Setting up MFA Using the Mobile App

Unity e-Payments

Setting Up MFA Using the Mobile App

Multi-Factor Authentication (MFA) is a security feature that requires more than one piece of evidence to authenticate you, decreasing the likelihood of your account being compromised.

Your MFA Mobile App provides a one-time code when logging into and making payments in Unity e-Payments, alongside your username and password.

Depending on the preferences chosen by the Unity e-Payments administrator when new users are created in the system, you'll use either an MFA key fob or a mobile app to generate your one time code. If you use the MFA key fob, please refer to Setting Up MFA Using a Key Fob for more information.

How to install the MFA Mobile App

You'll first need to install the MFA Mobile App. On your mobile device navigate to the Google Play Store (if using an Android phone) or App Store (if using an iPhone). Alternatively, email the link below to your mobile and click on the link to open it:

Android:

https://play.google.com/store/apps/details?id=com.bottomline.ptxapp

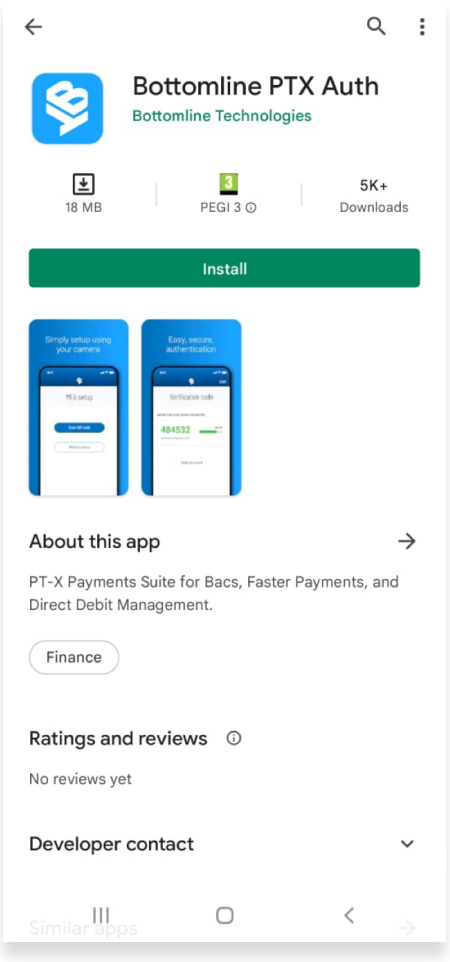
iPhone:

https://itunes.apple.com/us/app/pt-x/id1041981602?mt=8&ign-mpt=uo%3D4

1. Search the store for "Bottomline PTX Authenticator". The App should come up in your list as "Bottomline PTX Authenticator" created by "Bottomline Technologies".

2. Select the app and click **Get**. At this point depending on your phone setup, you might need to authenticate yourself to download and install the app.

   Once installed, you can open the app by tapping **Open** or by navigating through your phone menu.

