



## Qualitrac Tip Sheet Multi-Factor Authentication (MFA)

### Overview

Telligen launched Multi-Factor Authentication (MFA) as a Qualitrac® client preference on March 31, 2025.

MFA is enabled for a client based on user role. If you are asked to authenticate with a secondary method, your user role has been enabled with MFA.

The below tip sheet outlines the process for selecting your MFA method.

### Existing Qualitrac Accounts

Including your password, a user must have at least two verification methods for multi-factor authentication (MFA). Existing Qualitrac users, by default, will authenticate by email as their second method. You'll log in to your Qualitrac account by providing a verification code retrieved from your email as well as your username and password.

### Email Authentication (Default)

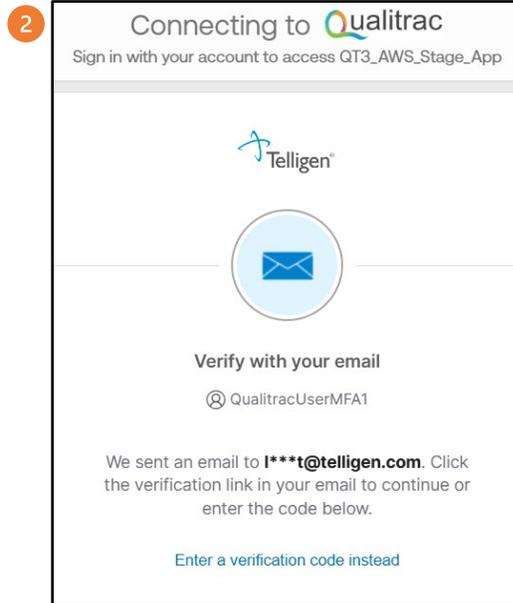
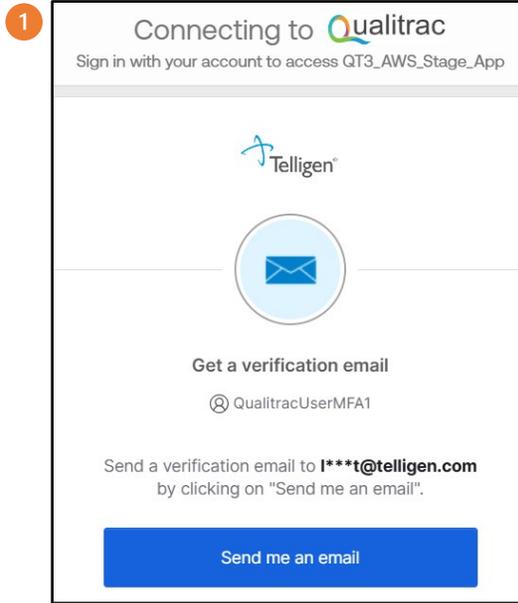
To log in to Qualitrac and use email as the MFA option, follow the steps below.

### Quick Links

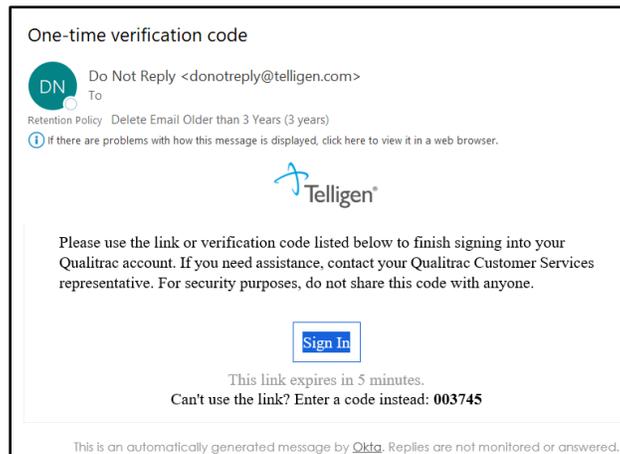
- [I am an \*\*existing\*\* Qualitrac user, how do I log in?](#)
  - [Email Authentication \(Default\)](#)
  - [Set Up Authenticator App](#)
  - [Set Up Phone Authentication](#)
- [I am a \*\*new\*\* Qualitrac user, how do I set up MFA?](#)
  - [Email Authentication](#)
  - [Authenticator App](#)
  - [Phone Authentication](#)

### Request Assistance

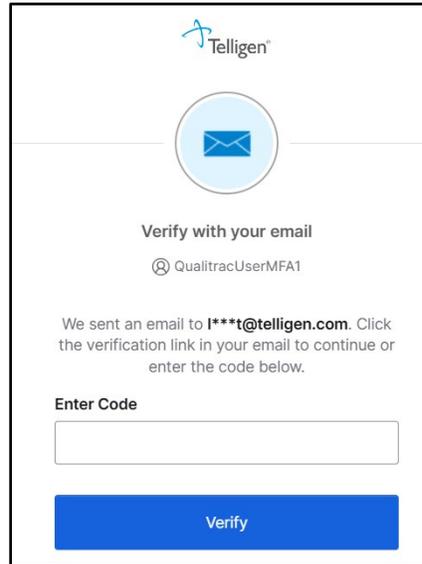
For questions and more information, reach out to your Qualitrac Support Service Desk or your Client Service Representative.



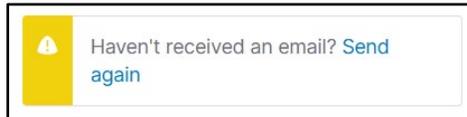
1. Click the button 'Send me an email.'
2. The next screen will inform you that an email has been sent to the email associated with the Qualitrac account.
3. Navigate to your email account and find the "One-time verification code" email from Telligen with both a "Sign In" link, which will authenticate directly through the email, and a 6-digit code that can be manually entered.



