LMS – Multi Factor Authentication (MFA)

13/01/2025

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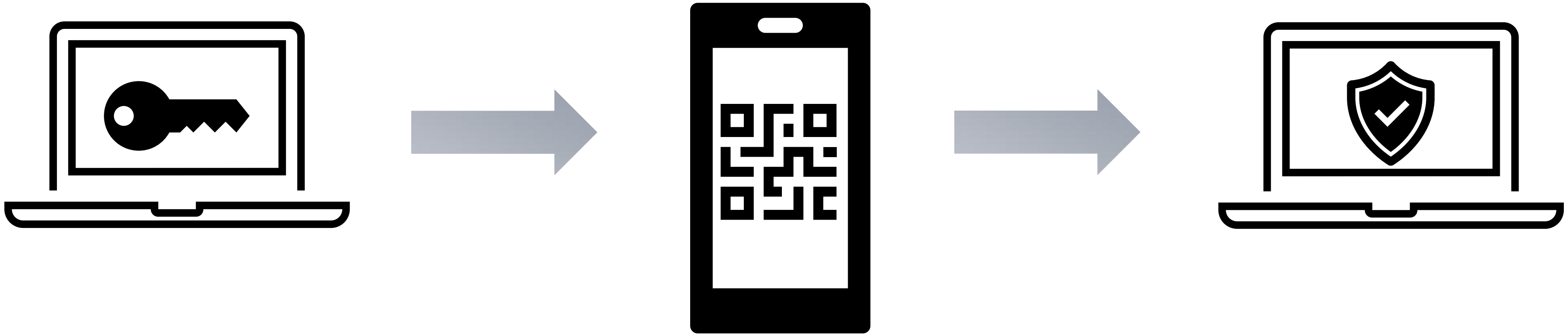
LMS – MULTI FACTOR AUTHENTICATION (MFA)

INTRODUCTION

Multi-factor authentication is a security enhancement that allows you to present two (or more) pieces of evidence-your credentials-when accessing an account; MFA aims to make the process more secure by requiring at least one additional factor — hence the name "multi-factor authentication."

Users and passwords are often easy to identify, vulnerable, and can therefore be stolen by third parties. Enforcing the use of MFA means increasing confidence that our organizations will remain safe from cybercriminals.



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WHEN AND HOW

The multi-factor authentication system will be activated from **18/11/2024** on the following sites:

https://webacademy.ivecogroup.com/
https://training.fptindustrial.com/
https://webacademy.ivecodefencevehicles.com/

Users must have an authentication app installed on their device by that date.
AS AN ALTERNATIVE
starting from 20th of January 2025, it will be possible to validate the OTP code by email.

This initiative will be implemented on LMS platform for all users who will log in directly.

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PROCESS DESCRIPTION (AUTHENTICATION BY APP)

After activation of Multi-Factor Authentication, the first time the user logs in through the use of standard LMS Login, a "QR" code will be displayed on the screen that must be scan through the phone's camera using the Google Authenticator app* (or copy the key-code displayed in the same window).

This needs to be done **only once,** to associate your device with the application you want to use (Iveco Web Academy, FPT or IDV academy).

Once the association is made, the "Authenticator" will display a series of six numbers (OTP Code), which will update every 30 seconds, and which represent the second key to the site.

This will need to be entered on a special screen immediately downstream of the login and password entry.

Once the authentication is done, the system will only ask for the OTP Code generated by the Authenticator App for the following accesses.

* It is possible to use a generical app for OTP token (like Microsoft Authenticator and others)

