

Immigration Case Management

Multi-Factor Authentication for HR Users

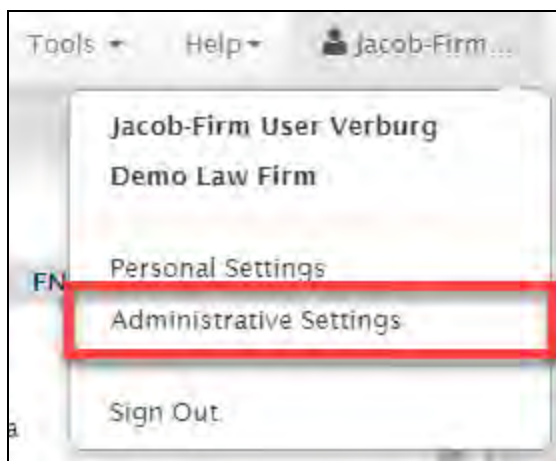
The Multi-Factor Authentication (MFA) option available in ICM will allow users to mandate more secure access needs for their HR User portals on a company by company basis. MFA is an additional layer of access security that requires a secondary factor of authentication in order to login to a site.

This feature is available to all ICM users who wish to enable it. Please contact the customer support team to activate this feature.

Turning On/Off MFA in Firm Administration

Once enabled for the firm, ICM users may turn the feature on or off as they determine is necessary for their organization on a Company by Company basis. To turn the MFA feature on for HR users, the following steps must be completed by someone who has administrative access:

1. Sign into the ICM application.
2. From the Dashboard screen, click the name displayed in the upper right.
3. Click **Administrative Settings** from the dropdown menu that appears.



4. Click the **Security** tab.
5. Select **Yes** next to the **Allow MFA for HR** option:

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Update Info Close

General Notices Addresses Phones Users Templates Billing Setup Processes Divisions Companies Custom Fields Choice Lists External Firms LLX Data Global

General Settings Consultation/ Webcapture Document Settings **Security** FN Module Reminders Case Setup Questionnaire Forms FN Interface

HR Interface Apps

Security

Change FN/HR Passwords Every: Days (0 = No change required)

Change Firm User Passwords Every: Days (0 = No change required)

Prevent user from reusing a password entered in the past: passwords (0 = No change required, Max = 100)

Max password changes in a 24 hour period: (0 = No limit, Cannot be more than number entered in past password prevention setting.)

Send Password Information in Separate E-mail: Yes No

Login Session Timeout: min

Set Privileges for Editing Notes: ▼

Set Privileges for Deleting Notes: ▼

Use SureID Secondary Security: Yes No

Allow MFA for FN: Yes No

Allow MFA for HR: Yes No

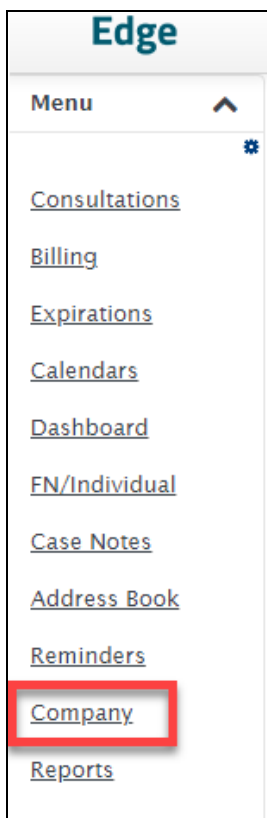
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Company Level MFA Control

To activate or modify MFA settings at the Company level, please proceed with the following steps:

1. Sign into ICM.
2. Click **Companies** in the left hand navigation module.



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- Click the desired company name under the **Company** column.

Company	Jump				
A Medina Company Restricted	Contacts	Jobs	Billing	FN	Groups
Label Branch	Contacts	Jobs	Billing	FN	Groups

- Under the **General** tab select **Yes** or **No** next to the **Require MFA for HR Login** option.

Show incomplete Activities to HR: Yes No
 Show incomplete Activities to FN: Yes No
 Show FN Dashboard on Login: Yes No
 Allow MFA for all FN: Yes No
 Require MFA for HR login: Yes No

Selecting **Yes** will apply MFA login requirements to all HRs existing within the selected company.

