

## 1 SET UP A TWO FACTOR ASSOCIATION (2FA)

1. When logging into Strong Bonds ANG for the first time, you will be prompted to set-up your Two-Factor Association (2FA).
2. Click the *Set Up Now* button in the top right corner of the *Set Up 2FA* page.
3. Choose the device with which you want to receive Google Authenticator verification codes i.e. desktop, tablet or phone. Click the *Next* button.

The Authenticator app should be setup on a device that is with you most of the time. For best results, setup the Authenticator app on a smartphone.

Which device would you like to use?


Android

Blackberry

iOS (iPhone, iPad)

Windows Phone

Windows PC



4. Download the free *Google Authenticator* app on your device. If you are using Windows, simply click the *Install Google Authenticator* link.
5. Once the app has been installed, select the *I have installed Google Authenticator* check-box at the bottom of the page and click the *Next* button.
6. Open the Google Authenticator app. Note down the QRT into the Google Authenticator app. Click the *Next* button.

Scan the barcode below using the Authenticator app:



or enter the key below manually:

LWBKITGZC6YKJO2IRAHLDM3M

If your device is a smart phone, scan the QRT code that is displayed in the *Scan QR Code* page. Then click the *Next* button.

7. Type the 6-digit verification code generated by the Google Authenticator in the *2FA Code* field. Click the *Complete* button to complete associating 2FA with your Strong Bonds ANG account.

## 2 TWO FACTOR AUTHENTICATION (2FA) FAQ

1. **Can I login to Strong Bonds ANG if I choose not to use 2FA?**  
You may login using your CAC instead. However, users who employ the email/password method for login, will not be able to login unless 2FA is setup.
2. **Does Google Authenticator require an Internet connection in order to generate verification codes?**  
No, the Google Authenticator app uses a built in algorithm to generate these codes without an Internet connection.
3. **What happens if I don't enter the verification code generated by my chosen authenticator within 30 seconds?**  
If you try to enter an expired verification code in Strong Bonds ANG (more than 30 seconds after generation of the code), your login will fail. Check your device for a refreshed verification code. Google Authenticator refreshes your verification code every 30 seconds. Enter the current verification code in Strong Bonds ANG.
4. **What happens if my authentication device is lost or stolen?**  
You have the option (if your device has been lost or stolen for example) of setting up 2FA on a different device. To do this click I don't have the 2FA Code from the authentication page during Strong Bonds ANG login. Follow the 2FA procedures described in this document to setup a new device. Alternatively, if the absence of your device is temporary, wait until you regain access to it before re-attempting Strong Bonds ANG login.
5. **How do I get technical assistance?**  
If you require assistance with 2FA, require help with a disabled account, or have any other technical questions please contact the Strong Bonds ANG technical support helpdesk team at [sb-feedback@jointservicesupport.org](mailto:sb-feedback@jointservicesupport.org) or call 1-877-577-8003, seven days a week (except holidays) from 0900 to 1700 eastern.

### NOTES:

- Google Authenticator refreshes your verification code every 30 seconds.
- The QR Code and 6-digit verification codes above are samples for demo purposes only.
- If you require additional information on Google Authenticator, use the *I Need Help* link provided on this page.