

Multi-Factor Authentication – Authenticator Extension

This guide is for NZCAR Approved Users who are part of a team with a shared NZCAR login and need to log in on multiple devices.

We strongly recommend using Chrome. Some other browsers can experience issues with the NZCAR site.

IMPORTANT: Ensure you are logged into the Browser Account you wish to use for all devices and these devices are synced before beginning the steps below. If you do not have a google account, it is free to set one up.

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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

Setting up your Authenticator Extension



Reasons for recommendation:

- Can be used via your browser: Chrome (recommended) and Edge.
- Authenticator Extension is free
- You are able to access the code from the laptop/PC that you are working from. So, no need to have access to a personal or work phone, or individual email address during work hours.
- If your team works within a RDS (Remote Desktop Server) please read the last section of this guide **before** following the below steps.

In order to set up on multiple devices, you will need to be logged in to the same Browser Account, then sync your devices. **IMPORTANT:** Ensure you are logged into the Browser Account you wish to use for all devices **before** beginning the steps below.

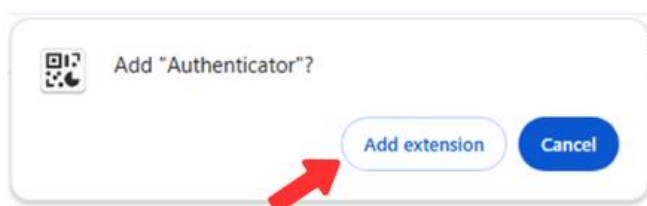
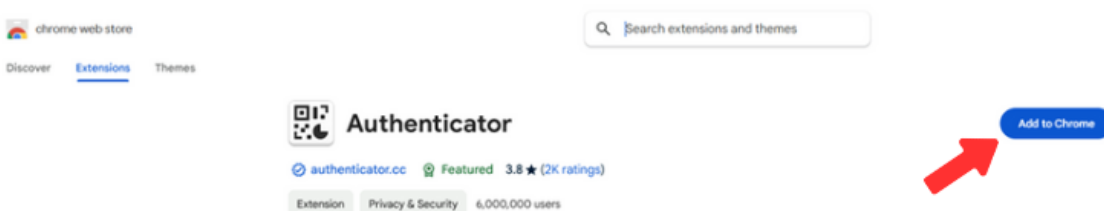
Chrome – Google account (recommended)


Edge – Microsoft account

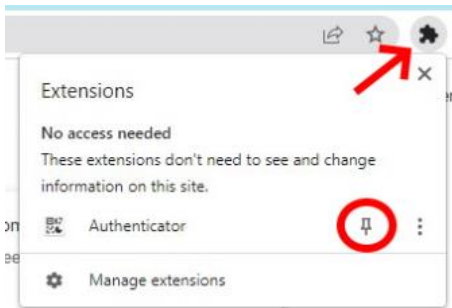
Safari – iCloud account

- In **Chrome**, go to [this link](#), click **Add to Chrome**, and then click **Add extension** when you see the pop-up.
- In **Edge**, go to [this link](#), click **Get**, and then click **Add extension** when you see the pop-up.
- In **Safari**, go to [this link](#), then follow the recommended steps.

Below screenshots are from Chrome – other extensions may vary slightly.



Go to the upper right corner of your browser, click on the Extension button (puzzle piece icon) and then click on the pushpin icon next to "Authenticator" to pin the extension to your browser toolbar. Icon may also look like this 



