[HOW TO] FlowBank's Client Area MFA Authenticator

Introduction

This document describes how to use your mobile phone to connect to FlowBank's Client area with a Authenticator MFA application.
Please follow these steps described below to onboard your mobile phone. (Android / Iphone)

How to setup MFA Authenticator for your Client Area Account?

1. If you don't have already an MFA authenticator application, the first step is to download it on Google play if you have an Android mobile phone or on Apple store.

Android :

Google Authenticator -
https://play.google.com/store/apps/details?id=com.google.android.apps.authenticator2&hl=en

Microsoft Authenticator -
https://play.google.com/store/apps/details?id=com.azure.authenticator&hl=en

Iphone :

Microsoft Authenticator - https://apps.apple.com/us/app/microsoft-authenticator/id983156458

Google Authenticator - https://apps.apple.com/us/app/google-authenticator/id388497605

2. Go to client area https://my.flowbank.com and login with your account credentials (Email + Password), then click on Continue.
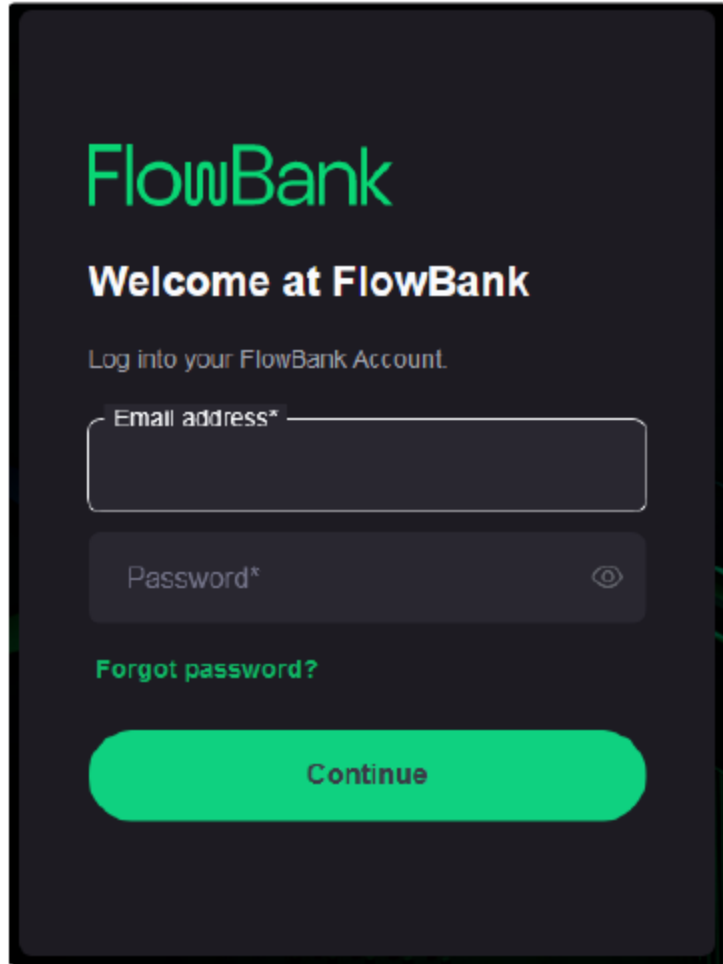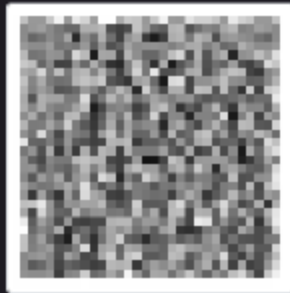
3. After the login page, you will be prompted to scan the QR code with your authenticator application previously installed (Google authenticator , Microsoft authenticator), when it is done, click on Continue.

