

# User Guide

## Two Factor Authentication

### TABLE OF CONTENTS

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|  |   |
|--|---|
| Table of Contents .....  | 0 |
| Two Factor Authentication .....                                    | 0 |
| <i>How to set up two factor authentication</i> .....               | 2 |
| <i>How to log in to Xero using two factor authentication</i> ..... | 6 |
| <i>How to log in to Xero without an authentication code</i> .....  | 6 |
| <i>How to disable two factor authentication</i> .....              | 7 |

### TWO FACTOR AUTHENTICATION

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Two Factor Authentication, also known as 2FA is an extra layer of security that is known as "multi factor authentication" which requires on top of a username and a password another security option accessible exclusively by the user, such as a physical token or a code provided by an app on their smart phone.

#### SECURITY ENHANCEMENT

Using a username and password together with a piece of information that only the user knows makes it harder for potential intruders to gain access and steal that person's personal data or identity. Using a Two Factor Authentication process can help to lower the number of cases of identity theft or access to software information.

#### SET UP TWO FACTOR AUTHENTICATION IN XERO

To set up Two Factor Authentication the user needs to install an authenticator app on their phone and then link it with their Xero account. Each user in the Xero organisation needs to set up Two Factor authentication individually. When a user sets up Two Factor authentication, it applies to that user's login only, and on any device the user logs into Xero. [Watch the Video](#)

#### LOGIN TO XERO USING 2FA

When the user logs into Xero, an authentication code must be entered from the authenticator app. Authentication can be set up either each time the user sign in or every 30 days. If the user can't access the device, they can still log in using backup security questions.



### Important Information

- 2FA 30-day option only applies when access Xero from the same device and browser;
- Starting from March 2018, 2FA is a compulsory set up for all Xero partners;
- Starting from June 2018, 2FA is a compulsory set up for all Xero users;
- If mobile phone is not available, access to Xero is still available via security questions



### Security Policies

- Any user roles can have 2FA set up
- Each Xero user will now be required to have their own Xero login account

### Frequently Asked Questions

#### *What phones work with 2 Factor Authentication?*

Two Factor Authentication works with both iPhone and Android technology as well as Windows phones.