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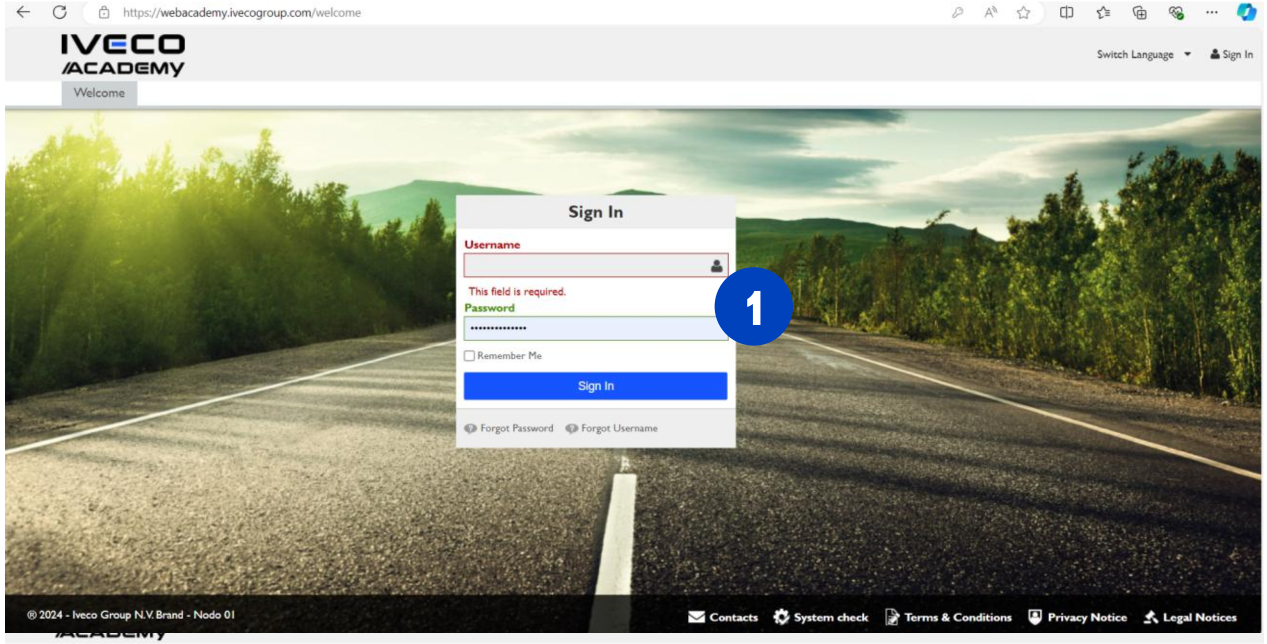
PROCESS (AUTHENTICATION BY APP)

1 Login by Username and Password



Sign In

Username

This field is required.

Password

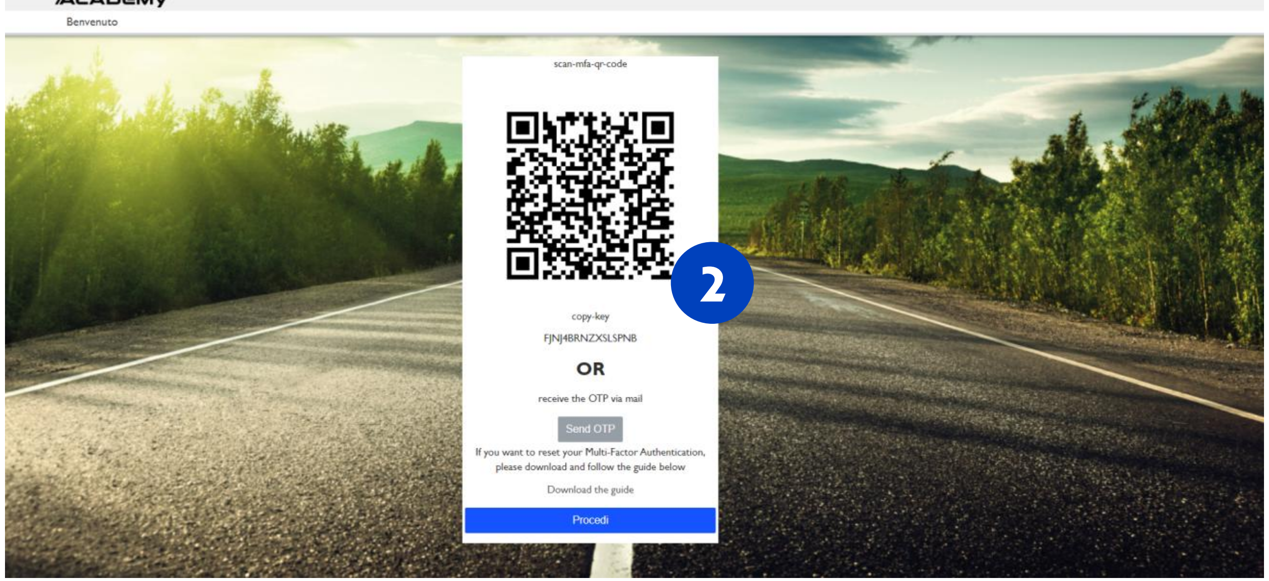
••••••••••••••

□ Remember Me

Sign In

Forgot Password Forgot Username

2 Scan QR code with Autenticator App (or copy the key-code) then click on PROCEED



scan-mfa-qr-code

copy-key

FJNJ4BRNZXSLSPNB

OR

receive the OTP via mail

Send OTP

If you want to reset your Multi-Factor Authentication, please download and follow the guide below