4. After scanning the QR code, a 6 number digit will be generated by the authenticator application.
   You can now enter this one time code , then click on Continue.
   You will then be able to connect to the client area.
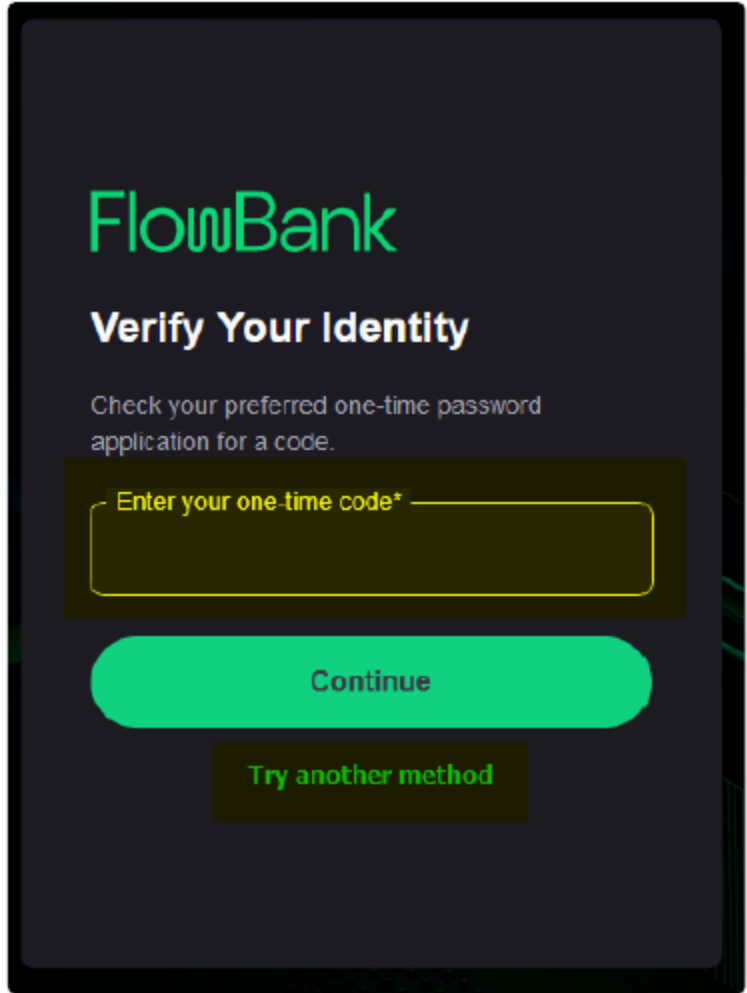
5. Finally , you have the possibility to use the classic method to authenticate with the Email MFA.
   Please click on "Try another method".