- When the link "Sign In" is clicked in the email the user will be authenticated and directed into the Qualitrac system.
- Alternatively, you can copy the 6-digit code and navigate back to the Qualitrac login screen to manually enter the code from the email.



- Note: If the email wasn't received, the login screen is set to display a system message after a designated time has passed, which will allow you to click "Send again" to send another authentication email.

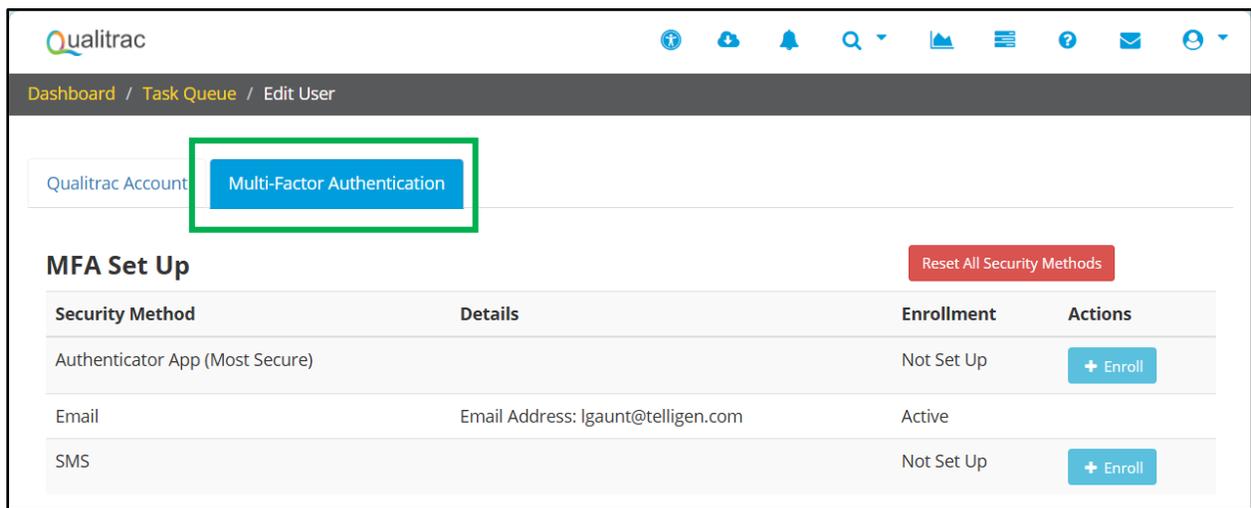
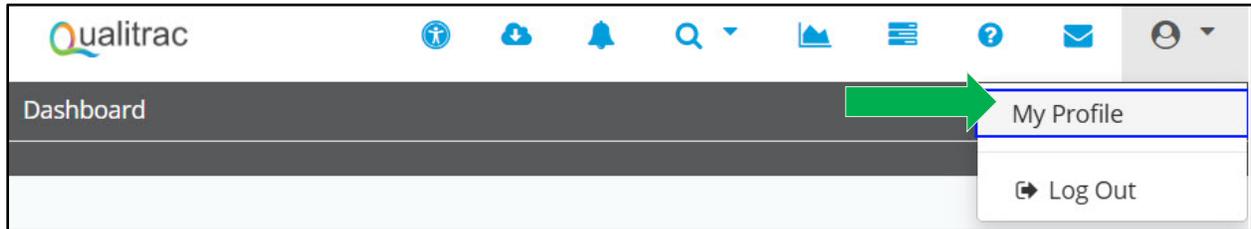


If desired, you may select another multi-factor authentication option on the 'My Profile' screen once you have logged in. Otherwise your steps set up MFA are complete.



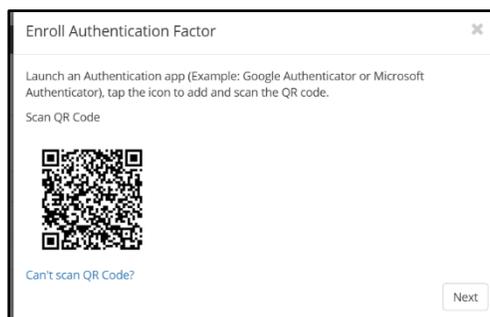
## Set Up and Manage Additional Authentication Options

For users that have “MFA” enabled a tab for ‘Multi-Factor Authentication’ will be available on the ‘My Profile’ screen. This is where you will manage and reset your authentication options.



### Authenticator Application

When the ‘+ Enroll’ button is selected for “Authenticator App” the system will display a screen (modal window) to scan the QR code.



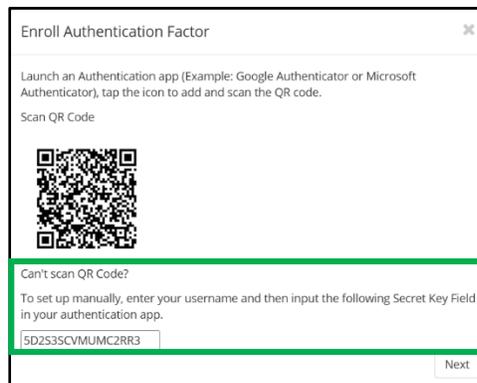
Note: Using an optional authenticator app is the most secure method for MFA. You may use the authenticator app of your choice (i.e., Google or Microsoft Authenticator). For instructional purposes, the information below will use Google Authenticator as the example.



