week before they are required to begin logging into G5 using Two Factor Authentication.

Logging into G5 using Two Factor for the First Time

1. Navigate to the G5 Home page and enter your Email ID and G5 password. Then click login.
2. You will be prompted with a new screen requesting that you verify existing phone numbers in G5, enter additional phone numbers (preferably one that is a mobile number), and answer two additional security questions.
3. You will then be directed to the Two Factor Authentication screen where you will have one of three ways to retrieve the unique code needed to complete the G5 log-in process. Use **only one** of the three options below to **retrieve the unique code** necessary to log into G5.
 - **App:** Use an authenticator application on your smart device
 - **Voice:** Receive Voice Call-Back
 - **Text:** Receive SMS Text

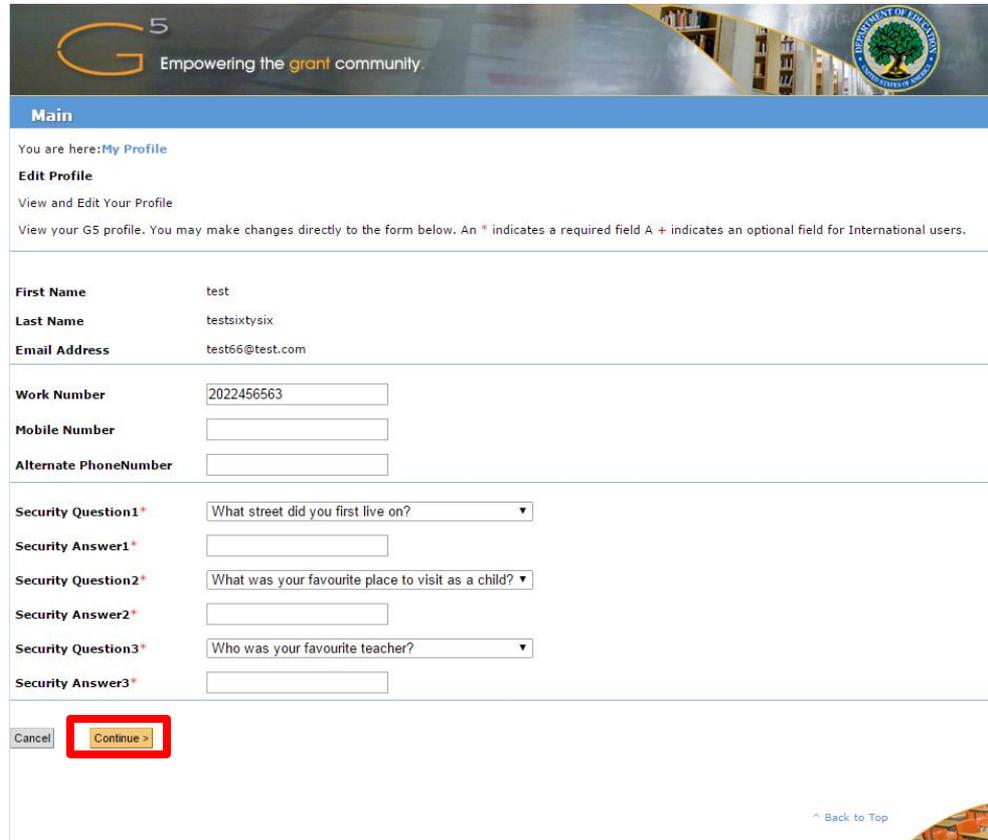
Enter First Factor to Begin Log In

1. Navigate to the G5 Home page and enter your Email ID and G5 password.
2. Click Yes to Accept the Terms and then click Login. You will be directed to the Profile page.