6. And then choose "Email".
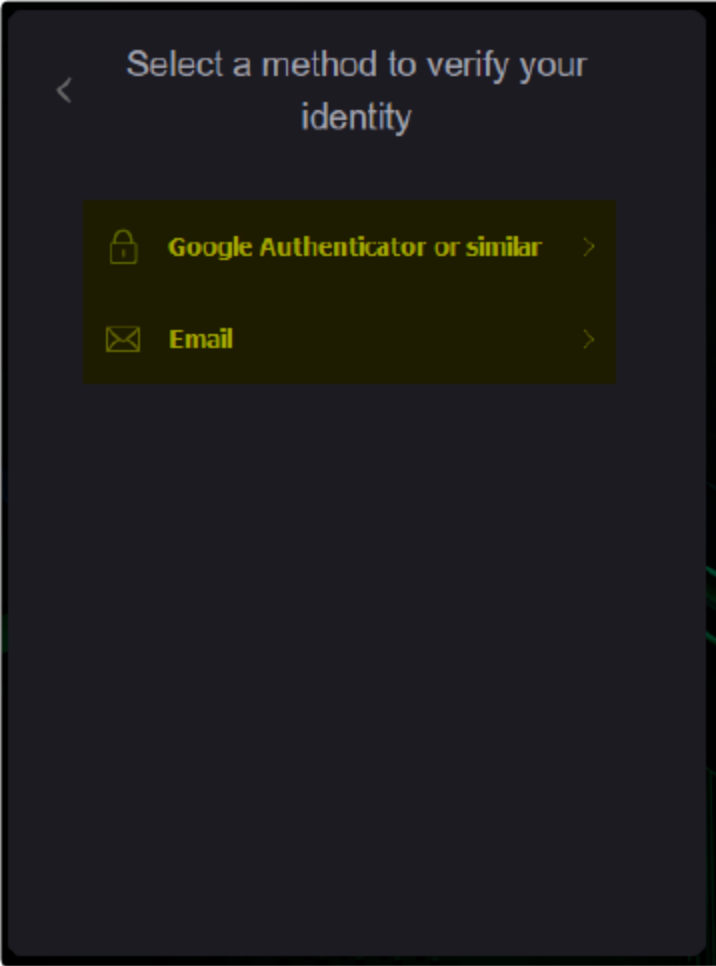
Select a method to verify your identity

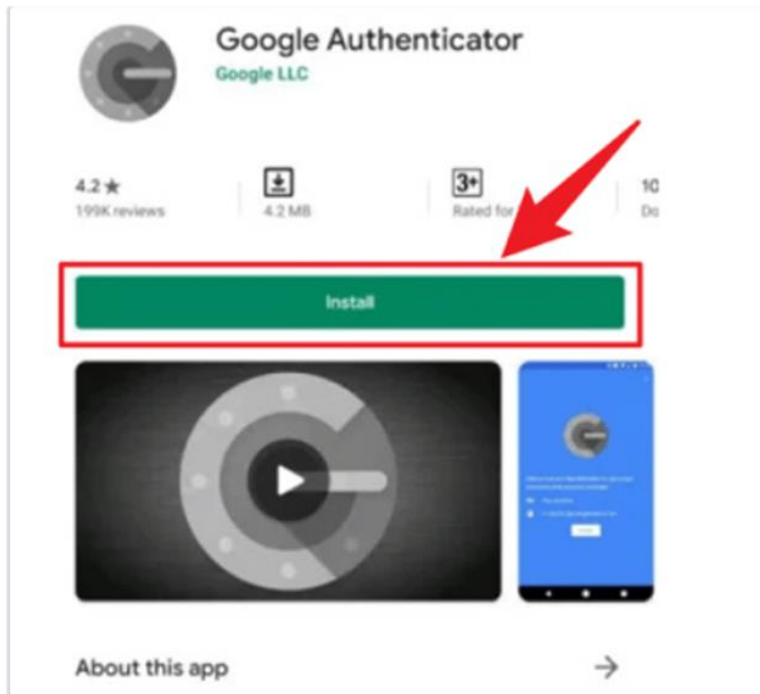🔒 **Google Authenticator or similar**   >

