

# CEPOL LAW ENFORCEMENT EDUCATION PLATFORM (LEEd)

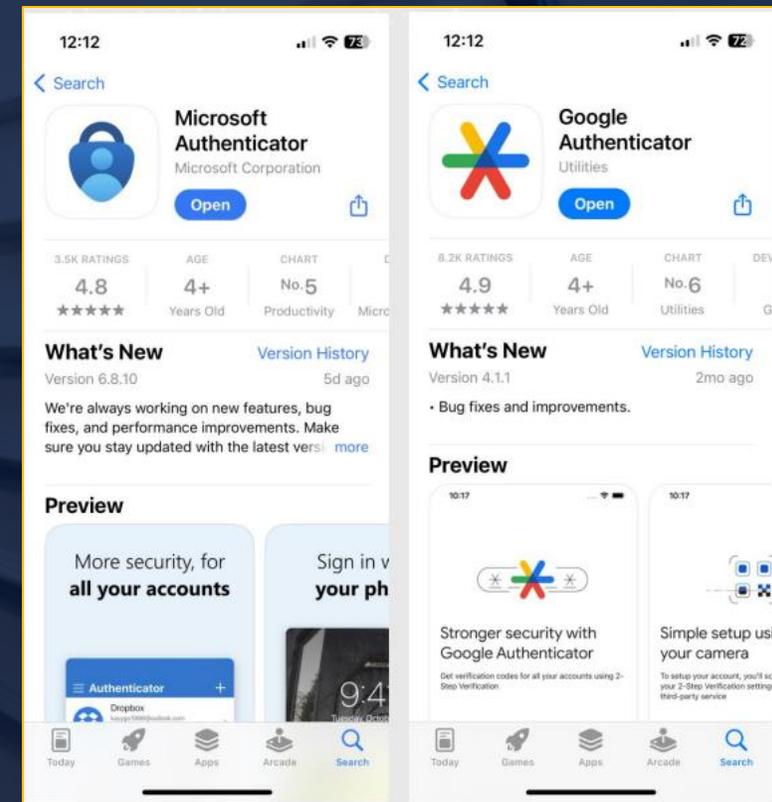
**How to set up a Multi-Factor Authentication (MFA)?**

## How to set up a Multi-Factor Authentication (MFA)?

STEP 1

### Authenticator Application

- First, download on your phone an authenticator application and create an account with either your personal or professional email address (if you don't have one already).
- It can be the Microsoft Authenticator or the Google Authenticator (choose just one of them).
- Make sure you download it before starting the process as it is time-sensitive.

