Two-Factor Authentication Instructions for all PMS Users

This page contains the instructions for all PMS Users to learn how to utilize Two-Factor Authentication (2FA) to login into PMS Securely. Below you will find specific instructions for each task as well as getting a general overview of the functionality.

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Overview of Two-Factor Authentication

PMS Two-factor authentication is a method of confirming your claimed identities by using a combination of two different factors such as something you know and something you have.

The PMS Two Factor Authentication allows you to use the following options to get your Passcode:

- Using your Smartphone to Retrieve a Passcode
- Getting an Automated Phone Call to hear Passcode
- Getting an Automated Text Message to Read Passcode

Once the Two-Factor Authentication is set up, you need to login through normal process of entering Username and Password. Then click on Login button to continue.
Setting up Two-Factor Authentication

This section instructs you on how to setup Two-Factor Authentication in the Payment Management System. After logging in, User will be directed to Two-Factor Authentication One-Time Setup page. There are three different ways to retrieve a Passcode using Two-Factor Authentication.

- Using your Smartphone to Retrieve a Passcode
- Getting an Automated Phone Call to hear Passcode
- Getting an Automated Text Message to Read Passcode

Telephone Number Verification

The first time you login you will see a Telephone Number Verification screen where you will be asked to test and verify your telephone number(s). Select the Radio button next to the Phone Number you wish to verify and click the Test Telephone Number button.
If you choose either Add or Edit your telephone number(s), a pop-up will display enabling you to add or change your telephone details. Click the **Save** button to continue. You may also remove a telephone number by selecting the number and clicking the **remove** button.

Depending on your default multifactor selections, you will either receive a text message on your smartphone, or receive a telephone call with a 6-digit passcode. Enter this passcode and click the **OK** button to continue.
Once the passcode is verified the pop-up will close. Click the Continue button to continue.

Next you will see the Certification screen where you will be asked to certify your telephone number(s). Check the Checkbox to certify your number then click the I Agree button to continue.
Two-Factor Authentication One-Time Setup

At this time, select the best option to retrieve a Passcode to login to the PMS using Two-Factor Authentication.
Using your Smartphone to Retrieve a Passcode

This section of the guide describes how to use your Smartphone to retrieve a Passcode from the Two-Factor Authentication Setup screen.

To use your smartphone, such as an iPhone or Android device, you will need to download Google Authenticator and install the mobile application. Once you have the application installed on your mobile device you can configure it to generate your passcode. First install the Google Authenticator App on your smartphone and then configure Google Authenticator to work with PMS.

Two-Factor Authentication One-Time Setup - Smartphone

The first column briefly explains setting up Two-Factor Authentication using a Smartphone option.
Click on the link provided in STEP 1 to Learn more about installing Google Authenticator Mobile Application on your Smartphone.
After Google Authenticator Application is installed, click on **Scan the QR Code.**
Use Your Smartphone to Retrieve Passcode

To use your smartphone, such as an iPhone or Android device, you will need to download Google Authenticator and install the mobile application. Once you have the application installed on your mobile device you can configure it to generate your passcode.

STEP 1: Install the Google Authenticator Application
Follow these steps to Learn more about installing the Google Authenticator Mobile Application.

STEP 2: Configure, Run, and Verify Application
Use your Google Authenticator Token below to setup your smartphone or Scan the QR Code with your camera.

JDWOO6U4GEUAONT7

STEP 3: Choose this Authentication Option
Click button below to save this as your PMS Two-Factor Authentication Option and continue.

USE GOOGLE AUTHENTICATOR

Scan the Barcode using Google Authenticator Application.
After the barcode has been scanned, click on **Close** button to exit the **Show My QR Code** pop-up.

Click on **USE GOOGLE AUTHENTICATOR** button to select Google Authenticator Passcode as default.
Use Your Smartphone to Retrieve Passcode

To use your smartphone, such as an iPhone or Android device, you will need to download Google Authenticator and install the mobile application. Once you have the application installed on your mobile device you can configure it to generate your passcode.

