

Multi-Factor Authentication – Authy (Twilio)

This guide is for NZCAR Approved Users who have an individual NZCAR login (not shared) and has access to a mobile phone.

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Overview

What is MFA?

Multi-factor authentication (MFA) is an identity verification method in which a user must supply at least 2 pieces of evidence, such as their password and a temporary passcode (sent to or shown in a secure location), to prove their identity.

Why are NZCAR requiring MFA for Approved Users?

MFA is becoming more and more common across NZ and the world. You're likely to have already experienced using some form of MFA in your day to day, whether that is accessing your bank account, making a payment on a website, or logging into your email account. MFA adds additional layers of security, making unauthorised access significantly more challenging. By requiring multiple forms of verification, MFA ensures that even if one factor is compromised, unauthorised users are unlikely to have access to the other required factors.

The NZ Companion Animal Register is home to over 1.3million animal registrations and their associated guardians' details. We take security of this data very seriously and is why we are moving to implement Multi Factor Authentication for all our Approved Users who use the database every day to help get lost pets home.

The [Privacy] Commissioner considers that an agency which has not implemented this minimum standard [MFA] cannot be said to have taken reasonable steps to protect the personal information they hold. If such an agency suffers a privacy breach, they can expect to be found in breach of the Privacy Act.

Companion Animals NZ Privacy Impact Assessment 2023

Creating your Authy Account

STEP ONE-

On your mobile device, head to your App Store (iPhone) or Google Play Store (Android) to download the Authy app.



STEP TWO -

Open Authy and follow the prompts. You will need to verify your account via push notification (you can select how you wish to do this – via call, SMS etc).

Once you have completed verification of your Authy account, you should be presented with the below screen and can click the 'plus' to continue (read next section before clicking Add).

You don't have any accounts.
Add your first



We recommend that you do set up a back-up password (Master password) for your Authy account. You can skip this step now if you wish, then come back and set up later (found in Authy Settings).

We would suggest the following:

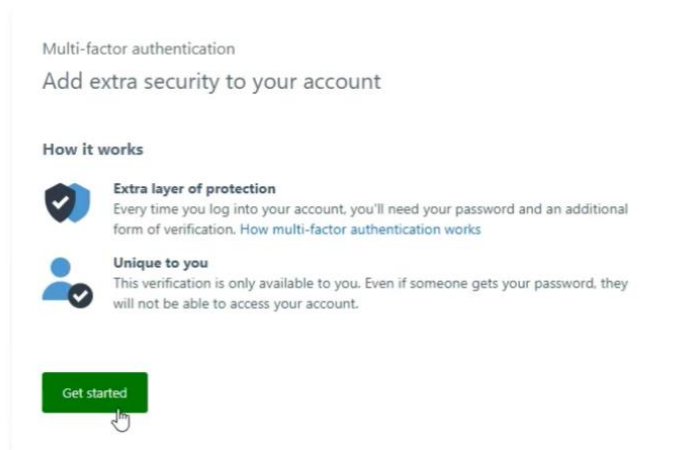
- For the back-up/master password, use a passphrase of four random words, and do not save this password on any computer, but ensure it is not lost.
- The passphrase should be unique and not used for any other services.

Setting up MFA on NZCAR

STEP ONE – Begin MFA process at point of logging in

- Head to www.animalregister.co.nz/Security/login
- Enter your existing email and password
- You'll be prompted to add extra security to your account (screenshots below).
- Click 'Get Started'