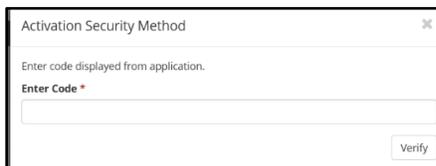
The Google Authenticator app needs to be downloaded first for the QR code to be scanned. Ensure you are downloading the correct app. Google Authenticator is a free download. No purchase is necessary. You do not need to associate the app with a personal Gmail account.

To scan a QR code using Google Authenticator, you can:

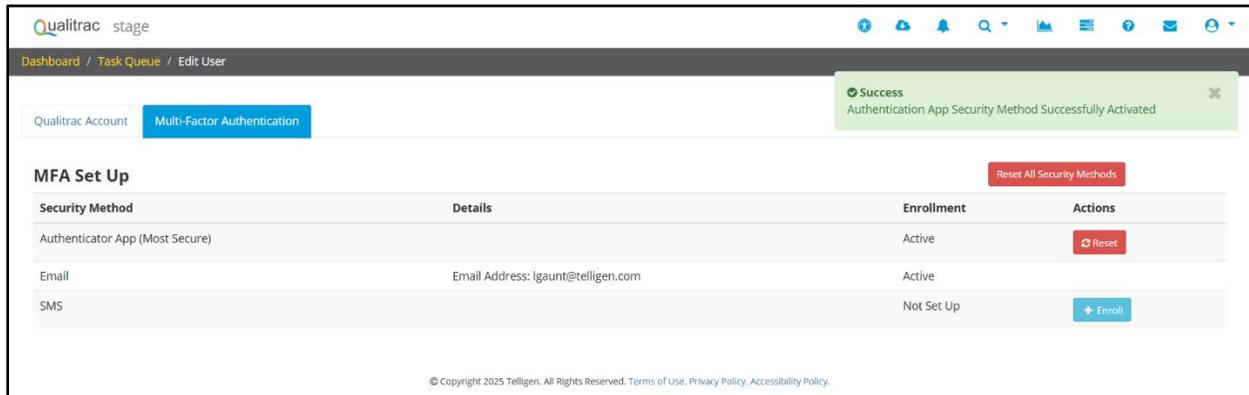
1. Open the Google Authenticator app
2. Tap the plus [+] sign
3. Tap "Scan a QR" code (go to step 7 if you cannot scan the QR code)
4. Allow the app to access your camera
5. Point your phone's camera at the QR code
6. Once you scan the QR code, you will see a 6-digit rotating code on the Google Authenticator app.
7. Click the link "Can't Scan QR Code" to optionally receive a set up key to enter manually into your authenticator app.



8. Once the secret key is entered, you will see a 6-digit rotating code on the Google Authenticator app.
9. Click 'Next' on the Enroll Authentication Factor window.
10. On the Activation Security Method window enter the code displayed from the application and click 'Verify.'

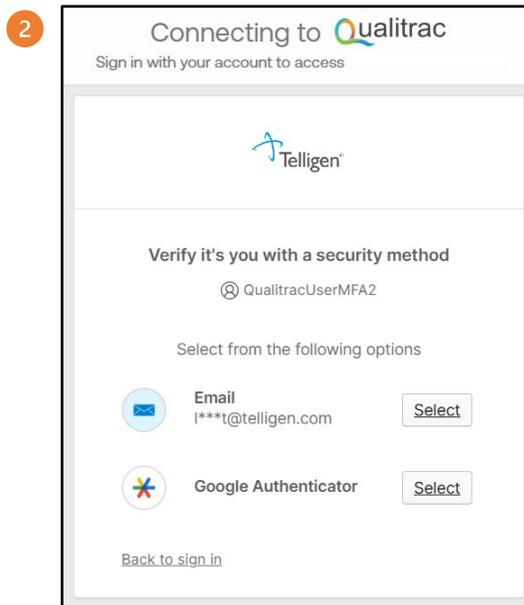
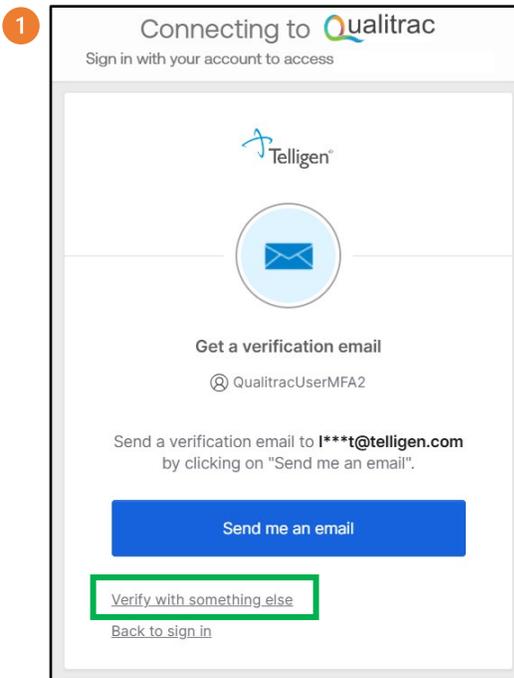


11. The system will close the modal, display a success message and show the "Authentication App" security method as enrolled. The '+Enroll' button will change to display a 'Reset' button.



## Log In with Authenticator App

On the Qualitrac sign in, after entering your username and password the system will either automatically display the default email authentication screen or a screen to select either email or authenticator app.