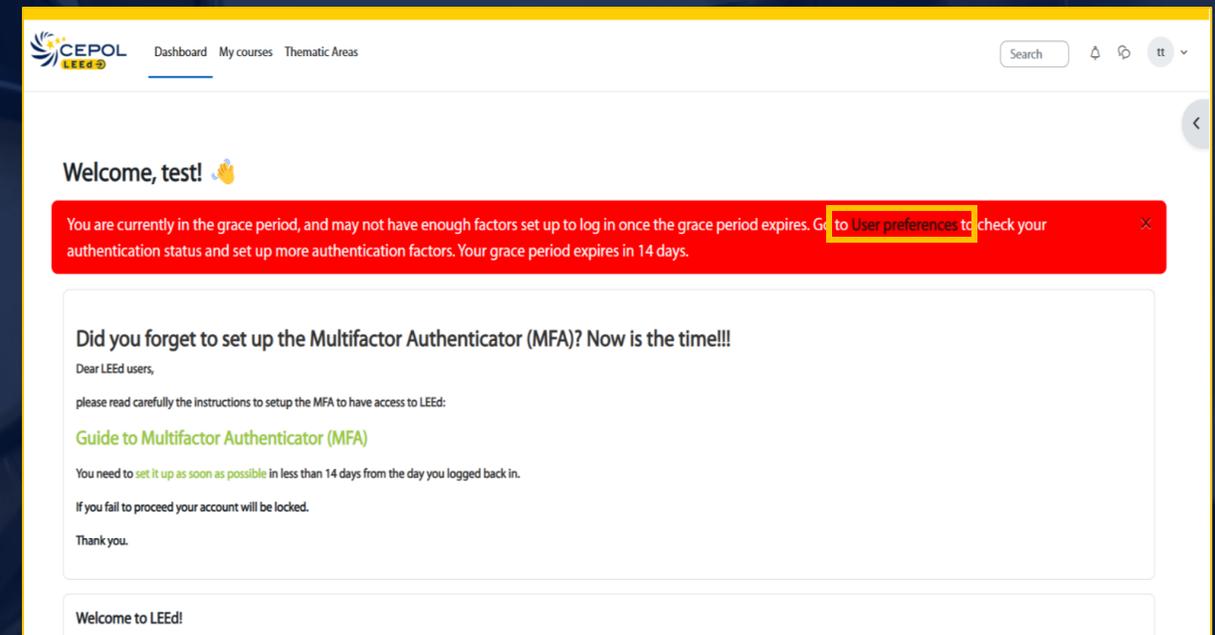


## How to set up a Multi-Factor Authentication (MFA)?

### STEP 2

### Warning message

- After logging in, on your Dashboard you will see a short red message regarding the MFA.
- By clicking on 'User preferences' you can access the page where to set it up.
- The red warning message will disappear from your Dashboard even if you click on the 'User preferences' link but decide not to proceed with the setup immediately.



The screenshot shows the CEPOL LEEd dashboard. At the top, there is a navigation bar with 'Dashboard', 'My courses', and 'Thematic Areas'. A search bar and user profile icons are on the right. Below the navigation, a welcome message 'Welcome, test!' is displayed. A prominent red warning message is shown, stating: 'You are currently in the grace period, and may not have enough factors set up to log in once the grace period expires. Go to User preferences to check your authentication status and set up more authentication factors. Your grace period expires in 14 days.' Below this, a white box contains the heading 'Did you forget to set up the Multifactor Authenticator (MFA)? Now is the time!!!' followed by a message to 'Dear LEEd users, please read carefully the instructions to setup the MFA to have access to LEEd:'. A green link 'Guide to Multifactor Authenticator (MFA)' is provided, along with instructions to set up MFA as soon as possible within 14 days. A warning that the account will be locked if setup is not completed is also present. The page concludes with 'Thank you.' and a 'Welcome to LEEd!' footer.

