

## Setting up Multi-Factor Authentication

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# Using the Mobile App

Unity e-Payments

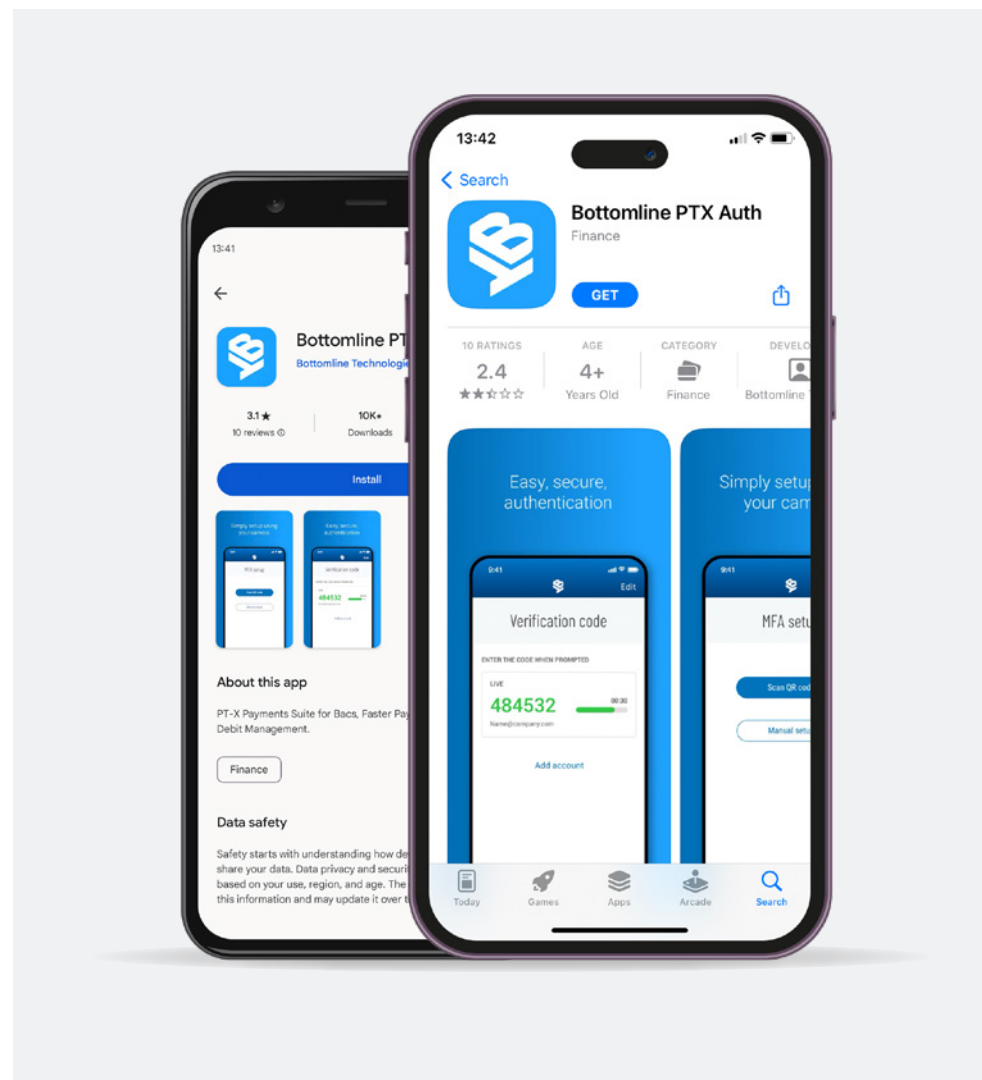


# Setting up MFA - Using the Mobile App

Multi-Factor Authentication (MFA) is a security feature that requires more than one piece of evidence to authenticate you, decreasing the likelihood of your account being compromised.

Your MFA Mobile App provides a one-time code when logging into and making payments in Unity e-Payments, alongside your username and password.

Depending on the preferences chosen by the Unity e-Payments administrator when new users are created in the system, you'll use either an MFA key fob or a mobile app to generate your one time code. If you use the MFA key fob, please refer to Setting Up MFA Using a Key Fob for more information.