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Procedi

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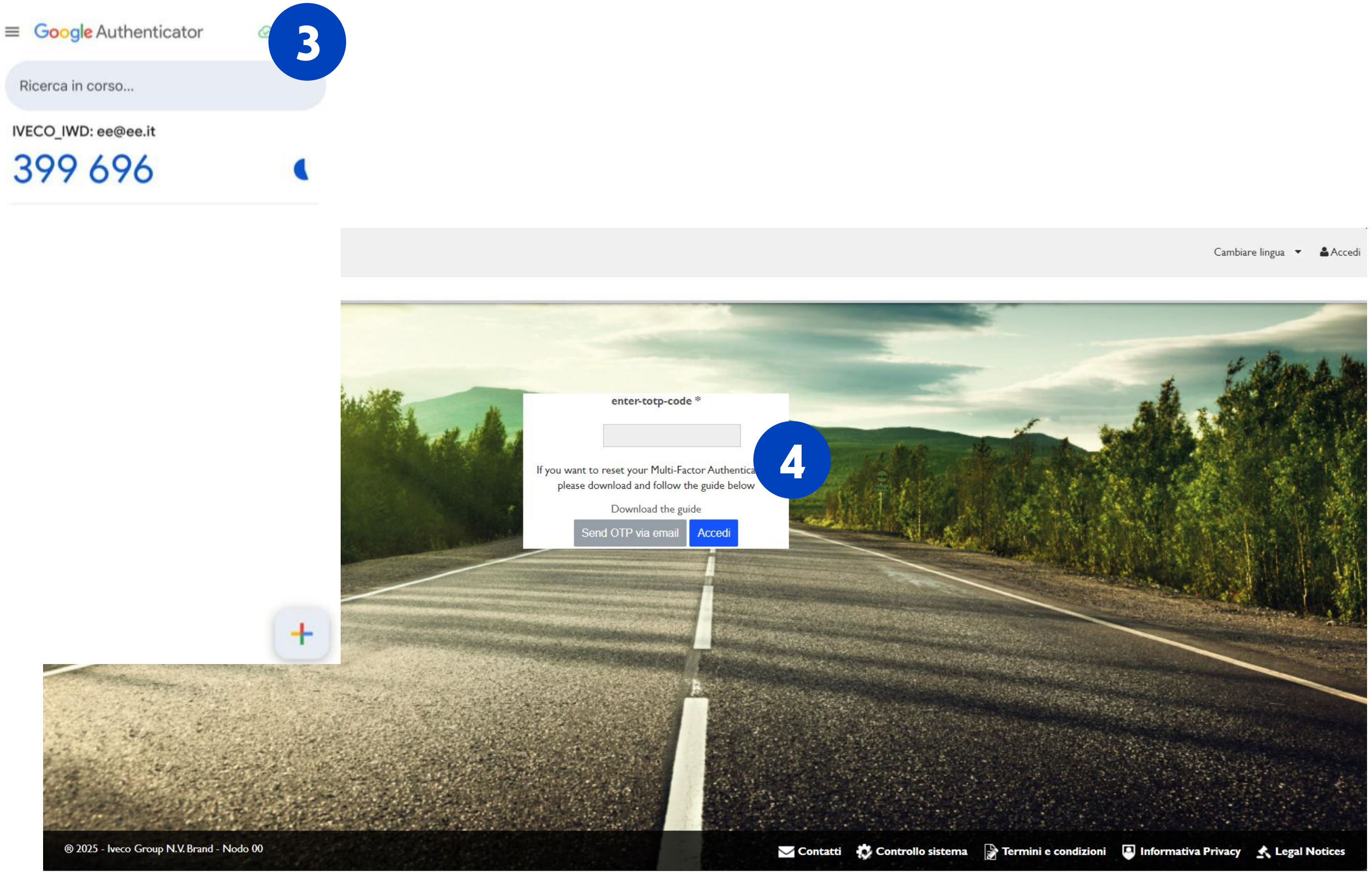
PROCESS (AUTHENTICATION BY APP)

3 Obtain 6 number code in App Authenticator

4 Insert the 6 number code to validate access



Google Authenticator

Ricerca in corso...

