

How to set up your MFA

What you need to know

Multi-factor authentication (MFA) provides an extra level of security for your ClickSuper login, by requiring an authentication code in addition to your username and password.

Before you set it up for your ClickSuper login, make sure you know [About Multi-Factor Authentication](#).

- [What you need to know](#)
- [Set up MFA with the Google Authenticator app](#)
- [Set up MFA with the Unofficial Authenticator Extension](#)

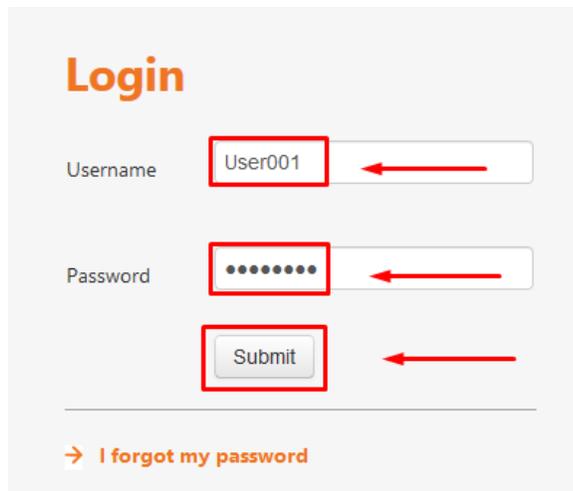
Set up MFA with the Google Authenticator app

If you already have the Google Authenticator app installed on your mobile device, add another account to it for your ClickSuper login.

If you don't have it installed already, you can download it from the Apple App Store (for iPhone) and from the Google Play Store (for Android).

When you log into ClickSuper, set up your MFA if you haven't set it up yet for your ClickSuper Login.

1. Go to the ClickSuper login page.
2. Enter your username and password, then click **Submit**.



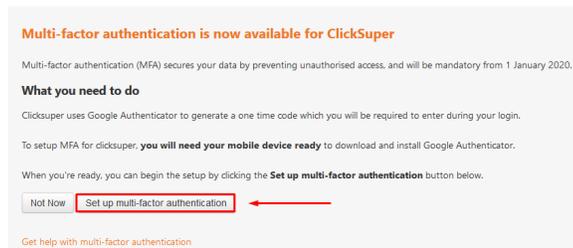
Login

Username

Password

[→ I forgot my password](#)

3. Click **Set up multi-factor authentication**.



Multi-factor authentication is now available for ClickSuper

Multi-factor authentication (MFA) secures your data by preventing unauthorised access, and will be mandatory from 1 January 2020.

What you need to do

Clicksuper uses Google Authenticator to generate a one time code which you will be required to enter during your login.

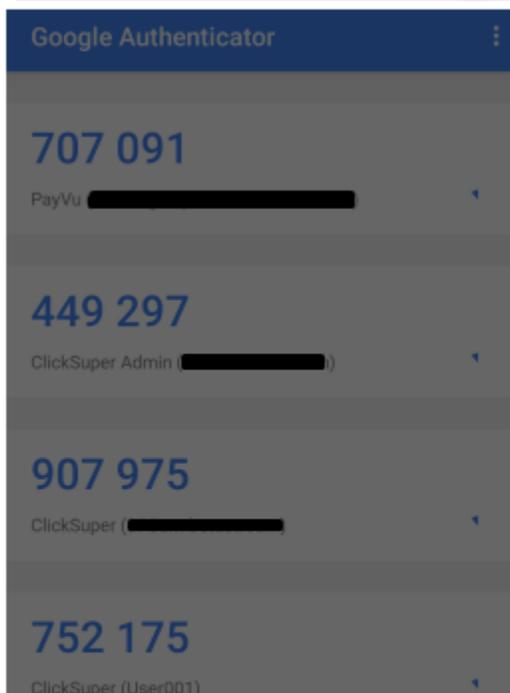
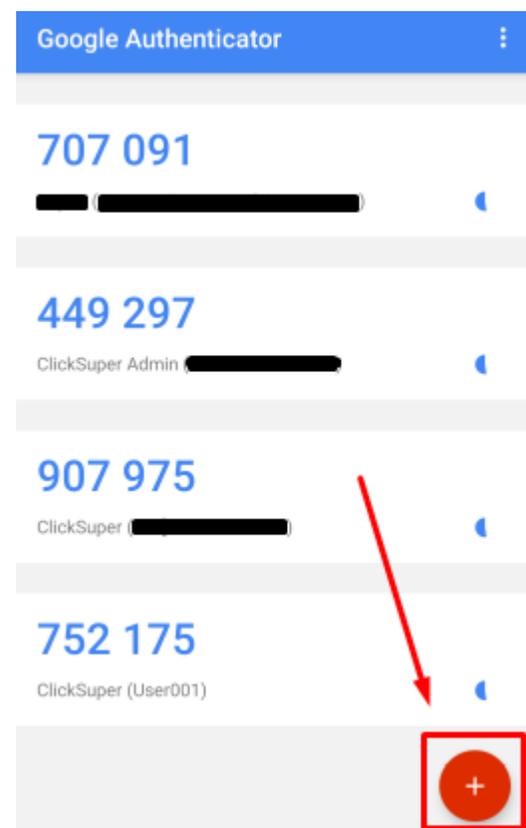
To setup MFA for clicksuper, **you will need your mobile device ready** to download and install Google Authenticator.

