

Multi-Factor Authentication from a desktop computer

The Authy desktop computer authenticator application can be used if you do not have a smart phone, or you are having issues using the mobile application.

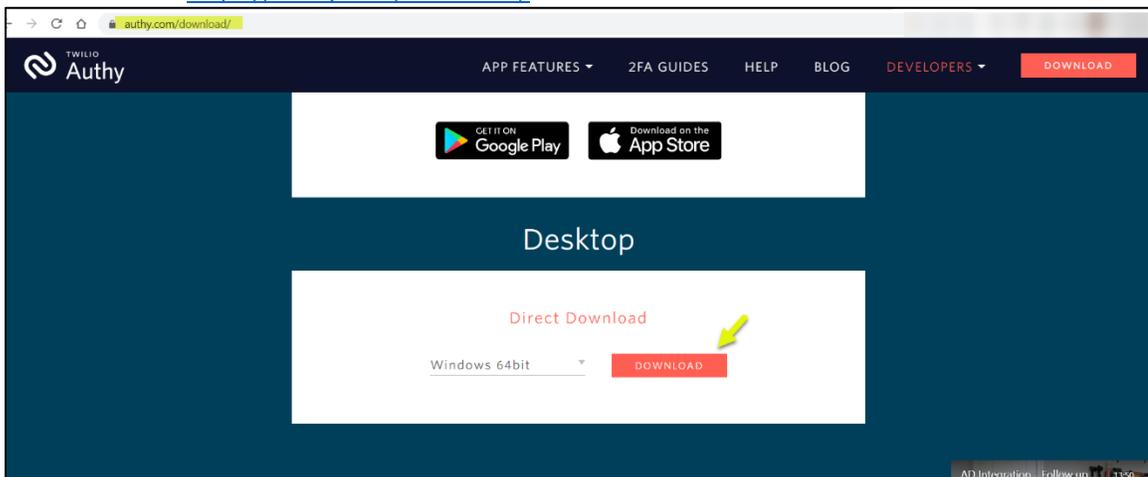
NOTE: The RMV Crash Support team does not troubleshoot multi-factor applications. This includes password resets. For help to reset your password when using Authy, click here: <https://authy.com/phones/reset/>

What you will need:

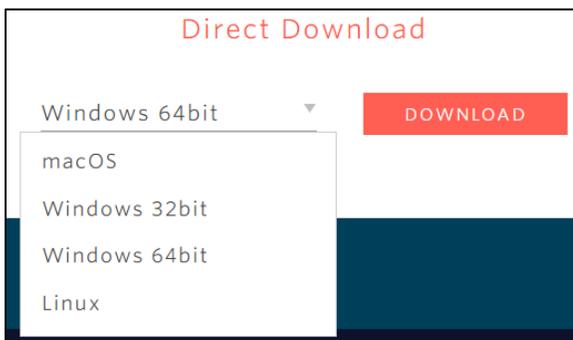
- Authy can be installed on your Windows or iOS computer (or laptop).
- Authy requires a mobile number and email ID to install and sign-up.

To use the Desktop Authenticator:

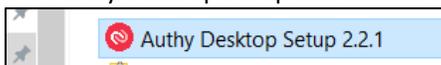
1. Access the URL: <https://authy.com/download/>



- **Note:** There are multiple options for download based on your computer type. If you use Windows and don't know whether it is 32-bit or 64-bit, you can find this information by going to your computer settings and navigating to the About section.