✉ **Email**   >

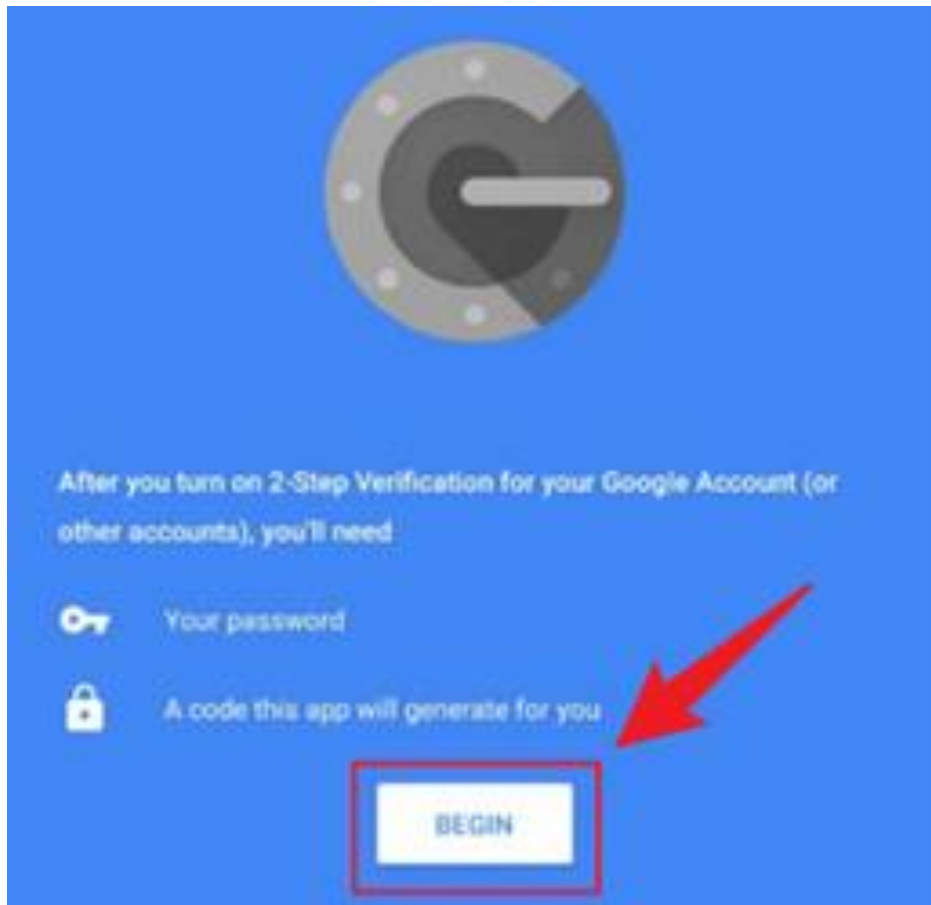7. You will then receive your OTP Code on your mailbox.
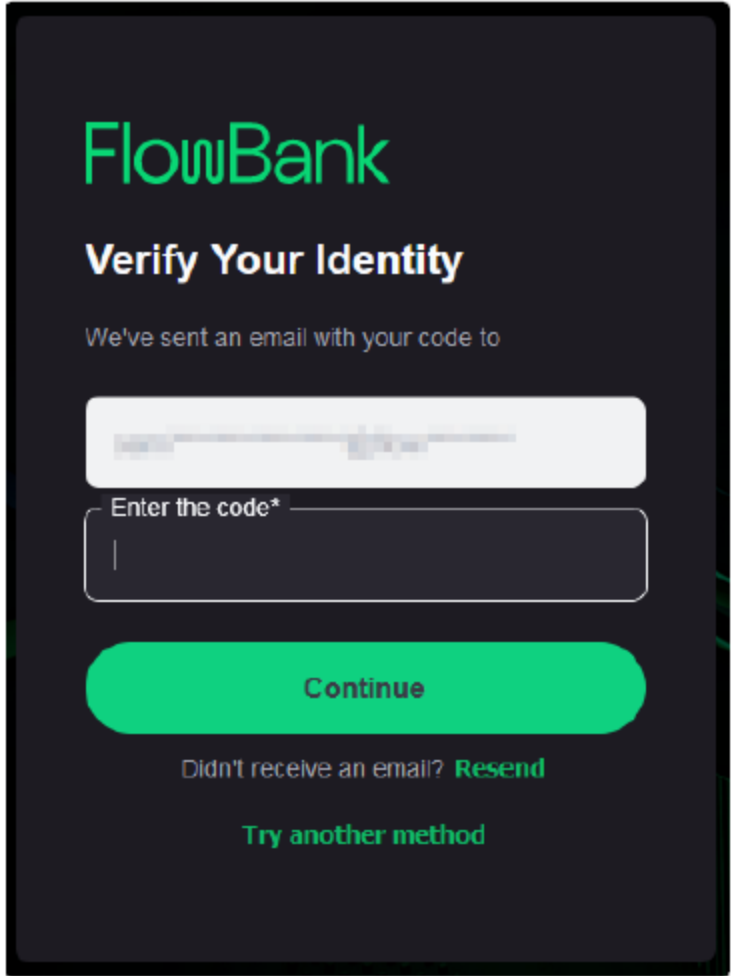
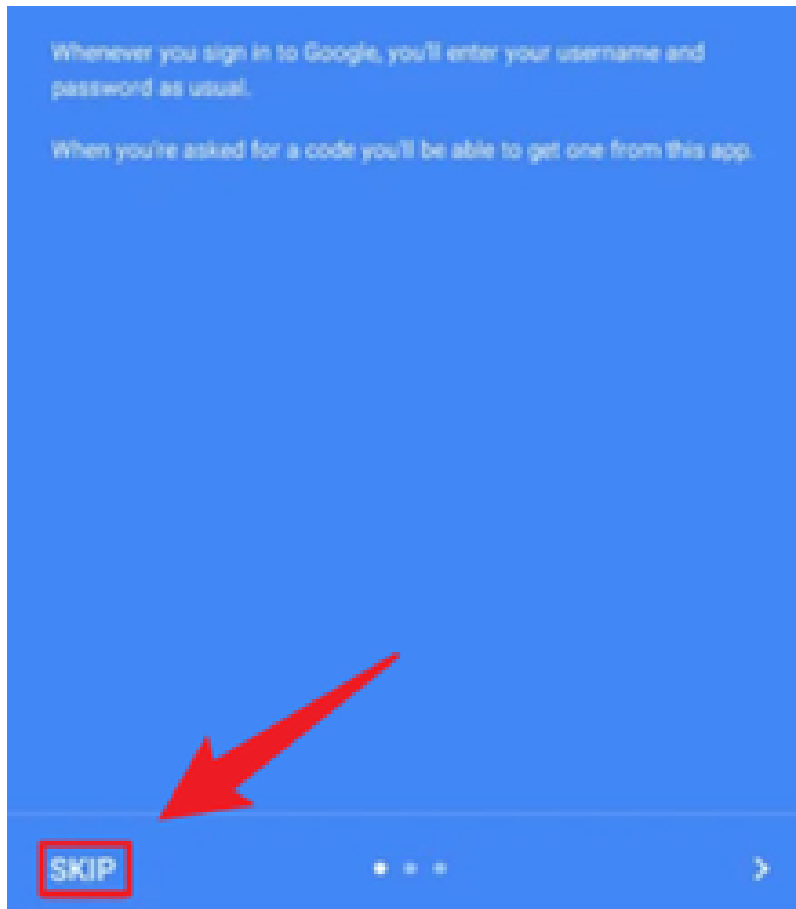## How to set up Google Authenticator on Android