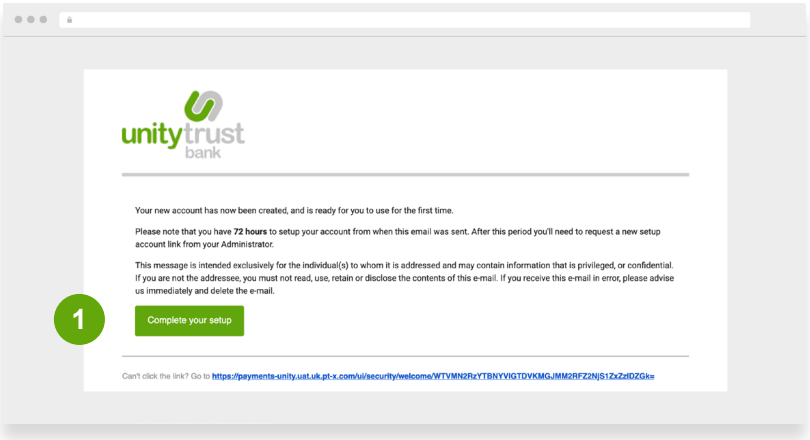


Registering your mobile App

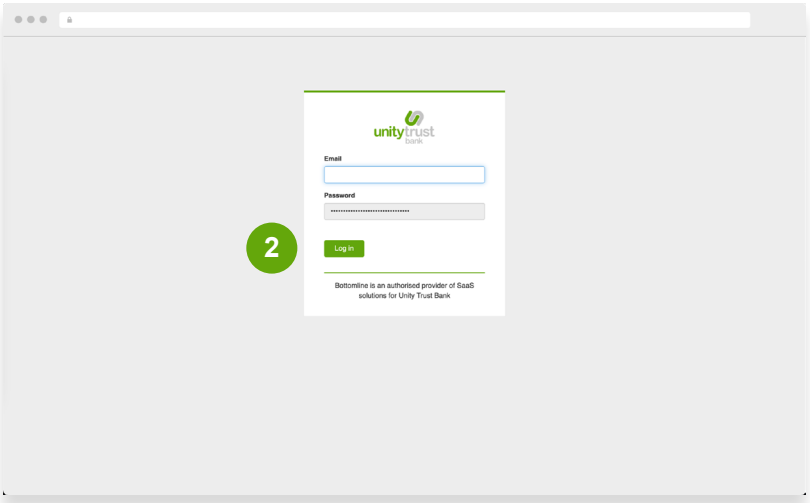
1 Once you've installed the app you'll need to activate your user account and register your MFA Mobile App. Your administrator will have set you up with a new account.

This process will automatically generate and send an activation email to your email address.

Open the activation email and click **Complete your setup**. If you're having trouble clicking this button, you can copy and paste the URL in the body of the email directly into your web browser.

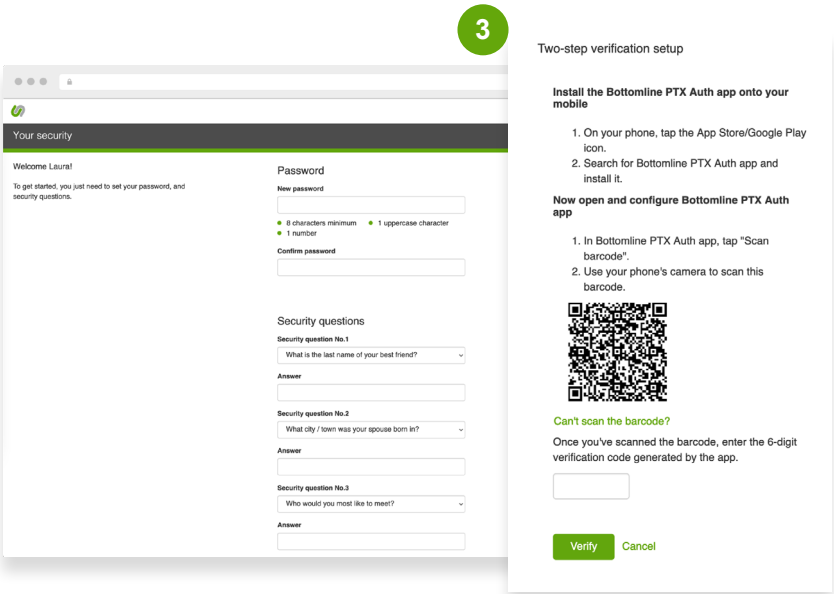


2 Enter your email address, a pre-populated temporary password is used to access the system where you'll continue to set up your account details.