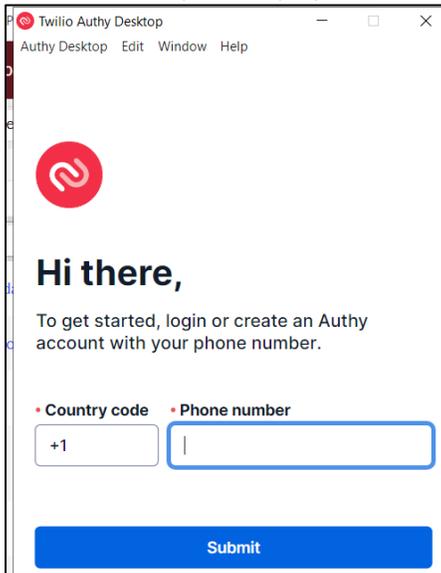


2. The Authy Desktop Setup will download to the computer. Click on the download to complete.

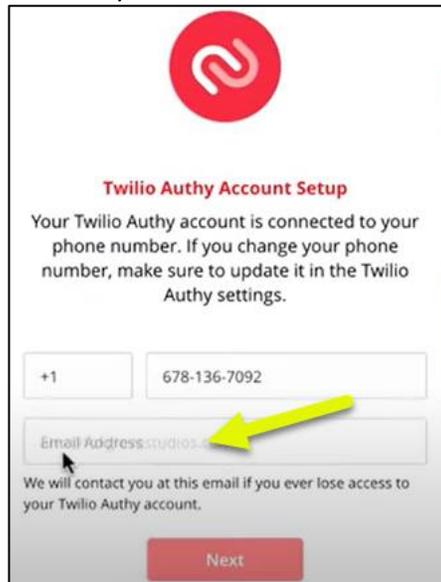


Crash Portal

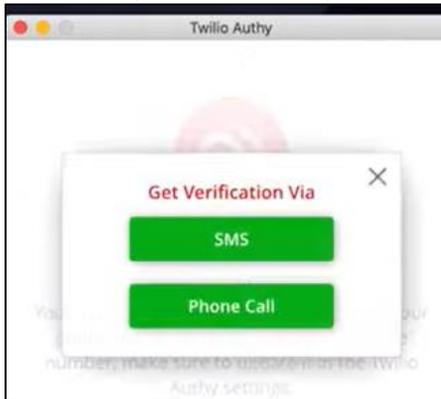
3. The Twilio Authy Desktop opens, enter in your mobile phone number.



4. Then add your the email address and select "Next".

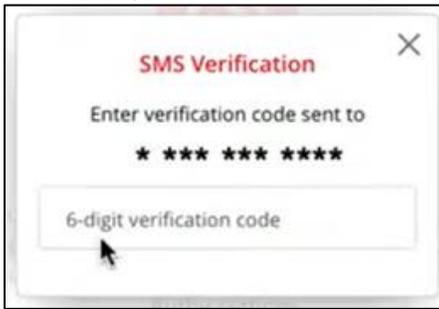


5. Select how your verification preference of Text SMS or Phone Call.

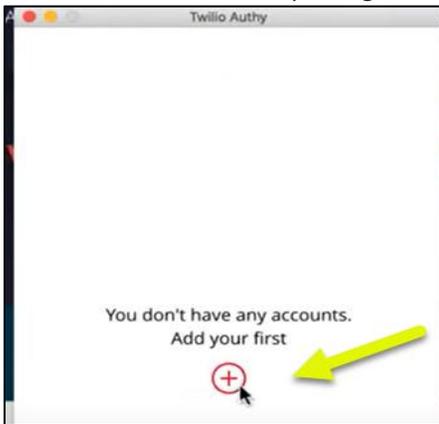


Crash Portal

6. Twilio Authy sends the verification code via Text SMS or Phone Call. Enter the 6-digit code provided.



7. Click the red circle with a plus sign, to add your account.



8. After you select the +, you must enter the code sent through text or a phone call. The desktop authenticator app does **not** allow the scanning of QR codes.
- a. Below this message will be a box to insert the code provided by the website.
 - b. After inputting the code, select the “Add Account” box.
9. The desktop authenticator then displays a 6-digit multi-factor authentication (MFA) code.
- **Note:** *The verification code generated on the authenticator application automatically refreshes every 30 seconds.*
10. Once you have the 6-digit code, navigate to the [Crash Portal](#) “enable multi-factor authentication screen”. For instructions, see job aid “Crash Portal – First Time Log in”.
- a. On the Crash Portal “enable multi-factor authentication screen”, type the 6-digit code. Then select Pair Device and Login.
 - **Note:** *Ignore the QR code when using the desktop authenticator on the Crash Portal “enable multi-factor authentication” screen. The QR code is used for a smart phone.*



11. The Crash Portal homepage displays. Log in is complete.