IVECO_IWD: ee@ee.it

399 696

enter-totp-code *

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5 **PROCESS COMPLETED!**

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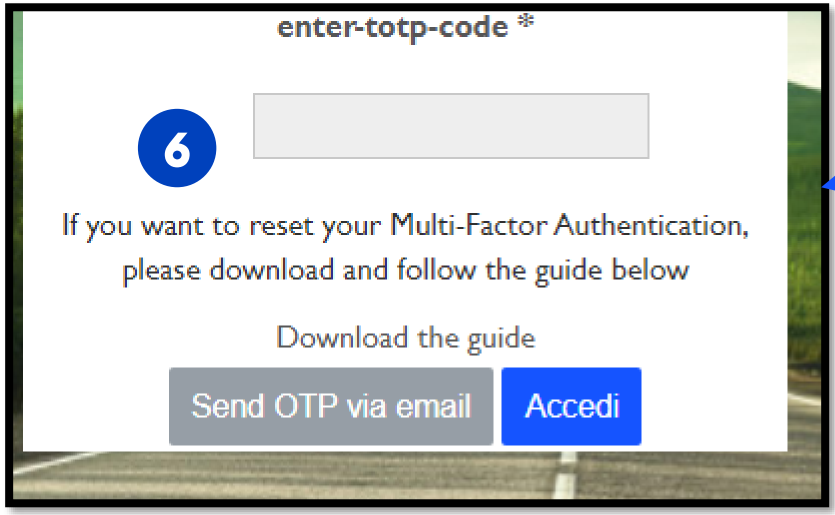
PROCESS (AUTHENTICATION BY APP)

6 Next access will be requested directly to insert the OTP code provided by the Authenticator App (as an alternative, user can click on «SEND OTP VIA EMAIL» in order to receive it by email.) User must access the Authenticator App, generate the OTP code and copy in the related field to access the platform.



enter-totp-code *

6

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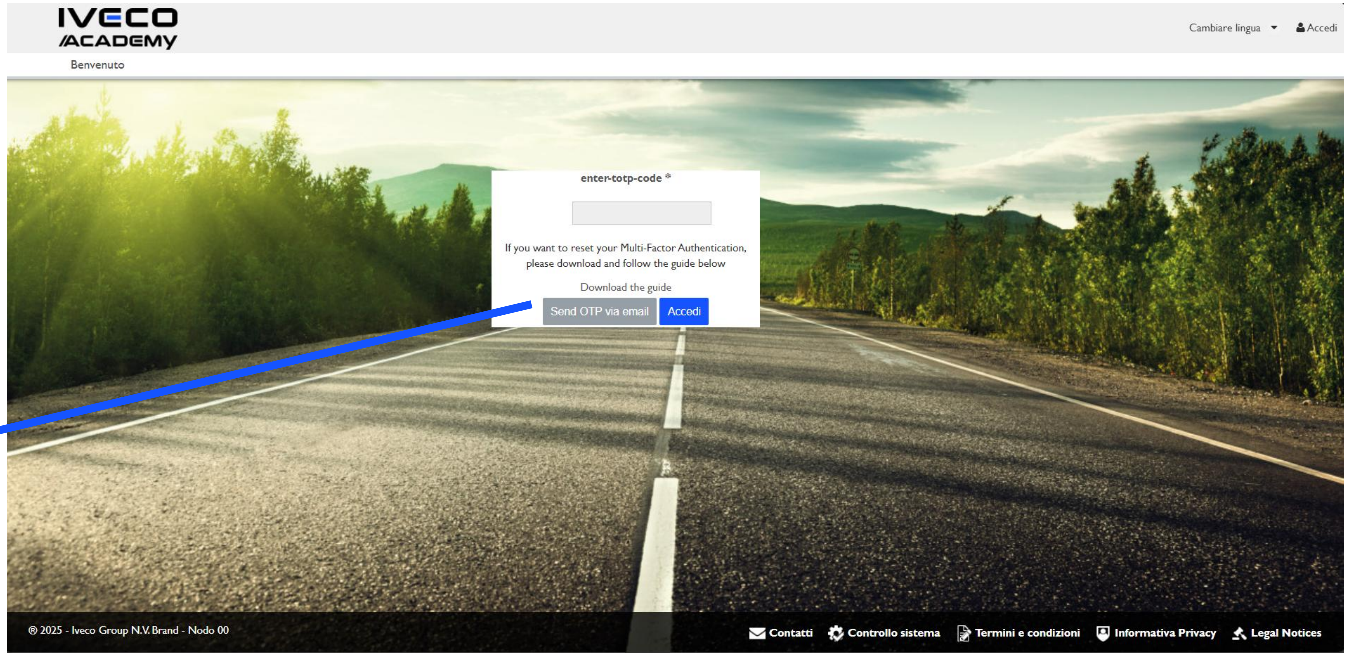