The screenshot shows the G5 login page. At the top left is the G⁵ logo with the tagline "Empowering the grant community." and the U.S. Department of Education logo at the top right. Below the logo is a blue navigation bar with the word "Main". The main content area is divided into two columns. The left column contains a "You are here: Home" breadcrumb, followed by "Email ID" and "Password" input fields. Below the password field is a link to "terms" and a radio button labeled "Yes, I Accept the Terms". A "Login to G5" button is positioned below the terms link. At the bottom of the left column is a "Help Desk" section with contact information. The right column features a "Welcome" heading, followed by an "IMPORTANT: U.S. Department of Education to Implement Two factor Authentication for G5 Access" notice. Below this notice is a paragraph explaining the OMB mandate and the implementation of two-factor authentication. At the bottom of the right column is a paragraph defining two-factor authentication (2FA).

Verify and Enter Information



Main

You are here: [My Profile](#)

Edit Profile

View and Edit Your Profile

View your G5 profile. You may make changes directly to the form below. An * indicates a required field A + indicates an optional field for International users.

First Name	test
Last Name	testsixtysix
Email Address	test66@test.com
Work Number	<input type="text" value="2022456563"/>
Mobile Number	<input type="text"/>
Alternate PhoneNumber	<input type="text"/>
Security Question1*	<input type="text" value="What street did you first live on?"/>
Security Answer1*	<input type="text"/>
Security Question2*	<input type="text" value="What was your favourite place to visit as a child?"/>
Security Answer2*	<input type="text"/>
Security Question3*	<input type="text" value="Who was your favourite teacher?"/>
Security Answer3*	<input type="text"/>

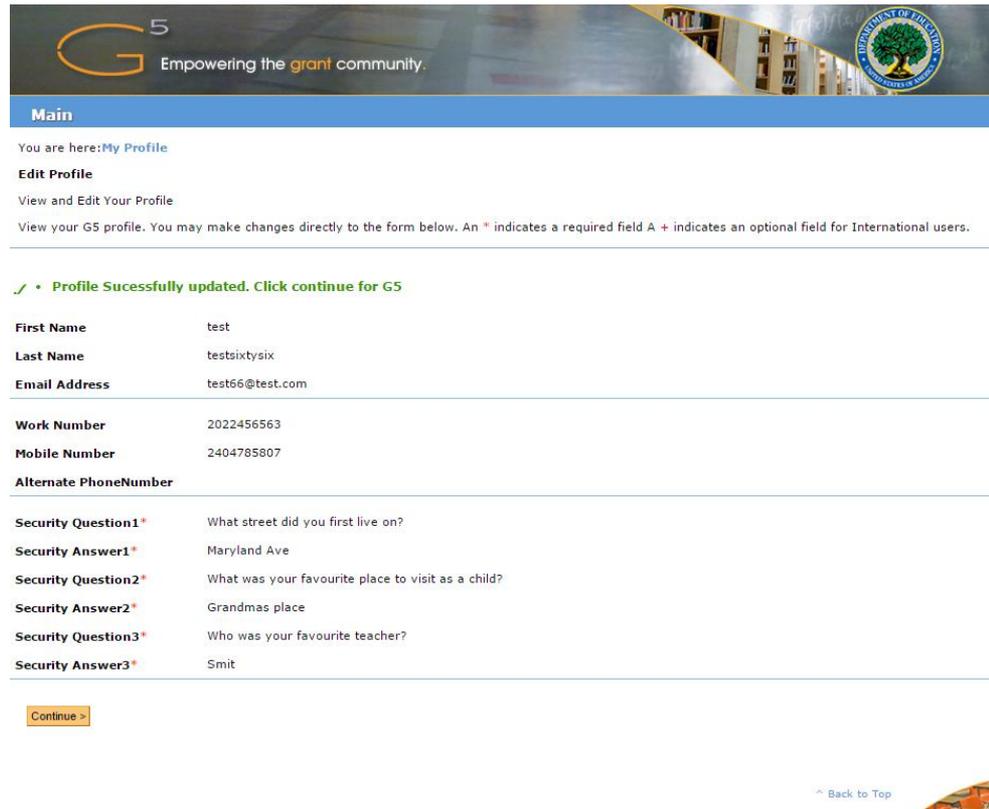
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1. Verify existing phone number and add additional one

2. Answer all security questions

3. Click Continue

Click Continue to proceed



Main

You are here: [My Profile](#)

Edit Profile

View and Edit Your Profile

View your G5 profile. You may make changes directly to the form below. An * indicates a required field A + indicates an optional field for International users.