1. When logging in to Qualitrac and you have been enrolled in an authenticator app, **if** the system displays the default email verification screen you can click on the link "Verify with something else." (go to step 2)
2. To log in to Qualitrac with the authenticator app, click 'Select' next to this option.
3. On the next screen, enter the 6-digit code sent to your authenticator app and click the 'Verify' button.



Connecting to Qualitrac  
Sign in with your account to access

Telligen®

Verify with Google Authenticator  
QualitracUserMFA2

Enter the temporary code generated in your Google Authenticator app

Enter code

Verify

[Verify with something else](#)  
[Back to sign in](#)

- Note: If you are unable to generate a code or use the authenticator app, click the link “Verify with something else” to return to the list of options and select the Email (default) to log in.

4. When you click ‘Verify’ the system will validate the authentication code from the app and direct you into the system.

## Phone Authentication

Qualitrac offers two methods for phone authentication: SMS & Voice.

Short Message Service (SMS) – refers to standard text messaging that are sent using cellular signal instead of internet connection. Selecting this option will send a code to your phone via text message. Another option is to receive a voice call that, when answered, will read the code out loud.

When the ‘+ Enroll’ button is selected for “Phone” the system will display a screen (modal window) to enter your phone number.

Enroll Authentication Factor

Enter Phone Number \*

Once activated, this number can receive a code via call or text.

(999) 999-9999

Enroll



1. Enter your phone number and click 'Enroll.'
2. The system will send a code via text message to the submitted phone number and display a window to enter the code. Once the code is entered, click 'Verify.'

Activation Security Method

A code was sent to your phone. Enter the code below to verify. Carrier messaging charges may apply.

Enter Code \*

Verify

3. The system will close the modal, display a success message and show the "Phone" security method as enrolled. The '+Enroll' button will change to display a 'Reset' button.

Qualitrac

Dashboard / Task Queue / Edit User

Success  
Phone Security Method Successfully Activated

Qualitrac Account Multi-Factor Authentication

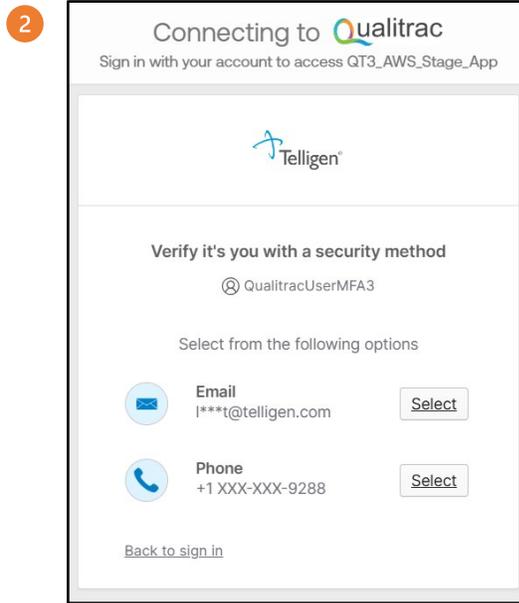
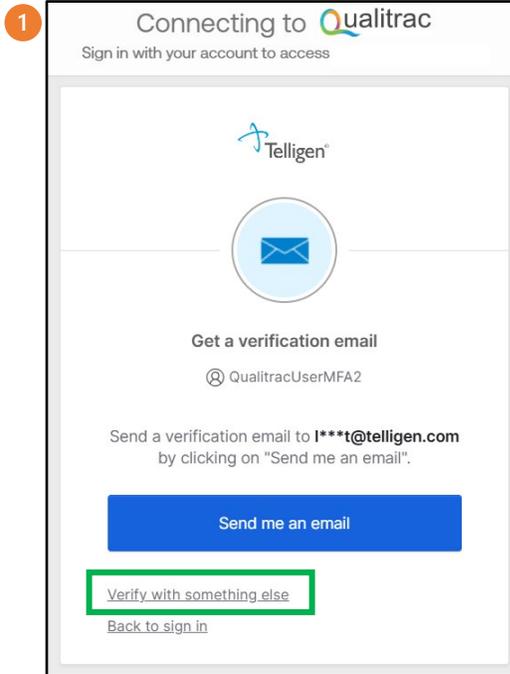
**MFA Set Up** [Reset All Security Methods](#)

Security Method	Details	Enrollment	Actions
Authenticator App (Most Secure)		Not Set Up	<a href="#">+ Enroll</a>
Email	Email Address: sample-email@telligen.com	Active	
Phone	Phone Number: 555-555-5555	Active	<a href="#">Reset</a>

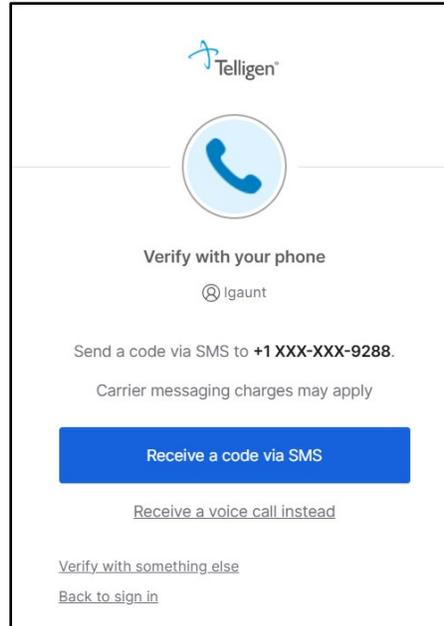
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## Log In with Phone Authentication