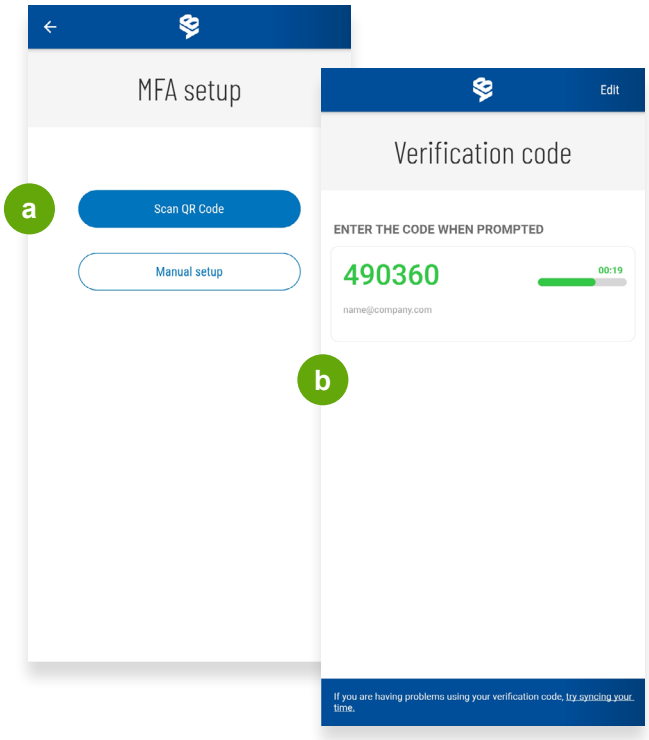


3 You'll be navigated to the activation screen to setup your password and security question. You'll also need to link your mobile app to your account.

This can be done by scanning a QR code or manually entering a code displayed on the right hand side of the screen.



4 On your mobile device, open up the app and choose one of the two options below:



Scan QR Code

Please note: Most smartphones will scan a QR Code via the phone's camera without the need for any additional apps.

However if one is not installed on your mobile device, you'll be prompted to install one.

Alternatively, you can use the manual set up option detailed below.

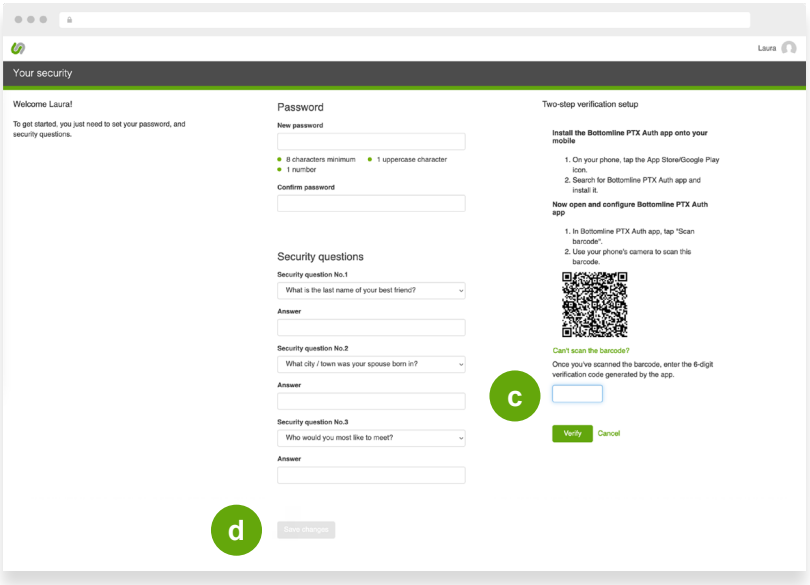
a. Click **Scan QR Code** (Install App if prompted). Depending on the mobile device, you might be prompted to approve the application using the camera. Tap to approve.

b. When prompted, point your mobile camera at the QR Code in the system. The QR Code reader should automatically read the QR Code, and display a 6 digit **Verification code**.