When you're ready, you can begin the setup by clicking the **Set up multi-factor authentication** button below.

[Get help with multi-factor authentication](#)

4. If you already have the Google Authenticator app on your mobile device, open the app. If you don't have it installed yet, download it from the Apple App Store (for iPhone) or the Google Play Store (for Android).

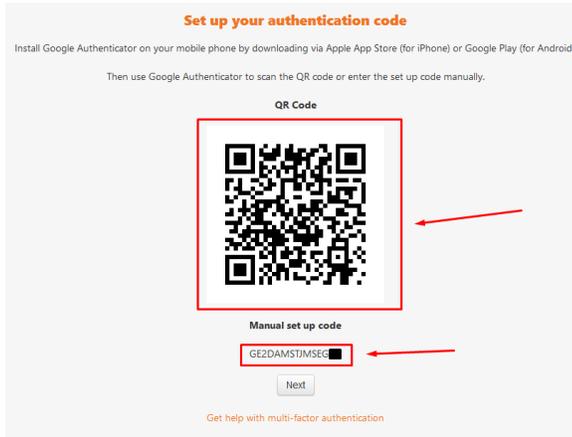
5. Click the plus icon.



6. You can link the Google Authenticator App to ClickSuper in 2 ways as shown in the above screenshot.

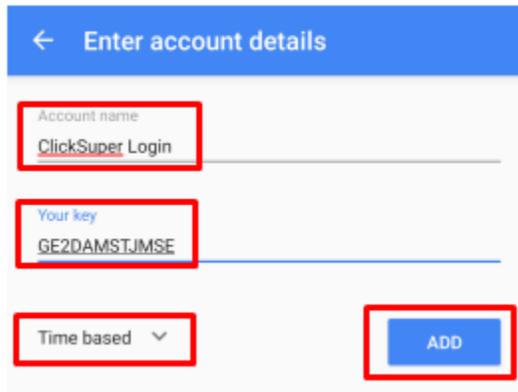
- Scan the QR code displayed on the ClickSuper screen **OR**

- Enter the set-up key manually and turn on the time-based option. The code required is shown in ClickSuper under 'Manual set up code' as shown below:



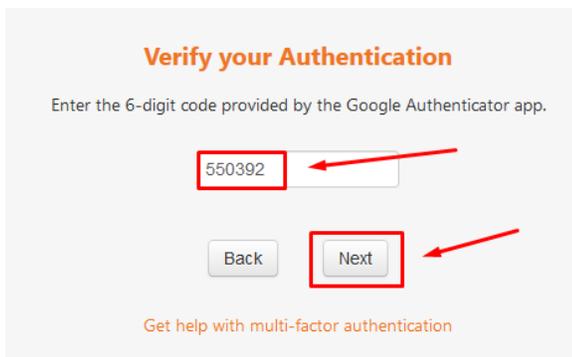
If setting up your authentication code using a manual set up code, please see the following:

- The Account is the application name. Enter ClickSuper or a name of your choice such as your username.
- The Key is the manual set up code displayed on the ClickSuper screen.