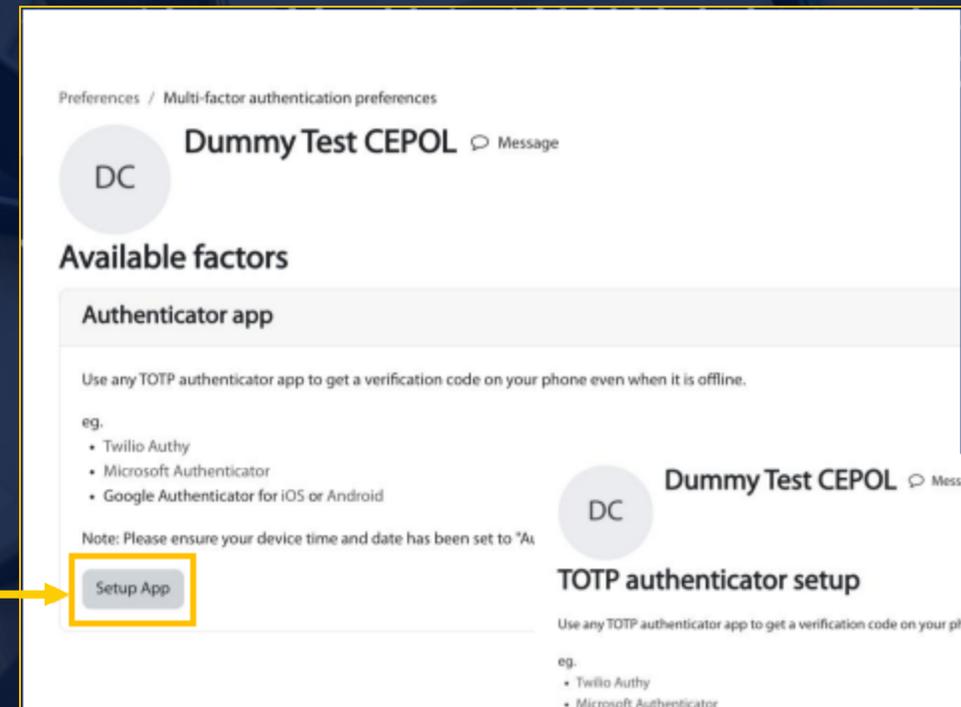


## How to set up a Multi-Factor Authentication (MFA)?

STEP 4

### APP setup

- Click on Setup App button

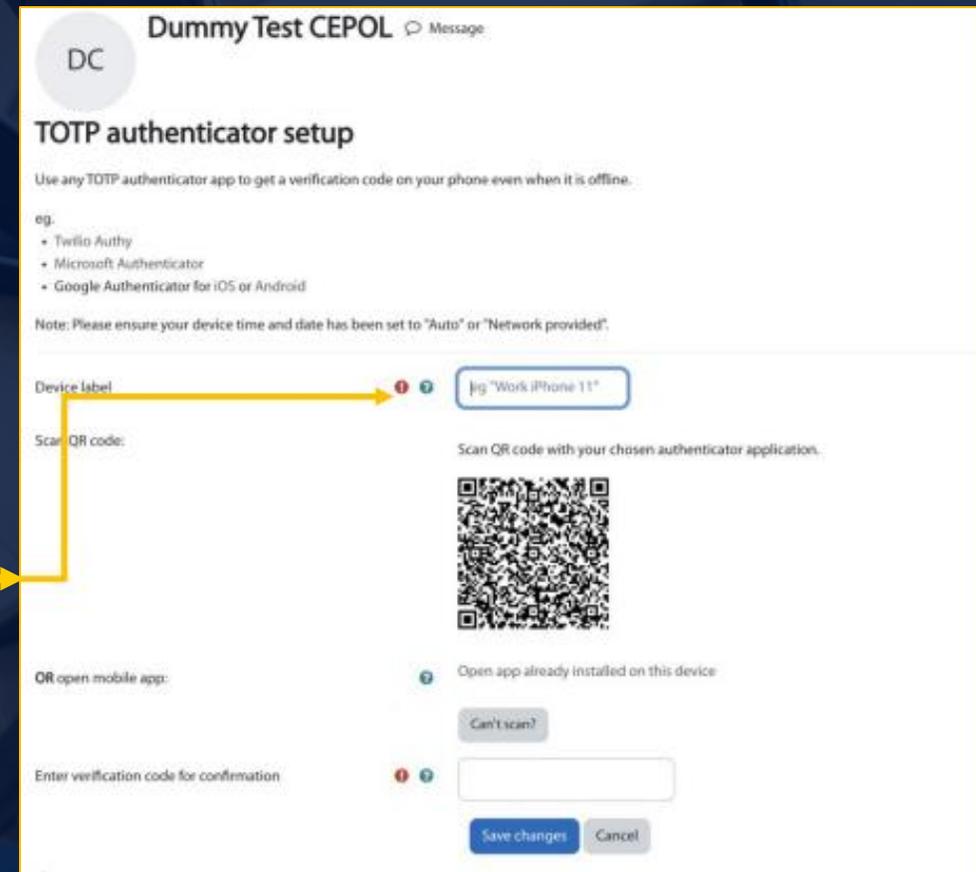


## How to set up a Multi-Factor Authentication (MFA)?

STEP 5

### Give a device name

- Name it in Device label field (e.g. myPhone)



Dummy Test CEPOL Message

DC

### TOTP authenticator setup

Use any TOTP authenticator app to get a verification code on your phone even when it is offline.

eg.

- Twilio Authy
- Microsoft Authenticator
- Google Authenticator for iOS or Android

Note: Please ensure your device time and date has been set to "Auto" or "Network provided".

Device label

Scan QR code:



OR open mobile app:

Enter verification code for confirmation:

## How to set up a Multi-Factor Authentication (MFA)?

STEP 6

### Scan the QR code

- Scan the QR code appearing on your screen by using the authenticator app that you downloaded on your phone -> How to scan? See the next slide.