✔ • Profile Successfully updated. Click continue for G5

First Name	test
Last Name	testsixtysix
Email Address	test66@test.com
Work Number	2022456563
Mobile Number	2404785807
Alternate PhoneNumber	
Security Question1*	What street did you first live on?
Security Answer1*	Maryland Ave
Security Question2*	What was your favourite place to visit as a child?
Security Answer2*	Grandmas place
Security Question3*	Who was your favourite teacher?
Security Answer3*	Smit

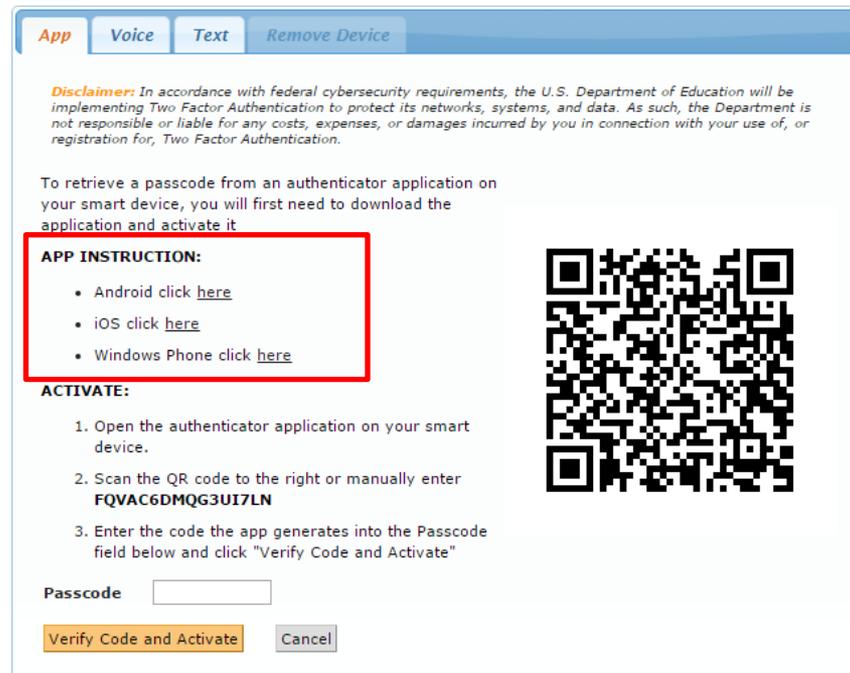
[Continue >](#)

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Download Authenticator Application

Instructions for downloading the Authenticator app for each of the recommended mobile platforms can be found on the G5 App page as shown below. Click on the hyperlink for your specific mobile device to get detailed instructions.