Selecting **No** will disable MFA and setup instructions will not appear to all HRs linked to the selected company

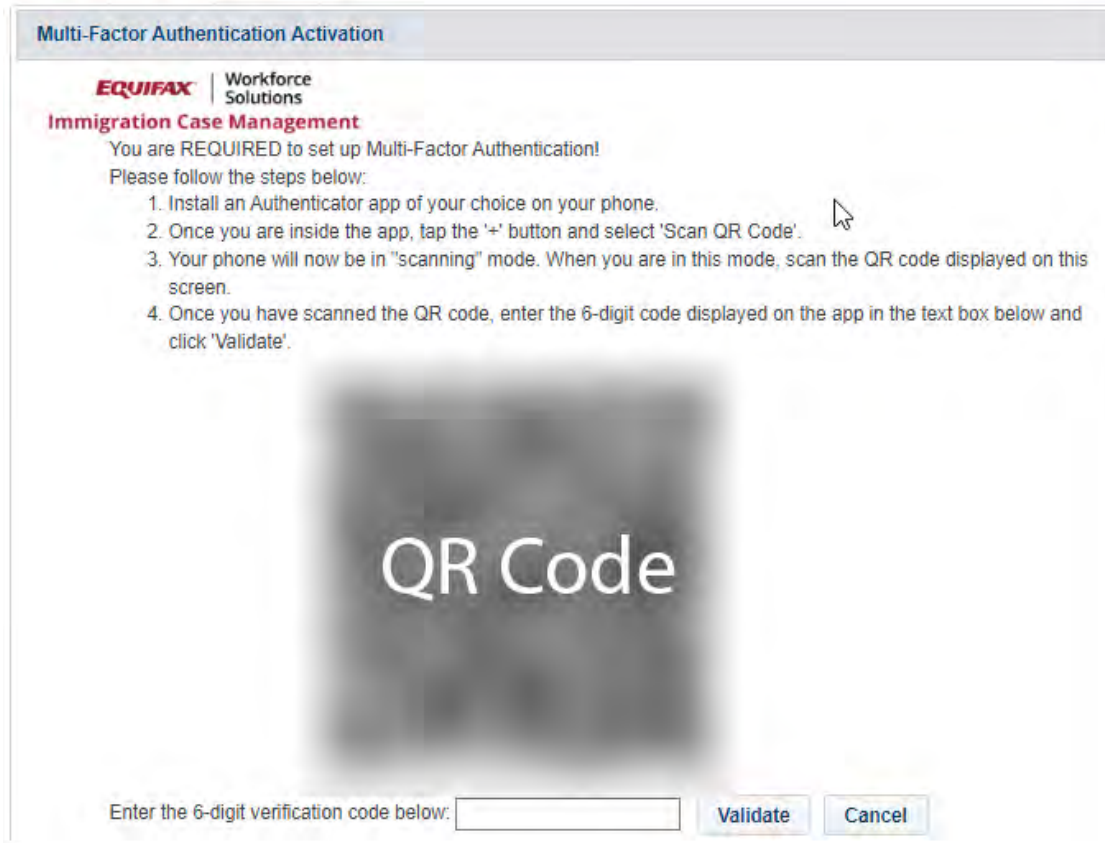
- Click **Update Info** in the lower right to save.

When an HR User signs into their portal after these steps are taken, they will be prompted with steps to complete MFA setup.

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MFA Experience on the HR Portal

After multi-factor authentication is enabled by a firm administrator, HR User users will be shown a pop-up message the next time they attempt to login.



- Please note, this pop-up will appear after the HR user has agreed to terms of service.
- In addition, this pop-up will not appear if a firm user is utilizing the **Login as HR** function within ICM.

The pop-up will feature a QR code and the following instructions for the HR User:

“You are REQUIRED to set up Multi-Factor Authentication!

Please follow the steps below:


1. Install an Authenticator app of your choice on your phone.

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2. Once you are inside the app, tap the '+' button and select 'Scan a QR Code.'
3. Your phone will now be in 'scanning' mode. When you are in this mode, scan the QR code displayed on this screen.
4. Once you have scanned the barcode, enter the 6-digit code displayed on the app in the text box below and click on Validate. "

Once the user completes the setup process by entering the 6 digit code from their authenticator app, they will be logged out of the system and asked to login again:

Multi-Factor Authentication has been enabled on this account. Please log back in using your 6-digit code displayed on the Authenticator app you just setup on your phone.



User Name

Password

View Terms

Having Difficulty?

- [Forgot my Password](#)
- [Login Instructions](#)
- [Maintenance Schedule](#)
- [Additional Help](#)
- [Bookmark this Page](#)

After completing the login and password step after logout, the User will be presented with the MFA code entry screen. This step will be required after every subsequent login attempt going forward:

Multi-Factor Authentication

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Please enter the 6-digit authentication code displayed on your Authenticator app below.

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The HR user may not close out or otherwise circumnavigate the MFA pop-up until the validation steps are completed.

HR User steps to set up MFA

Via the instructions on the pop-up, HR users are advised to install the authenticator application of their choice to a mobile device. There are many available options including [Google Authenticator](#), [Microsoft Authenticator](#), [LastPass Authenticator](#), and many more.