STEP 1: Install the Google Authenticator Application
Follow these steps to [Learn more about installing the Google Authenticator Mobile Application](#).

STEP 2: Configure, Run, and Verify Application
Use your Google Authenticator Token below to setup your smartphone or [Scan the QR Code](#) with your camera:

**JDWO06U4GEUAONT7**

STEP 3: Choose this Authentication Option
Click button below to save this as your PMS Two-Factor Authentication Option and continue.

[USE GOOGLE AUTHENTICATOR](#)

Warning Notice!
Click on the **Continue** button in the pop-up to select Google Authenticator Passcode as default.

On the **Get Passcode** screen, **Use My Smartphone** will be selected by default.

Click on **Continue** button to move to the Verify Passcode page.
If you need to change the method to receive the Passcode click on **Change Passcode Retrieval Option** link to go back to the **Get Passcode** page.

Enter the **Passcode** in the field that is displayed on Google Authenticator Application.
After the Passcode has been entered, click on **Verify** button to Login to the PMS Application.

User will be logged in to the PMS Application.
Invalid Passcode Scenarios

**Invalid Passcode** error message will be displayed due to following reasons: When an incorrect Passcode is entered, or when an expired Passcode is entered. The Google Authenticator Passcode will be valid for 1 minute. If an incorrect/expired Passcode is entered, an error message will be displayed.

Re-enter the new **Passcode** displayed on the Google Authenticator Application and Click on **Verify** to Login to the PMS Application.
User will be logged in to the PMS Application.

Installing the Google Authenticator Mobile Application

This section of the guide describes how to Install the Google Authenticator Mobile Application on your Smartphone.

Install the Google Authenticator App on your Smartphone and then configure Google Authenticator to work with PMS.

Step 1 – Installing Google Authenticator

Searching for the Application in the APP Store.
To search for the application in the APP Store open the App Store on your Smartphone. Use the Magnifying Icon to bring up the Search bar then, search for **Google Authenticator**. Click on the Application icon.

Download the Application
Click on the **Get** button and wait for the application to download.
A spinner should appear to show the application download progress.
Google Authenticator
Google, Inc.

2.6 ★★★★☆
867 Ratings

#52
Utilities

4+
Age
Install the Application

Once the download is complete, verify your Google account information. To complete the installation, enter your **password** or provide your **fingerprint** on your home button to install.

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Step 2 – Setup and Configure Google Authenticator

To setup and configure Google Authenticator to work with PMS follow these steps:
Open the Application

Click the **Open** button on the storefront application screen or locate and click on the Google Authenticator icon on your Smartphone to open the application.

Tap **BEGIN SETUP** at the bottom of the screen.
Tap either **Scan Barcode** or **Manual Entry** at the bottom of the screen.
With 2-step verification, whenever you sign in to your Google Account you will need your password and a code that this app will generate.

- Scan barcode
- Manual entry
For the Scan Barcode option, tap **OK** to allow the Camera to access Google Authenticator.

Click on the link **Scan the QR Code** found in Step 2 on the PMS Two-Factor Authentication page.
Scan the QR Code found on the pop-up and click the **Close** button to continue.

For the Manual Entry option, provide your PMS User ID for the Account information (ex.SMITH01234). Input the Manual Key listed in Step 2 on your PMS Manage Two-Factor Authentication page.

Run & Verify

To provide the generated code, input the **6-digit Authentication code** displayed when prompted by PMS for your Passcode. You will have 30 seconds to input the code before a new code will be generated. The passcode will flash in red just prior to expiring.
Getting an Automated Phone Call to hear Passcode

This section of the guide describes how to Get an Automated Phone Call to hear Passcode from the **Two-Factor Authentication Setup** screen.

Setting up Two-Factor Authentication using a Phone Callback option.
Click on the link provided in STEP 1 to learn about a Telephone Callback process.
Get Automated Phone Call to Hear Passcode

To get an automated callback to hear a generated passcode from a voice service, select this option. You will need to verify your default PMS telephone number or select a preferred number in which you wish to receive your calls. You can change this number at any time.