DC Dummy Test CEPOL Message

### TOTP authenticator setup

Use any TOTP authenticator app to get a verification code on your phone even when it is offline.

eg.

- Twilio Authy
- Microsoft Authenticator
- Google Authenticator for iOS or Android

Note: Please ensure your device time and date has been set to "Auto" or "Network provided".

Device label

Scan QR code:

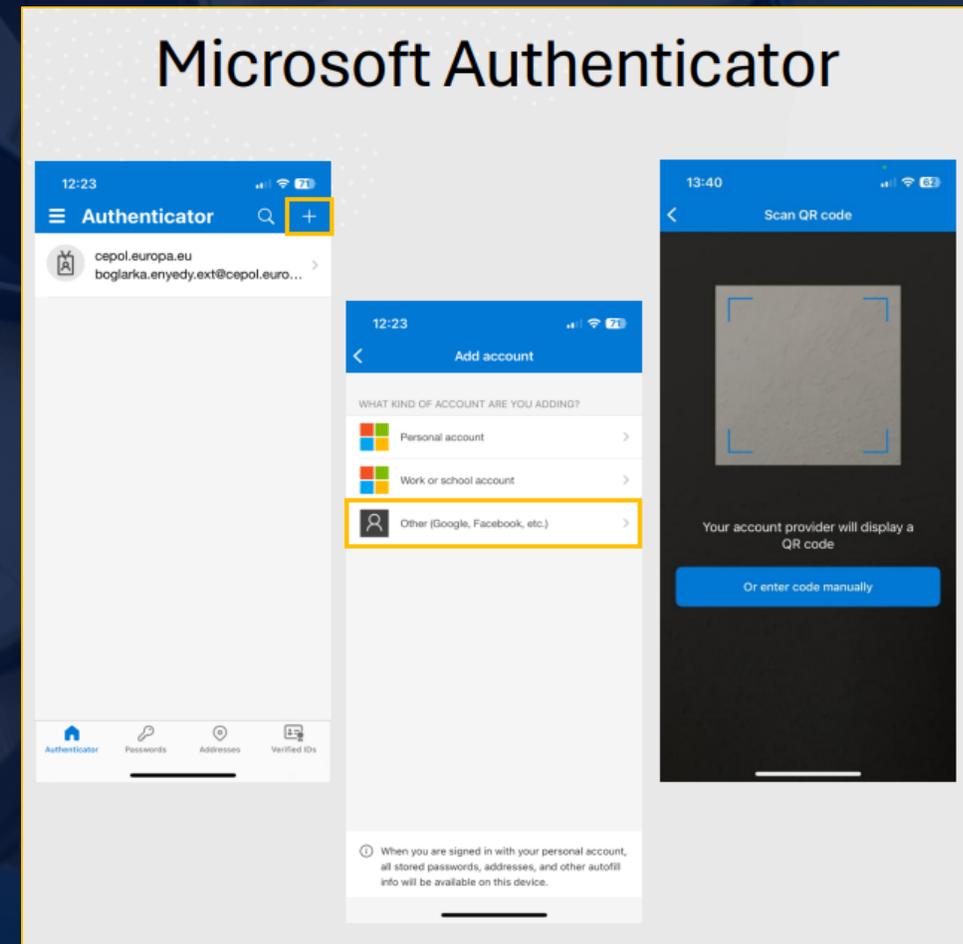


QR open mobile app:

Enter verification code for confirmation

### Microsoft: How to scan the QR code?

- Open the authenticator application on your phone
- Tap on the + icon
- Select 'Other'
- Scan the QR code