enter-totp-code *

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PROCESS DESCRIPTION (AUTHENTICATION BY EMAIL)

Since 20th January will be possible for users to authenticate their user by receiving an OTP code by email.

The first time the user logs in, through the use of standard LMS Login, a "QR" code will be displayed on the screen that can be scan through the phone's camera using the Google Authenticator app*, or can be used the option "SEND OTP VIA EMAIL".

The Authentication mode via Email allow users to receive the OTP code at the email address setted in LMS, once received the user just have to copy the OTP code received and paste it in LMS.

This kind of authentication process can be used for each login, everytime the user has to access LMS can ask to generate a new OTP code and receive it by email.

* The email address will receive the OTP code is the one setted as «Email Address» in Idocs/LMS

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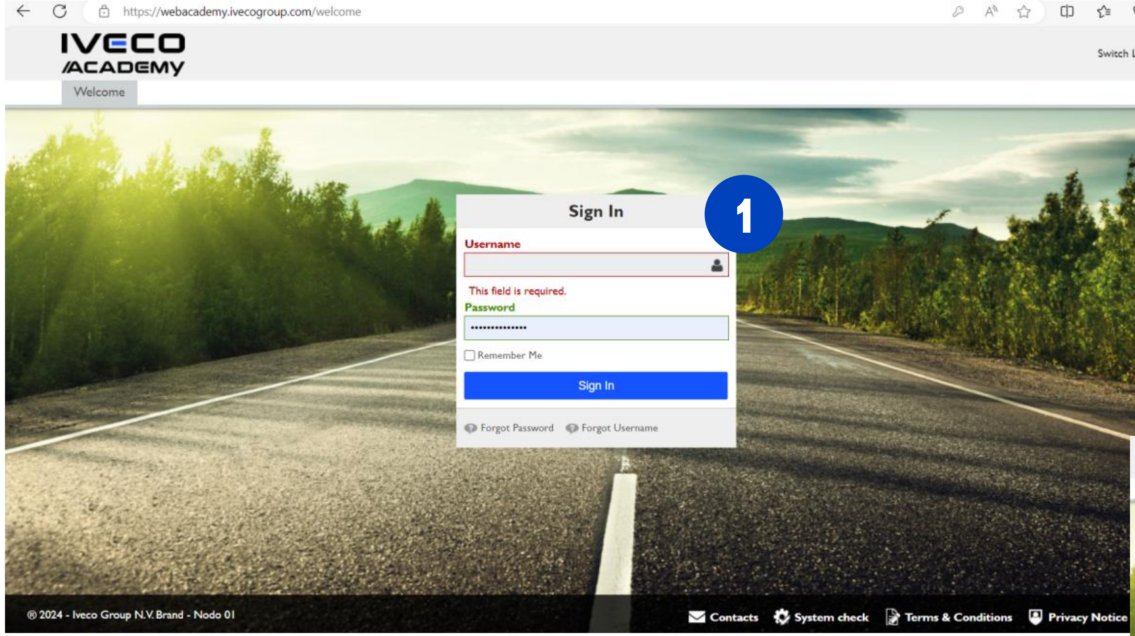
PROCESS (AUTHENTICATION BY EMAIL)



Sign In

Username

This field is required.