**STEP 1: Learn about the Callback Process**
Get a quick briefing to Learn more about the PMS Callback Process.

**STEP 2: Configure and/or Verify Your Telephone Number**
Use your PMS Default Telephone Number below to setup your callback or Change your Default Number.

+1 (888) 222-3333

**STEP 3: Choose this Authentication Option**
Click button below to save this as your PMS Two-Factor Authentication Option and continue.

GET A CALLBACK ▸
CALLBACK PROCESS

When selecting this option for PMS login you will receive an automated Telephone call that will provide you with a 6-digit passcode that must be provided for login in addition to your username and PMS password.

- You may receive your passcode to either a land line or a mobile Telephone.
- The Telephone number to be used must be configured in PMS.
- You can update your Telephone number from within PMS by selecting Account Maintenance and then Update Contact Information.
- An automated Telephone call will provide you with a onetime use 6-digit passcode.
- The passcode must be provided within 5 minutes of receiving the Telephone call.

Click on the link in Step 2 to change the default Telephone number. How to change a default Telephone number is covered in the Managing your Two-Factor Authentication Contact Information section of these instructions.

**NOTE:** How to change a Default Telephone number is covered separately.
Get Automated Phone Call to Hear Passcode

To get an automated callback to hear a generated passcode from a voice service, select this option. You will need to verify your default PMS telephone number or select a preferred number in which you wish to receive your calls. You can change this number at any time.

STEP 1: Learn about the Callback Process
Get a quick briefing to Learn more about the PMS Callback Process.

STEP 2: Configure and/or Verify Your Telephone Number
Use your PMS Default Telephone Number below to setup your callback or Change your Default Number.

+1 (888) 222-3333

STEP 3: Choose this Authentication Option
Click button below to save this as your PMS Two-Factor Authentication Option and continue.

GET A CALLBACK
Click on **GET A CALLBACK** button to select Telephone Callback as default.
Get Automated Phone Call to Hear Passcode

To get an automated callback to hear a generated passcode from a voice service, select this option. You will need to verify your default PMS telephone number or select a preferred number in which you wish to receive your calls. You can change this number at any time.

STEP 1: Learn about the Callback Process
Get a quick briefing to Learn more about the PMS Callback Process.

STEP 2: Configure and/or Verify Your Telephone Number
Use your PMS Default Telephone Number below to setup your callback or Change your Default Number.

+1 (888) 222-3333

STEP 3: Choose this Authentication Option
Click button below to save this as your PMS Two-Factor Authentication Option and continue.
Click on the **Continue** button in the pop-up to select Telephone Callback as default.

On the **Get Passcode** screen, **Get a Callback at ...** will be selected by default.
Click on **Continue** button to go to the Verify Passcode page.

If you need to change the method to receive the Passcode click on **Change Passcode Retrieval Option** link to go back to the **Get Passcode** page.

Enter the Passcode in the field that is retrieved by Telephone Callback on the Default Telephone Number.
After the Passcode has been entered, click on **Verify** button to Login to the PMS Application.

User will be logged into the PMS Application.
Changing a Default Telephone number
Click on the link in Step 2 to change the Default Telephone number.
Get Automated Phone Call to Hear Passcode

To get an automated callback to hear a generated passcode from a voice service, select this option. You will need to verify your default PMS telephone number or select a preferred number in which you wish to receive your calls. You can change this number at any time.

STEP 1: Learn about the Callback Process
Get a quick briefing to Learn more about the PMS Callback Process.

STEP 2: Configure and/or Verify Your Telephone Number
Use your PMS Default Telephone Number below to setup your callback or Change your Default Number.

+1 (888) 222-3333

STEP 3: Choose this Authentication Option
Click button below to save this as your PMS Two-Factor Authentication Option and continue.

GET A CALLBACK »
**Change My Telephone Number** pop-up will be displayed. Select a Default Telephone number to receive a Passcode by Telephone Callback. This is relevant for the Users who has more than one Telephone number.

