

**BOMGAR™**

**Two-Factor Authentication Guide  
Bomgar Remote Support**

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# Two-Factor Authentication Setup for Bomgar Remote Support Using a Time-Based, One-Time Password (TOTP)

Bomgar offers you a higher level of security with two-factor authentication, using a time-based, one-time password (TOTP). Besides entering their username and password to log into the administrative interface and the Bomgar representative console, users who have this option enabled can use an authenticator app of their choice to receive a one-time code that allows them to securely log in.

## TOTP Requirements

Users must have access to a device capable of generating one-time passwords. This is most often done through a smartphone authenticator app. Users are free to choose a compatible option, unless otherwise directed by their administrator. Examples of compatible authenticators include:

- Google Authenticator (Android, iOS)
- Authy (Android, iOS, Windows, Linux, Mac)
- YubioAth Desktop (Windows, Linux, Mac)
- GAuth Authenticator (Windows Phone)
- Authentication Codes (Windows 8, Windows 10)
- OATHTool (command line)
- 1Password (Android, iOS, Mac, Windows)

## Time-Based Considerations

With TOTP, an authenticator app generates a new password approximately every 30 seconds. Because of this, both the authenticator service and the device must be roughly in sync. Bomgar allows the clock on the user's device to be one minute off either way of the appliance's clock. If a wider time gap is experienced, the appliance may fail to recognize the codes generated by the user's device.

## Activate Two-Factor Authentication

Depending on your company's security settings, users may have the option to activate two-factor authentication on their own. Alternatively, activation may be pushed by the administrator, in which case users would be asked to do so when logging in. While the activation process described below is similar either way, the differences are also covered.

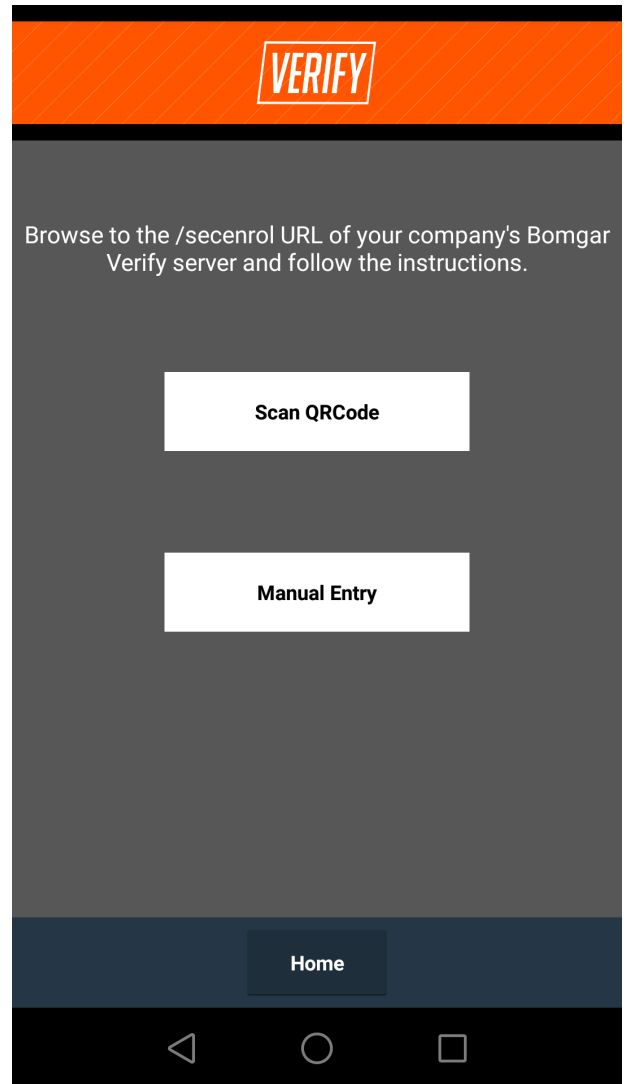
Before you begin, make sure to have a compatible authenticator app on your smartphone.

1. Go to **/login > My Account** and scroll down to the bottom of the page. Under **Two Factor Authentication**, click **Activate Two Factor Authentication**.