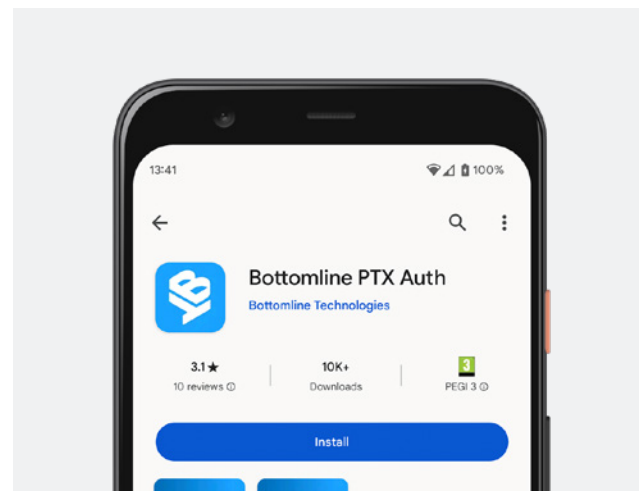
# How to install the MFA Mobile App

## Using the Google Play Store for Android

1. Search the **Google Play Store** for “Bottomline PTX Authenticator”. The App should come up in your list as “Bottomline PTX Authenticator” created by “Bottomline Technologies”.
2. Select the app and click **Install**. At this point depending on your phone setup, you might need to authenticate yourself to download and install the app. Once installed, you can open the app by tapping **Open** or by navigating through your phone menu.

**Alternatively, open the link below on your mobile:**

<https://play.google.com/store/apps/details?id=com.bottomline.ptxapp>

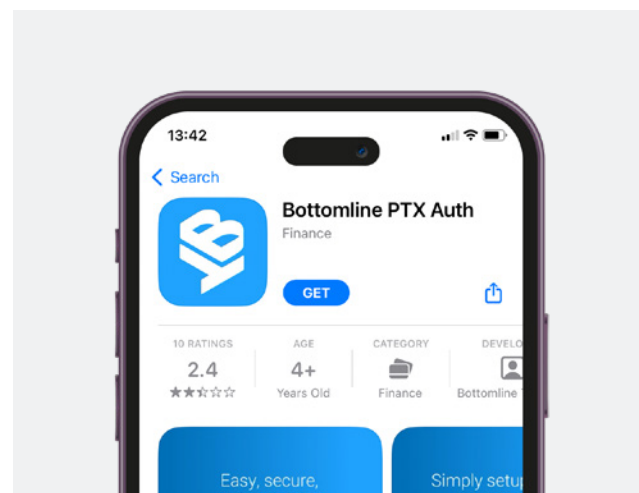


## Using the App Store for iPhone

1. Search the **App Store** for “Bottomline PTX Authenticator”. The App should come up in your list as “Bottomline PTX Authenticator” created by “Bottomline Technologies”.
2. Select the app and click **Get**. At this point depending on your phone setup, you might need to authenticate yourself to download and install the app. Once installed, you can open the app by tapping **Open** or by navigating through your phone menu.

**Alternatively, open the link below on your mobile:**

<https://itunes.apple.com/us/app/pt-x/id1041981602?mt=8&ign-mpt=uo%3D4>



# Registering your Mobile App

## Step 1

Once you've installed the app you'll need to activate your user account and register your MFA Mobile App. Your administrator will have set you up with a new account.

