Instructions for creating a login and Setting up Two-Factor Authentication (2FA)

Help/support: Email research@alfred.org.au   Phone 03 90763619

<mark>New users</mark>

You will receive an invitation to create an account. Read the 'Terms of Use', then click on "Create Password" to proceed to ERA.

AlfredHealth

Dear Charlie,

You are invited to create a user account for the "ERA" on-line system.

This email contains a link that will enable you to protect your account with a strong password.
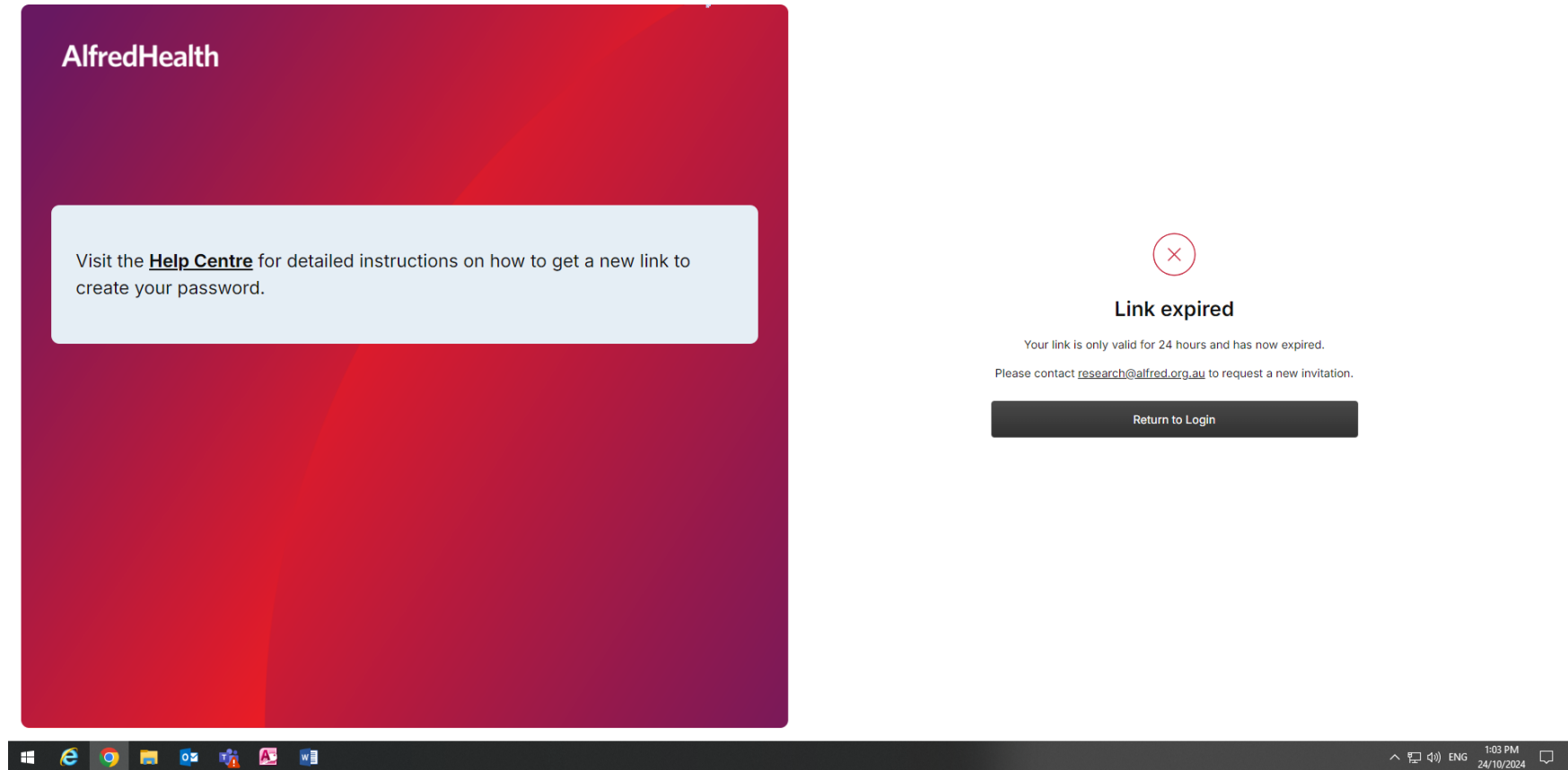
This link will be valid for 24 hours. If the link no longer works, please contact us at research@alfred.org.au.