#### *Can I still access Xero without my phone?*

Yes, by answering your security questions

#### *I have multiple Xero user logins; can I still use Two Factor Authentication?*

Yes you can set up two factor authentication for multiple Xero accounts

#### *My staff members use the same user details to access Xero how would that work with 2FA?*

It will not, each staff member will need to have their own user access

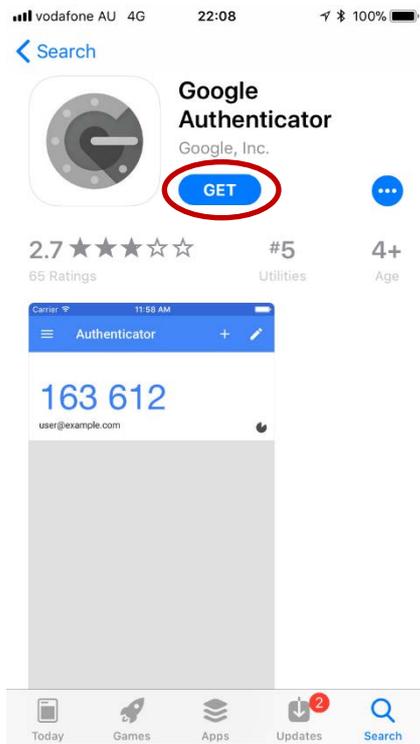


## How to set up two factor authentication

### DOWNLOAD THE GOOGLE AUTHENTICATOR APP TO YOUR PHONE

1. Go to the App Store (iPhone) or Google Play (Android), search for an app called: **Google Authenticator**

➔ *The Google Authenticator App displays on your phone*

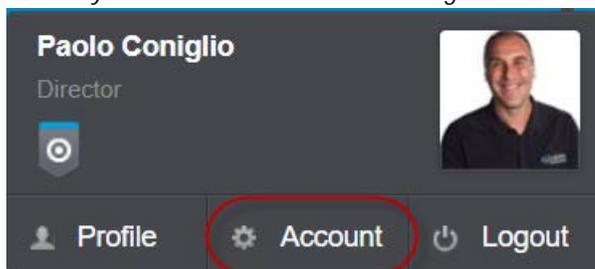


2. Tap **[Get]** to download the app to your phone

### SET UP TWO FACTOR AUTHENTICATION IN XERO

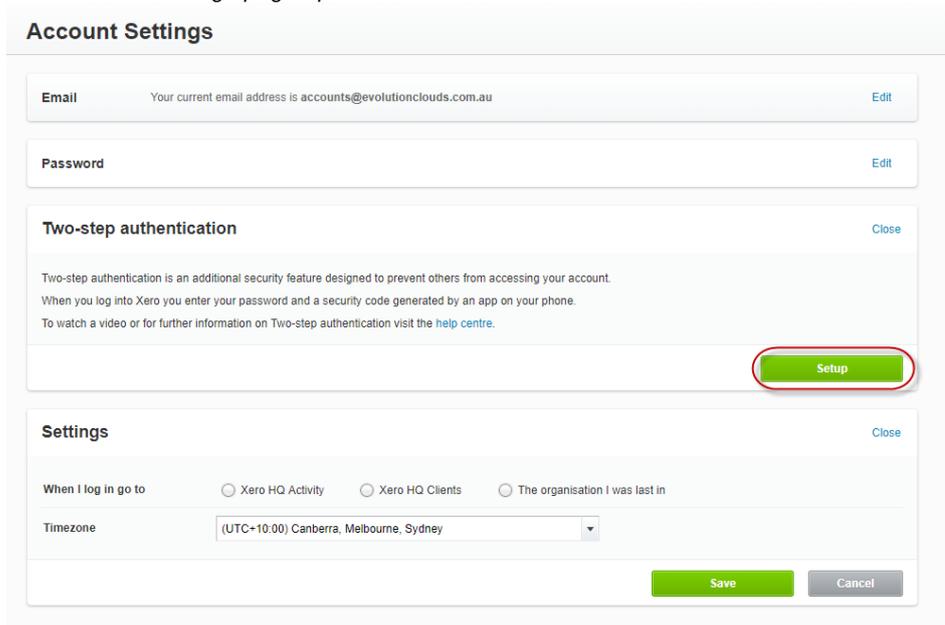
3. Log in to Xero and click on your name on the top right-hand side of the screen

➔ *Access your Xero detailed account settings*



4. Click on **[Account]**

➔ The Account Settings page opens



**Account Settings**

**Email** Your current email address is accounts@evolutionclouds.com.au [Edit](#)

**Password** [Edit](#)

**Two-step authentication** [Close](#)

Two-step authentication is an additional security feature designed to prevent others from accessing your account. When you log into Xero you enter your password and a security code generated by an app on your phone. To watch a video or for further information on Two-step authentication visit the [help centre](#).

[Setup](#)

**Settings** [Close](#)

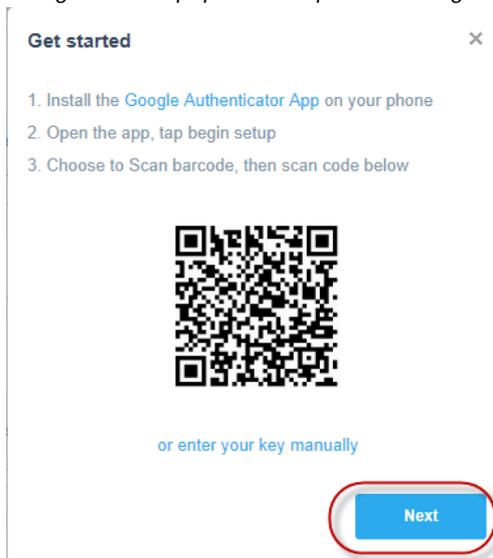
When I log in go to  Xero HQ Activity  Xero HQ Clients  The organisation I was last in

Timezone (UTC+10:00) Canberra, Melbourne, Sydney

[Save](#) [Cancel](#)

5. Under the Two-step authentication heading, click on [\[Setup\]](#)

➔ The get started pop screen opens showing the Xero QR Code



**Get started** ×

1. Install the [Google Authenticator App](#) on your phone
2. Open the app, tap begin setup
3. Choose to Scan barcode, then scan code below



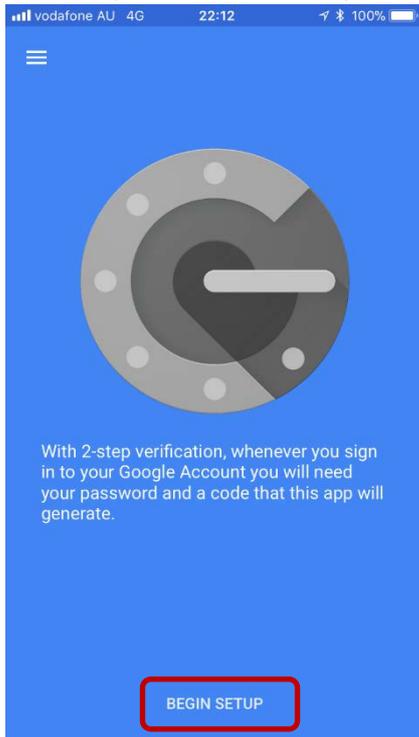
[or enter your key manually](#)

[Next](#)