- Android (2.1 or later)
- Apple IOS (5.0 or later)
- Windows

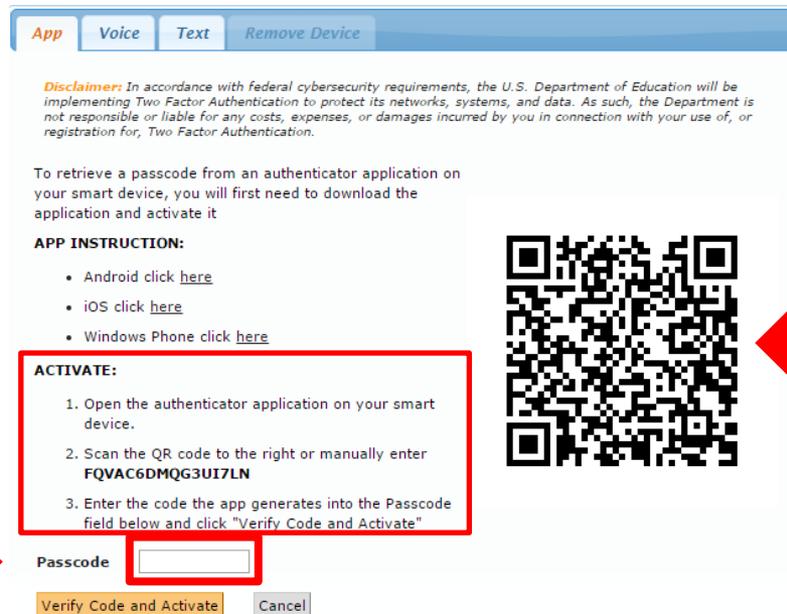


The screenshot shows a web interface for downloading the Authenticator app. At the top, there are four tabs: "App" (selected), "Voice", "Text", and "Remove Device". Below the tabs is a disclaimer: "Disclaimer: In accordance with federal cybersecurity requirements, the U.S. Department of Education will be implementing Two Factor Authentication to protect its networks, systems, and data. As such, the Department is not responsible or liable for any costs, expenses, or damages incurred by you in connection with your use of, or registration for, Two Factor Authentication." Below the disclaimer, it says: "To retrieve a passcode from an authenticator application on your smart device, you will first need to download the application and activate it." A red box highlights the "APP INSTRUCTION:" section, which contains three bullet points: "Android click [here](#)", "iOS click [here](#)", and "Windows Phone click [here](#)". To the right of the instructions is a large QR code. Below the instructions is the "ACTIVATE:" section, which contains three numbered steps: "1. Open the authenticator application on your smart device.", "2. Scan the QR code to the right or manually enter FQVAC6DMQG3UI7LN", and "3. Enter the code the app generates into the Passcode field below and click 'Verify Code and Activate'". At the bottom, there is a "Passcode" label followed by an empty text input field. Below the input field are two buttons: "Verify Code and Activate" (highlighted in orange) and "Cancel".

Activate Your Smart Device

Once the Authenticator application is downloaded to your smart device, you will need to follow the steps below to activate it:

1. Scan the QR code that appears on the G5 Two Factor Authentication page or manually type the activation code on the G5 page into the key field on the authenticator application
2. Enter the 6 digit code generated into the Passcode field in G5
3. Click Verify Code and Activate



The screenshot shows the G5 Two Factor Authentication interface. At the top, there are tabs for 'App', 'Voice', 'Text', and 'Remove Device'. Below the tabs is a disclaimer: "Disclaimer: In accordance with federal cybersecurity requirements, the U.S. Department of Education will be implementing Two Factor Authentication to protect its networks, systems, and data. As such, the Department is not responsible or liable for any costs, expenses, or damages incurred by you in connection with your use of, or registration for, Two Factor Authentication." Below the disclaimer, it says: "To retrieve a passcode from an authenticator application on your smart device, you will first need to download the application and activate it". Underneath, there is an 'APP INSTRUCTION:' section with three bullet points: "Android click [here](#)", "iOS click [here](#)", and "Windows Phone click [here](#)". Below that is an 'ACTIVATE:' section with three numbered steps: "1. Open the authenticator application on your smart device.", "2. Scan the QR code to the right or manually enter FQVAC6DMQG3UI7LN", and "3. Enter the code the app generates into the Passcode field below and click 'Verify Code and Activate'". To the right of the instructions is a QR code. Below the instructions is a 'Passcode' input field with a red box around it and a red arrow pointing to it from the text '2. Enter code here'. At the bottom, there are two buttons: 'Verify Code and Activate' and 'Cancel'.



