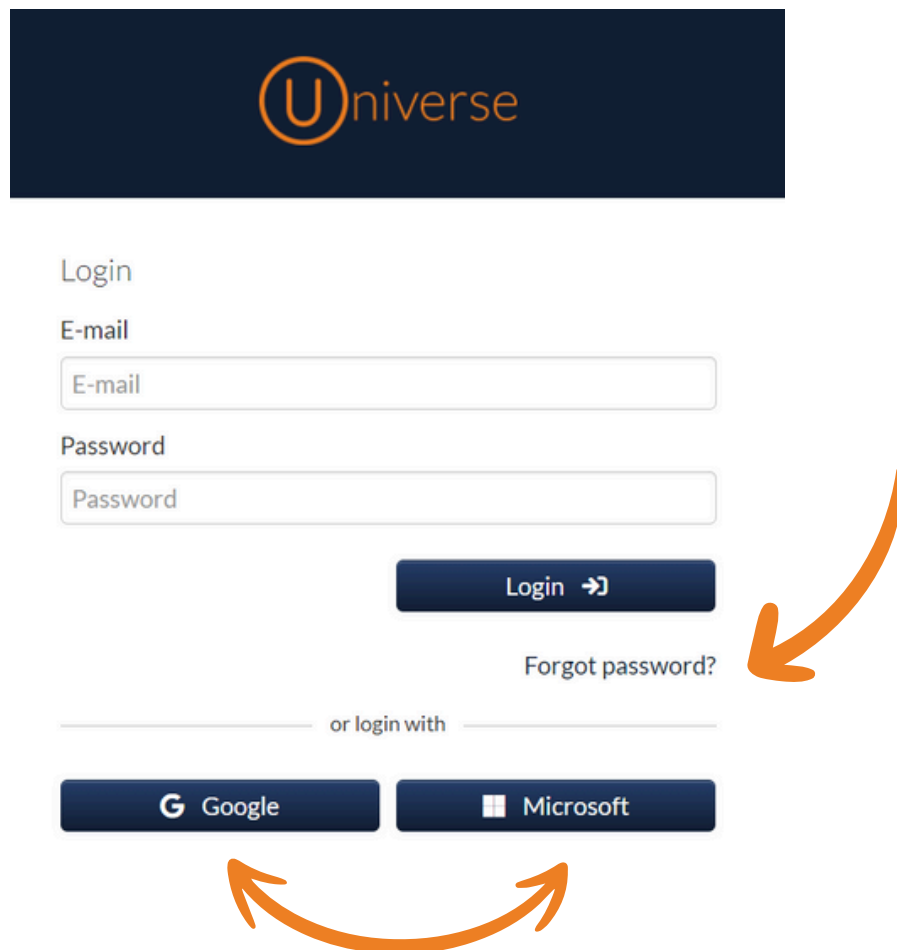


## Universe Userguide (2 Factor Authentication)

As an extra layer of security we have added 2 Factor Authentication to our universe platform, please follow this step-by-step guide to set this up on your user or device

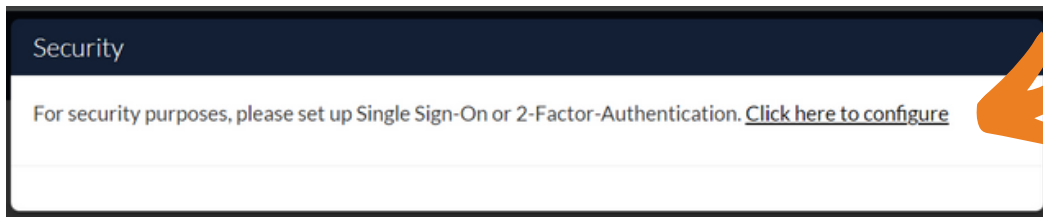
1.) Head to the universe web portal: <https://selfcare.thisisuniverse.io/login>

2.) Login to the universe portal (if you're unsure of your username or password you can use the forgot password button on the login screen to get this reset or just get in touch)