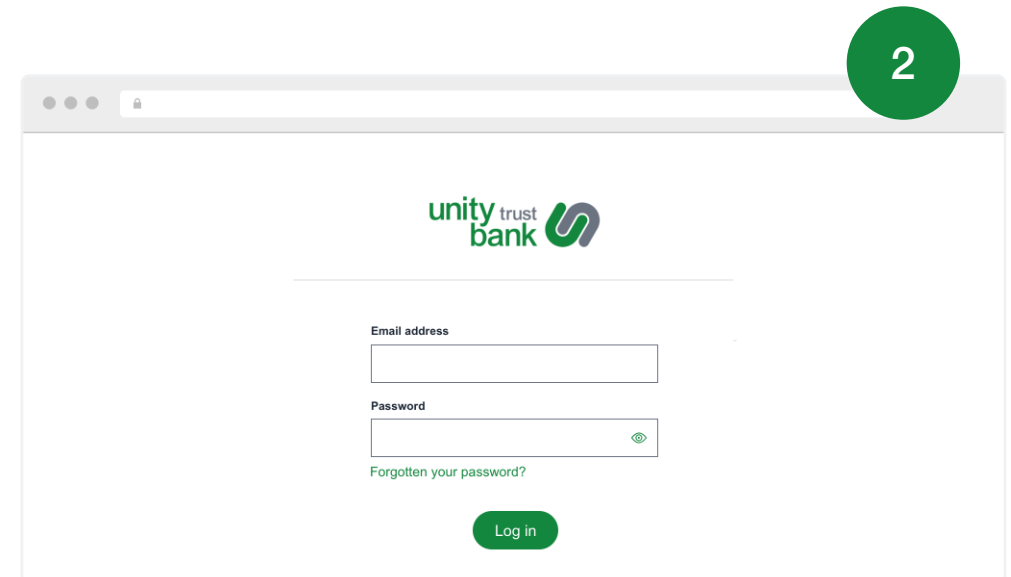
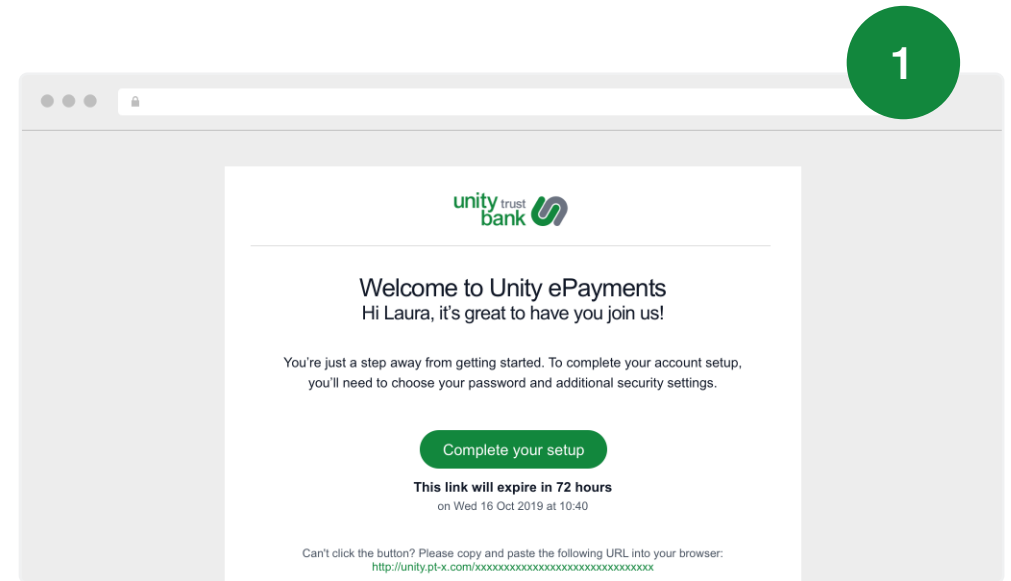
This process will automatically generate and send an activation email to your email address.

Open the activation email and click **Complete your setup**. If you're having trouble clicking this button, you can copy and paste the URL in the body of the email directly into your web browser.

## Step 2

Enter your email address.

A pre-populated temporary password will be used to access the system, where you will then continue to set up your account.



## Step 3

You will then be sent to the activation screen to set up your password and security question.

You'll also need to link your mobile app to your account.


This can be done by scanning a QR code or manually entering a code displayed on the right hand side of the screen.

## Step 4

On your mobile device, open up the app and choose one of the two options below:

- **Scan QR Code**
- **Manual Setup**

3



### Your security

**Welcome John!**

To get started, you just need to set your password, and security questions.


#### Two-step verification setup

**Install the Bottomline PTX Auth app onto your mobile**

1. On your phone, tap the App Store/Google Play icon.
2. Search for Bottomline PTX Auth app and install it.

**Install the Bottomline PTX Auth app onto your mobile**

1. In Bottomline PTX Auth app, tap "Scan barcode".
2. Use your phone's camera to scan this barcode.



Can't scan the barcode?

Once you've scanned the barcode, enter the 6-digit verification code generated by the app.