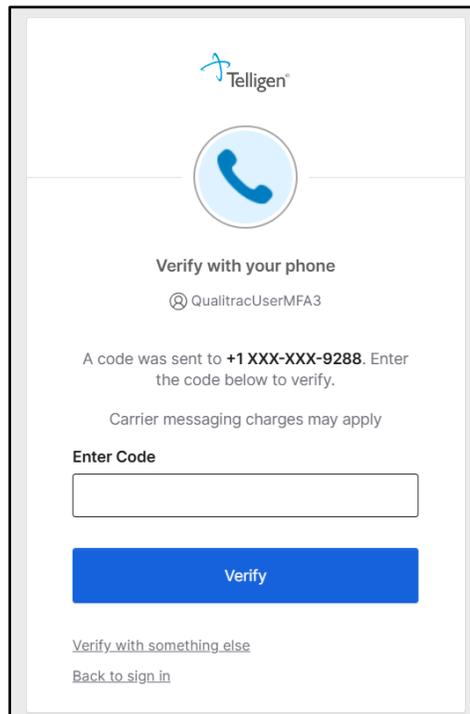
On the Qualitrac sign in, after entering your username and password the system will either automatically display the default email authentication screen or a screen to select either email or by Phone.



1. When logging in to Qualitrac and you have been enrolled in the Phone option for MFA, **if** the system displays the default email verification screen you can click on the link "Verify with something else." (go to step 2)
2. To log in to Qualitrac by Phone, click 'Select' next to this option.
3. On the next screen, click 'Receive a code via SMS' to receive a code via a text message, or click 'Receive a voice call instead' to receive a code spoken out loud when answering a phone call.



4. The system will text a code to the enrolled phone number. On the next screen, enter this code and click the 'Verify' button.



- Note: If you are unable to receive a text message or insert the code, click the link "Verify with something else" to return to the list of options and select the Email (default) to log in.



- When you click 'Verify' the system will validate the code and direct you into the system.

## Reset Security Methods

You have the option to reset your optional MFA authentication enrollment(s) by either selecting to reset individually or all at one time.

Qualitrac Account Multi-Factor Authentication

**MFA Set Up** Reset All Security Methods

Security Method	Details	Enrollment	Actions
Authenticator App (Most Secure)		Active	<span>Reset</span>
Email	Email Address: sample-email@telligen.com	Active	
Phone	Phone Number: 555-555-5555	Active	<span>Reset</span>

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Once a reset option is clicked, the system will remove the enrollment details, show a success message and display the '+ Enroll' button.

## New Qualitrac Accounts

Newly registered users of Qualitrac will receive a registration email to activate their account and set a password.

1 Welcome to Telligen!

Your system administrator has created a user account for you.  
**Click the following link to activate your account:**

Activate Account

This link expires in 7 days.

Your username is **QualitracUserMFA1**

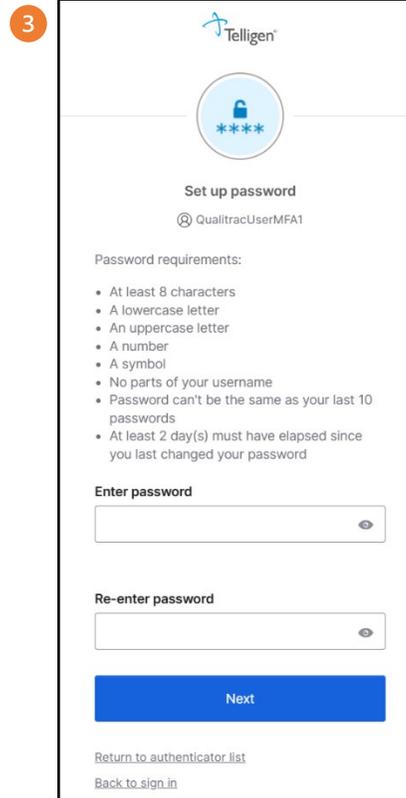
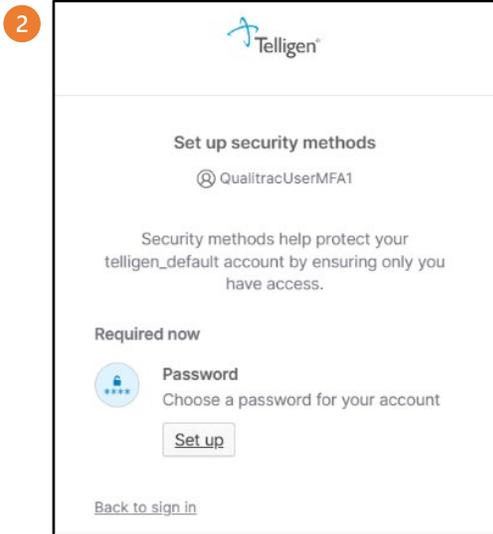
If you experience difficulties accessing your account, you can send a help request to the Telligen Help Desk at [OktaSupport@telligen.com](mailto:OktaSupport@telligen.com)

This is an automatically generated message from Okta. Replies are not monitored or answered.

- Click "Activate Account" on the 'Welcome to Telligen' Qualitrac registration email.