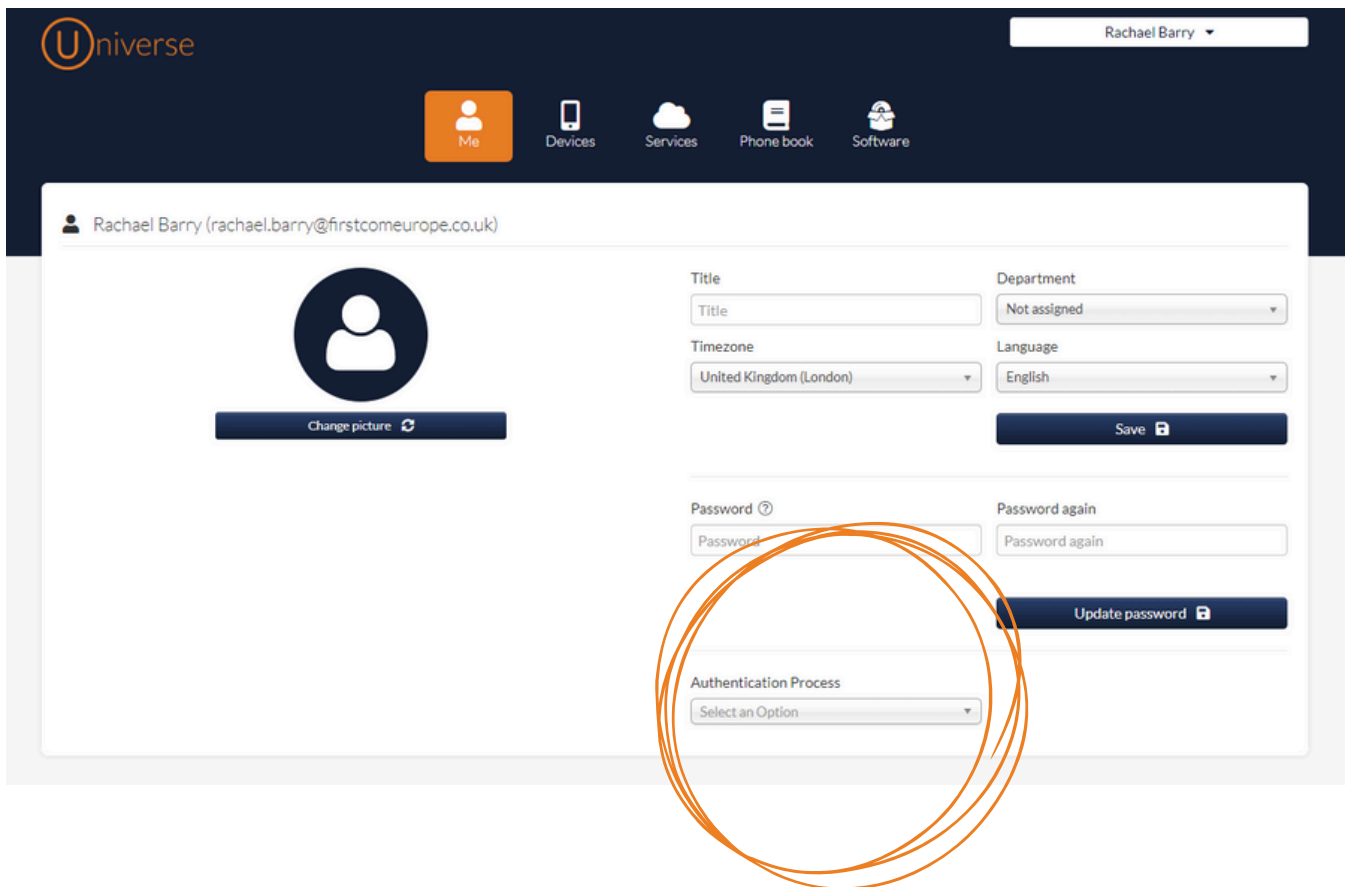
A screenshot of the Universe login page. At the top is the Universe logo. Below it is a 'Login' section with an 'E-mail' input field and a 'Password' input field. To the right of the password field is a 'Login →' button. Below the password field is a 'Forgot password?' link, which is highlighted by an orange arrow. Below the login fields is a horizontal line with the text 'or login with' in the center. Underneath this line are two buttons: 'G Google' and 'Microsoft'. An orange arrow points from the bottom of the Google and Microsoft buttons back up towards the 'Forgot password?' link.