Setting up MFA on NZCAR

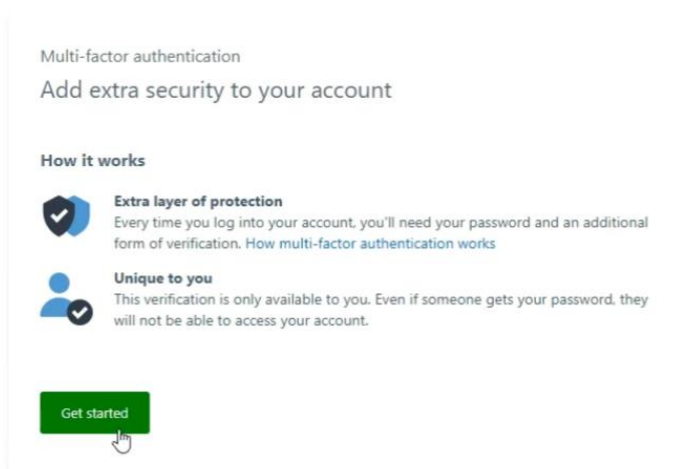
IMPORTANT: Ensure you are logged into the Browser Account you wish to use for all devices before beginning the steps below.

IMPORTANT: Do NOT scan the QR code with your mobile phone.

STEP ONE – Begin the 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'

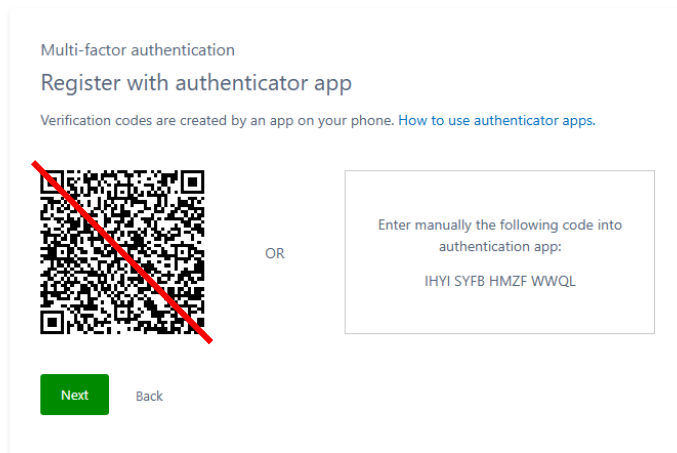
Companion Animal Register



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

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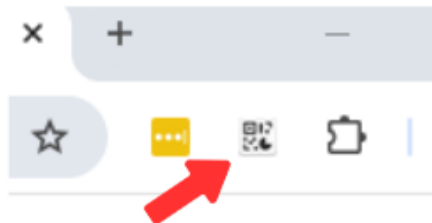


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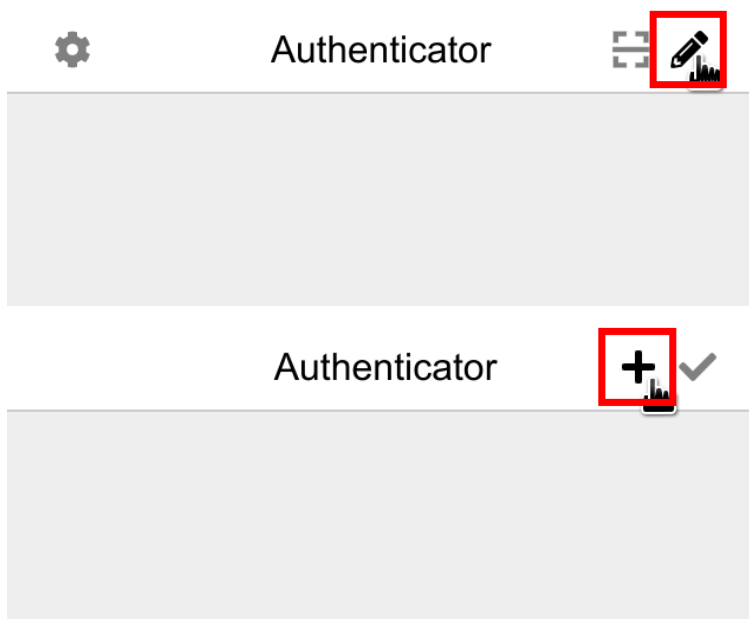
PLEASE DO NOT SCAN THE QR CODE IN THIS HELP GUIDE. You will get your own uniquely generated QR code when setting up your MFA.