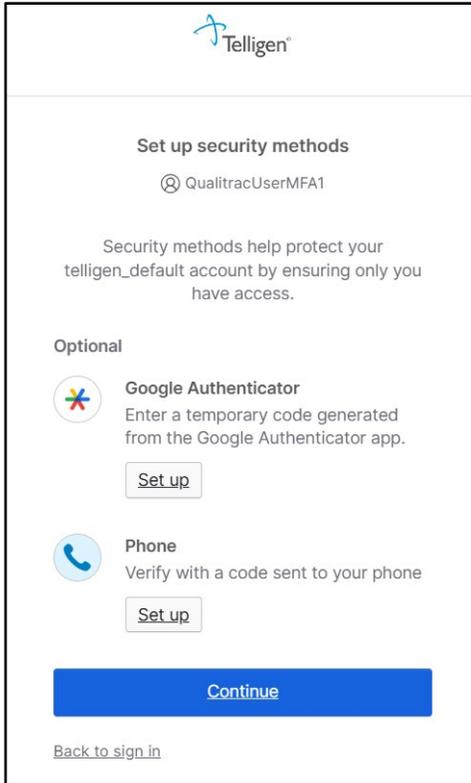
- Users will be directed to the Qualitrac Sign In screen to set up security methods. Click 'Set Up' to choose a Password option.



- Enter the new password and re-enter the password to verify a match.
- Click 'Next' to proceed. Once a password has been set, the user will be presented with a screen to set up additional security methods for MFA.
- Continue to "[MFA Security Methods.](#)"

## MFA Security Methods

After entering your username and password, you will be presented with a screen to set up additional security methods for MFA.



## Navigation Tip

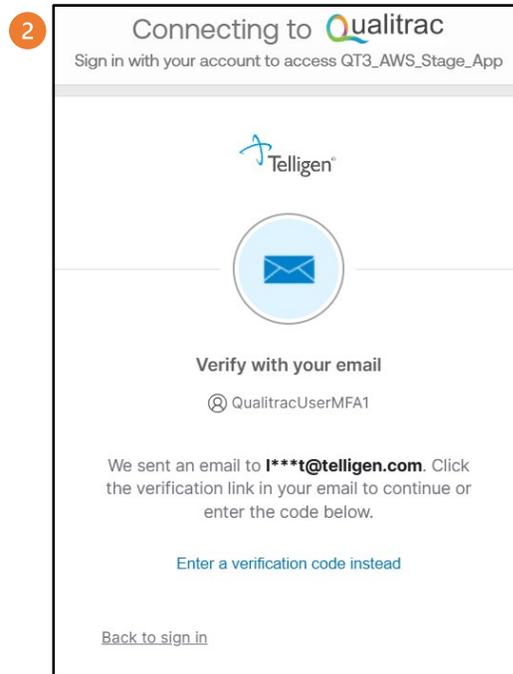
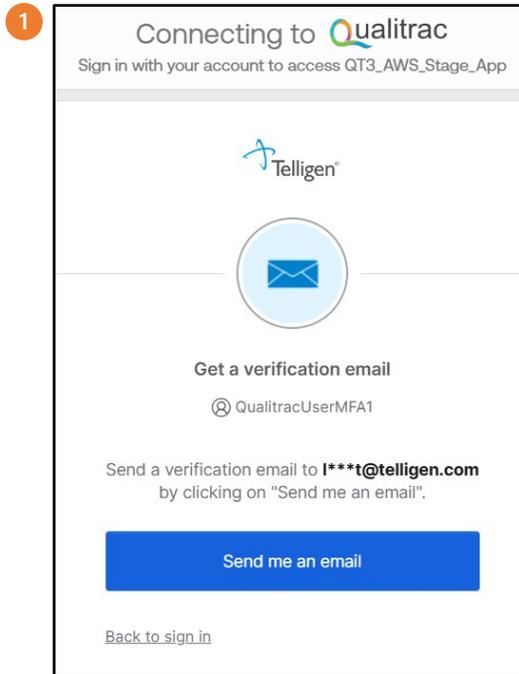
Clicking the 'Continue' button from this screen selects the Email method for authentication.



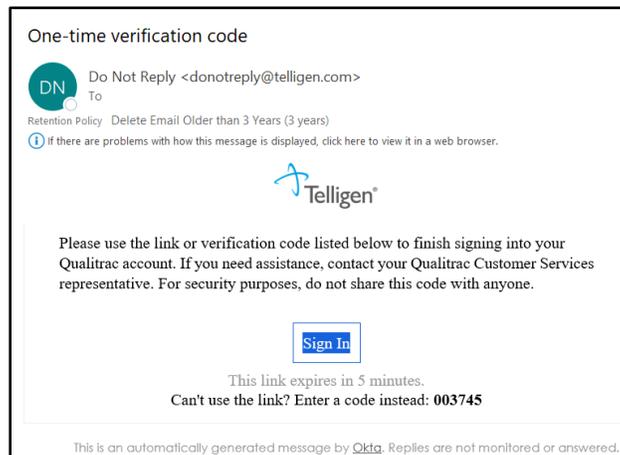
1. Click 'Continue' to be directed to a screen to verify by Email.  
**- OR -**
2. Click 'Set Up' to select either "Google Authenticator" or "Phone" options for security.
3. Proceed to the associated section in this Tip Sheet to continue steps for the authentication method selected.
  - Jump to [Email Authentication](#)
  - Jump to [Authenticator Application](#)
  - Jump to [Phone Authentication](#)

## Email Authentication

When the 'Continue' button is selected for "Email" the system will display a screen to send verification to an email.