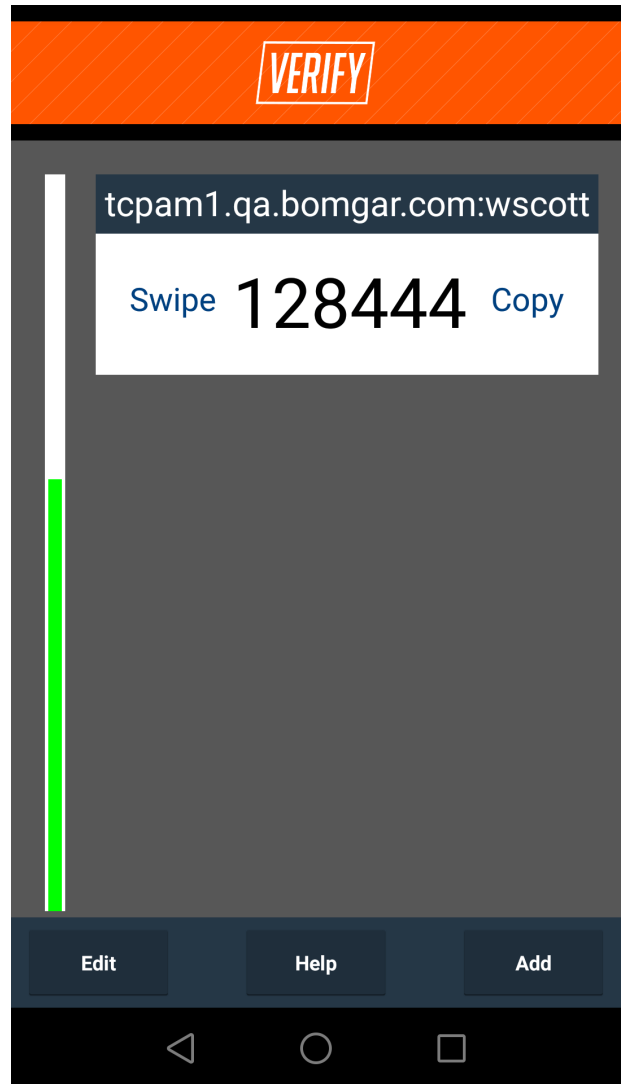


2. The window changes to display the QR code and your next steps. If you have not already done so, download and install an authenticator app for your device. In this example we are using Bomgar Verify.

3. Follow your app's procedure to scan the code. On the Verify app, tap **Add** and then **Scan QRCode** to scan the code shown on the computer screen. Alternatively, you can type in the alphanumeric code that appears under the QR code. This can be useful if the QR code is not displaying properly or if your device is having issues capturing the image. In this example, we are scanning the code, which is the preferred method.



- Once the app successfully captures the QR code, it generates a token.



- Enter your password and the token, and click **Activate**.

3 Enter your password and the numeric code displayed in your Authenticator App.

Password  Code on the App

NOTE: By completing these steps two factor authentication will be required for accessing both the f

- Once the screen refreshes, it displays a confirmation that two-factor authentication is now enabled for your account. The next time you login to /login or the representative console, you will be required to use two-factor authentication.



### Activate and Require Two-Factor Authentication

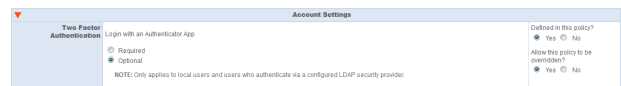
Administrators can require that users enable two-factor authentication on their accounts. To do this, go to **Users & Security > Users**, select a user to edit and under **Account Settings > Two Factor Authentication**, and check the **Required** button.



The next time this user tries to login to either the administrative interface or the representative console, a screen displays requiring the activation of two-factor authentication. The setup process is the same as outlined in the previous section.

### Require Two-Factor Authentication in Group Policies

Two-factor authentication can also be defined when creating or editing group policies. Go to **Users & Policies > Group Policies > Account Settings > Two Factor Authentication** and select **Required** or **Optional**, depending on how you want to enforce its use.



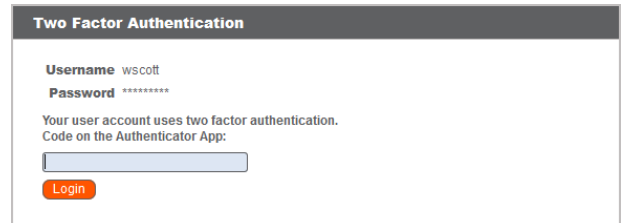
**Note:** Like other account settings in group policies, the administrator can decide if two-factor authentication is defined for a specific policy, and if it can be overridden.

# Log into Bomgar Remote Support Using Two-Factor Authentication

## Log into the Administrative Interface

Enter your username and password. When prompted, enter the code from your authenticator app and click **Login**.

**Note:** Keep in mind that each code is valid for only 60 seconds, after which a new one is automatically generated. In Bomgar Verify, a vertical bar on the left side of the screen changes color from green to red as it counts down from 0 to 60 seconds. Other apps, like Google Authenticator, may show a clock or some other form of tracking time.

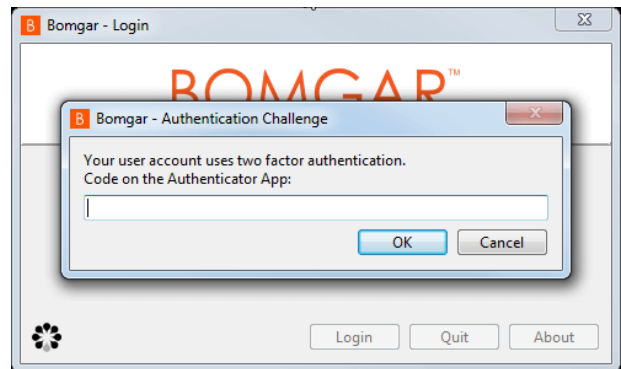


The screenshot shows a dialog box titled "Two Factor Authentication". It contains the following text and fields:

- Username** wscott
- Password** \*\*\*\*\*
- Your user account uses two factor authentication.
- Code on the Authenticator App:
- A text input field for the code.
- A **Login** button.

