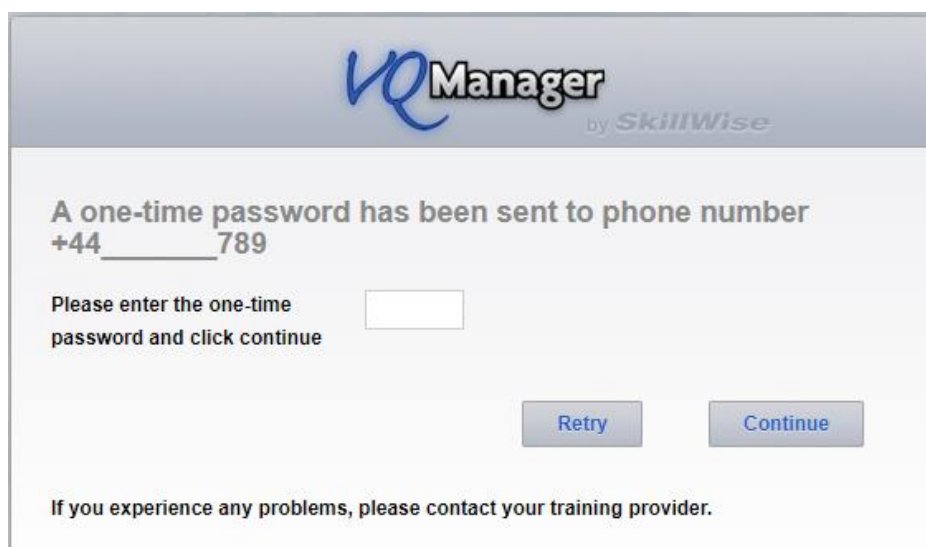


Multi-Factor Authentication

We have added an option for clients who require Multi-Factor Authentication (MFA). When switched on, this requires the user to receive a one-time password (OTP) every time they log into VQManager.

This development won't be added automatically to your centre but can be turned on for those organisations who require it. **There is a cost for this service. Please contact us for details.**

If activated in an organisation, when logging in, the user will receive an OTP by mobile text message, and this will need to be entered as a part of the login process. Users would log in using username and password as normal and then the page refreshes displaying this:



The screenshot shows the VQManager login interface. At the top, the logo 'VQManager by SkillWise' is displayed. Below the logo, a message states: 'A one-time password has been sent to phone number +44 _____ 789'. Underneath this, a prompt says 'Please enter the one-time password and click continue' next to an empty text input field. To the right of the input field are two buttons: 'Retry' and 'Continue'. At the bottom of the form, a note reads: 'If you experience any problems, please contact your training provider.'

If a user has multiple accounts that are linked together, and normally sees a drop-down at log in, this will appear after the OTP has been entered.

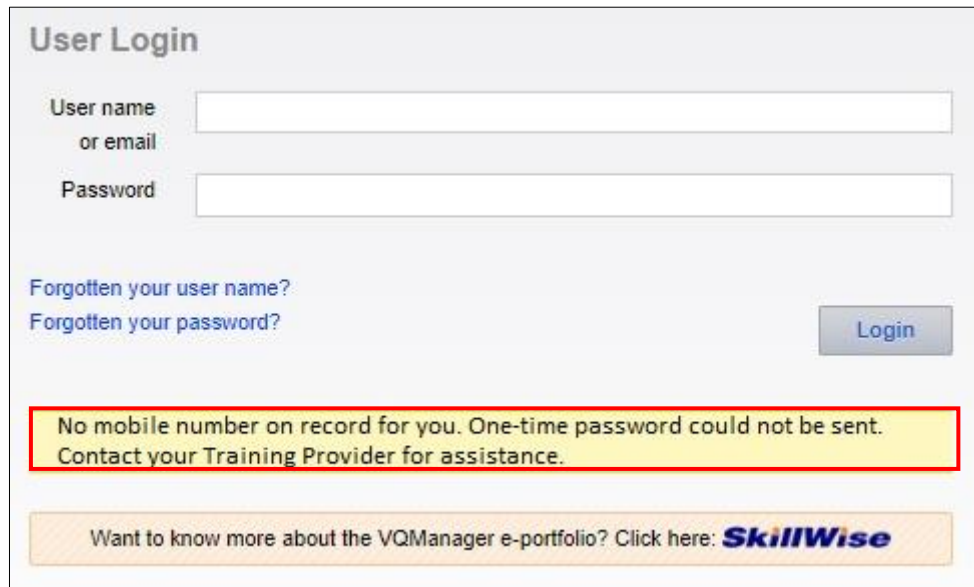


The screenshot shows the VQManager login interface after the OTP step. The logo 'VQManager by SkillWise' is at the top. Below it, a message says 'Please select the user profile to open'. A dropdown menu is open, showing a list of user profiles. The first two options are 'select' (highlighted in blue) and 'select'. Below these are two specific user profiles: 'Craig, William (IQA in VQ Manager [DEV])' and 'Crocodilian, Rex (Learner in VQ Manager [DEV])'.

Clicking 'retry' will take the user back to the log in screen to start again.

The limit for retrying after an incorrect entry of an OTP is five times, after which the user is taken back to the login page to start again with username and password.

A new OTP is sent for every request. If there is no mobile phone number recorded for the user, the system will notify them of this issue:



The screenshot shows a 'User Login' form with two input fields: 'User name or email' and 'Password'. Below the fields are two links: 'Forgotten your user name?' and 'Forgotten your password?'. A 'Login' button is positioned to the right of these links. A yellow error message box with a red border is displayed below the login button, containing the text: 'No mobile number on record for you. One-time password could not be sent. Contact your Training Provider for assistance.' At the bottom of the form, there is a link: 'Want to know more about the VQManager e-portfolio? Click here: SkillWise'.

In this instance, Admin users will be able to edit the user profile to enter a mobile number.

Clients who require MFA switching on will need a valid mobile phone number in all their user accounts so this field **MUST** be populated prior to any go live date. You may wish to factor in some preparation time before setting this up in your organisation.

As previously mentioned, there is a cost for this service, please contact us for details.

Cyber Essentials: protection against brute-force password guessing.

As per the CE requirements VQM now records failed login attempts and temporarily locks the use of a username for twenty minutes, if more than ten failed login attempts were made with the same username, during the preceding five minutes. Any further attempts at using that username are rejected without further processing. These parameters are required by CE.

After twenty minutes, the account will unlock, and the user will be able to try again.