1. QR Code

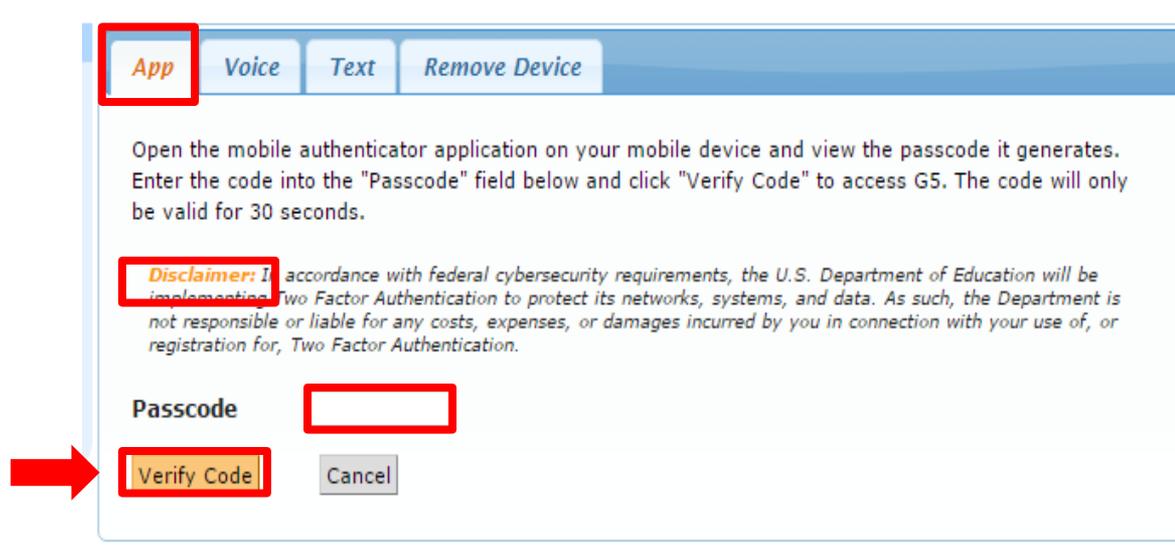
2. Enter code here



Note: The Authenticator Passcode for the App tab is only valid for 30 seconds

Log into G5 with Authenticator App

1. Open the Authenticator Application on your **smart** device (i.e. mobile) to generate the unique code.
2. Enter the code that is generated on your smart device into the Passcode field on the G5 Two Factor Authentication page.
3. Click on “Verify Code.” The code is valid for 30 seconds. If you do not enter the code in time, you will need to enter the next code that appears.



App Voice Text Remove Device

Open the mobile authenticator application on your mobile device and view the passcode it generates. Enter the code into the "Passcode" field below and click "Verify Code" to access G5. The code will only be valid for 30 seconds.

Disclaimer: In accordance with federal cybersecurity requirements, the U.S. Department of Education will be implementing Two Factor Authentication to protect its networks, systems, and data. As such, the Department is not responsible or liable for any costs, expenses, or damages incurred by you in connection with your use of, or registration for, Two Factor Authentication.

Passcode

Verify Code Cancel

Receive Voice Call-Back

The **Voice** Call-Back tab provides the capability for an authorized user to request a passcode via an automated call to their selected landline or mobile phone registered in G5. **Users must have a phone number registered on their profile page in G5.**

1. Click the radio button next to one of the phone numbers that you wish to receive an automated call providing a passcode
2. Click on Request Passcode
3. On the next screen that appears, enter the passcode sent via the automated call into the Passcode field in G5.
4. Click Verify Code.



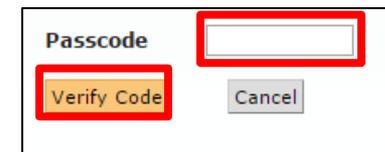
App **Voice** Text Remove Device

Request a passcode be sent via an automated voice callback to one of the numbers listed below. The code will only be valid for 60 seconds.

Disclaimer: In accordance with federal cybersecurity requirements, the U.S. Department of Education will be implementing Two Factor Authentication to protect its networks, systems, and data. As such, the Department is not responsible or liable for any costs, expenses, or damages incurred by you in connection with your use of, or registration for, Two Factor Authentication.