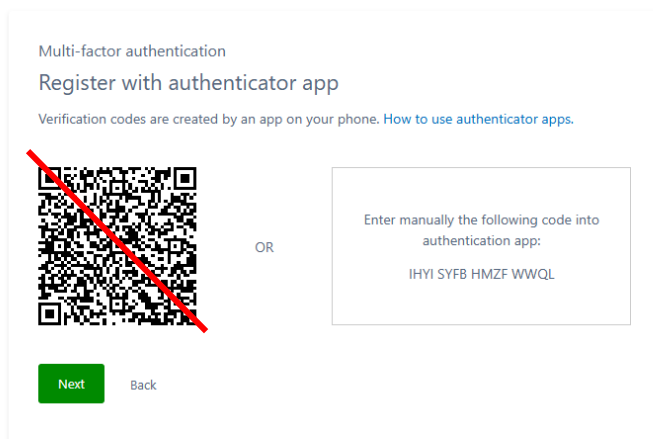
Companion Animal Register



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- The following screen will appear (do not click 'Next' yet)

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PLEASE DO NOT SCAN THE QR CODE IN THIS HELP GUIDE. You will get your own uniquely generated QR code when setting up your MFA.

NZCAR Support Office
P: 0508 LOSTPET (567873)
E: info@animalregister.co.nz

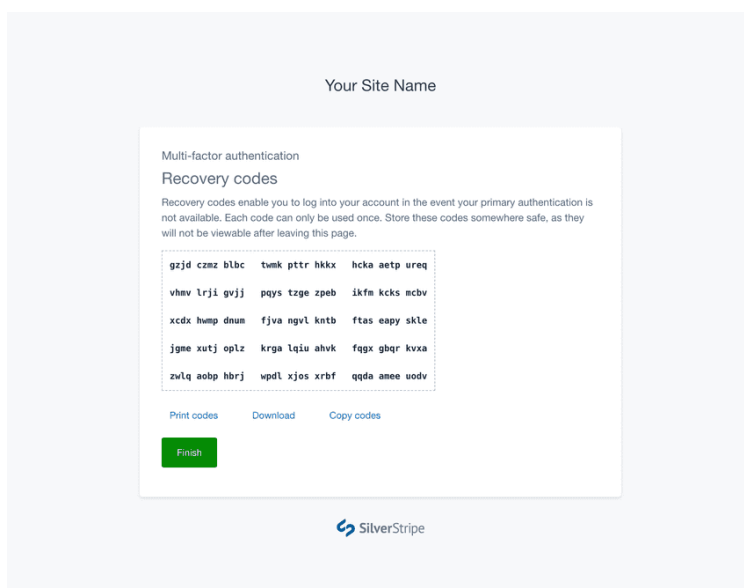
STEP TWO: Open the Authy app on your phone

- Click the plus (+) to add a new account to Authy
- Click ‘Scan QR Code’ (you might be prompted with options to allow Authy to take pictures, if you are please click ‘allow’)
- Scan the QR Code on NZCAR screen
- Choose from the options presented (add logo, colour etc)
- Enter a nickname such as ‘NZCAR’
- Once you save these details, you will now see a 6-digit code under the nickname you have just set
- On the NZCAR Screen, click ‘next’ and enter the 6-digit code from Authy

STEP THREE - Recovery codes:

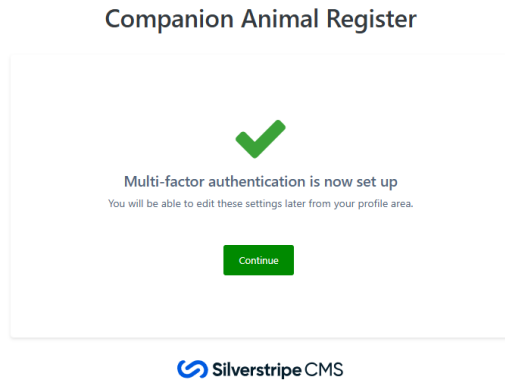
You can copy, download or print these codes (see image) using the actions shown beneath them.

If you lose access to your phone or security key, you can use one of your recovery codes to login and reset your MFA. Each recovery code can be used once. Please ensure you store them somewhere safe, as this is the only time they will be displayed.



Once you hit ‘Finish’ on MFA set up, you may be prompted to enter in your NZCAR log in details (email and password) and/or the 6-digit code from Authy to complete login.

