

# Member App Two-Factor Authentication

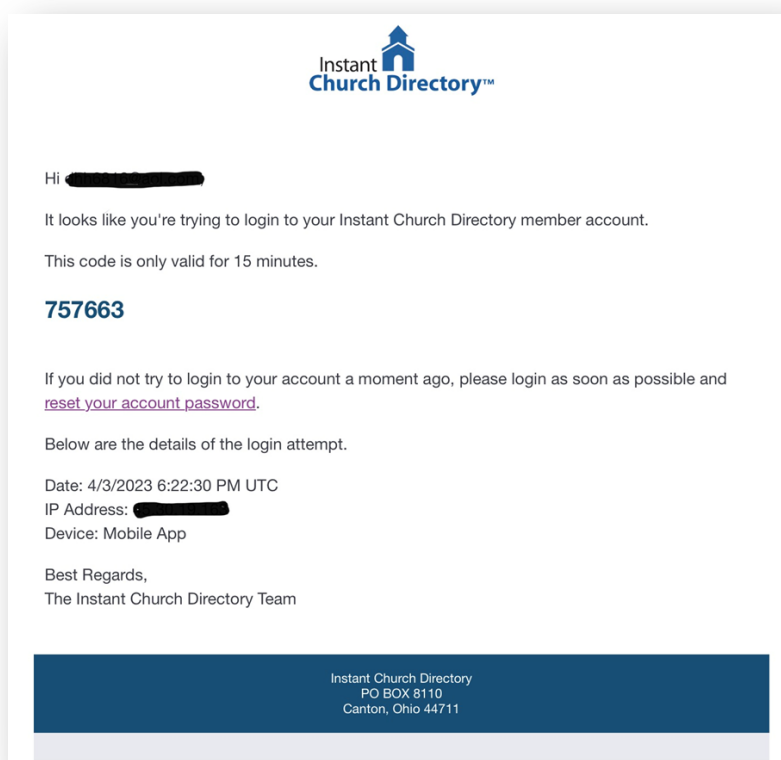
Two-factor authentication adds an extra layer of security that can help prevent unauthorized access to your account. You must register the device(s) you will use to access the directory via the mobile app or member website. You will be asked to register your devices via email and will be prompted with this authentication step any time they access the directory on a new device, such as a new phone.

## What You Can Expect Using the Mobile App

Once two-factor authentication is enabled, each time you choose **Sign In** on the Mobile App or Member Website, the following will happen:

- The Instant Church Directory system will try to verify the device on Sign-In to see if it has been registered on a previous Sign-In for that user.
- If the device has been registered as an allowed device previously, the sign-in function will complete as usual.
- If the device has not yet been registered, the system will send a two-factor authentication email with a 6-digit code. You will need to enter the code on a page the system displays to you.
- Once the code is entered, the sign-in will complete and the device is registered for future sign-in attempts. When you sign in on this device in the future, you will not need to complete the two-factor authentication process.

*Example: Email with verification code*



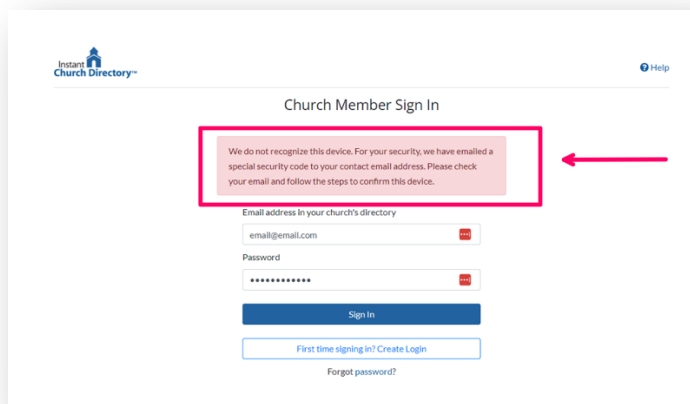
*NOTE: Instant Church Directory will register the device you use to sign in, NOT the device you use to enter the code. Meaning if you try to sign in from a phone, but enter the code on a computer, Instant Church Directory will register the phone (the device that you used to sign in).*

## What You Can Expect Using the Member Website

Once two-factor authentication is enabled, each time you choose Sign In on the Mobile App or Member Website, the following will happen:

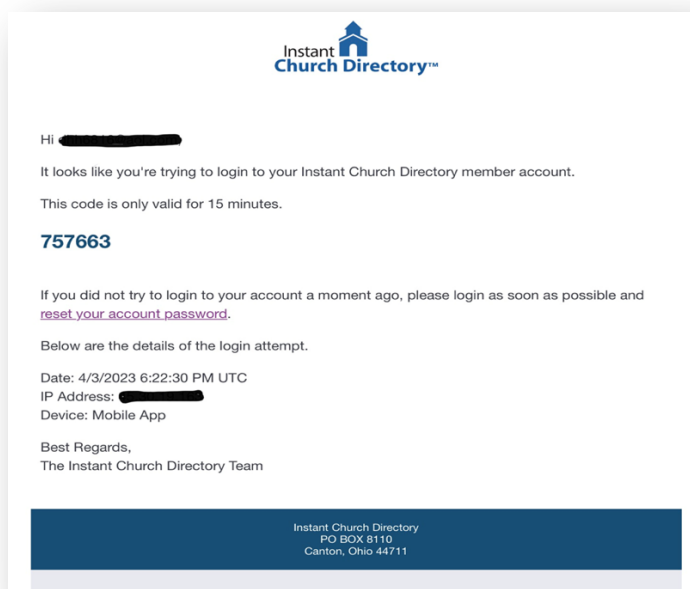
- When you create a log-in the very first time, Instant Church Directory will capture your initial location and will use it for future sign-in attempts.
- The system will try to verify your location on sign-in to see if it matches a previous sign-in.
- If the location matches a previously verified location, the sign-in will be complete as usual.
- If the location does not match, the member will be notified, and the system will send a two-factor authentication email with a 6-digit code.
- You will need to enter the code on a page the system displays.
- Once the code is entered, the sign-in will be complete and the system will have captured that location for future sign-in attempts. When you sign in from that location in the future, you will not need to complete the two-factor authentication process.

*Example: Member log in screen with an unrecognized device.*



The screenshot shows the 'Church Member Sign In' page. At the top left is the 'Instant Church Directory' logo, and at the top right is a 'Help' link. The main heading is 'Church Member Sign In'. A red box highlights a message: 'We do not recognize this device. For your security, we have emailed a special security code to your contact email address. Please check your email and follow the steps to confirm this device.' A red arrow points to this message. Below the message are input fields for 'Email address in your church's directory' (containing 'email@email.com') and 'Password' (masked with dots). There is a 'Sign In' button, a link for 'First time signing in? Create Login', and a link for 'Forgot password?'.

*Example: Email with verification code*



The screenshot shows an email from Instant Church Directory. The header includes the logo and the text 'Instant Church Directory™'. The body of the email starts with 'Hi [redacted]', followed by 'It looks like you're trying to login to your Instant Church Directory member account.' and 'This code is only valid for 15 minutes.' The verification code '757663' is displayed in a large, bold font. Below the code, it says 'If you did not try to login to your account a moment ago, please login as soon as possible and [reset your account password.](#)' and 'Below are the details of the login attempt.' The details listed are: 'Date: 4/3/2023 6:22:30 PM UTC', 'IP Address: [redacted]', and 'Device: Mobile App'. The email ends with 'Best Regards, The Instant Church Directory Team'. At the bottom, there is a dark blue footer with the text: 'Instant Church Directory, PO BOX 8110, Canton, Ohio 44711'.