AHSAY™ Ahsay Backup

Ahsay Mobile App

Getting Started Guide for
Two-Factor Authentication (2FA)
Version 1

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Revision History

Date	Description	Version
5 September 2023	Updated the format of the guide	1.6.1

TABLE OF CONTENTS

1   AHSAY MOBILE APP

The Ahsay Mobile app offers Two-Factor Authentication (2FA) support for securing access to AhsayCBS Web Console, AhsayOBM, and AhsayACB.

1.1   SUPPORTED ANDROID AND IOS VERSIONS

- Android 8 and later

- iOS 12.0 and later

1.2   KEY FEATURES

Ahsay Mobile app allows you to:

- Strengthens security when logging in to AhsayCBS Web Console, AhsayOBM, and AhsayACB.

- Register one or more devices for 2FA authentication.

- Supports both Time-based One Time Password (TOTP) and Push Notifications.

2   INSTALLING AHSAY MOBILE APP

Install the latest version of Ahsay Mobile app from the App Store or Play Store.

2.1   INSTALLING FROM PLAY STORE

1.   Go to the Google Play Store app.

2.   Search for Ahsay Mobile or use this link.

3.   Tap **Install**.

2.2   INSTALLING FROM APP STORE

1.   Go to the App Store app.

2.   Search for Ahsay Mobile or use this link.

3.   Tap **Get.**

4.   Tap **Install.**

5.   Input your Apple password, then tap **Sign In** or use the Touch ID by placing your enrolled fingerprint on the Touch ID sensor.

> **NOTE**
>
> For more information, check the full version of the Ahsay Mobile User Guide for Android and iOS – Chapter 5: Download and Install Ahsay Mobile App.

3   MOBILE DEVICE REGISTRATION FOR 2FA

Register your device for 2FA on AhsayOBM and AhsayACB.

FIRST TIME REGISTRATION

1. Open AhsayOBM or AhsayACB and log in.

2. Download the Ahsay Mobile app from the Google Play Store or App Store.

3. Using the Ahsay Mobile app, go to 2FA and scan the QR Code by tapping **Add**.

4. Once the QR Code is detected, tap **OK** to register your mobile device.

5. On the Ahsay Mobile app setup your recovery phone number by tapping on the account then Enter your recovery phone number.

6. Select your country code and enter your phone number then tap **Send SMS verification code**.

7. Enter the verification code sent to your mobile device and click **OK** to finish the setup.

ALTERNATIVE STEPS IF YOU CANNOT SCAN THE QR CODE:

1. Click **Not able to scan QR code? Click here to pair with TOTP secret key link** and click **Show Secret Key**.

2. On the Ahsay Mobile app tap **Not able to scan QR Code?** Then enter the Username and Secret Key then tap **Connect**.

3. On AhsayOBM or AhsayACB enter the one-time passcode and display name (same as the username on the Ahsay Mobile app) and click **OK** to finish the setup.

> **NOTE**
>
> For more information, check our User Guides for the full version of the Ahsay Login guides:
>
> ▶ AhsayOBM Login Guide – Chapter 5: Register Device.
> ▶ AhsayACB Login Guide – Chapter 5: Register Device.

ADDING ANOTHER MOBILE DEVICE

1. Open AhsayOBM or AhsayACB, go to "Profile" > "Authentication" and click **Add**.

2. Using the Ahsay Mobile app, go to 2FA and scan the QR Code by tapping **Add**.

3. Once QR code is detected, tap **OK** to register your mobile device.

4. On the Ahsay Mobile app setup your recovery phone number by tapping on the account then Enter recovery phone number.

5. Select your country code and enter your phone number then tap **Send SMS verification code**.

6. Enter the verification code sent to your mobile device and click **OK** to finish the setup.

ALTERNATIVE STEP IF YOU CANNOT SCAN THE QR CODE:

1. Click **Not able to scan QR code? Click here to pair with TOTP secret key link** and then click **Show Secret Key**.

2. On the Ahsay Mobile app tap **Not able to scan QR Code?** Then enter the Username and Secret Key then tap **Connect**.

3. On AhsayOBM or AhsayACB enter the one-time passcode and display name (same as the username on the Ahsay Mobile app) and click **OK** to finish the setup.

> **NOTE**
>
> For more information, check the full version of [Ahsay Mobile User Guide for Android and iOS](#) – Chapter 6.3: 2FA – Two Factor Authentication.

4 LOGIN USING AHSAY MOBILE APP

Login on AhsayOBM or AhsayACB using the Ahsay Mobile app by following these steps:

1. Open AhsayOBM or AhsayACB.

2. Click **Approve request** in the Authenticator App from the [Name of Mobile device] link.

3. Accept the login request on the Ahsay Mobile app.

4. [Optional Step] If push notification is not working:

    i. Click **Authenticate** with one-time password link.

    ii. Input the one-time password generated from Ahsay Mobile app.

NOTE

For more information, check our User Guides for the full version of the Ahsay Quick Start guides:

▶ AhsayOBM Login Guide – Chapter 4: Login to AhsayOBM
▶ AhsayACB Login Guide – Chapter 4: Login to AhsayACB