Password

••••••••••••••

□ Remember Me

Sign In

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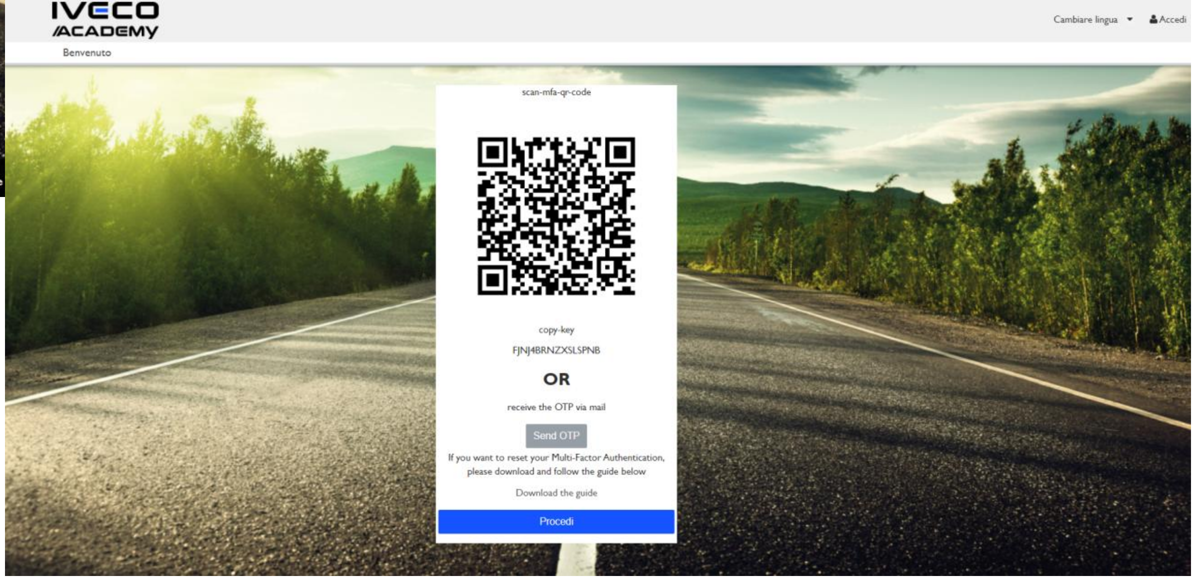
1 Login by Username and Password



scan-mfa-qr-code

copy-key

FJNJ4BRNZXSLSPNB

OR

receive the OTP via mail

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2 Select “Send OTP” to receive it by email

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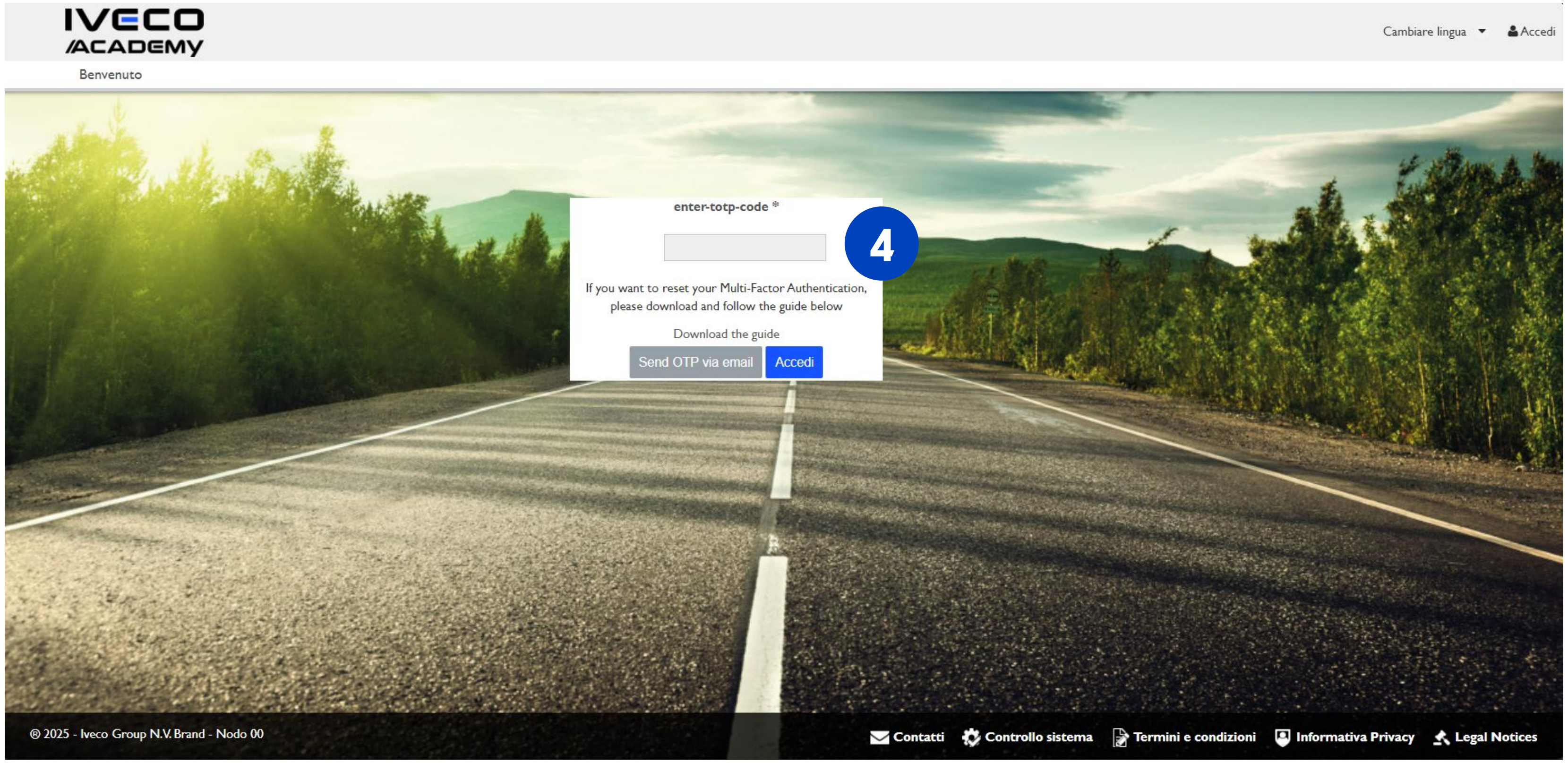
PROCESS (AUTHENTICATION BY EMAIL)