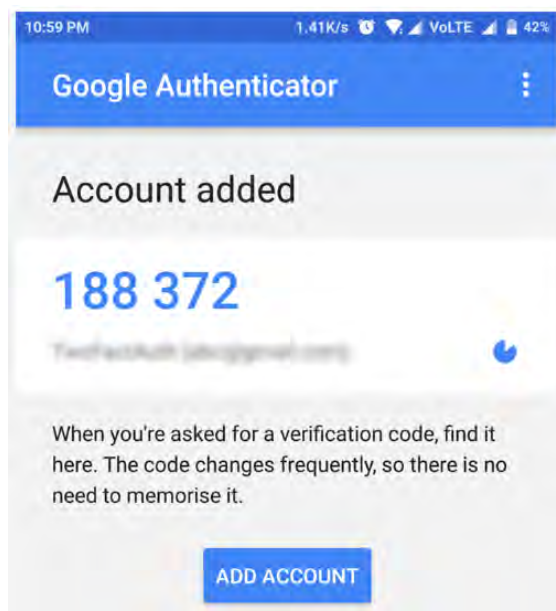
- There is no preferred authenticator for use in conjunction with the ICM MFA feature.

After a HR has installed an authenticator application to their chosen device and has opened it, they will have the option to scan a QR code. The HR must then scan the QR code displayed within the MFA pop-up in their portal.

Once successfully scanned, the HR should be given a corresponding numeric code displayed on their mobile device. They must enter this in the **Verify** field within the MFA pop-up and click **Validate** to proceed.

- Code for validation will appear as 'WelcomeClient' depending on the authenticator app used.

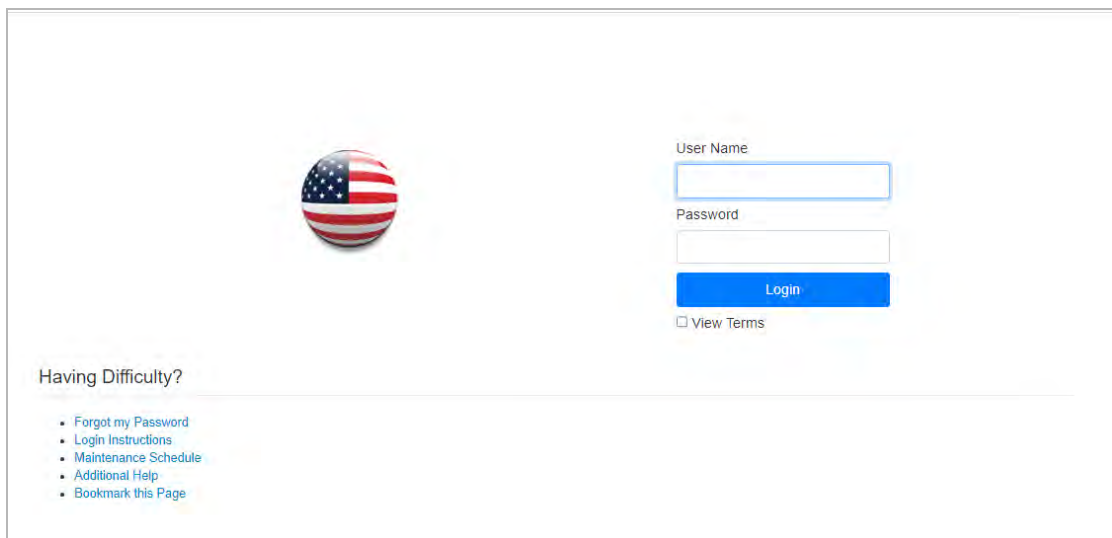
Example image:



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Please note, the validation code will be refreshed after a certain amount of time within the authenticator app. This is expected behavior. If a HR user gets a 'validation failed' message, they may simply enter in the latest numeric code the authenticator app has provided.

Once successfully validated, HR users will be able to access their HR Portal. After signing out, HR users will be prompted to enter the validation code in their corresponding application, in addition to their sign in credentials moving forward.



User Name

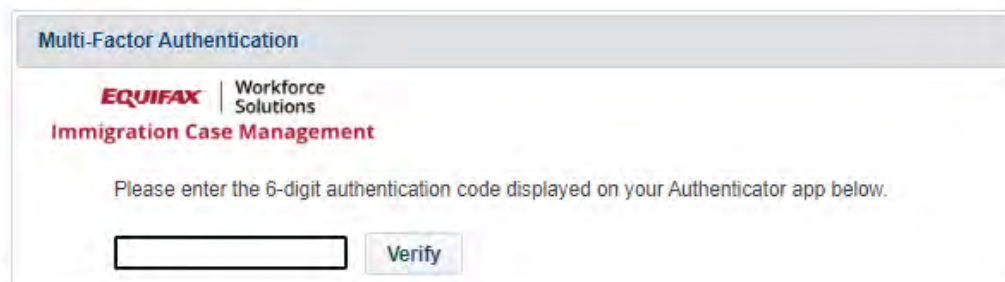
Password

Login

View Terms

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Please enter the 6-digit authentication code displayed on your Authenticator app below.

Verify