Below is the final screen. Note: Approved Users do not have access to their 'Profile area'. For help with your MFA settings, please contact our Support team on the details below.



Once you have completed the MFA set up, you will receive an email as below:

From: Companion Animal Register <info@animalregister.co.nz>
Sent: Tuesday, 3 October 2023 12:20 pm
To: [REDACTED]
Subject: A multi-factor authentication method was added to your account

Hi [REDACTED]

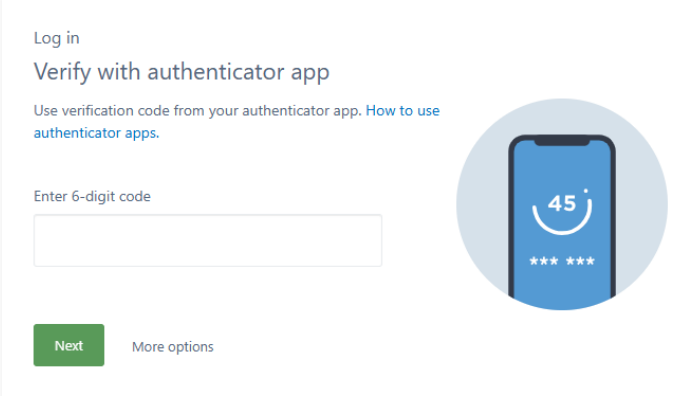
You have successfully registered Authenticator app as an extra layer of protection for your account at <https://www.animalregister.co.nz/>.

If you did not take this action, please contact your system administrator immediately.

Using your authenticator to login in future

1. Head to www.animalregister.co.nz/Security/login
2. Enter your email and password, then click 'Sign in'

Companion Animal Register



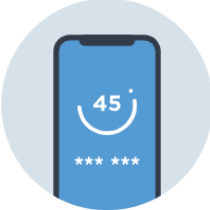
Log in

Verify with authenticator app

Use verification code from your authenticator app. [How to use authenticator apps.](#)

Enter 6-digit code

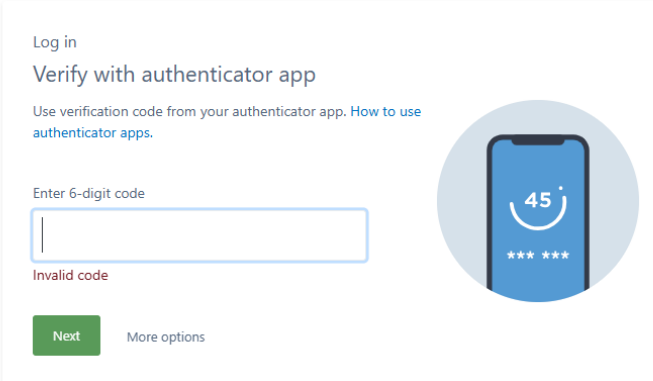
Next More options



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3. To generate the code, open Authy on your phone. Here you will see a 6-digit code listed (if you have multiple accounts added, ensure you use the code for NZCAR).
4. Type in the code in to the **Enter code** box. Click **Next** to complete log in.
5. Codes are only valid for a limited time (usually about 30seconds) so if you get an error saying 'Invalid Code', it is likely that you entered an 'old' code (eg it had timed out). See screenshot below:

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Log in

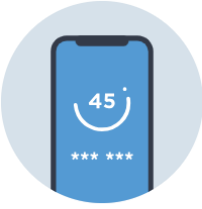
Verify with authenticator app

Use verification code from your authenticator app. [How to use authenticator apps.](#)

Enter 6-digit code

Invalid code

Next More options



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Trouble shooting and FAQ's

For up-to-date information on MFA and Frequently asked questions, please visit our website at www.animalregister.co.nz/agent-faq/mfa/.

If you need further help with your NZCAR account or MFA, please contact our Support team on 0508 LOSTPET (567873) or via email to info@animalregister.co.nz.