## LINK YOUR GOOGLE AUTHENTICATION APP TO YOU XERO ACCOUNT

6. Pick up your smart phone
7. On your smart phone open the Google Authenticator App

→ The 2-step authentication set up screen opens



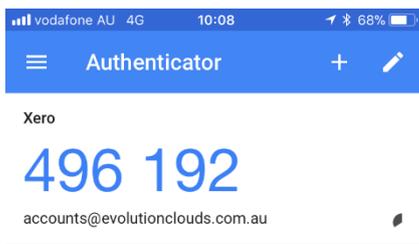
8. Tap **Begin Setup** → **Scan barcode**

→ The Scan barcode screen opens

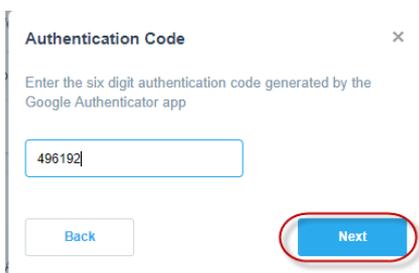
9. Scan the QR code on your screen and click on **[Next]**

→ On your smart phone → the Xero Authenticator displays showing the first authentication code.

**Note:** this code changes every 30 seconds

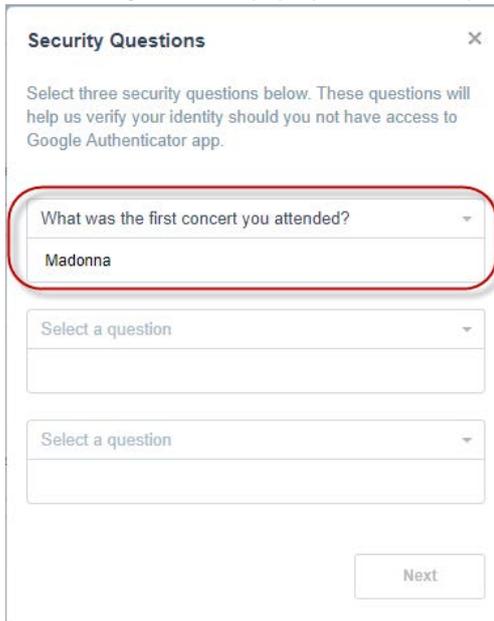


→ On your computer screen → The Authentication code pop window is displayed



10. Enter the code in Xero and click on **[Next]**

→ The Security Question pop up screen is displayed

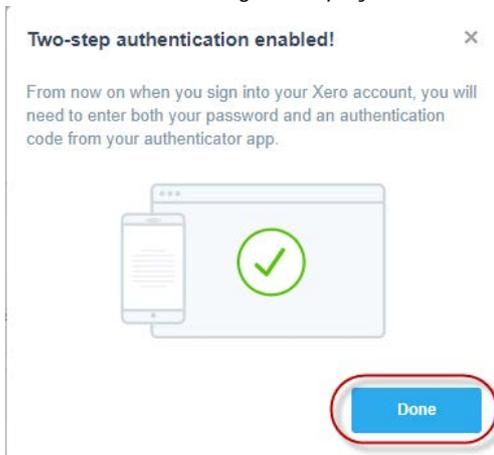


11. Select 3 security questions and enter your security answers

**Note:** try to keep your security answers as brief as possible, ideally no longer than one word

12. Click on [Next]

→ A confirmation message is displayed



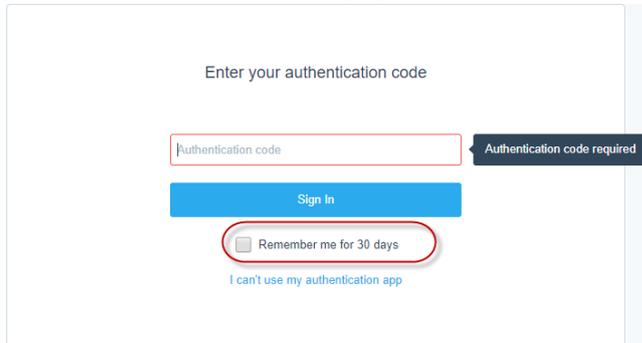
13. Click on [Done]

### How to log in to Xero using two factor authentication

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1. Go to Xero and log in using your email and password