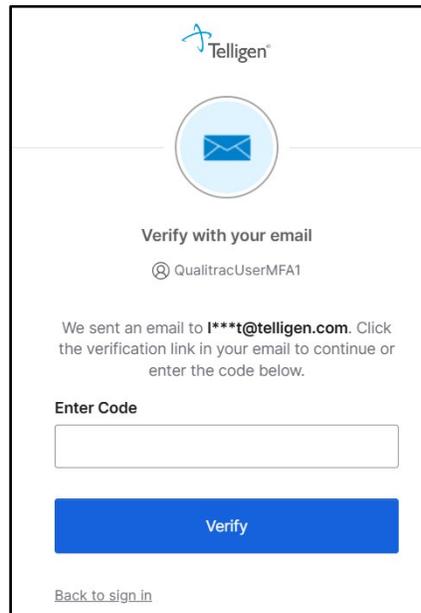
1. Click the button 'Send me an email.'
2. The next screen will inform you that an email has been sent to the email associated with the Qualitrac account.
3. Navigate to your email account and find the "One-time verification code" email from Telligen with both a "Sign In" link, which will authenticate directly through the email, and a 6-digit code that can be manually entered.



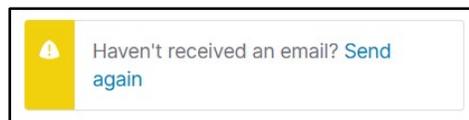
- When the link "Sign In" is clicked in the email the user will be authenticated and directed into the Qualitrac system.



- Alternatively, you can copy the 6-digit code and navigate back to the Qualitrac login screen to manually enter the code from the email.



- Note: If the email wasn't received, the login screen is set to display a system message after a designated time has passed, which will allow you to click "Send again" to send another authentication email.



## Authenticator Application

When the 'Set Up' button is selected for "Google Authenticator" the system will display a screen to scan the QR code.

Note: Using an optional authenticator app is the most secure method for MFA. You may use the authenticator app of your choice (i.e., Google or Microsoft Authenticator). For instructional purposes, the information below will use Google Authenticator as the example.



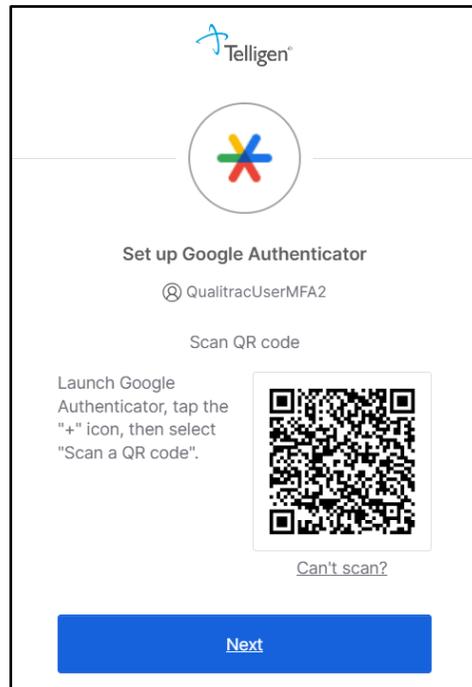
The Google Authenticator app needs to be downloaded first for the QR code to be scanned. Ensure you are downloading the correct app. Google Authenticator is a free download. No purchase is necessary. You do not need to associate the app with a personal Gmail account.

To scan a QR code using Google Authenticator, you can:

1. Open the Google Authenticator app



2. Tap the plus [+] sign
3. Tap "Scan a QR" code
4. Allow the app to access your camera
5. Point your phone's camera at the QR code
6. Once you scan the QR code, you will see a 6-digit rotating code on the Google Authenticator app.



7. Click 'Next' on the Set-up Google Authenticator window.
8. Enter the 6-digit code on your device in the "Enter code" field and then click 'Verify.'



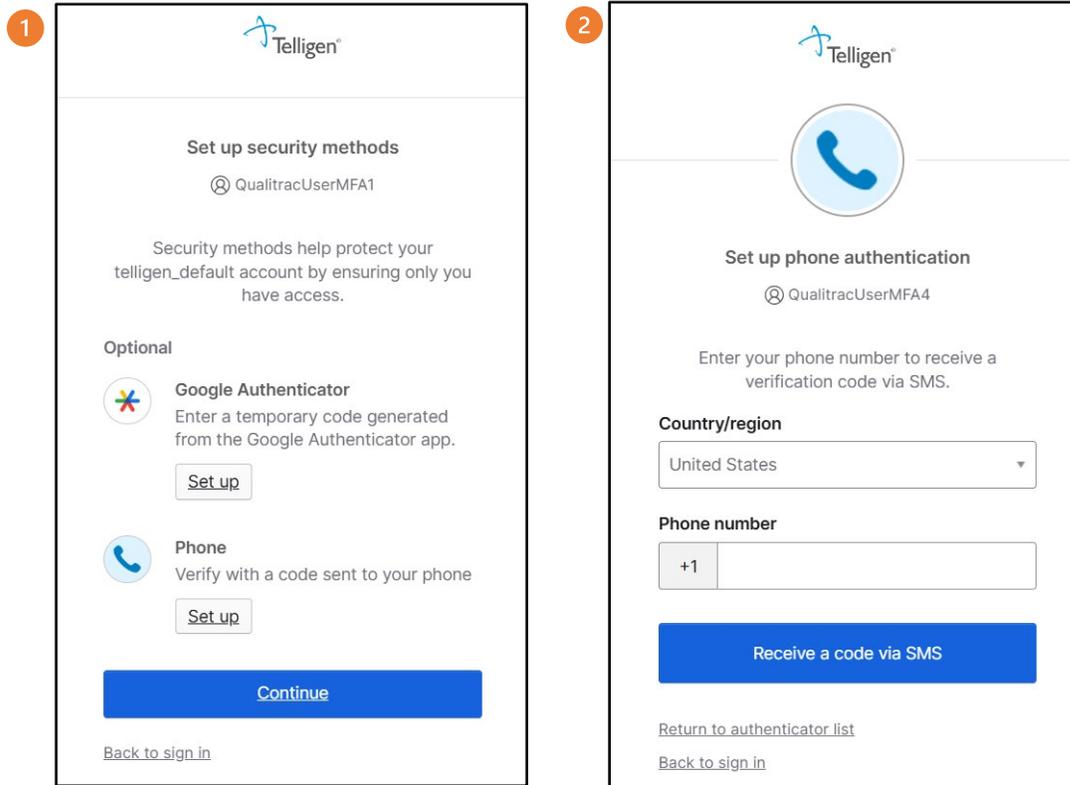
The screenshot shows the Telligen logo at the top. Below it is a circular icon with a colorful asterisk. The text reads: "Verify with Google Authenticator", "QualitracUserMFA2", "Enter the temporary code generated in your Google Authenticator app", "Enter code" (with an input field), and a blue "Verify" button.