7. Click **Next** after you have completed the set up.

8. Enter the authentication code provided by the Google Authenticator app into ClickSuper, then click **Next**.



9. If you haven't set up a security question and answer in ClickSuper, you will be prompted to set it up. This is a mandatory step and is an alternative method to log into ClickSuper if you don't have access to your authentication device. Click Finish.

Add a security Question

As an alternative to the Google Authenticator app, we can verify your identity using security question.

Select your security question and answer here.

-- Select Question --

Answer

Next

Add a security Question

As an alternative to the Google Authenticator app, we can verify your identity using security question.

Select your security question and answer here.

-- Select Question --

-- Select Question --

What is your favourite color?

What is your favourite movie?

What is your mother maiden name?

What is your pet's name?

What was your childhood nickname?

What was your favorite place to visit as a child?

Where did you go to primary school?

Who was your childhood hero?

Have your own question?

Add a security Question

As an alternative to the Google Authenticator app, we can verify your identity using security question.

Select your security question and answer here.

What is your pet's name?

Fido

Next

MFA setup is complete

Your MFA set up is now complete.

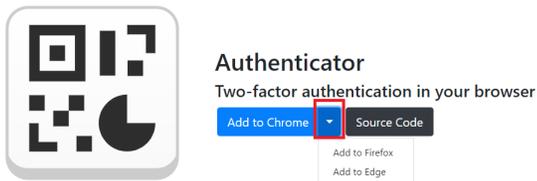
From now onwards, you will be required to use username, password and the MFA credential to log into ClickSuper.

Finish

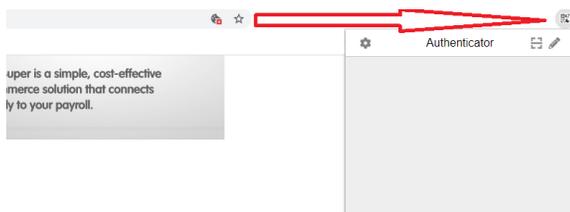
You're now set up to use multi-factor authentication next time you log into ClickSuper.

Set up MFA with the Unofficial Authenticator Extension

If you cannot use a mobile device to setup authentication, you can use an unofficial web browser extension to generate your login authentication codes. We recommend the open source Authenticator extension available for Chrome, Firefox and Edge. To download the extension, visit the link <https://authenticator.cc/> and select your web browser from the drop down list, then install the extension to your browser:



Once the browser extension is installed, it can be accessed by clicking on the icon (pictured below) in your web browser's extensions area. The new extension will be blank after installation, in order to generate codes using the extension, complete your setup in ClickSuper as shown in the next steps.

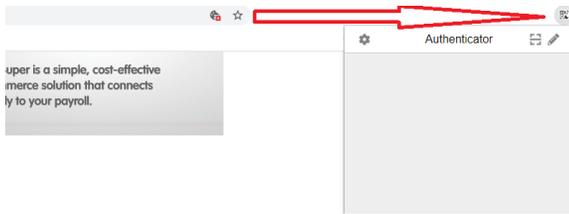


When you log into ClickSuper, set up your MFA if you haven't set it up yet for your ClickSuper Login.

1. Go to the ClickSuper login page <https://clickstream.p.vu/Authentication/Login?ReturnUrl=%2f>
2. Enter your username and password, then click **Submit**.

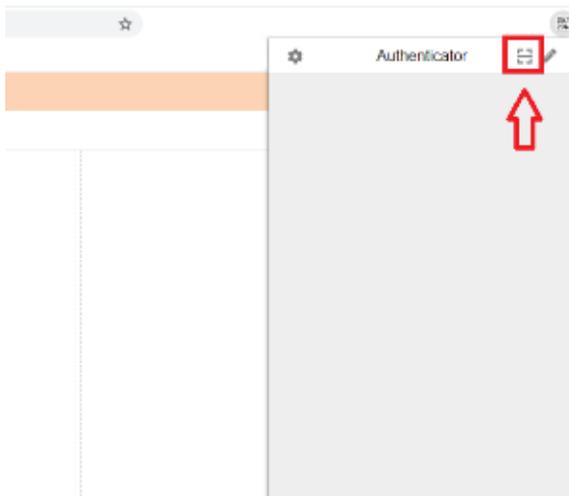
3. Click **Set up multi-factor authentication**.

4. If you already have the Authenticator extension installed in your browser, click on the extension icon to open the extension.