- XXX-XXX-5807
- XXX-XXX-6563
- XXX-XXX-5807

Request Passcode



Passcode

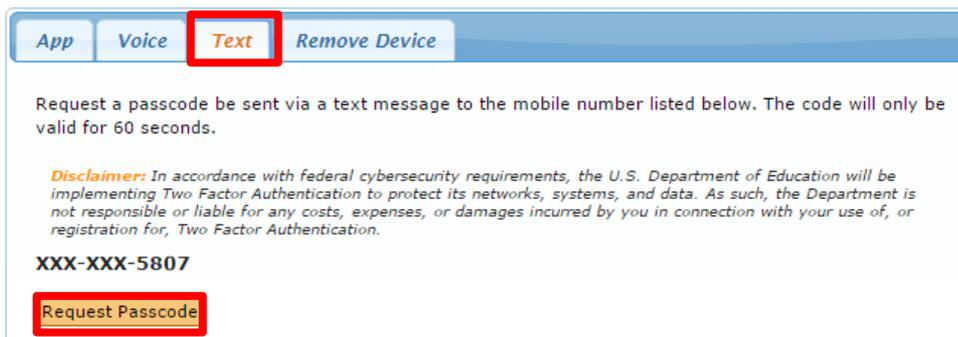
Verify Code Cancel

Note: The Authenticator Passcode for Voice Call-Back is only valid for 60 seconds

Receive SMS Text Message

The Text message tab provides an authorized user the choice to receive a passcode via text message. **Users must have a valid mobile phone number registered in the mobile field of their User profile in G5 .**

1. Click the radio button next to mobile number you wish to request a passcode
2. Click on Request Passcode
3. On the next screen that appears, enter the passcode retrieved from your mobile phone into the Passcode field in G5.
4. Click Verify Code.



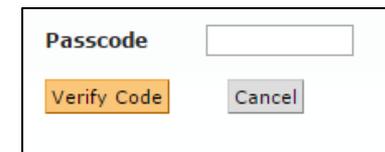
App Voice **Text** Remove Device

Request a passcode be sent via a text message to the mobile number listed below. The code will only be valid for 60 seconds.

Disclaimer: In accordance with federal cybersecurity requirements, the U.S. Department of Education will be implementing Two Factor Authentication to protect its networks, systems, and data. As such, the Department is not responsible or liable for any costs, expenses, or damages incurred by you in connection with your use of, or registration for, Two Factor Authentication.

XXX-XXX-5807

Request Passcode



Passcode

Verify Code Cancel

Note : The Authenticator Passcode for the text message is only valid for 60 seconds

Remove Device

The Remove Device tab provides the user the ability to remove a device connected to the Authenticator Application from the user's profile in case the user loses or replaces the device.

[App](#) [Voice](#) [Text](#) [Remove Device](#)

If you activated an Authenticator App for G5, but have lost or replaced the mobile device, you will need to remove it from association with G5.

- Answer the questions below and click "Verify and Remove Device."
- Then go back to the App tab and activate the new device.