To change the Default Telephone number, select the new Telephone number by clicking on the radio button and then click on **Save** button. To update the Telephone numbers displayed select the **Account Maintenance** option and then **Update Contact Information** when logged into PMS. How to change a Default Telephone number is covered in the **Managing your Two-Factor Authentication Contact Information** section of these instructions.

After clicking the **Save** button, the new Telephone number will be displayed under Step 2.
Get Automated Phone Call to Hear Passcode

To get an automated callback to hear a generated passcode from a voice service, select this option. You will need to verify your default PMS telephone number or select a preferred number in which you wish to receive your calls. You can change this number at any time.

STEP 1: Learn about the Callback Process
Get a quick briefing to Learn more about the PMS Callback Process.

STEP 2: Configure and/or Verify Your Telephone Number
Use your PMS Default Telephone Number below to setup your callback or Change your Default Number.

+ (777) 666-5555

STEP 3: Choose this Authentication Option
Click button below to save this as your PMS Two-Factor Authentication Option and continue.

GET A CALLBACK ➤
Invalid Passcode scenarios

Invalid Passcode error message will be displayed due to the following reasons: When an incorrect Passcode is entered, or when an expired Passcode is entered. A Telephone Callback Passcode will be valid for 5 minutes. If an incorrect/expired Passcode is entered, an error message will be displayed.

Click on **Call me with a Passcode again** button to receive another Passcode by a Telephone Callback.

Enter the new **Passcode** in the field that is retrieved by Telephone Callback on the Default Telephone Number.
After the Passcode has been entered, click on **Verify** button to Login to the PMS Application.

User will be logged into the PMS Application.
Getting an Automated Text Message to Read Passcode

This section of the instructions describes setting up Two-Factor Authentication using a Text message option.
Click on the link provided in STEP 1 to learn about a Text message Passcode process which is also listed below.
Get Automated Text to Read Passcode

To get a Text message that allows you to read a generated passcode from a service, select this option. You will need to select a telephone number to which you wish to receive your texts. You can change this number at any time.

STEP 1: Learn about the Text Process
Get a quick briefing to Learn more about the PMS Text Process.

STEP 2: Configure and/or Verify Your Telephone Number
Use your PMS Default Telephone Number below to setup your callback or Change your Default Number.

+1 (888) 222-3333

STEP 3: Choose this Authentication Option
Click button below to save this as your PMS Two-Factor Authentication Option and continue.

RECEIVE A TEXT
TEXT MESSAGE PROCESS

When selecting this option for PMS login, in addition to providing your username and PMS password, you will be required to provide a 6-digit passcode that will be transmitted to your Mobile telephone.

- To use the Automated Text Process your Mobile Telephone number must be configured in PMS.
- You can update your Telephone number from the login screens or within PMS by selecting Account Maintenance and then Update Contact Information.
- You must select your Mobile Telephone as your Default Number.
- You will receive a text message containing a one-time use 6-digit passcode.
- The passcode must be provided within 5 minutes of requesting the passcode.

Click on the link in Step 2 to change the Default Telephone number. How to change a Default Telephone number is covered in the Managing your Two-Factor Authentication Contact Information section of these instructions.
Get Automated Text to Read Passcode

To get a Text message that allows you to read a generated passcode from a service, select this option. You will need to select a telephone number to which you wish to receive your texts. You can change this number at any time.

STEP 1: Learn about the Text Process
Get a quick briefing to Learn more about the PMS Text Process.

STEP 2: Configure and/or Verify Your Telephone Number
Use your PMS Default Telephone Number below to setup your callback or Change your Default Number.

+1 (888) 222-3333

STEP 3: Choose this Authentication Option
Click button below to save this as your PMS Two-Factor Authentication Option and continue.

RECEIVE A TEXT
Click on **RECEIVE A TEXT** button to select Text message as default.
Get Automated Text to Read Passcode

To get a Text message that allows you to read a generated passcode from a service, select this option. You will need to select a telephone number to which you wish to receive your texts. You can change this number at any time.