3.) If you have a “Google” or “Microsoft” account you normally use to login with then you can choose one of these options

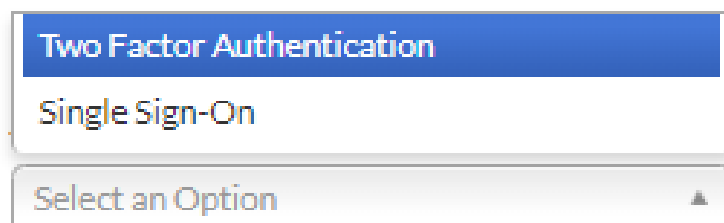
4.) Once logged in you will be notified by the following pop up to set up 2 Factor Authentication. Click where it says “Click here to configure”



5.) You will then be redirected to your “My Profile” page where we can get this set up



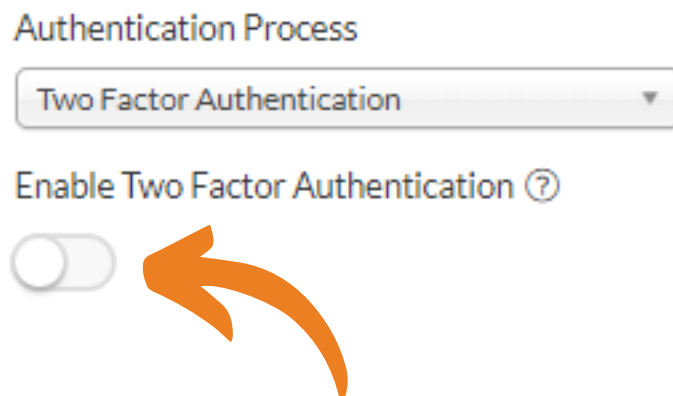
6.) Select the drop down where it says “Authentication Process”



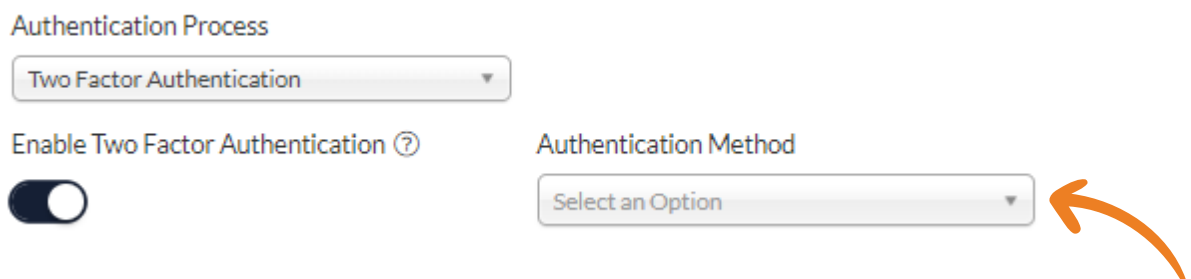
7.) Choose either 2 Factor Authentication or Single Sign-on

Please note Single sign-on is only for users who have a Microsoft or Google account linked

8.) For “Two Factor Authentication”, Select this in the drop down box like the below:

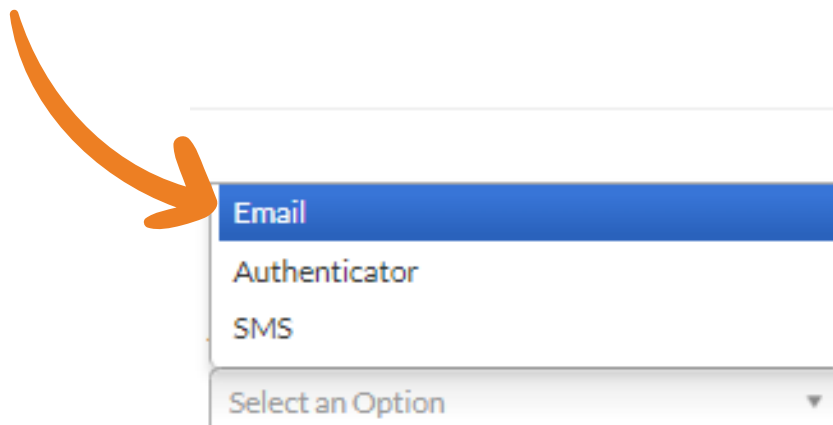


9.) Slide the “Enable” Toggle on



10.) Once enabled you should see a drop down menu appear called “Authentication Method”

