

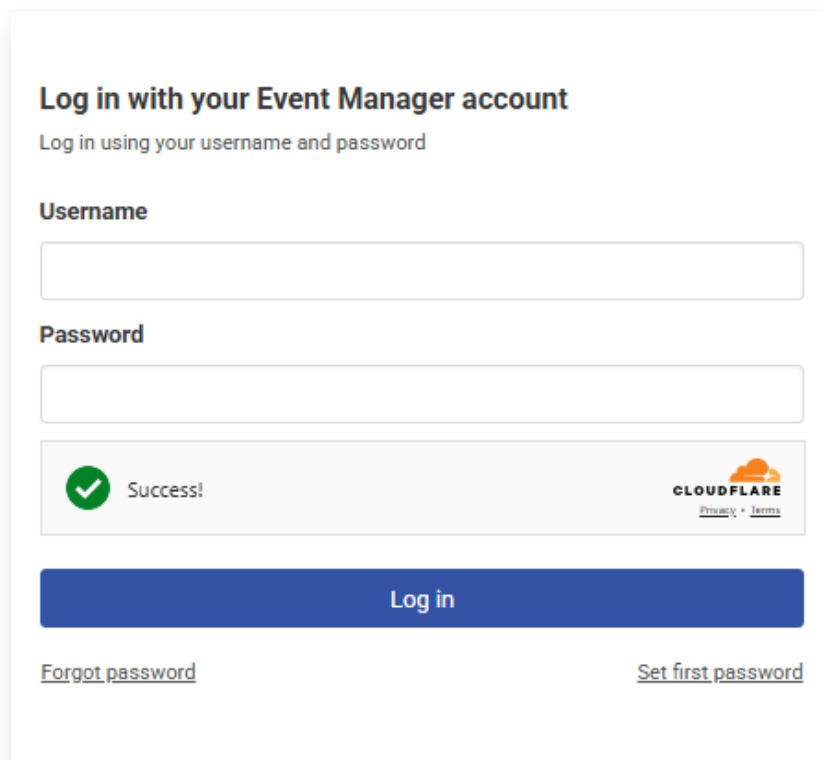
From Tuesday, 11th of August, Event Manager users will need to use Multi-Factor Authentication (MFA). MFA adds an extra security step to keep your account safe.

NOTE: This does not apply to organisations with Microsoft Single Sign-On (SSO) set up with Citycare Property.

How MFA Works

Citycare uses MFA to help protect your account information. You will sign in using your password plus a code from an app on your mobile phone.

If MFA is not set up yet, Event Manager will automatically guide you through the setup process the next time you click **Log in**.



The screenshot shows the 'Log in with your Event Manager account' page. It includes fields for 'Username' and 'Password'. Below these fields is a green checkmark icon and the text 'Success!'. To the right of the success message is the Cloudflare logo and the text 'CLOUDFLARE' with links for 'Privacy' and 'Terms'. At the bottom of the form is a blue 'Log in' button. Below the button are two links: 'Forgot password' and 'Set first password'.

Setting Up MFA from the 11th of August

You will need your mobile phone to set up MFA. If your account does not already have MFA enabled, you will see a setup screen with step-by-step instructions on the 11th of August.

You can use either the Microsoft Authenticator app or Google Authenticator app. Both are free to download and use.

Enable Multi-Factor Authentication

Secure your account with an additional layer of protection

Multi-factor authentication (MFA) adds an extra layer of security to your account by requiring a verification code from your mobile device in addition to your password.