STEP TWO: Open your Authenticator app

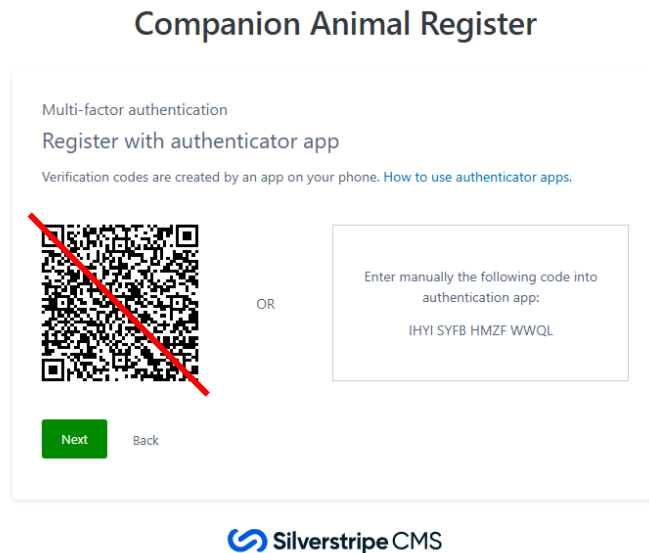
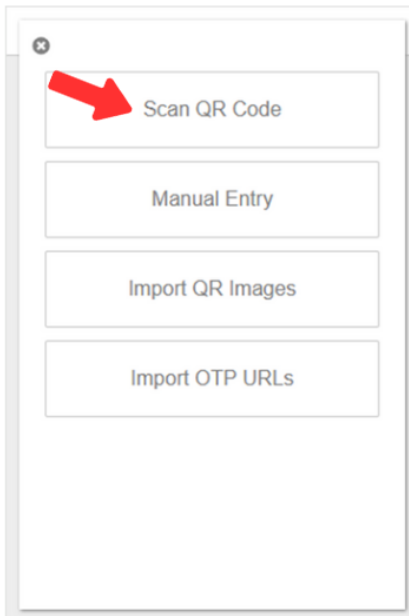
- Click the Authenticator icon



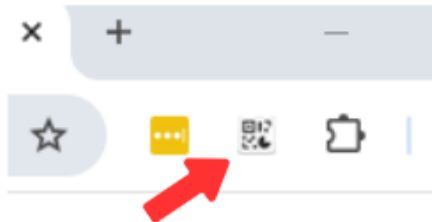
- Click the pencil icon, then the plus (+)



- Click 'Scan QR Code' and drag a box around the QR code on screen (NZCAR). **Note: you must have the NZCAR website on screen when doing this step.**



- Click 'Next'. Here you will be prompted to enter in your 6-digit code, from your authenticator Extension.

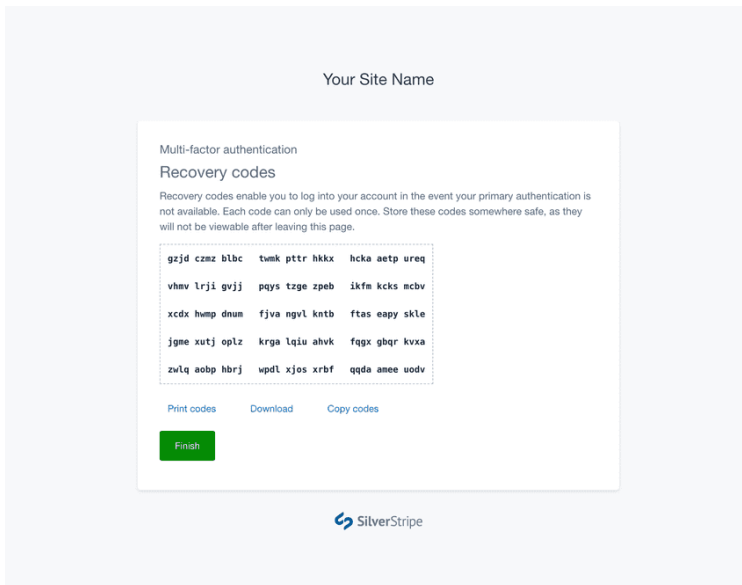


- To generate the code, click the **Authenticator** icon on your toolbar. This time you should see a 6-digit code listed. Click on the number to copy it to the clipboard.
- Press **Control + V** on your keyboard to paste the code in to the **Enter code** box. Click **Next** to go to the next screen.