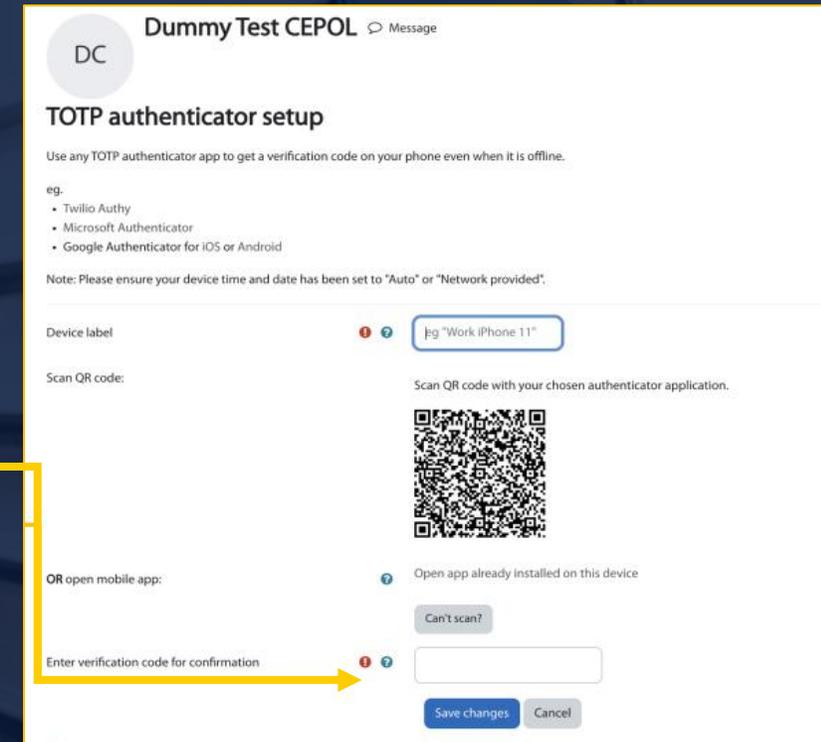
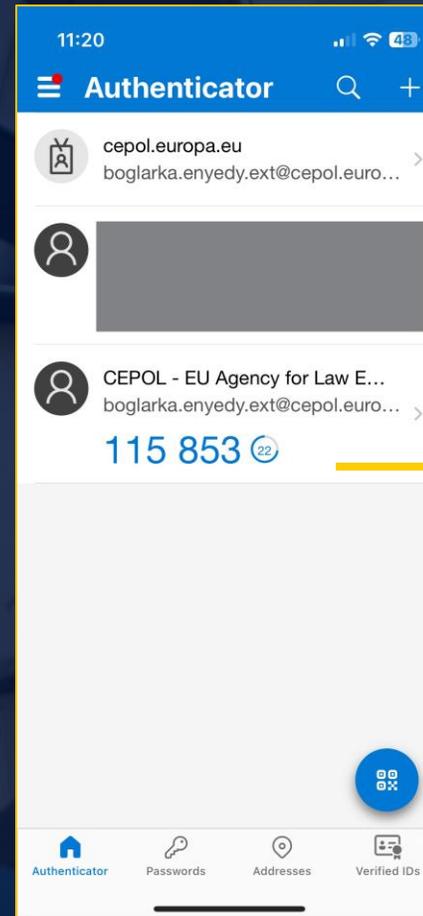


## How to set up a Multi-Factor Authentication (MFA)?

STEP 7

### Verification code

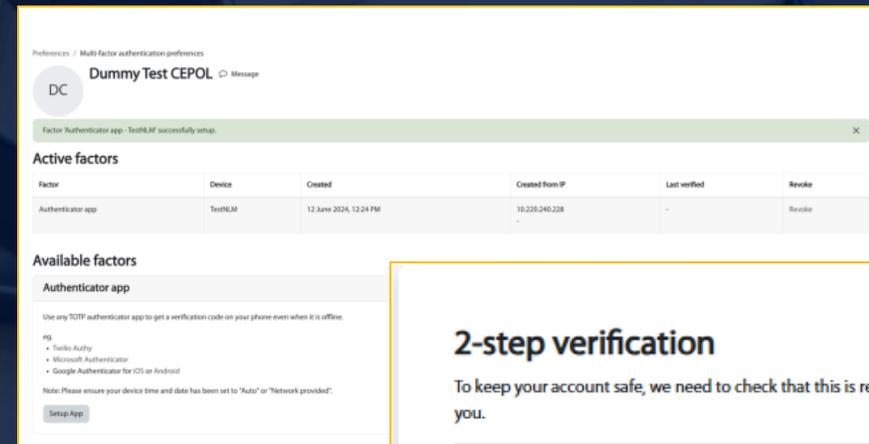
- Enter the 6-digit verification code for confirmation from your app and click 'Save changes'



## How to set up a Multi-Factor Authentication (MFA)?

You are all set up!