Step 1: Install an Authenticator App

Choose and install one of the following authenticator apps on your mobile device:

**Microsoft Authenticator**
Recommended by Microsoft

Download for your device:

[Android](#) [iOS](#)

**Google Authenticator**
Popular choice

Download for your device:

[Android](#) [iOS](#)

Step 2: Scan QR Code

Open your authenticator app and scan this QR code to add your account:



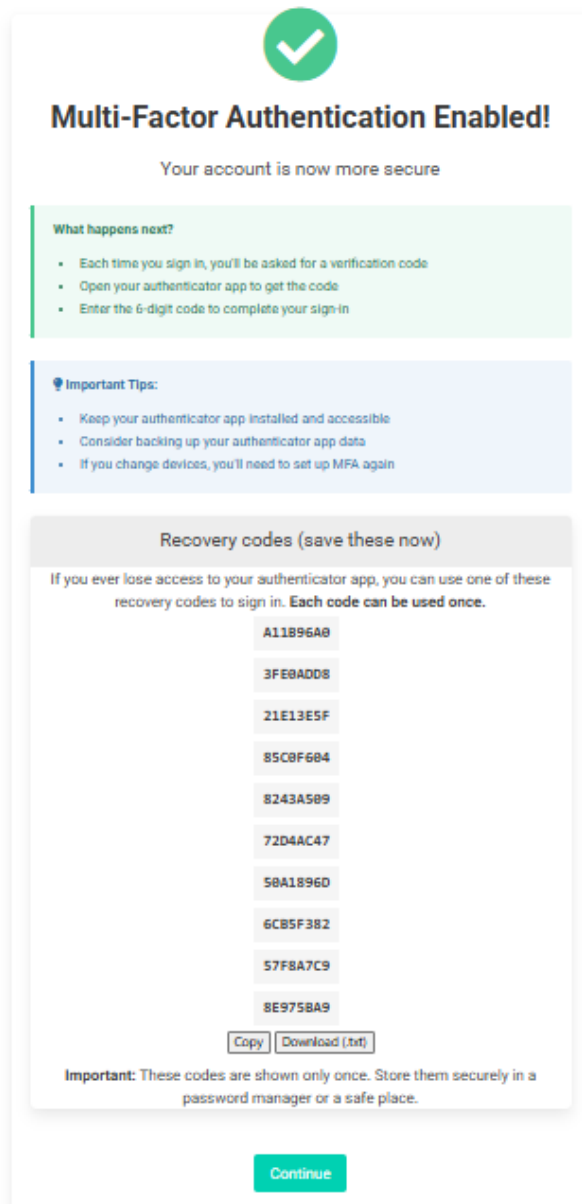
Can't scan the QR code?

Manually enter this key into your authenticator app:

[Copy](#)

[Verify and Enable MFA](#) [Cancel](#)

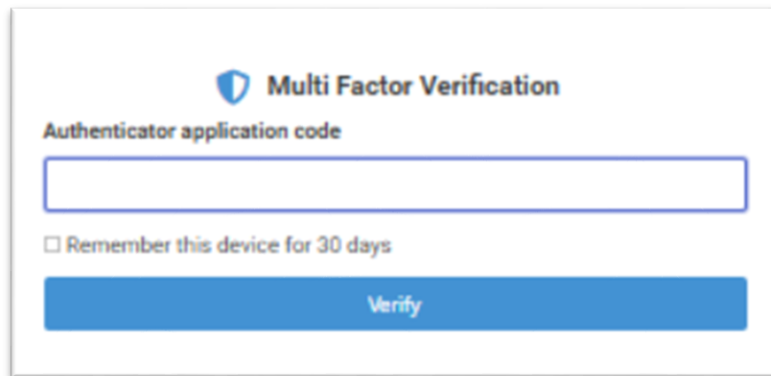
Once you've finished setting up MFA, you will see a confirmation screen.



Important: You will receive recovery codes. Keep these somewhere safe. They can be used **one time only** if you lose access to your phone or authenticator app.