You will be required to accept our Terms of Use before your account is activated. Please read the terms carefully and do not share your login details with anyone.
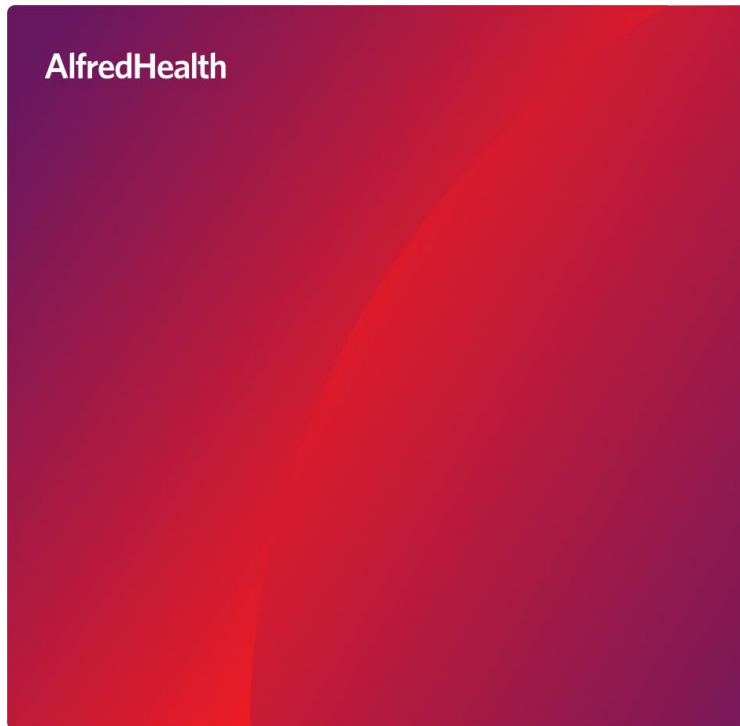
Create Password

Thank you,
The Office of Ethics & Research Governance, Alfred Health

If it's been over 24 hours since the link was sent you will need to request a new link via email.

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Visit the **Help Centre** for detailed instructions on how to get a new link to create your password.

Link expired

Your link is only valid for 24 hours and has now expired.

Please contact research@alfred.org.au to request a new invitation.

Return to Login

Create password screen

Create your password

- Must be 13-20 characters
- At least 1 uppercase character (A-Z)
- At least 1 lowercase character (a-z)
- At least 1 numeric character (0-9)

Password 👁

Confirm Password 👁

☐ I have read and fully agree with the Terms of Use

Save

You will need to confirm that you have read the Terms of Use before you can 'save' the password.

Use the "eye" icon to show or hide the text in your password.

Create your password

- Must be 13-20 characters
- At least 1 uppercase character (A-Z)
- At least 1 lowercase character (a-z)
- At least 1 numeric character (0-9)

Happydays24!!   Ø

Happydays24!!   Ø

☐ I have read and fully agree with the Terms of Use

🛑 Please indicate that you have read and agree to the Terms of Use

Save

Confirmation message

You will also receive a confirmation email.