STEP THREE - Recovery codes:

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

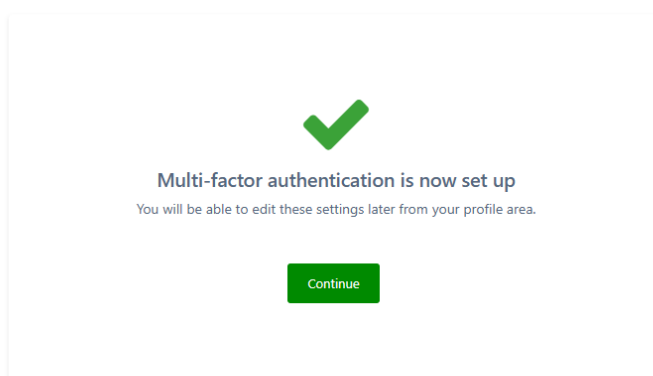
If you lose access to your phone or security key you can use one of your recovery codes to login and reset your MFA. Each recovery code can be used once. Please ensure you store them somewhere safe, as this is the only time they will be displayed.



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

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.

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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/>.

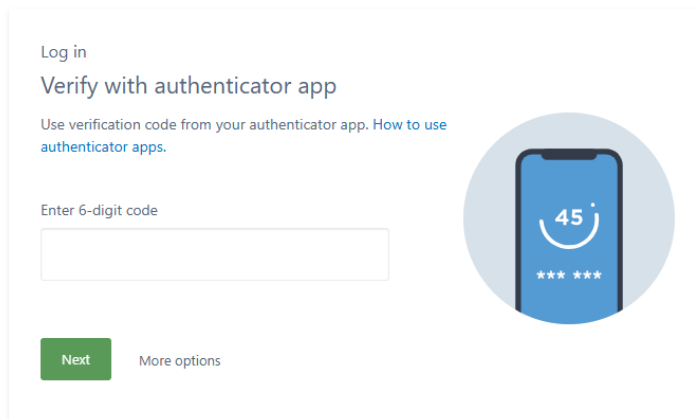
If you did not take this action, please contact your system administrator immediately.

Ensure your browser accounts are synced. You should now be able to access MFA for the NZCAR on all your synced devices. If your browser account is not synced, go into your browser settings and turn on sync.

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

A screenshot of the Companion Animal Register login page. The page is titled 'Log in' and 'Verify with authenticator app'. It instructs the user to 'Use verification code from your authenticator app. How to use authenticator apps.' There is a text input field labeled 'Enter 6-digit code'. To the right of the input field is a circular graphic of a smartphone displaying a timer at '45' and four asterisks '****'. Below the input field are two buttons: a green 'Next' button and a 'More options' link.

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3. To generate the code, click the **Authenticator** button again from the toolbar. This time you should see a 6-digit code listed. Click on the number to copy it to the clipboard.
4. Press **Control + V** on your keyboard to paste 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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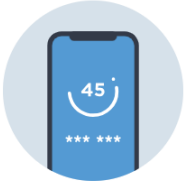
Log in
Verify with authenticator app

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

Enter 6-digit code

Invalid code

[More options](#)

A circular illustration of a smartphone. The screen shows a blue background with a white clock face indicating 45 seconds, and a verification code consisting of three asterisks followed by three asterisks (*** ***) below it.

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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.

RDS (Remote Desktop Users)

The Chrome Authenticator Extension cannot be downloaded within your RDS. You will receive an error which reads 'COUD_NOT_GET_TEMP_DIRECTORY'. Please minimise your RDS window and follow this guide from OUTSIDE your Remote Desktop.