Logging In After MFA Is Set Up

When you next log in to Event Manager, you will see the following screen:



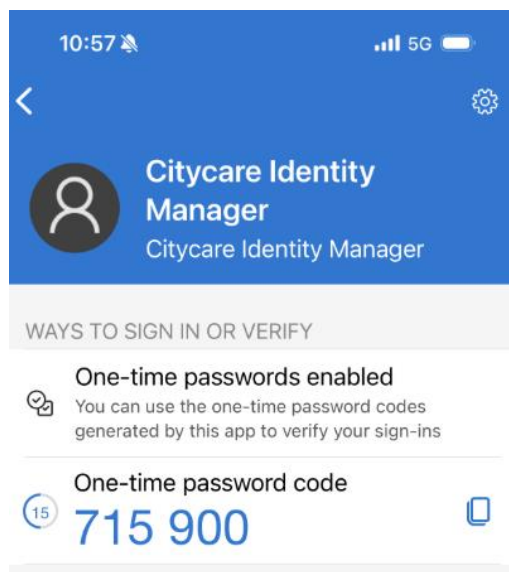
The image shows a 'Multi Factor Verification' screen. At the top, there is a shield icon and the title 'Multi Factor Verification'. Below this, the text 'Authenticator application code' is followed by a text input field. Underneath the input field is a checkbox labeled 'Remember this device for 30 days'. At the bottom of the screen is a large blue button labeled 'Verify'.

Open your authenticator app and enter the 6-digit code from your **authenticator** application that you selected during initial setup.

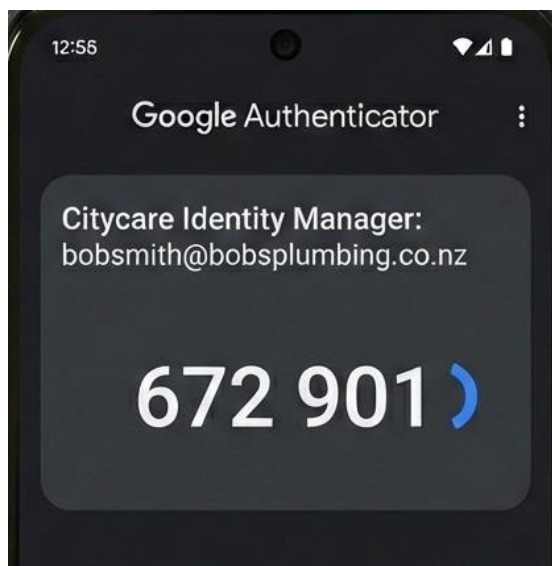
NOTE: You can tick the “Remember this device for 30 days” to bypass this step on subsequent logins for the next 30 days on the current device or computer.

Below are examples of what you’ll see in the authenticator app.

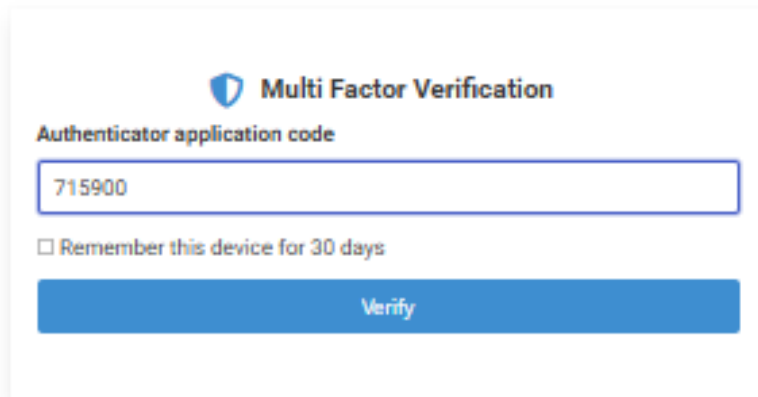
Microsoft Authenticator



Google Authenticator



Enter the code into the EM verification screen when prompted.



If You Lose Your Device

If you lose your phone or cannot use your authenticator app, contact the EM Support team. They will reset your MFA so you can set it up again at your next login.

If You See the MFA Setup Screen Again

If your phone already has the authenticator app configured but EM is still asking you to enrol, remove the old entry from your app:

- **Microsoft Authenticator**
Open the **Citycare Identity Manager** entry, tap the **Settings** icon, then choose **Delete Account**.
- **Google Authenticator**
Swipe left or right on the **Citycare Identity Manager** entry to delete it.

After removing it, log in again and EM will guide you through a fresh setup.