**Verify** Cancel

#### Password

Password

✓ 8 character minimum  
✓ 1 lowercase character  
✓ 1 uppercase character  
✓ 1 number

Confirm Password

#### Security questions

Security question No. 1

What is the last name of your best friend? ▾

Security question No. 1 answer

Security question No. 2

What city / town was your spouse born in? ▾

Security question No. 2 answer

# Registering your Mobile App

## Step 4 - QR Code Setup

### Scan QR Code

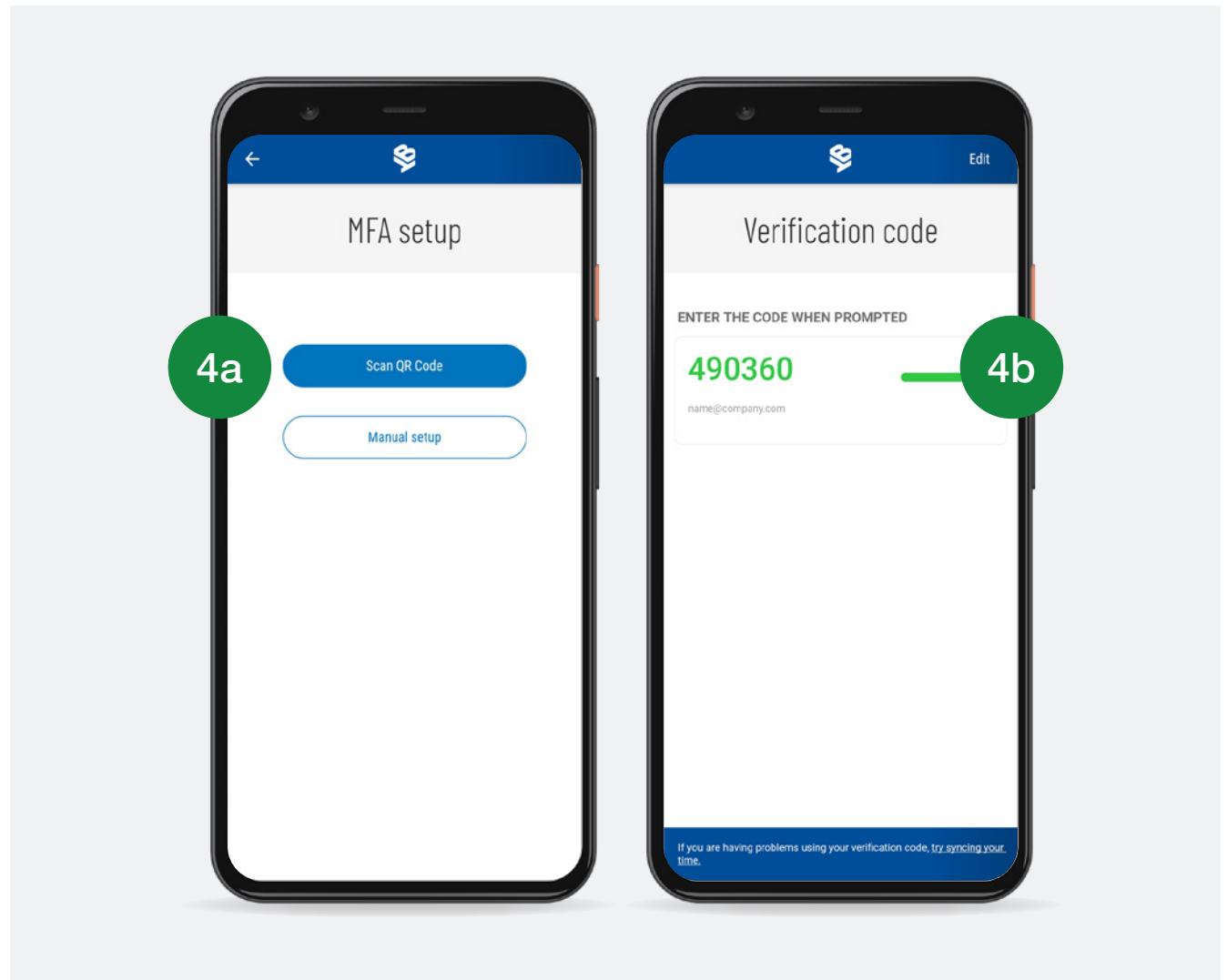
**Please note:** Most smartphones can scan a QR Code via the phone's camera without the need for any additional apps.

However, if one is not installed on your mobile device, you'll be prompted to install one.

Alternatively, you can use the manual set up option detailed below.


- a. Click **Scan QR Code** (Install App if prompted). Depending on the mobile device, you might be prompted to approve the application using the camera. Tap to approve.
- b. When prompted, point your mobile camera at the QR Code in the system. The QR Code reader should automatically read the QR Code, and display a 6 digit **Verification code**.