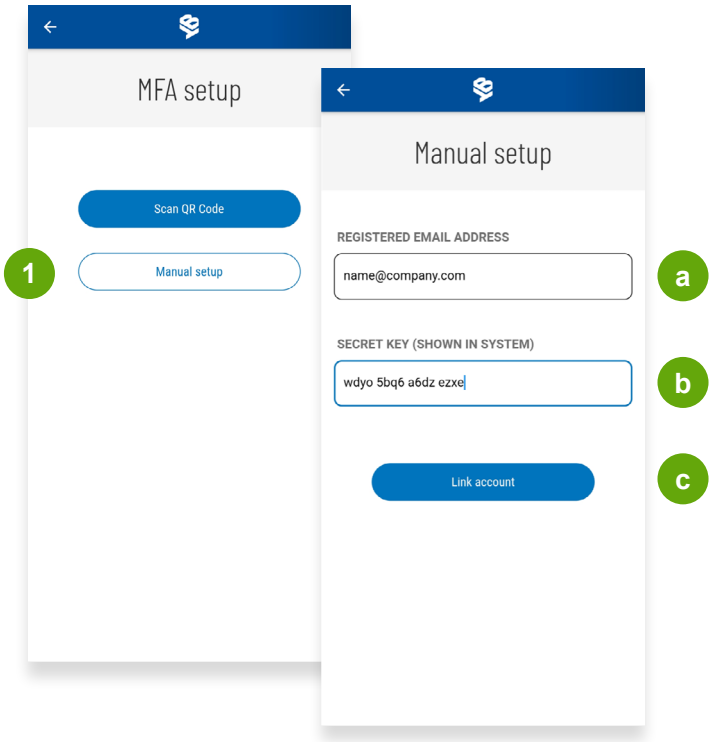
c. Enter the 6-digit code that appears on your app into the relevant field in the Unity e-Payments system and click **Verify**.

Now that your activation is complete, you will not need to do this again. You'll need to launch the app to generate a code to authenticate yourself at log-in and when making payments.

d. Click **Save changes** from the lower section of the screen.



Manual Setup



1. If you weren't able to scan the QR code, you can click **Manual setup** on the mobile device.

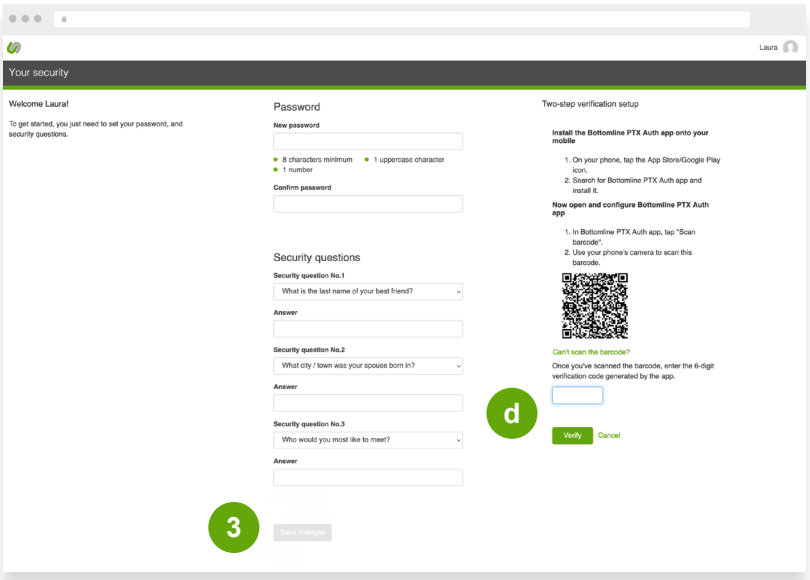
2. Once you've clicked '**Can't scan your barcode?**' a **Secret key** (containing letters and numbers) will show in the Unity e-Payments system. You'll need to enter this key into the **Secret key** field in the mobile app.

   a. On the Mobile App, enter the email address that your Unity e-Payments Set Up email was sent to.

   b. Enter secret key on the mobile app, found under **Can't scan your barcode?** into the **Secret key** field.

   c. Click **Link account**.

   d. Enter the 6-digit code that appears on your Mobile App into the Unity e-Payments system and click **Verify**.



3. Click **Save changes** from the lower section of the screen. Now that your activation is complete, every time you log into the system you'll first be prompted to enter your email address and password. You'll then be asked to enter a verification code.

   When making payments you'll be asked to enter a verification code. Launch your MFA Mobile App to generate this code.

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If you need further help, please call our Support Team on +44 808 164 5966 or email emea-support@bottomline.com

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