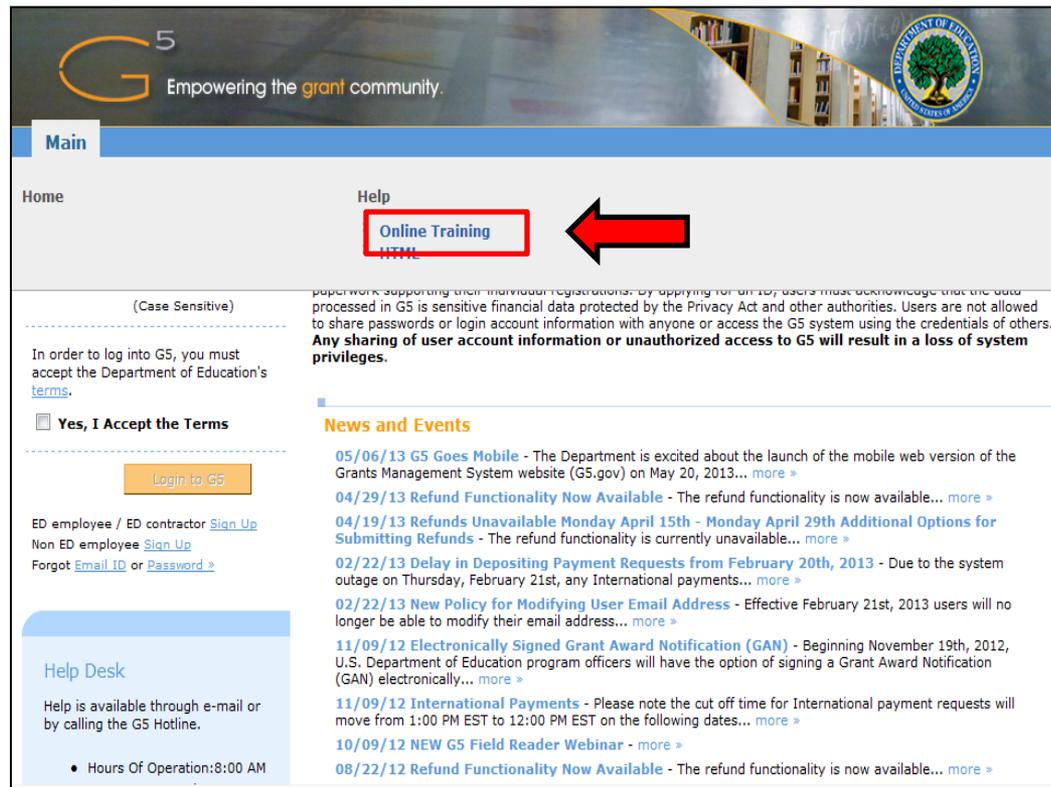
What street did you first live on? *

Who is your favourite entertainer? *

[Verify and Remove Device](#)

Online Training

Online training can be found at www.G5.gov. You do not need to be a registered user to access training materials. Go to the Help menu > Online Training option under Main. Look for the topic “Two Factor Authentication.”



The screenshot shows the G5 website interface. At the top, there is a navigation bar with 'Main' selected. Below this, there are two tabs: 'Home' and 'Help'. The 'Help' tab is active, and a red box highlights the 'Online Training' link, with a red arrow pointing to it from the right. Below the navigation bar, there is a section for login instructions, including a 'Login to G5' button and links for 'ED employee / ED contractor Sign Up' and 'Non ED employee Sign Up'. There is also a 'Forgot Email ID or Password' link. A 'Help Desk' section is visible at the bottom left, providing contact information and hours of operation. The right side of the page features a 'News and Events' section with several news items, each with a date and a 'more >' link.

Frequently Asked Questions

Q: A secretary or operator answers my phone and transfers the call to me. Can I use that number to retrieve a passcode for the App, Text or Voice method?

A: No. You must be able to hear the automated voice giving the passcode (voice option) or read the passcode on a text (text option) and enter it into G5 within 60 seconds.

Q: Am I required to download an authenticator application?

A: No, you can choose to receive the passcode via text message to you or a phone call to your mobile or landline phone.

Q: I cannot use a smart device at my work and cannot receive phone calls or text messages. How can I retrieve the passcode?

A: Contact the G5 Hotline at 888-336-8930 to discuss alternatives.

Q: I am logging into G5 for my boss. How can I retrieve the passcode?

A: Under no circumstances is someone else permitted to log into another person's G5 account. Your boss must log into G5 or you must open your own account.

Q: The “text” tab is greyed out and I cannot use it. Why?

A: If you do not have a phone number entered in the “mobile number” field in your G5 profile, you cannot use this option for retrieving a passcode. Go to Main>My Profile and enter a valid mobile number into the correct field.

Q: I have several G5 accounts – can I use the same authenticator application and phone numbers for each of them?

A: Yes, as long as the phone numbers you enter are yours.

G5 Hotline

If you have any questions, please contact the G5 Hotline using one of the options below:

1. Phone number: 1-888-336-8930
2. Email: edcaps.user@ed.gov
3. Go to the self-help portal at edcaps.force.com to submit a ticket.