Step 1: Download the app from the Google Play store and install it on your Android device.

Step 2: Once the installation is complete, click on the "Get Started" button to begin.

Step 3: You can set up your Google Authenticator account details on your Google account. Otherwise, skip this step.

Step 4: Now, set up your Google Authenticator account using one of two methods. You can either scan the barcode or enter the key. Scanning is easier: open your camera and scan the QR code. Once recognized, your account is added.
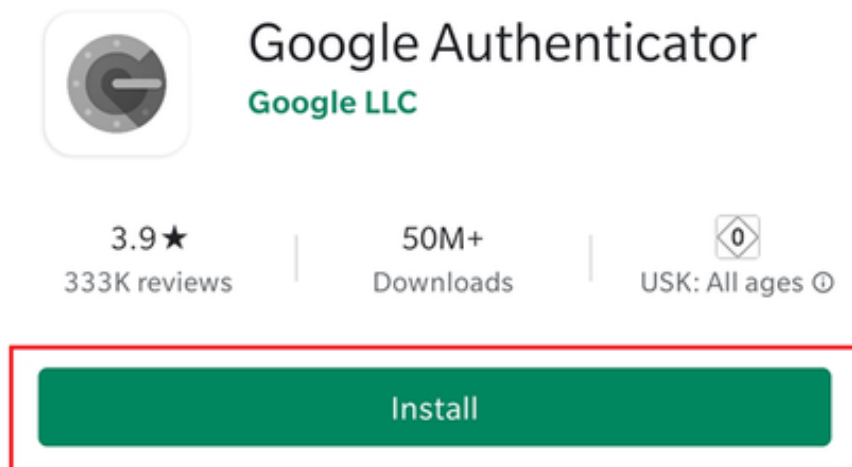
How to set up Google Authenticator on iOS

Step 1: Download the Google Authenticator app for iOS from the official App Store.