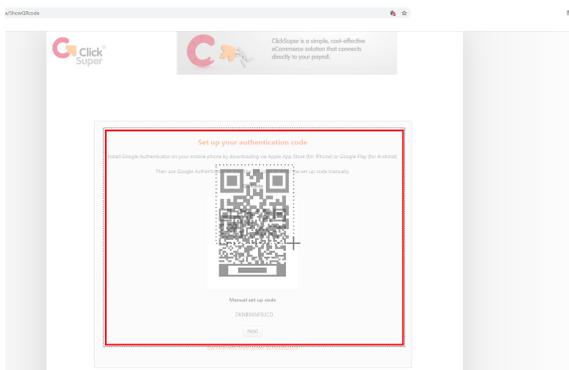


5. You can link the Authenticator App to ClickSuper in 2 ways:

Method 1: Click the scan QR Code icon

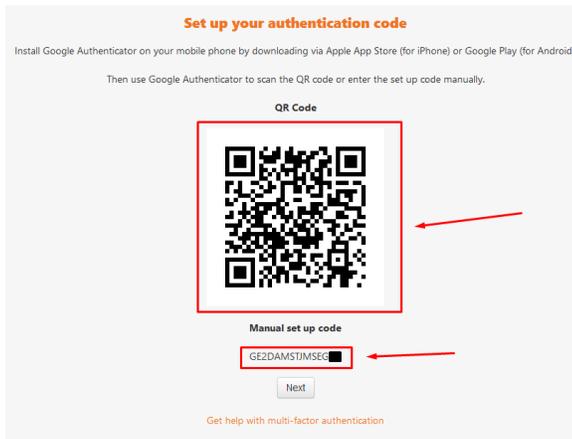


Then drag your mouse to scan the QR Code shown on the ClickSuper MFA Setup screen:



If successful, the 6 digit code will now appear in your Authenticator extension. If the QR Code fails to scan, please proceed to Method 2: Manual Key Entry

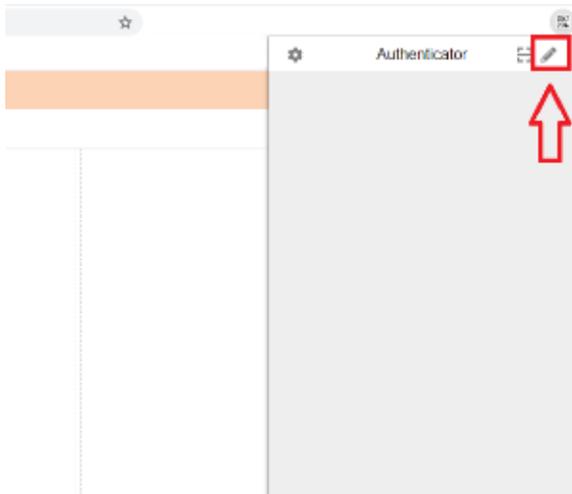
Method 2: Enter the set-up key manually and turn on the time-based option. The code required is shown in ClickSuper under 'Manual set up code' as shown below:

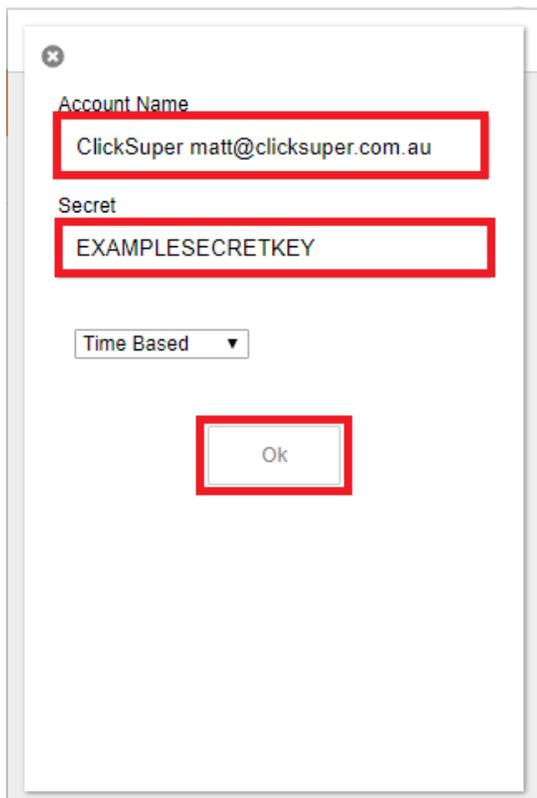
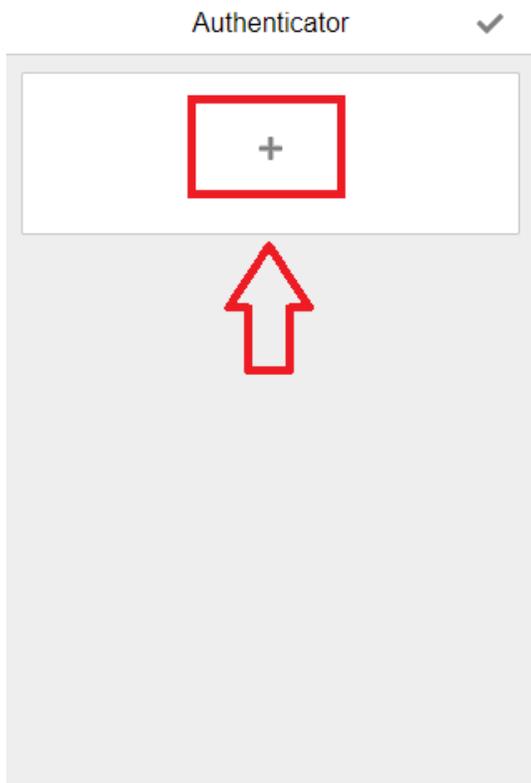


If setting up your authentication code using a manual set up code, please see the following:

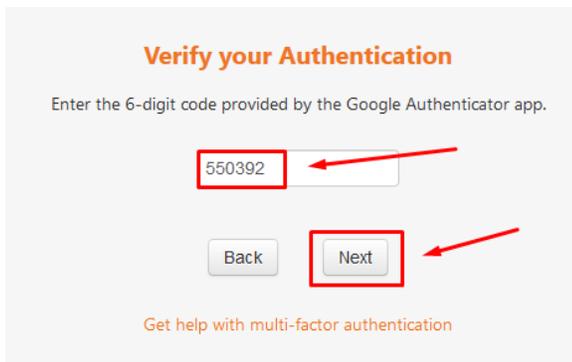
- The Account is the application name. Enter ClickSuper or a name of your choice such as your username.
- The Key is the manual set up code displayed on the ClickSuper screen.

Open your Authenticator extension, then select the Pencil icon, then click the + button and enter your Account name and Secret Manual Key in the fields provided then click OK

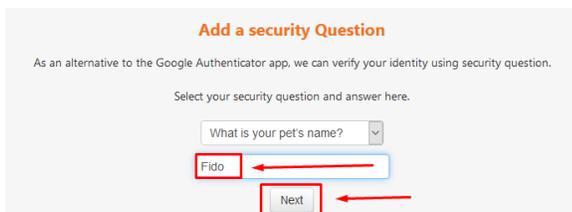
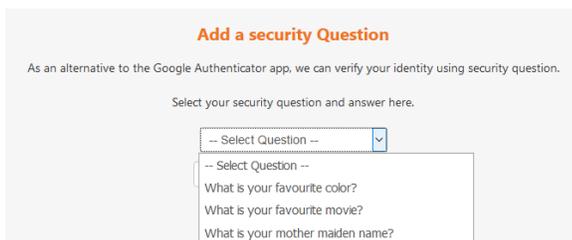
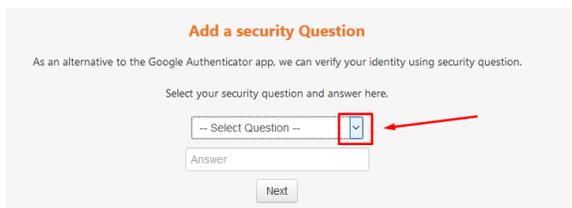




6. Click **Next** in the ClickSuper login page after you have linked your authenticator code.
7. Enter the authentication code provided by the Authenticator extension into ClickSuper, then click **Next**.



8. If you haven't set up a security question and answer in ClickSuper, you will be prompted to set it up. This is a mandatory step and is an alternative method to log into ClickSuper if you don't have access to your authentication device. Click Finish.



You're now set up to use multi-factor authentication next time you log into ClickSuper.