## Log into the Bomgar Representative Console

Enter your username and password. When prompted, enter the code from your authenticator app and click **Login**.



The screenshot shows a "Bomgar - Login" window. In the foreground, there is a "Bomgar - Authentication Challenge" dialog box with the following text and fields:

- Your user account uses two factor authentication.
- Code on the Authenticator App:
- A text input field for the code.
- OK** and **Cancel** buttons.

The background window has a "BOMGAR™" logo and "Login", "Quit", and "About" buttons at the bottom.

# Change or Disable the Authenticator App in Bomgar Remote Support

## Change the Authenticator App

Once you have set up two-factor authentication for your account using a specific app, you still have the option of changing to a different one. To do so, go to **/login > My Account > Two Factor Authentication** and click **Replace Authenticator App**.

In the next screen, enter your password and the code on the app, and click **Continue**.

You are taken to the initial setup screen. Repeat the initial setup process but this time with the new authenticator app you wish to use. If this is an app you already used and registered, simply enter the code. If it is a new app, you must scan the QR code again.

When done, click **Replace App**. The previous app is disabled, and you must use the new app selected at the next login. You can always change back or select a different one by repeating the steps above.

**Note:** If you decide to replace your current app, you must begin using a new one. It is not possible to disable two-step authentication from this point.

## Disable Authenticator App - User Side

If you are not required by your administrator to use two-factor authentication, you can disable this feature.

### IMPORTANT!

*Due to the enhanced level of security provided by this feature, it is **NOT** a best practice to disable two-factor authentication.*

To disable two-factor authentication, go to **/login > My Account > Two Factor Authentication** and click **Deactivate Authenticator App**. Enter your password and code on the app, and then click **Deactivate**. A message displays confirming the feature has been deactivated.

## Disable Authenticator App - Admin Side

**Two Factor Authentication**

Two factor authentication is currently active for your account.

[Replace Authenticator App](#) [Deactivate Two Factor Authentication](#)

**Two Factor Authentication**

Please confirm the information below to proceed.

• Password

• Code on the App

• Required [Continue](#) [Cancel](#)

3 Enter the numeric code displayed in your Authenticator App.

• Code on the App

• Required [Replace App](#) [Cancel](#)

NOTE: By completing these steps you will be required to use the new Authenticator App during your next login. The old Authenticator App will cease to work immediately.

**Two Factor Authentication**

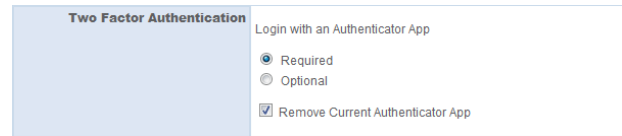
Two factor authentication deactivated.

Two factor authentication is not active for your account.

[Activate Two Factor Authentication](#)



As an administrator, you may remove a user's current authenticator app. Go to the user's settings page, and under **Account Settings > Two Factor Authentication**, select **Remove Current Authenticator App**. Scroll to the bottom of the page and click **Save**. The next time the user logs in, only their username and password will be needed to log into the administrative interface and the Bomgar representative console.



Two Factor Authentication

Login with an Authenticator App

- Required
- Optional
- Remove Current Authenticator App

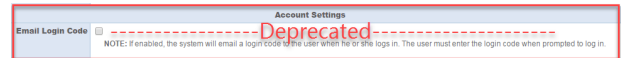
**Note:** An administrator may remove a user's current authenticator app whether the user is required to use two-factor authentication or simply chooses to use it.

## IMPORTANT!

*If a user's device used for two-factor authentication is lost or reset, a Bomgar admin must remove that user's current authenticator app and require that the user set up two-factor authentication again.*

## Transitioning from Previous Forms of Two-Factor Authentication in Bomgar Remote Support (Email Codes)

The two-factor authentication method previously in place, known as robust authentication, relied on email codes to verify the user's identity. With Bomgar Remote Support version 17.1, this method has been deprecated and replaced with two-factor authentication using a time-based, one-time password (TOTP).



Users who were receiving codes to log in will be automatically upgraded to two-factor authentication. When logging in, they will see a message indicating that login codes by email have been deprecated and instructing them to use a time-based, one-time password capable device.

The user may, however, continue to use email codes until they register an authenticator app, such as Bomgar Verify or Google Authenticator. This not only ensures backwards compatibility with existing security settings for a user's account, but also takes into consideration that an app or device may not be immediately available.

In this scenario, a user would continue to see a request to register an authenticator app until they begin using the new two-factor authentication method. Once the user registers an app and begins using the new method, the email code option is permanently disabled.

Because email codes are no longer an admin option, the feature cannot be re-enabled once the user begins using the new method.

### IMPORTANT!

*A user could request that the administrator stop pushing requests for a device-based two-step authentication at each login. The admin has the option to do so by changing the user's permission from **Required** to **Optional** under the user's account settings. However, this also disables emailed login codes permanently. Bomgar does not recommend this procedure, since it will degrade the security level on that user's account. It is a best practice and highly recommended that two-factor authentication be enabled.*