STEP 1: Learn about the Text Process
Get a quick briefing to Learn more about the PMS Text Process.

STEP 2: Configure and/or Verify Your Telephone Number
Use your PMS Default Telephone Number below to setup your callback or Change your Default Number.

+1 (888) 222-3333

STEP 3: Choose this Authentication Option
Click button below to save this as your PMS Two-Factor Authentication Option and continue.

RECEIVE A TEXT
Click on the **Continue** button in the pop-up to select Text Message as default.

On the **Get Passcode** screen, **Receive a Text at ...** will be selected by default.

Click on **Continue** button to go to the Verify Passcode page.
If you need to change the method to receive the Passcode click on Change Passcode Retrieval Option link to go back to the Get Passcode page.

Enter the Passcode in the field that is retrieved by Text message on the Default Mobile Telephone Number.
After the Passcode has been entered, click on **Verify** button to Login to the PMS Application.

User will be logged in to the PMS Application.
Changing a Default Telephone number

Click on the link in Step 2 to change the Default Telephone number.
Get Automated Text to Read Passcode

To get a Text message that allows you to read a generated passcode from a service, select this option. You will need to select a telephone number to which you wish to receive your texts. You can change this number at any time.

STEP 1: Learn about the Text Process
Get a quick briefing to Learn more about the PMS Text Process.

STEP 2: Configure and/or Verify Your Telephone Number
Use your PMS Default Telephone Number below to setup your callback Change your Default Number.

+1 (888) 222-3333

STEP 3: Choose this Authentication Option
Click button below to save this as your PMS Two-Factor Authentication Option and continue.

RECEIVE A TEXT
**Change My Telephone Number** pop-up will be displayed. Select a Default Telephone number to receive a Passcode by Text message. To update the Telephone numbers displayed select the **Account Maintenance** option and then **Update Contact Information** when logged into PMS. This is relevant for the Users who has more than one Telephone number.

To change the Default Telephone number, select the new Telephone number by clicking on the radio button and then click on **Save** button.

After clicking the **Save** button, the chosen Telephone number will be displayed under Step 2.
Get Automated Text to Read Passcode

To get a Text message that allows you to read a generated passcode from a service, select this option. You will need to select a telephone number to which you wish to receive your texts. You can change this number at any time.

STEP 1: Learn about the Text Process
Get a quick briefing to Learn more about the PMS Text Process.

STEP 2: Configure and/or Verify Your Telephone Number
Use your PMS Default Telephone Number below to setup your callback or Change your Default Number.

+ (777) 666-5555

STEP 3: Choose this Authentication Option
Click button below to save this as your PMS Two-Factor Authentication Option and continue.

RECEIVE A TEXT
Invalid Passcode scenarios

Invalid Passcode error message will be displayed due to the following reasons: When an incorrect Passcode is entered, or when an expired Passcode is entered. A Text message Passcode will be valid for 5 minutes. If an incorrect/expired Passcode is entered, an error message will be displayed.

Click on **Send me a Text again** button to receive another Passcode by a Text message.

Enter the new **Passcode** in the field that is retrieved by Text message on the Default Telephone Number.
After the Passcode has been entered, click on **Verify** button to Login to the PMS Application.

User will be logged into the PMS Application.
Changing your Two-Factor Authentication Default Setting

This section of the guide describes how to Change your Two-Factor Authentication Default Setting from the Manage Two-Factor Authentication screen.

To change Two-Factor Authentication default settings

After User is logged in, click on Account Maintenance

Click on Manage Authentication Settings
Manage Two-Factor Authentication page will display the selected option of retrieving the Passcode.
To change the default method of retrieving the Passcode from **Use Smartphone** to either **Get a Callback** or **Receive a Text**, click on the Default option and the page will refresh and the new selected option will change to the chosen option.
To return to the PMS Home page from the Manage Two-Factor Authentication use the Home icon.
Managing your Two-Factor Authentication Contact Information

This section of the guide describes how to Manage your Two-Factor Authentication Contact Information from both the Login screens and the Account Maintenance screens.