Step 2: Start the installation and, when it's done, click on the "Get Started" button to begin setting up your Google Authenticator account details.
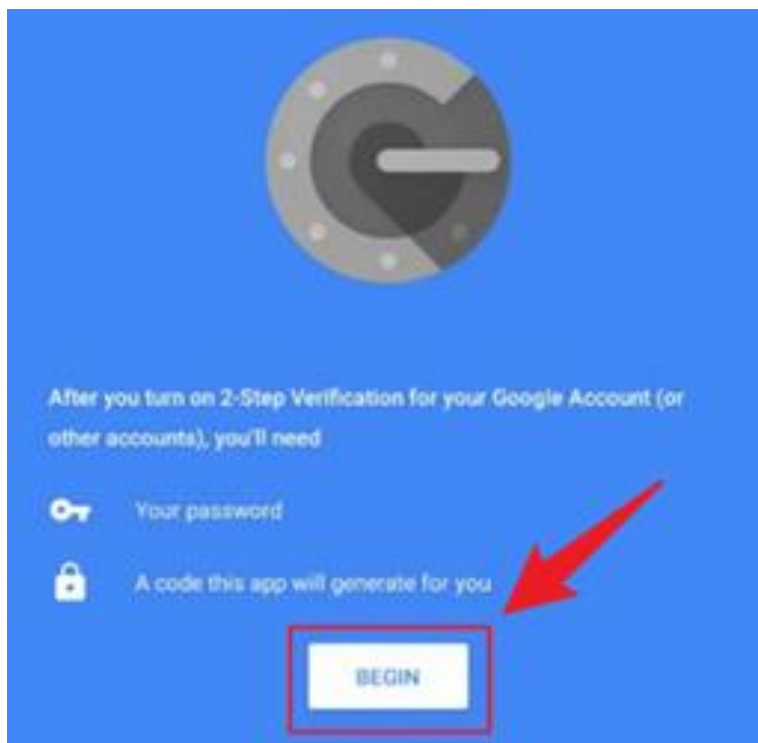
Step 3: You can use two methods to set up your account: scan the barcode or enter the key. As mentioned in the Android guide, the scan method is more convenient. Open your camera and scan the square QR code

Add an account

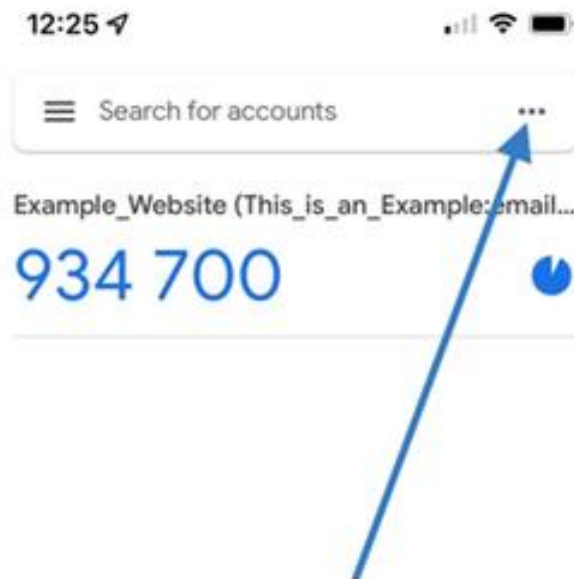You can add an account selecting one of the following options:

[O] Scan a barcode

[⌨] Enter a provided key

12:25 ✈

≡ Search for accounts ···

Example_Website (This_is_an_Example:email...

934 700

Three useful tips for using Google Authenticator 2FA

Tip 1: To set up two-factor authentication for an account, launch the Google Authenticator app and click on the "+" in the upper right corner of the screen. Click on the "Scan Barcode" link and scan the QR code on the next screen. The app will start generating a 6-digit code.

Tip 2: The Google Authenticator app can only be used on one device; restoring the account is a lengthy and complex process.