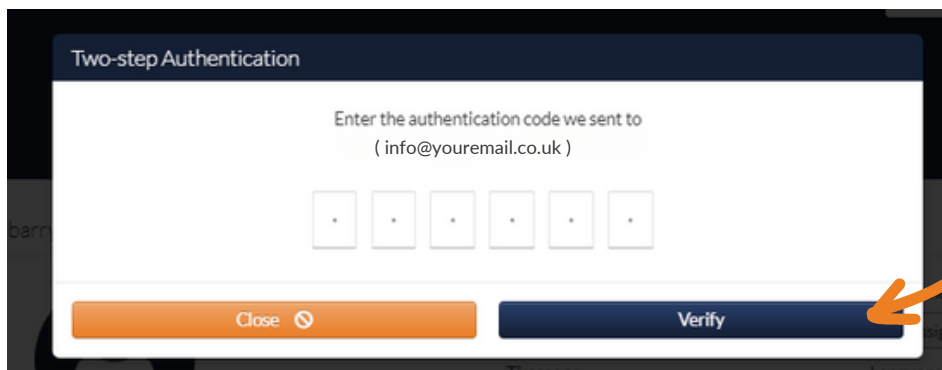
11a.) For Two Factor Authentication you have 3 different options. You can choose “Email” and this will email you a 6 digit numerical code for you to copy and paste in.



11b.) Or you can choose the “SMS” and his will text you a code for you to input

11c.) Or you can also choose the “Authenticator App” This means you need to install an app to your device such as Google Authenticator and this generates a code once set up that you enter into the Universe portal when logging in

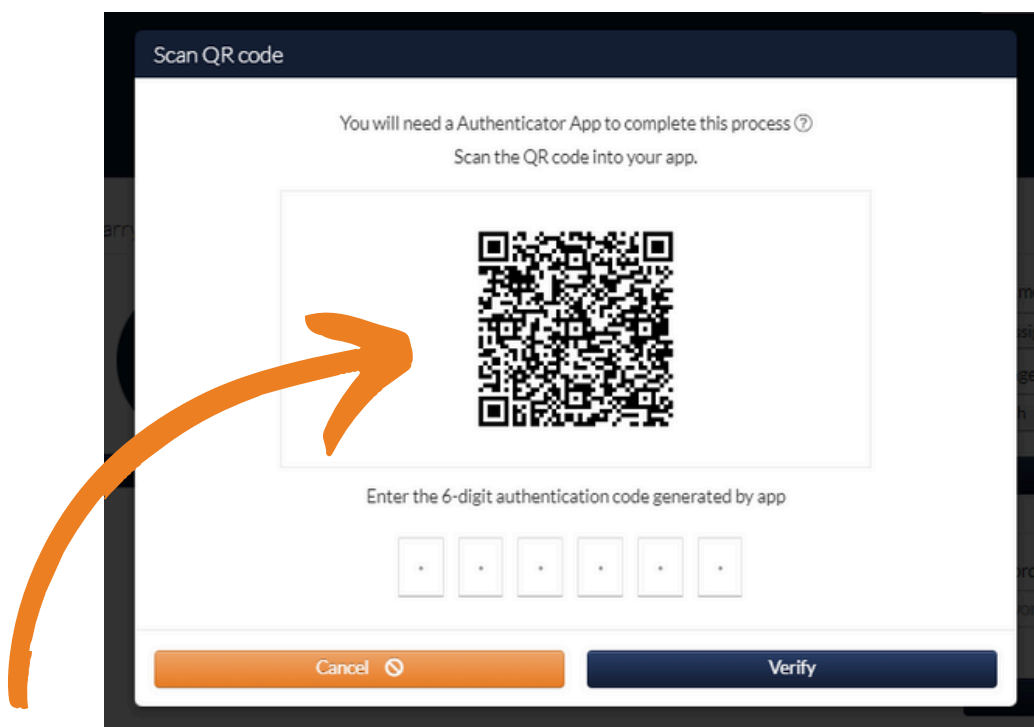
12.) If you have selected “**Email**” your screen will look like the below, Simply head to the email that is linked with your user and once the email code comes through, copy and paste the code in or type it into the boxes and click “**Verify**”



If your email is incorrect then please get in touch and we can amend this for you

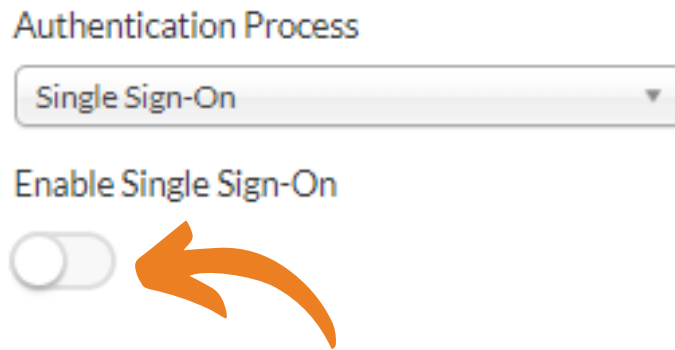
13.) If you have selected “**SMS**”, enter your chosen number, click send and once the code comes through to your phone input it into the boxes on the screen.