Secure PMS Login

Enter your Username and Password then click the Login button.
Get Passcode
Use the links in the footer of the Get Passcode pop-up to Change your Default Number, or Update Telephone Numbers.

Change your Default Telephone Number
To change your Default Telephone number select either the Callback or Text option, select the Telephone number from the list of numbers under Choose Telephone Number, and click the Save button.
Update Telephone Numbers - Answer Security Question

If you clicked on Update Telephone Numbers link, you will be forwarded to the Answer Security Question screen.

Verify Security Questions

SECURITY QUESTIONS & ANSWERS

Please enter the answers for security questions for your account. The answers are case sensitive and must be a minimum of 5 and a maximum of 30 alphanumeric characters only.

Security Question 1: In what city were you born?
*Security Answer 1: [Tysons]

Security Question 2: In what city were you married?
*Security Answer 2: [Tysons]

Security Question 3: In what city did you honeymoon?
*Security Answer 3: [Tysons]

CERTIFICATION

I certify that I am authorized by my organization to use the Payment Management System. I further certify that my name, phone number and email address are correct. I am aware that any false, fictitious, or fraudulent information may subject me to criminal, civil, or administrative penalties. (U.S. Code, Title 216, Section 1001).

NOTE: If your Answers to your Security questions are correct, you will be allowed to change your Telephone Numbers. If not, you must fill out a form and email it in.

Complete the Security Answers for each question, select the Checkbox for the certification statement, and click the Submit button to continue.
Update Telephone Numbers

Click the **Add** button to add a new Telephone number, select an **Existing** Telephone number and click the **Remove** button to delete a Telephone number and click the **Save** button to continue.

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Update Telephone Numbers - Add Telephone Number

Select the Country from the country dropdown and/or check the "Do you want to override the Country Code?" checkbox to type in the country code in the Telephone field.
Enter the **Telephone**, Telephone **Extension** and Select the **Telephone Type** from the dropdown. Choose yes or no for the Primary Telephone Number, MultiFactor - Telephone Default, and MultiFactor - Text Default. Click the Test button to test number entered to get a Verification code.

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**Update Telephone Numbers** - **Add Telephone Number** - **Verification Prompt**

Enter the **Verification Code** that was either texted, or delivered through a Callback into the verification input and click the **OK** button to continue.
Update Telephone Numbers - Add Telephone Number
Click the **Save** button to continue.
Update Telephone Numbers - Add Telephone Number - Save

Verify that your new Telephone number has been added which will be marked with a **Plus Sign** icon under the status column of the Telephone grid. Click the **Save** button to continue.
After clicking Save, you will be navigated to PMS home.

Home

To navigate to update your Telephone numbers using the Update Contact Information Screen after you have logged into PMS, Click on the MENU icon in the upper left.

MENU - Account Maintenance

Click on the Account Maintenance menu node to continue.
MENU - Update Contact Info

Click on the Update Contact Info menu node to continue.

Contact Information Update Request

Scroll down to the Telephones section of the screen and click Add to add a new Telephone number, or select a Telephone number in the grid and click the Remove button to remove a number.
Contact Information Update Request - Add Telephone Number

Select the Country from the country dropdown and/or check the “Do you want to override the Country Code?” checkbox to type in the country code in the Telephone field.
Enter the **Telephone**, Telephone **Extension** and Select the **Telephone Type** from the dropdown. Choose yes or no for the Primary Telephone Number, MultiFactor - Telephone Default, and MultiFactor - Text Default. Click the Save button to save the number entered.

Contact Information Update Request - Save

Verify that your new Telephone number has been added which will be marked with a **Plus Sign** icon under the status column of the Telephone grid. Check the Checkbox in the Certification section of the screen, and Click the **Save** button to continue.

Your request will be saved, and the next time you login you will see the changes on the **Get Passcode** screen.