3 User will receive an OTP code by email, and he/she just needs to tap it in the related field.

4 Insert the 6 number code to validate access



enter-totp-code *

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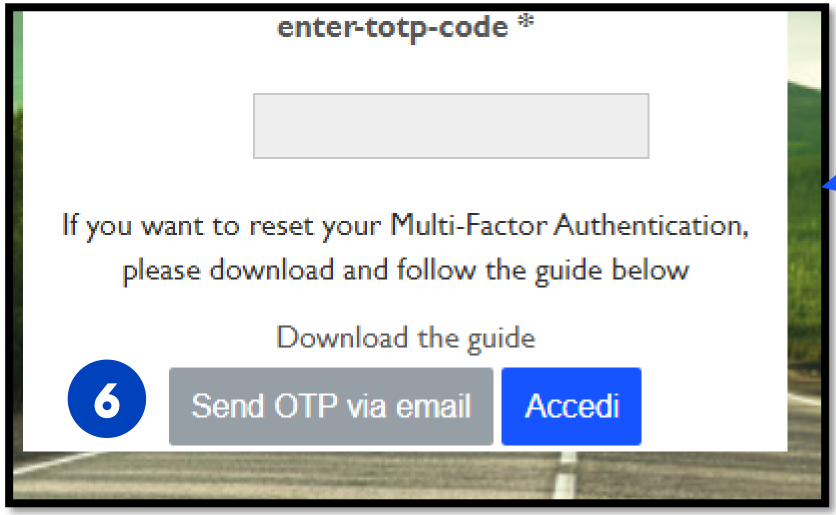
5 **PROCESS COMPLETED!**

LMS – MULTI FACTOR AUTHENTICATION (MFA)

PROCESS (AUTHENTICATION BY EMAIL)

6 Next access will be requested directly to insert the OTP code, so the user must click on «SEND OTP VIA EMAIL» in order to receive it by email and tap in the requested field to access the platform.