14.) If you have selected “**Authenticator App**”, head to the app you have installed on your device, click the + button to add a new account and follow the app instructions to scan a QR code.



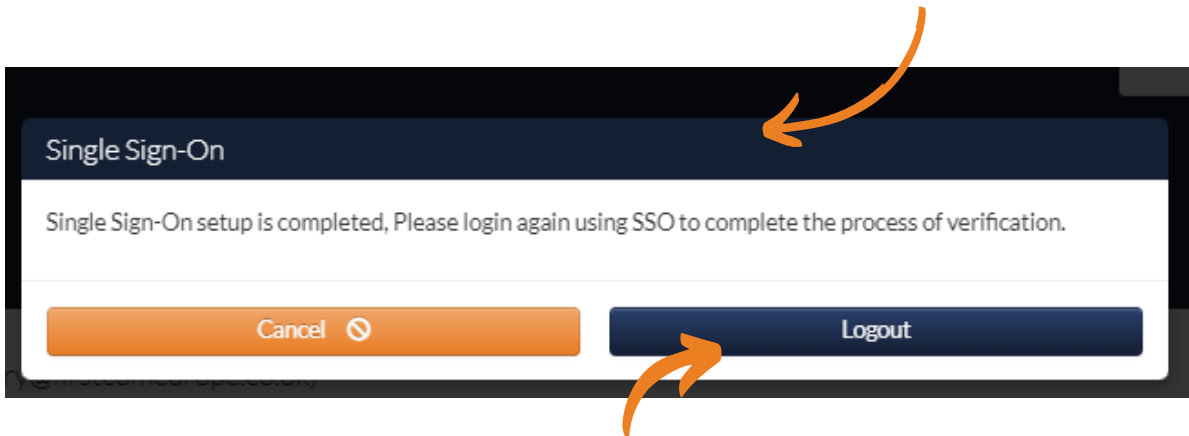
15.) Scan the code displayed like the above screenshot and once set up on your Authenticator app it will automatically generate a code for you to type into the boxes and then just click “**Verify**”

16.) If you have a **“Google”** or **“Microsoft”** account linked then you can choose **“Single Sign-on”**,  
Select this in the drop down



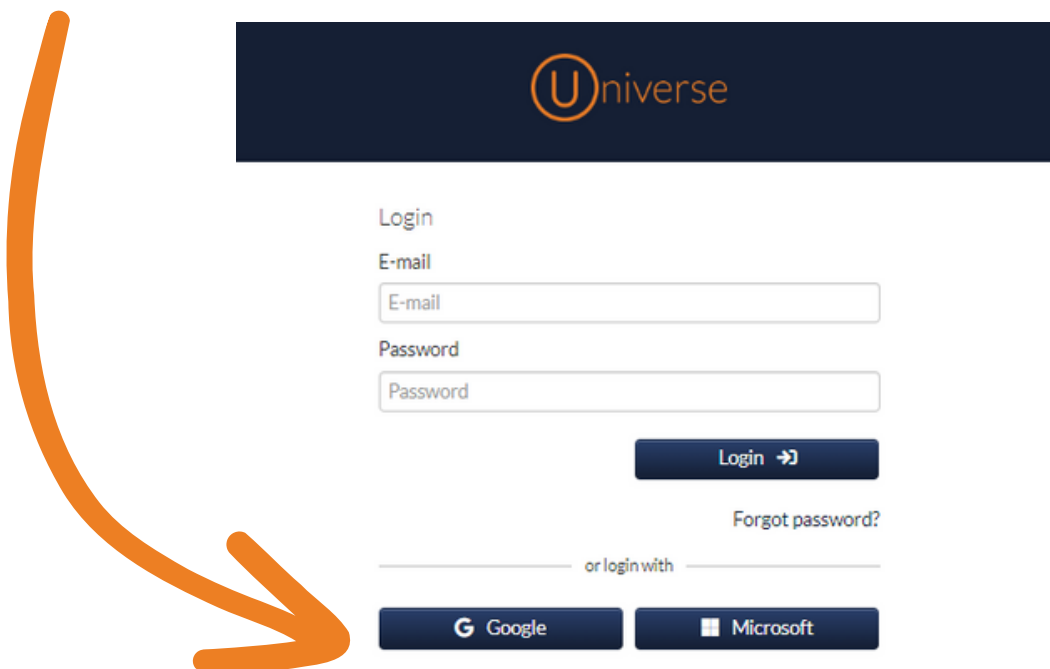
17.) Enable the toggle on

18.) Once enabled you will see this pop up box appear:

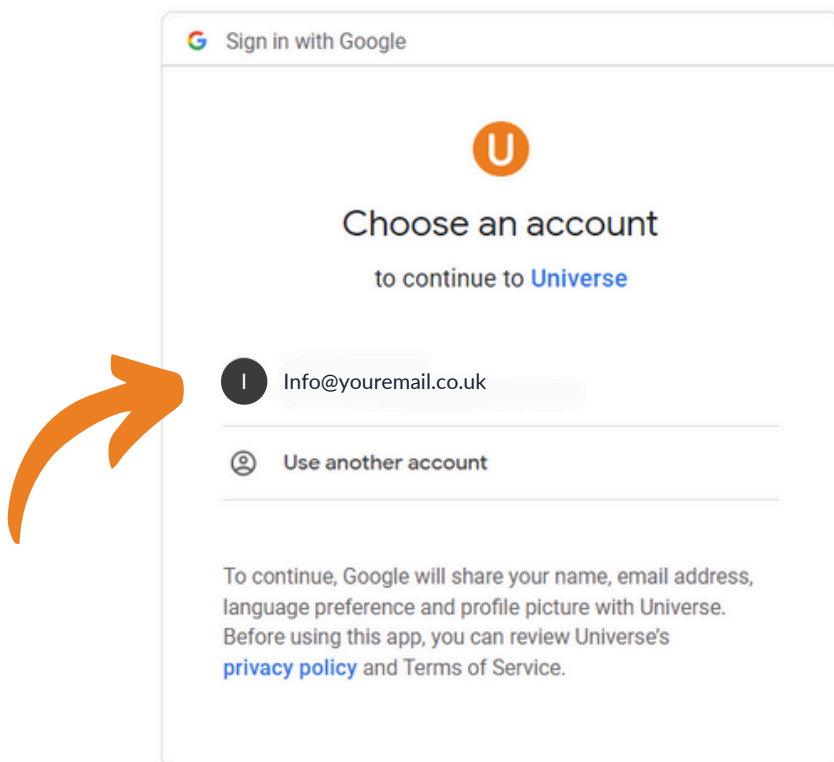
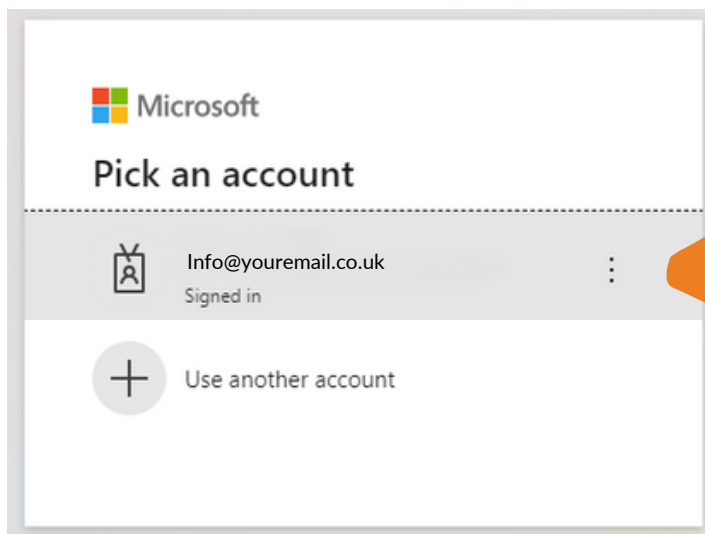


19.) Click **“Logout”**

20.) You will be then redirected to the sign on screen where you can now select either **“Google”** or **“Microsoft”** from the bottom buttons



21.) Once you have selected either “Google” or “Microsoft”, you’ll see a pop up like one of the below. Simply choose your account and if it signs you in you’ll have successfully added Single Sign-on



If you have any questions or problems with single sign on or 2 factor authentication then please get in touch and a member of our faults team will be able to assist you

0333 023 7000  
faults@firstcomeurope.co.uk