Login screen

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ERA login

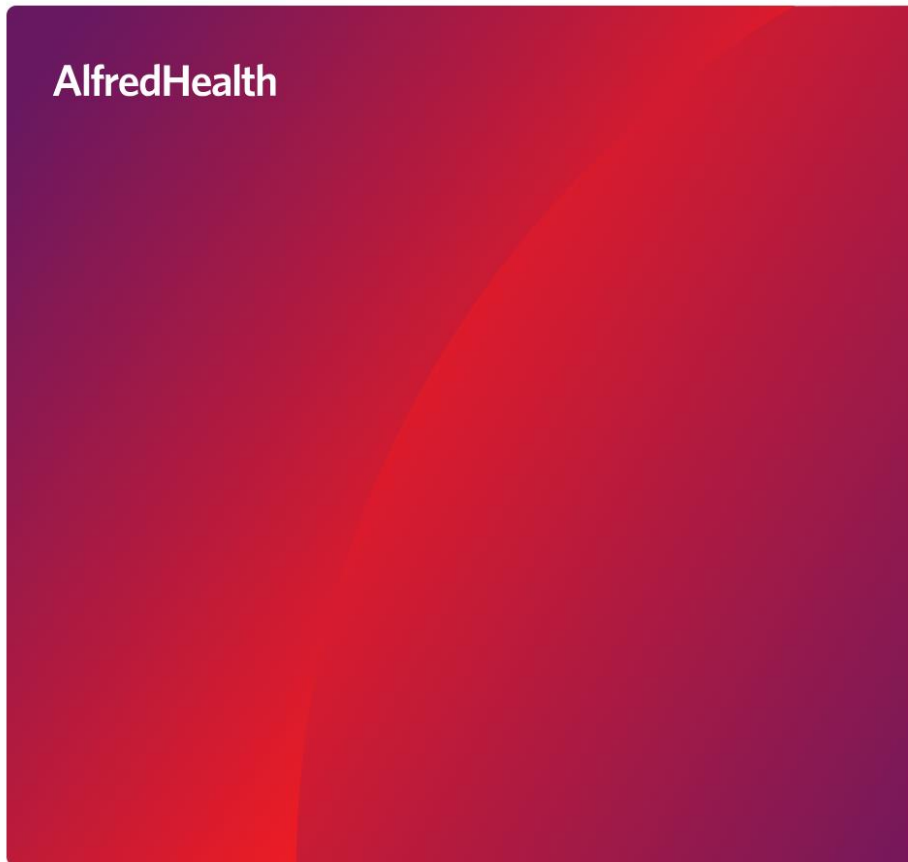Enter your email and password to log in

Email

Password   ⊙ Show

Forgot Password?

Log in

Click here to read our Terms of Use

This proceeds to the 2FA screen. You have the option to set up 2FA now or later.

Forgotten password

Request a link to be sent by email and reset the password according to the instructions.

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Reset Password

Enter your email address to receive a password reset link
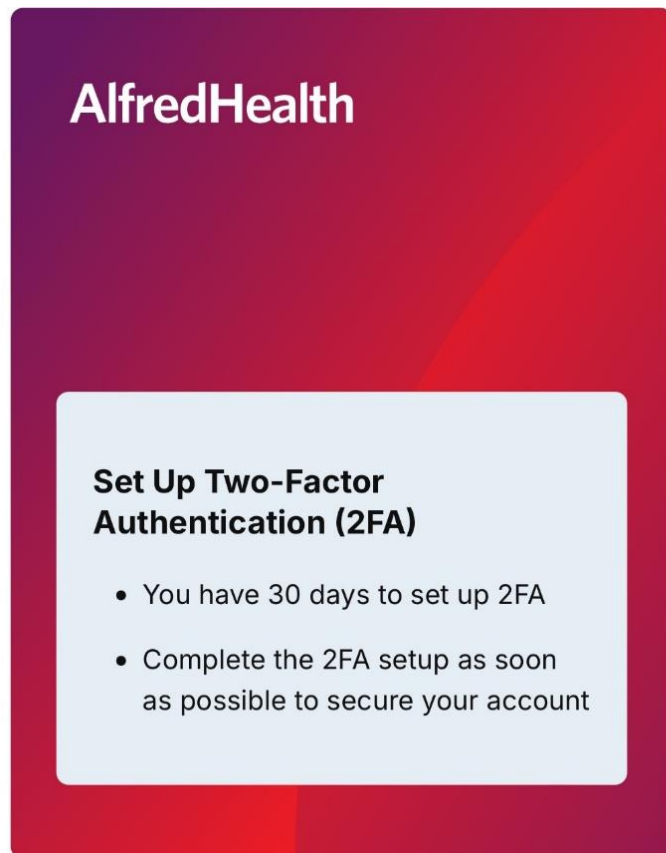
Email

Request reset Link

Cancel and return to login

<mark>New and existing users</mark>

Existing users may be prompted to change their password to meet minimum requirements. Follow the prompts in ERA to do this.

Once you log in you can set up 2FA straight away or later.

See instructions below to set up 2FA

Two-factor authentication (2FA) set up

You have a grace period of 30 days to complete this step so you can proceed straight to the login page if you click "remind me later".