Tip 3: When you change phones, always recreate the linked accounts before deleting them from the Google Authenticator app on the old phone.
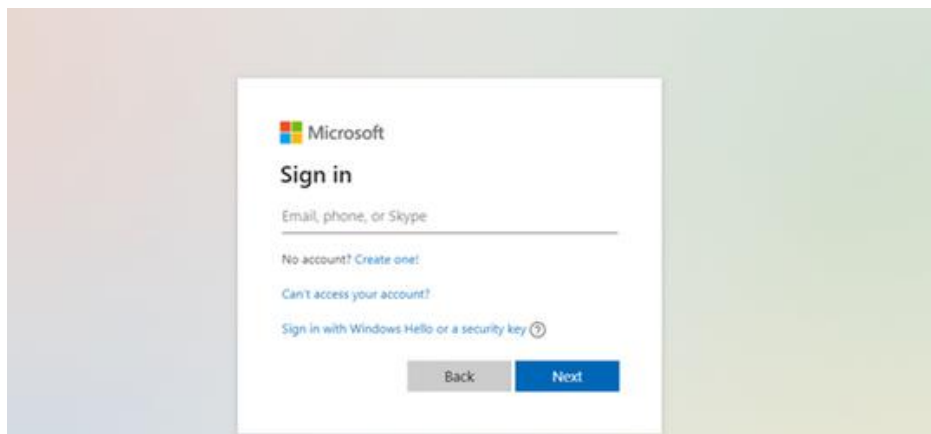
How to set up Microsoft Authenticator on Android

Step 1: Download the app from the Google Play store and install it on your Android device.

Step 2: Once the installation is complete, open the app and click on the "Get Started" button.
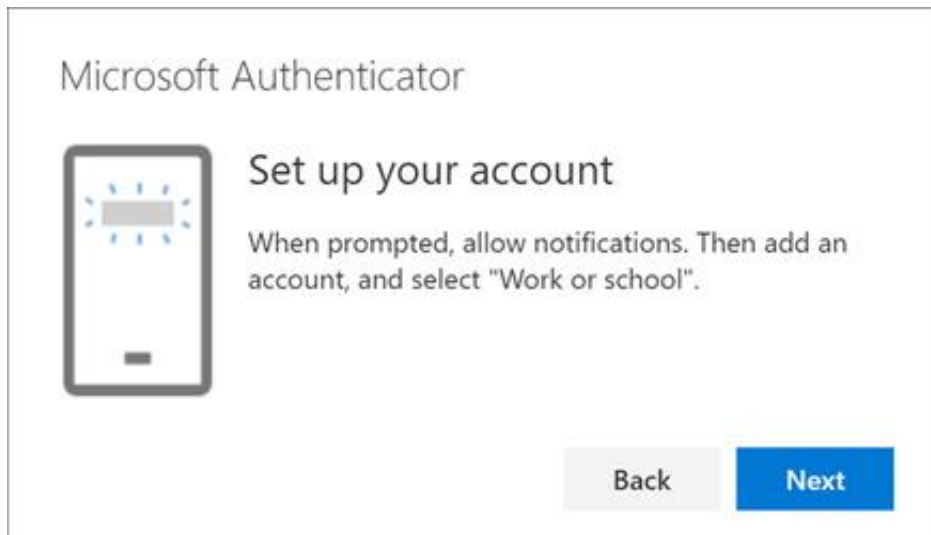
Step 3: Sign in to your Microsoft account using your email and password.