9. Click 'Continue' to proceed into the Qualitrac system.

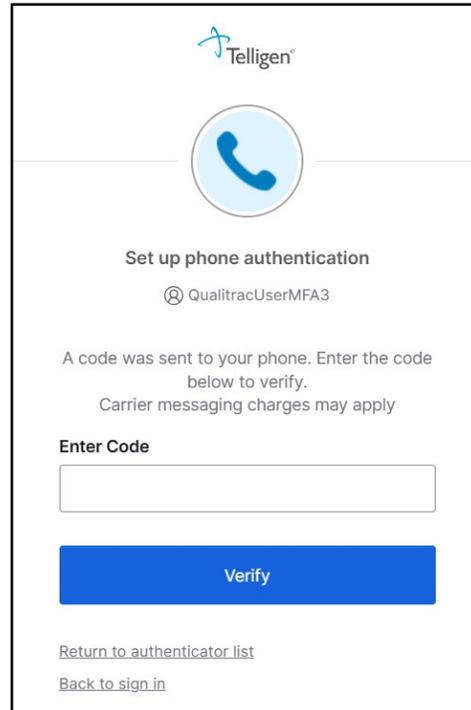
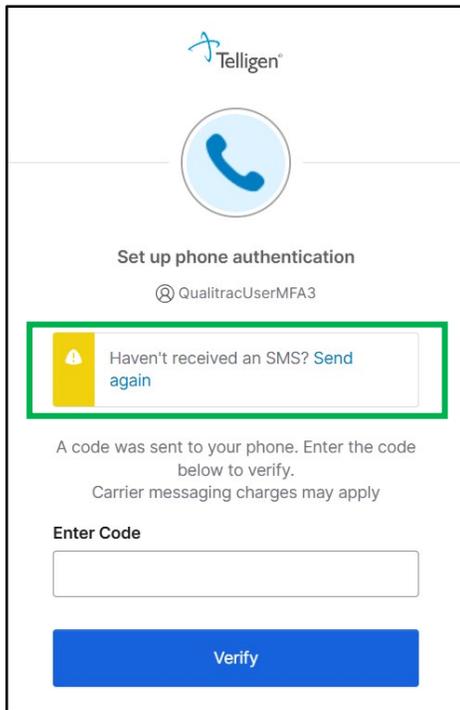
The screenshot shows the Telligen logo at the top. Below it is the text: "Set up security methods", "QualitracUserMFA2", "Security methods help protect your telligen\_default account by ensuring only you have access.", "Optional", "Phone" (with a phone icon), "Verify with a code sent to your phone", "Set up" button, a large blue "Continue" button, and a "Back to sign in" link at the bottom.



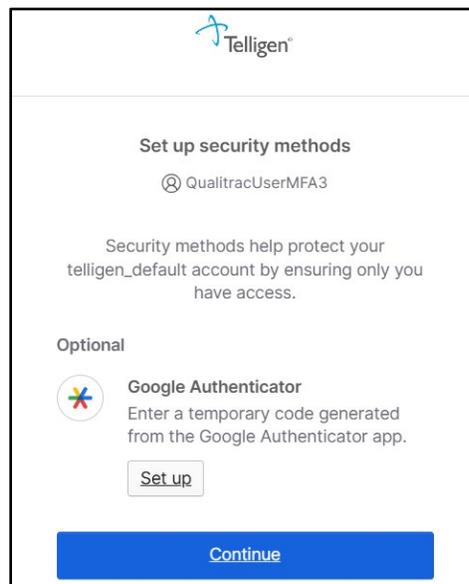
## Phone Authentication



1. When registering your account, you can select “Phone” as an option from the security methods screen. Click on the ‘Set Up’ button under ‘Phone.’
2. On the next screen, enter your phone number and click ‘Receive a code via SMS’ to receive a code via a text message, or click ‘Receive a voice call instead’ to receive a code spoken out loud when answering a phone call.
  - SMS: Short Message Service – refers to standard text messaging that are sent using cellular signal instead of internet connection. Selecting this option will send a code to your phone via text message.
3. An authentication code will be sent to the phone number submitted.
4. The system will display a screen to insert the code.



5. The system will display a message "Haven't received a SMS?" with a link to "Send again" if the code was not received.
6. Once the code is received, enter this code and click 'Verify.'
7. The next screen will display the option to set up another security method for MFA.



8. Click 'Continue' to proceed into the Qualitrac system.