If you choose "remind me later" then next time you log in the time remaining in your grace period is displayed.
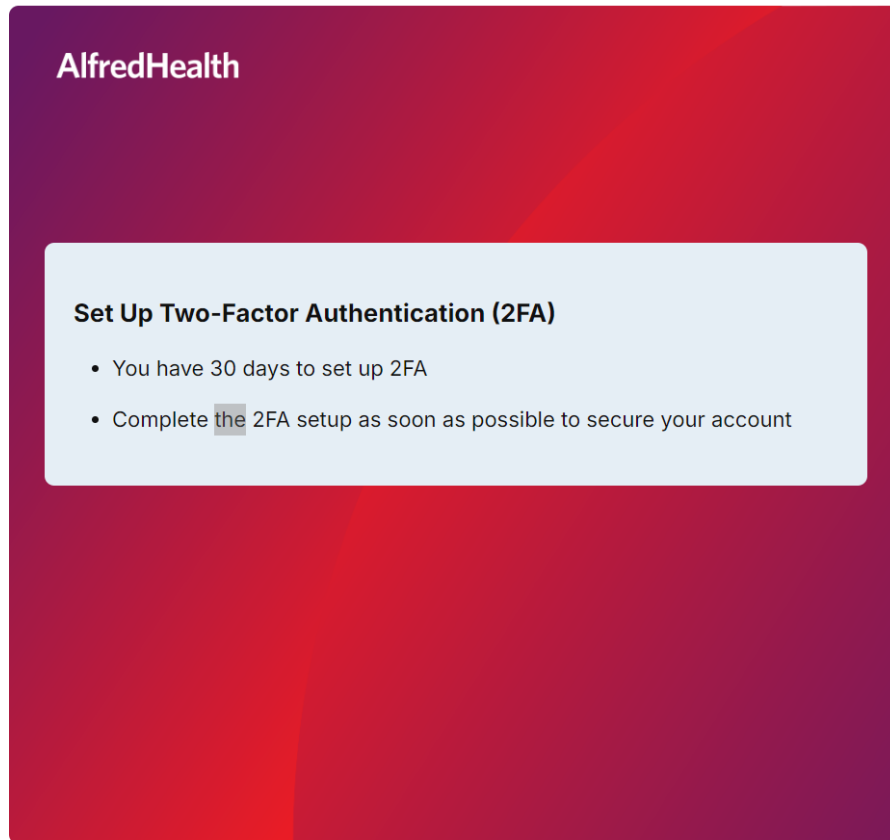
Once the grace period has expired, follow the instructions and set up 2FA.

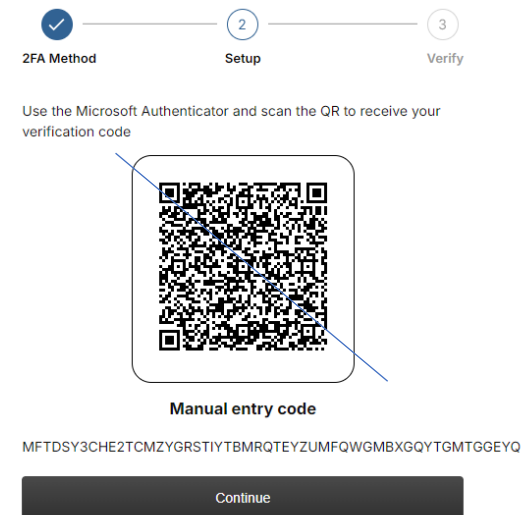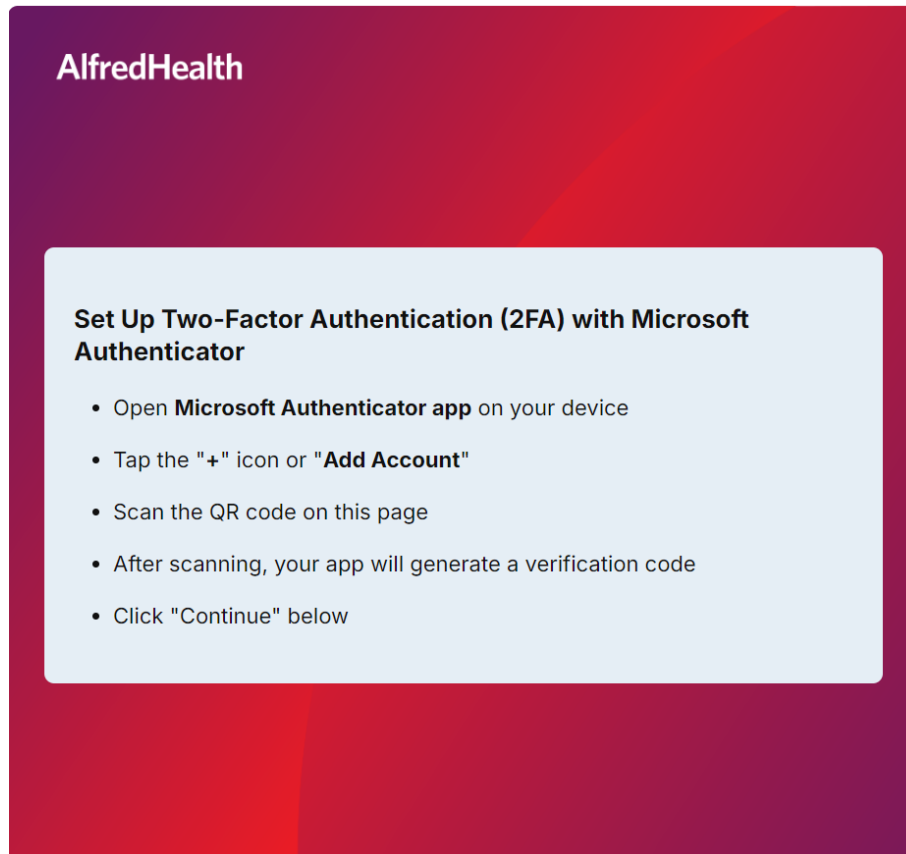**Setting up via Two-Factor Authentication via the Microsoft Authenticator app….**