enter-totp-code *

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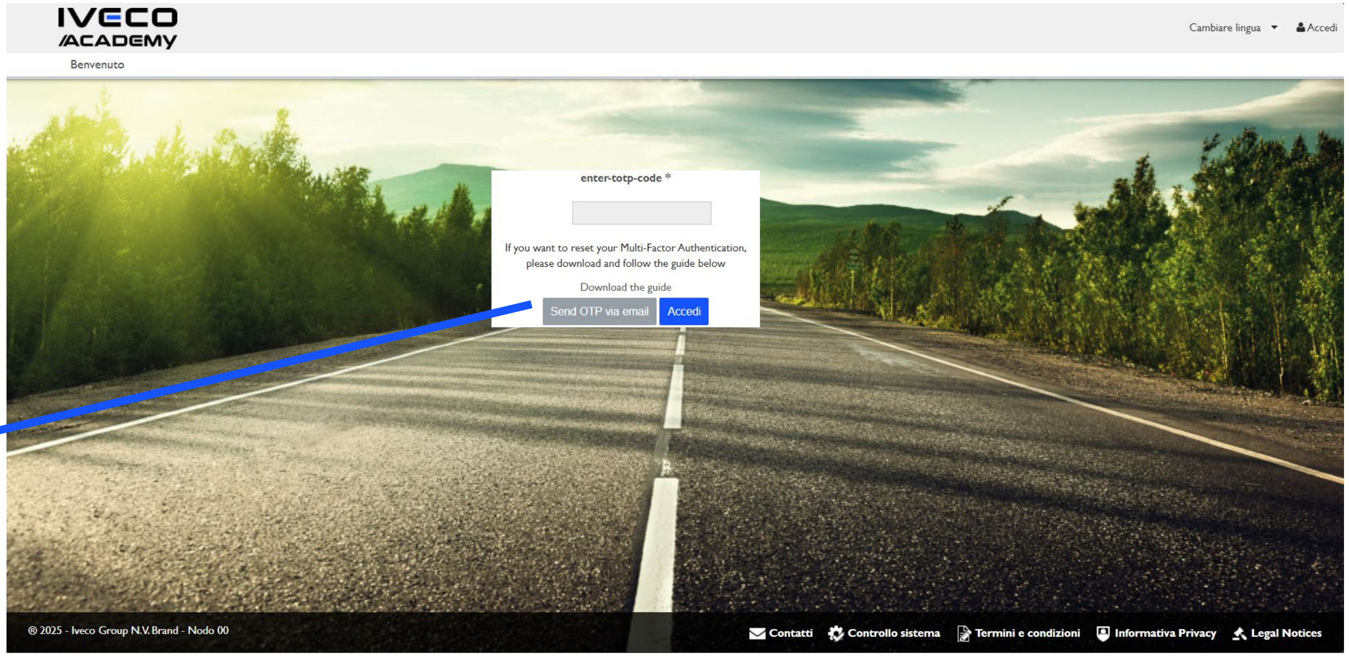

enter-totp-code *

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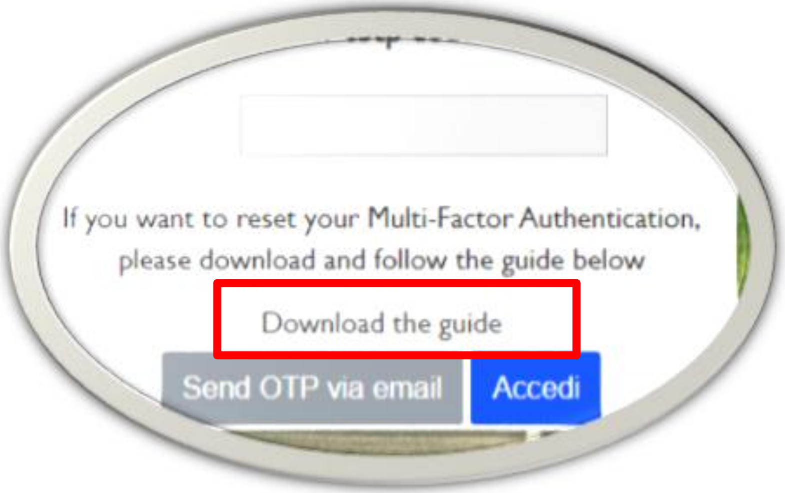
MORE DETAILS

It is possible to download this guide clicking on the link "Download the guide".



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The following links can be used to download the Google Authentication app:
[Link to download Google Authenticator](#) for Android
[Link to download Google Authenticator](#)for IOS

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ISSUES?

If you encounter problems or need to renew your MFA registration for portal access, you will need to make a request through a ticket on Service Now. After the cancellation, by repeating the login it will be possible to register a new device.
Dealers can ask for support directly to HDM Driver, that will open a ticket for them.

PLEASE NOTE THAT FOR DEALER USERS

The single access point for IVG dealers is **Welcome Portal**. Through the Welcome Portal, users can log in by validating their user account via email or app then directly access to LMS.

For every kind of issue with MFA please always refer to Service Now and open a ticket to our queue (G_LMS_IVG_ITIL), indicating your username.

BACKUP