➔ *The Authentication screen is displayed*



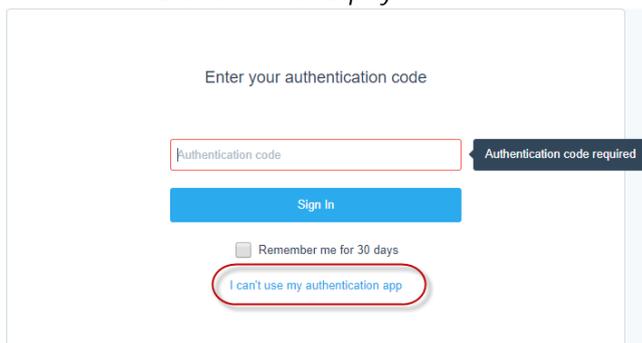
2. Pick up your phone and open the Google Authenticator App
3. Enter the Authentication code displaying on your phone screen
4. If you wish to identify this device as a trusted computer, select the **Remember me for 30 days** checkbox.  
**Note:** *This option only applies when using the same device with the same browser.*
5. Click on **[Sign In]**  
**Note:** *Your Xero account will automatically lock for 2 hours after 6 consecutive failed log in attempts.*

### How to log in to Xero without an authentication code

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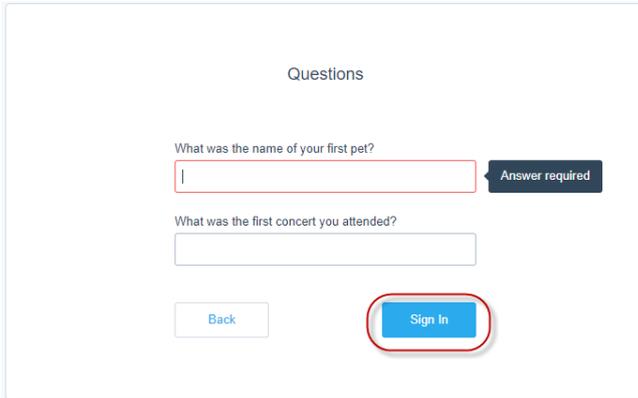
1. Go to Xero and log in using your email and password

➔ *The Authentication screen is displayed*



2. Click on **I can't use my authentication app**

→ The security question pop up window is displayed



Questions

What was the name of your first pet?

Answer required

What was the first concert you attended?

Back Sign In

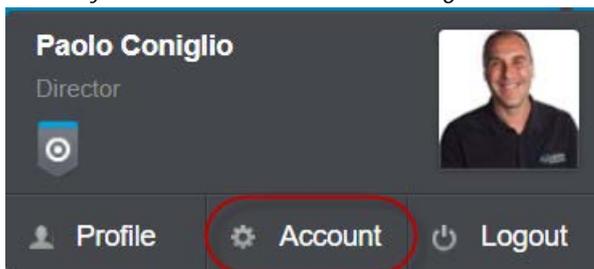
3. Answer the security questions and click on [\[Sign In\]](#)

## How to disable two factor authentication

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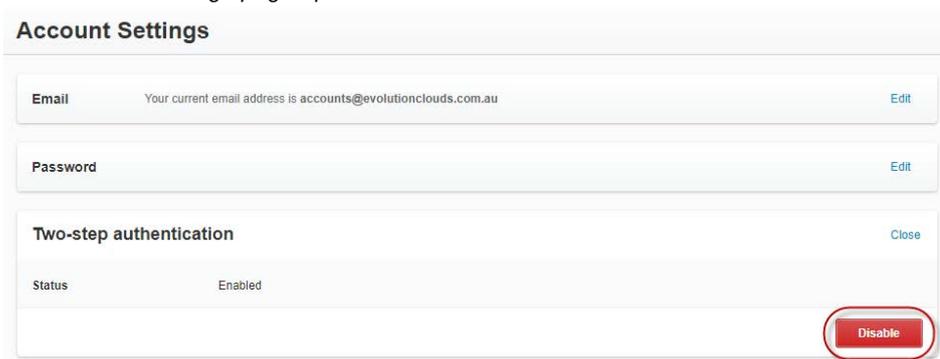
1. Log in to Xero and click on your name on the top right-hand side of the screen

→ Access your Xero detailed account settings



2. Click on [\[Account\]](#)

→ The Account Settings page opens



Account Settings

Email Your current email address is accounts@evolutionclouds.com.au Edit

Password Edit

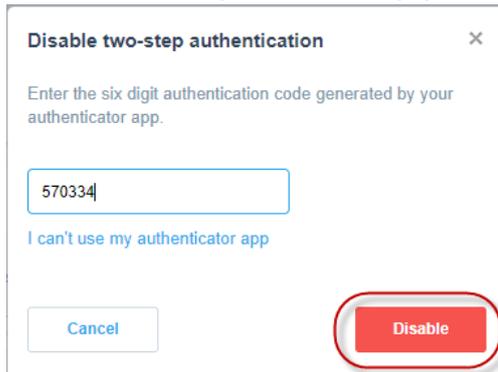
Two-step authentication Close

Status Enabled

Disable

3. Click on [\[Disable\]](#)

→ *The Disable two-step authentication pop window is displayed*



4. Pick up your phone and open the Google Authenticator App
5. Enter the Authentication code displaying on your phone screen
6. Click on [\[Disable\]](#)