Download the Microsoft Authenticator app to your device e.g. your mobile phone. Then follow the instructions provided in ERA (see pages 13-15)
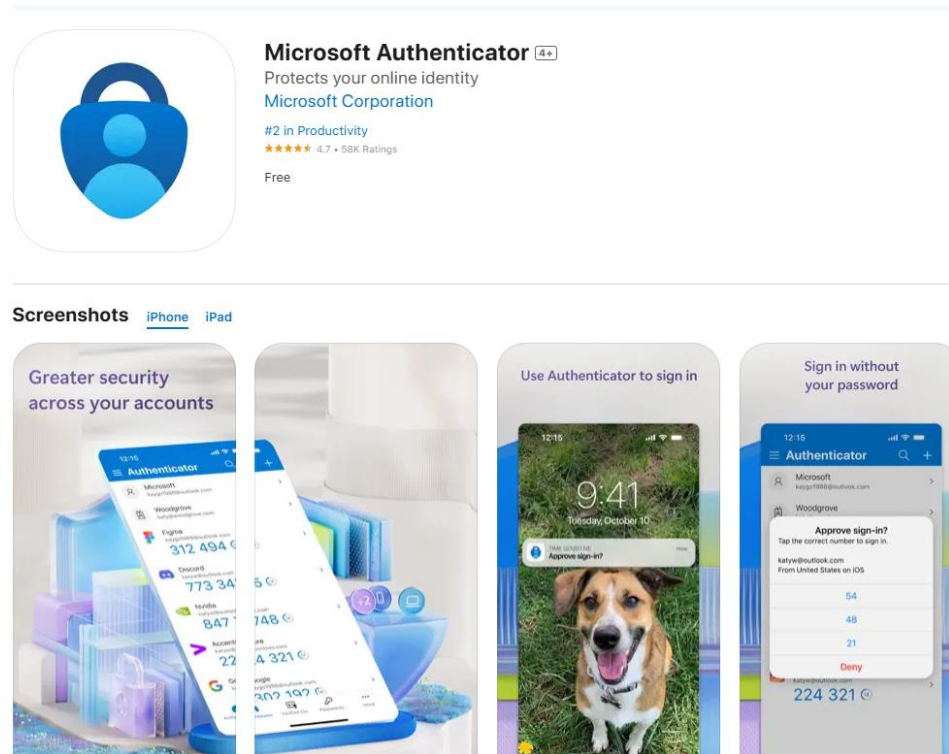
(Screen shot taken from the website https://apps.apple.com/au/app/microsoft-authenticator/id983156458?l=en&culture=en-au&country=au)

Login to ERA and click on the option to set up 2FA.

The instructions for setting up 2FA are provided in the ERA system as shown in the next 3 screen shots.