**Next steps on following page.**




- c. Enter the 6-digit code that appears on your app into the relevant field in the Unity e-Payments system and click **Verify**. Now that your activation is complete. When making payments you'll need to launch the app to generate a code to authenticate yourself at log-in.
- d. Click **Save changes** from the lower section of the screen.

To find out how to set this up manually, please continue to the next page.



4d



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4c


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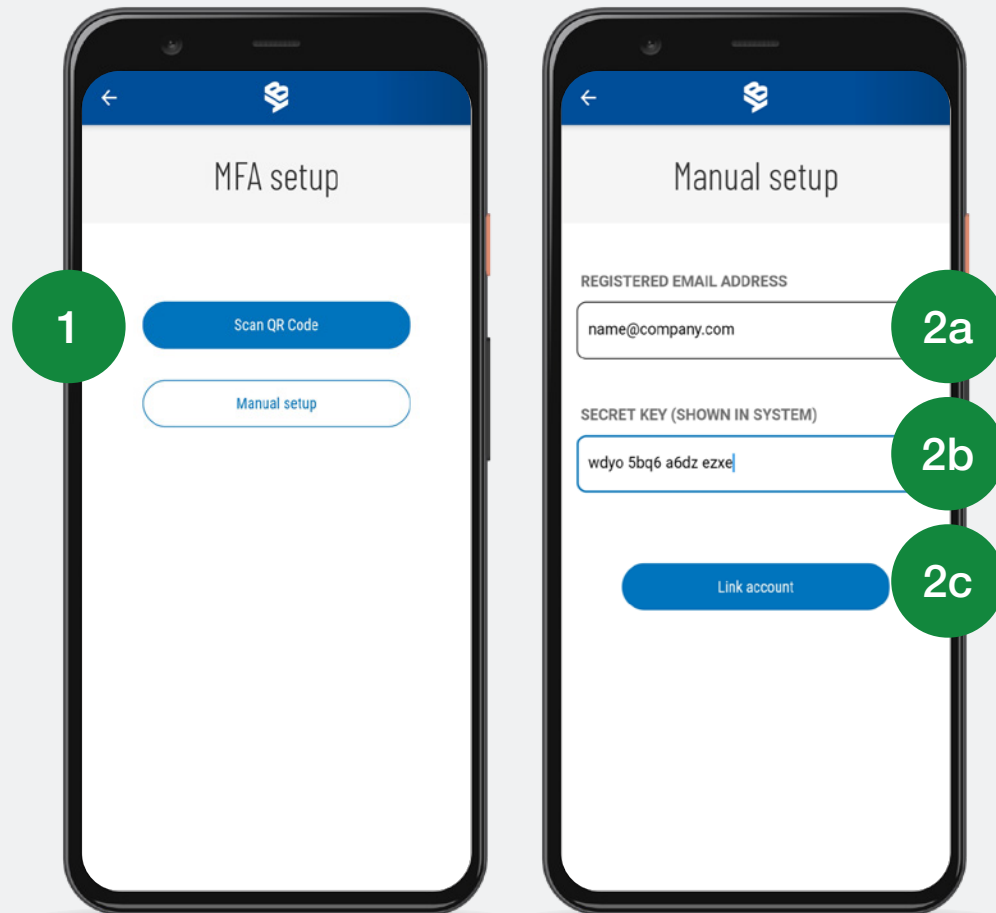
Verify

Cancel

# Registering your Mobile App

## Step 4 - Manual Setup

1. If you weren't able to scan the QR code, you can click **Manual setup** on the mobile device.
2. Once you've clicked '**Can't scan your barcode?**' a Secret key (containing letters and numbers) will show in the Unity e-Payments system. You'll need to enter this key into the **Secret key** field in the mobile app.
  - a. On the Mobile App, enter the email address that your Unity e-Payments Set Up email was sent to.
  - b. Enter secret key on the mobile app, found under **Can't scan your barcode?** into the **Secret key** field.
  - c. Click **Link account**.



Next steps on following page.