- From now on every time you log into LEEd, you will only need to open your Authenticator app and type in the verification code.



Preferences / Multi factor authentication preferences

DC Dummy Test CEPOL Message

Factor Authenticator app: TestMFA successfully setup.

Active factors

Factor	Device	Created	Created from IP	Last verified	Revoke
Authenticator app	TestMFA	12 June 2024, 12:24 PM	10.220.240.228	-	Revoke

Available factors

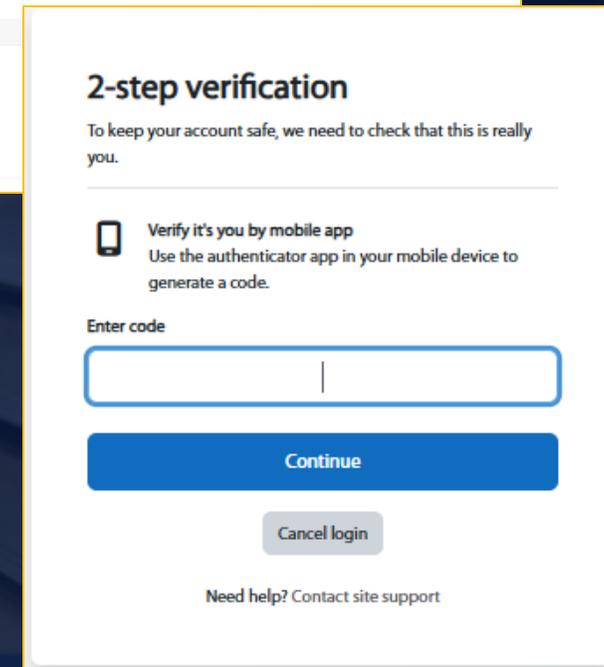
Authenticator app

Use any TOTP authenticator app to get a verification code on your phone even when it is offline.

- Twilio Authy
- Microsoft Authenticator
- Google Authenticator for iOS or Android

Note: Please ensure your device time and date has been set to "Auto" or "Network provided".

Setup App



### 2-step verification

To keep your account safe, we need to check that this is really you.

Verify it's you by mobile app  
Use the authenticator app in your mobile device to generate a code.

Enter code

Continue

Cancel login

Need help? Contact site support

## FINAL RECOMMENDATIONS

- **Set-up within 14 days**

When you enter LEEd for the first time or after a longer period, you need to enable the Multi-Factor Authentication within the first 14 days (grace period). Otherwise, your account will be locked.

- **6-digit code changes every 30 seconds**

In general, you need to pay attention that the 6-digit code in the phone authenticator changes every 30 seconds, and after several unsuccessful attempts, by putting passed codes, it can be blocked again.

Thus, towards the end of these 30 seconds, it is better to wait until a new code appears, so you have enough time to write it in.

## FINAL RECOMMENDATIONS

- If your account is locked, you will see the following **error message** once you try to log in.
- Please contact your respective **National LEEd Manager (NLM)** or **National Contact Point (NCP)** to unlock your account.
- In case of further technical issues, contact LEEd support.

### Unable to authenticate

We couldn't confirm your identity sufficiently to meet the site authentication security policy.

This may be due to:

- 1) Steps being locked - please wait a few minutes and try again.
- 2) Steps being failed - please double check the details for each step.
- 3) Steps were skipped - please reload this page or try logging in again.

If you are still unable to log in, or believe you are seeing this in error, please email:

[leed-support@cepol.europa.eu](mailto:leed-support@cepol.europa.eu)

[Log out](#) [Contact site support](#)

We hope we were able to help!

If you have any questions or need further assistance,  
please feel free to contact us:



[LEEd-support@cepol.europa.eu](mailto:LEEd-support@cepol.europa.eu)



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