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Set Up Two-Factor Authentication (2FA) with Microsoft Authenticator

- Open **Microsoft Authenticator app** on your device
- Tap the "**+**" icon or "**Add Account**"
- Scan the QR code on this page
- After scanning, your app will generate a verification code
- Click "Continue" below

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① 2FA Method   ② Setup   ③ Verify

Use the Microsoft Authenticator and scan the QR to receive your verification code

Manual entry code

MFTDSY3CHE2TCMZYGRSTIYTBMRQTEYZUMFQWGMBXGQYTGMTGGEYQ

Continue

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Verify your 2FA code

- Enter the 6-digit code generated by your authenticator app

✓ 2FA Method —— ✓ Setup —— ③ Verify

Enter verification code you received in the app

[ ] [ ] [ ] [ ] [ ] [ ]

Verify

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What to do if you change devices:

- If you get a new device, you will need to transfer your 2FA settings to the new device

- Follow the steps in our help centre to reset your 2FA and set it up on your new device

Visit the **Help Centre** for more detailed instructions on managing 2FA.

Two-Factor Authentication is now set up and your account is now secure

Proceed to ERA

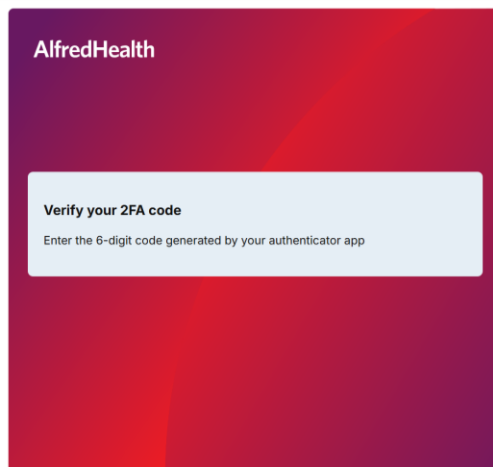**Once 2FA is set up you will login first with your password**

ERA login

Enter your email and password to log in

Email

Password   ◉ Show

Forgot Password?

Log in

Click here to read our Terms of Use

Then you will have to enter the code and click on "verify"

Verify your 2FA code

Enter the 6-digit code generated by your authenticator app

Enter the 2FA code you received

2 4 4 5 4 3

Verify

Incorrect code

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Verify your 2FA code

Enter the 6-digit code generated by your authenticator app

Verification code incorrect

Possible reasons for this issue:

- The code expired

- You entered the code incorrectly

Possible solutions for the issue:

- Ensure you are entering the most recent code

- Double-check the code for any typos

Enter the 2FA code you received

🛑 Incorrect code. Please try again.

Verify

Your session has expired

If there is no mouse or keyboard activity then your session will time-out after 30 minutes.

You will receive pop up alert like the one below after 25 minutes of no activity.
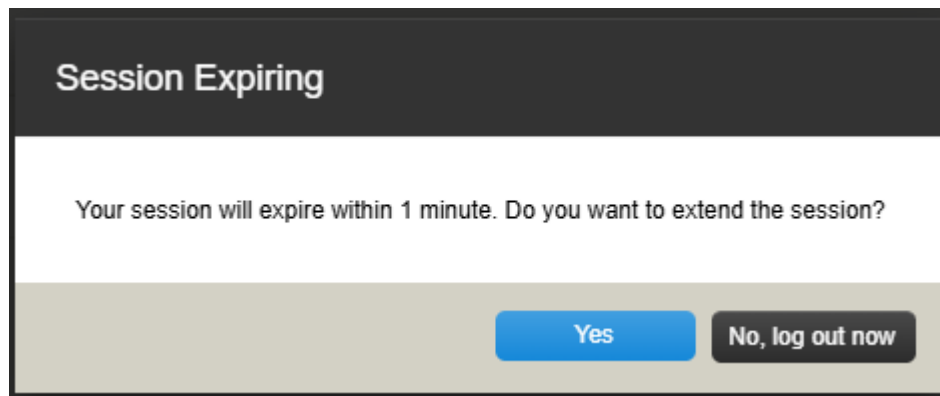
Trouble-shooting

The authenticator app code isn't working.

Did you scan the QR code with your camera? This may not work. Follow the instructions in ERA and use the authenticator app to add an account and scan the QR code via the app.

I can't set up my login.

Check that your details are correct. It's best to type in details rather than copying and pasting as this may not match your login and password.

Be careful using 'autofill'.

I have a new device/phone and can't login to ERA using the app.

Contact the Office of Ethics & Research Governance on 03 90763619 or email research@alfred.org.au