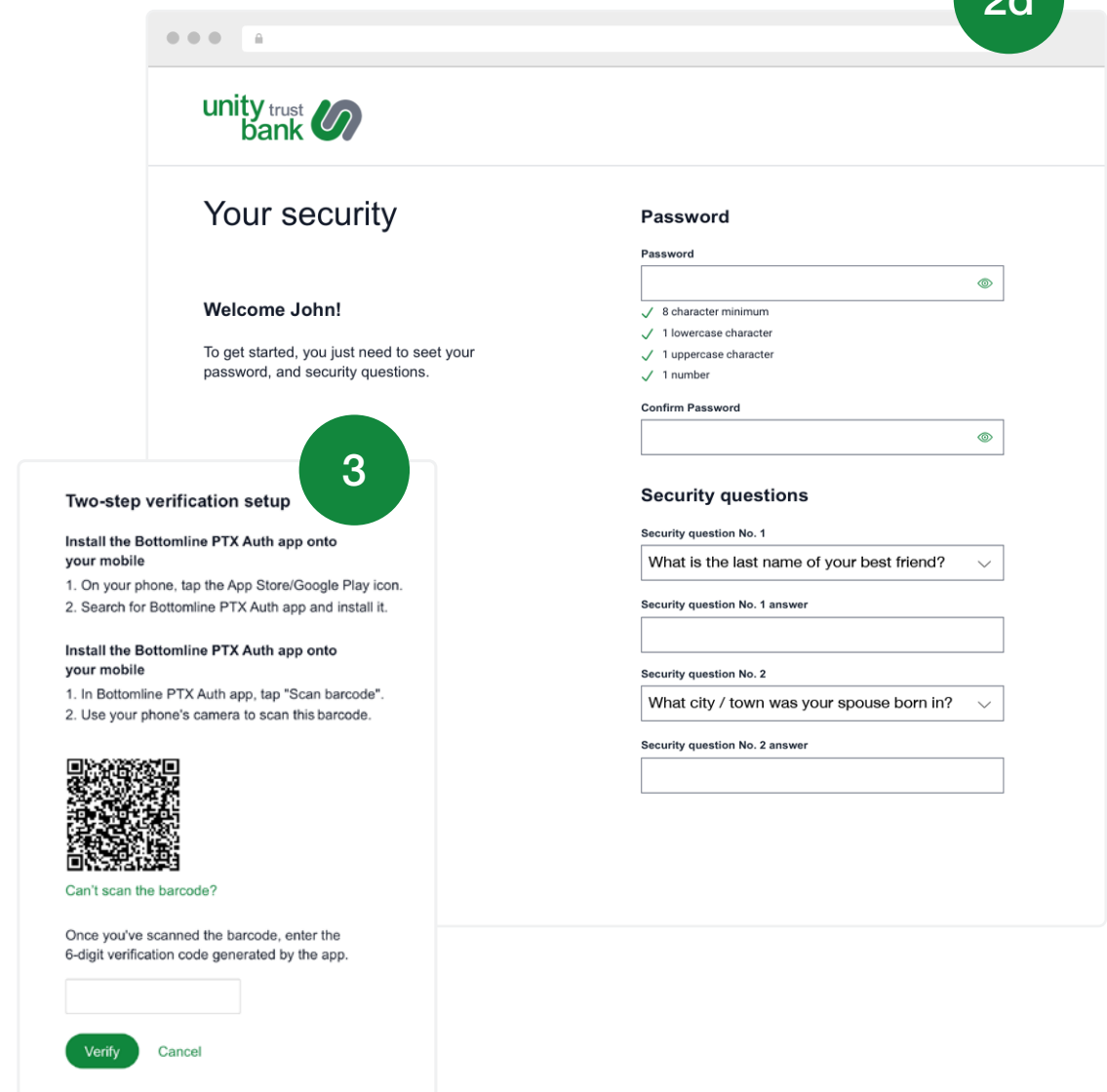


2d

- d. Enter the 6-digit code that appears on your Mobile App into the Unity e-Payments system and click **Verify**.
3. Click **Save changes** from the lower section of the screen. Now that your activation is complete, every time you log into the system you'll first be prompted to enter your email address and password. You'll then be asked to enter a verification code. When making payments you'll be asked to enter a verification code. Launch your MFA Mobile App to generate this code.

## Need Help? Contact Support

If you need further help, please call our Support Team on +44 808 164 5966 or email [emea-support@bottomline.com](mailto:emea-support@bottomline.com).



**unity trust bank**

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You can download our Key Features at: [www.unity.co.uk](http://www.unity.co.uk)

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