Step 4: Set up your Microsoft Authenticator account using one of two methods. You can either scan the barcode or enter the key manually. Scanning is easier: open your camera and scan the QR code. Once recognized, your account is added.
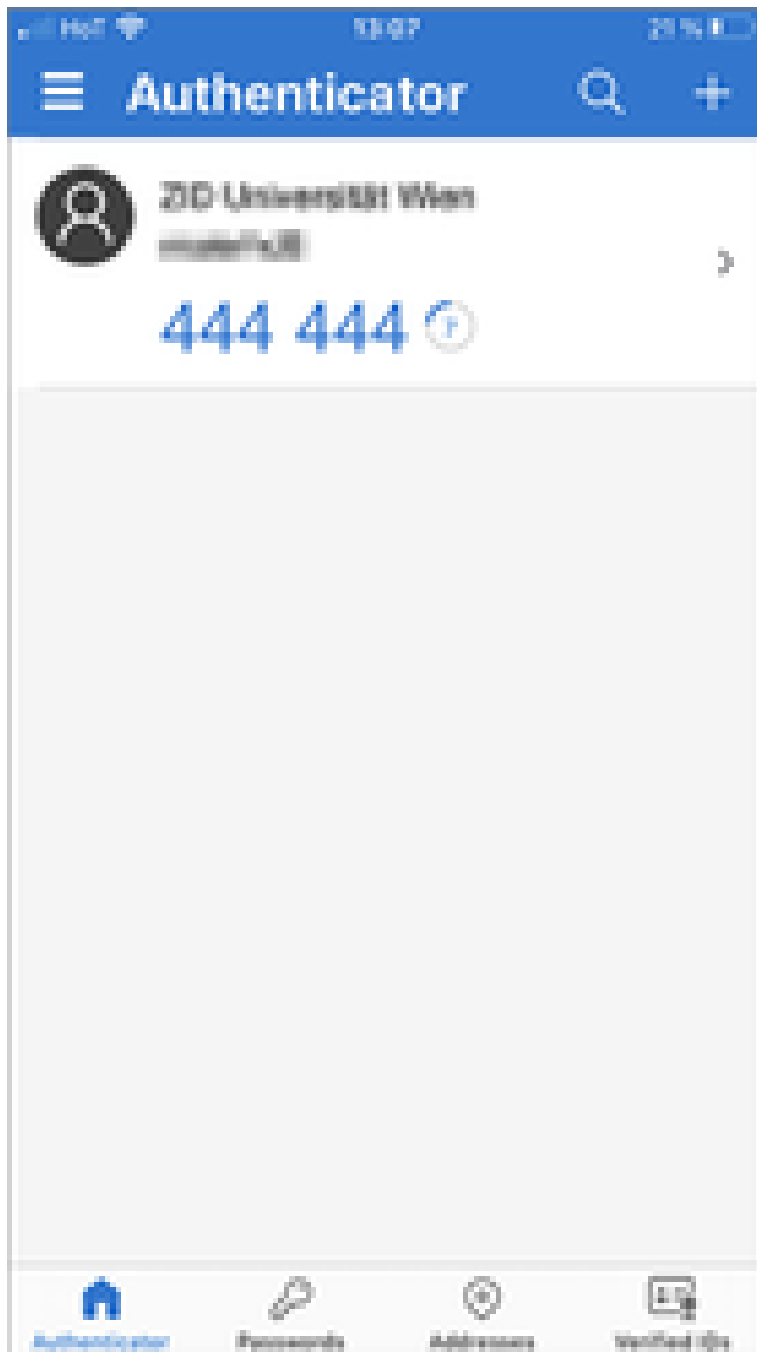
Microsoft Authenticator

Scan the QR code

Use the Microsoft Authenticator app to scan the QR code. This will connect the Microsoft Authenticator app with your account.

Can't scan image?

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How to set up Microsoft Authenticator on iOS

Step 1: Download the Microsoft Authenticator app for iOS from the official App Store.

Step 2: Start the installation and, when it's done, open the app and click on the "Get Started" button.

Step 3: Sign in to your Microsoft account using your email and password.

Step 4: Set up your Microsoft Authenticator account using one of two methods. You can either scan the barcode or enter the key manually. Scanning is more convenient: open your camera and scan the QR code. Once recognized, your account is added.

Three useful tips for using Microsoft Authenticator 2FA

Tip 1: To set up two-factor authentication for an account, launch the Microsoft Authenticator app and click on the "+" in the upper right corner of the screen. Click on the "Scan Barcode" link and scan the QR code on the next screen. The app will start generating a 6-digit code.

Tip 2: The Microsoft Authenticator app can be used on multiple devices; however, account restoration can be a complex process.

Tip 3: When you change phones, always recreate the linked accounts before deleting them from the Microsoft Authenticator app on the old phone.