

# AIRDAT Passport

Multifactor Authentication (MFA) Guide for  
Users

December 2023



1. **Getting an Authenticator App**
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# 1 Getting an Authenticator App

Already have the [Google Authenticator](#) or [Microsoft Authenticator](#) app? Proceed to '[Adding Airdat](#)' step for your device type

If you have a [Microsoft work account](#), using the Microsoft Authenticator is simple, otherwise use the Google Authenticator. [You can use the Google Authenticator without any account.](#)

For [Android mobiles devices](#) - Download the Google Authenticator or Microsoft Authenticator from the Playstore and open the app.

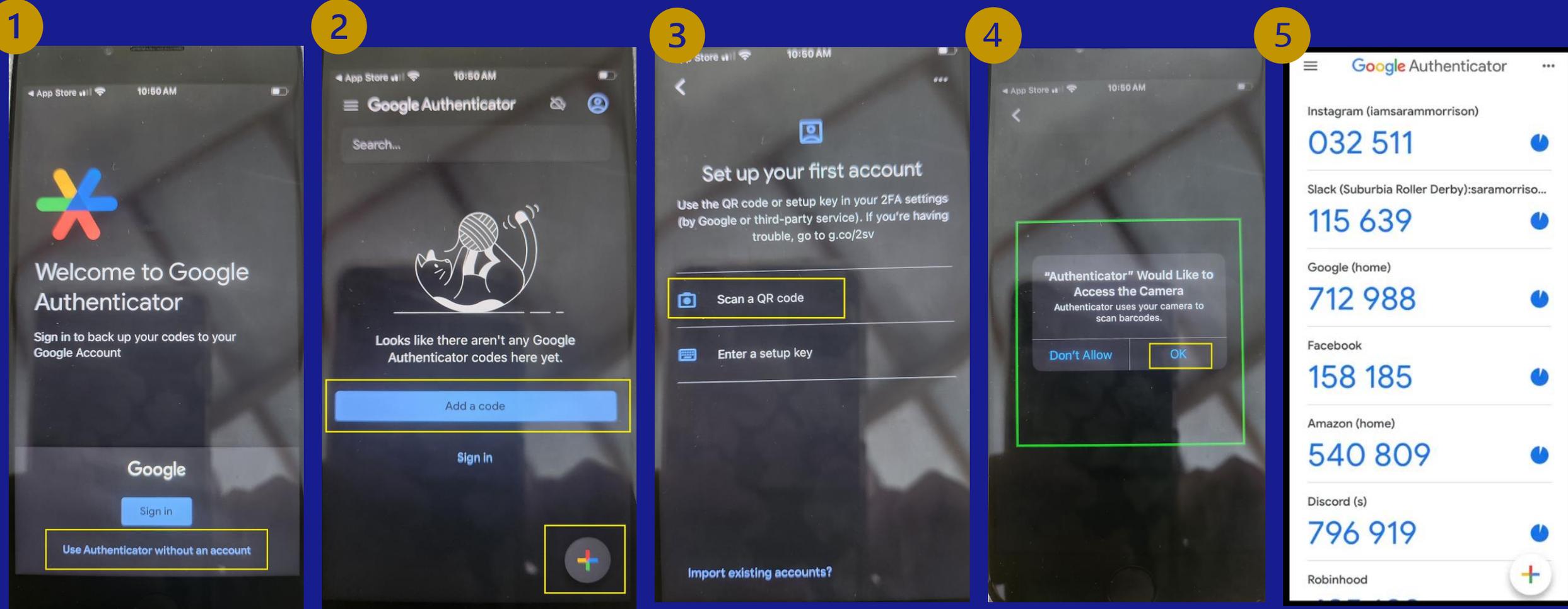
For [Apple mobile devices](#) - Download the Google Authenticator or Microsoft Authenticator from the App store and open the app

## 2 Adding Airdat to your Google Authenticator

Open the Google Authenticator App on your mobile device and follow these steps:

1. If it's your **first-time using Google Authenticator** select "Use authenticator without an account" (image 1)
2. Select add a code (image 2) **OR** if you have a list of existing systems select the + symbol (image 5)
3. Scan the QR code on the Passport application (*requires camera permission*) **OR** enter the code from the Passport application (image 3 & 4)
4. Airdat will now appear on your list of systems (image 5).

*Note: Images are using an Apple device – other devices may differ slightly*

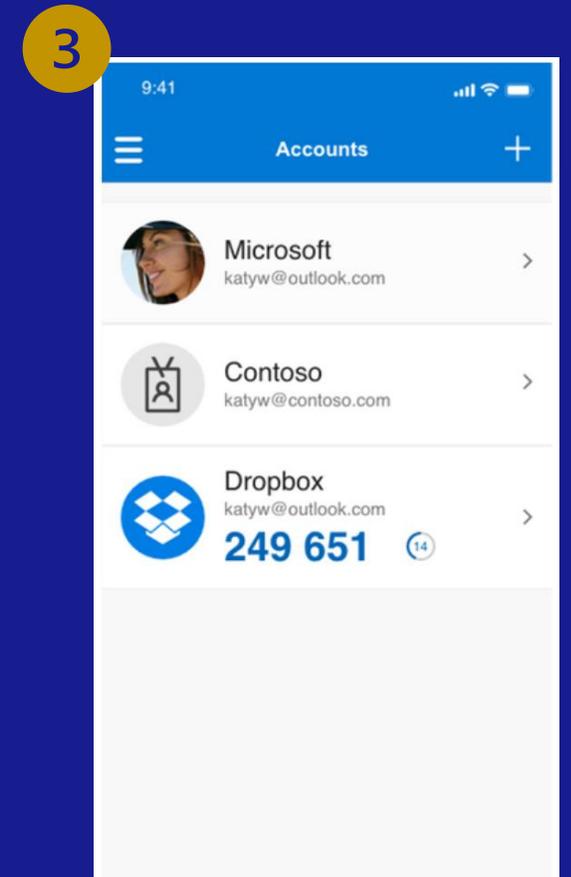
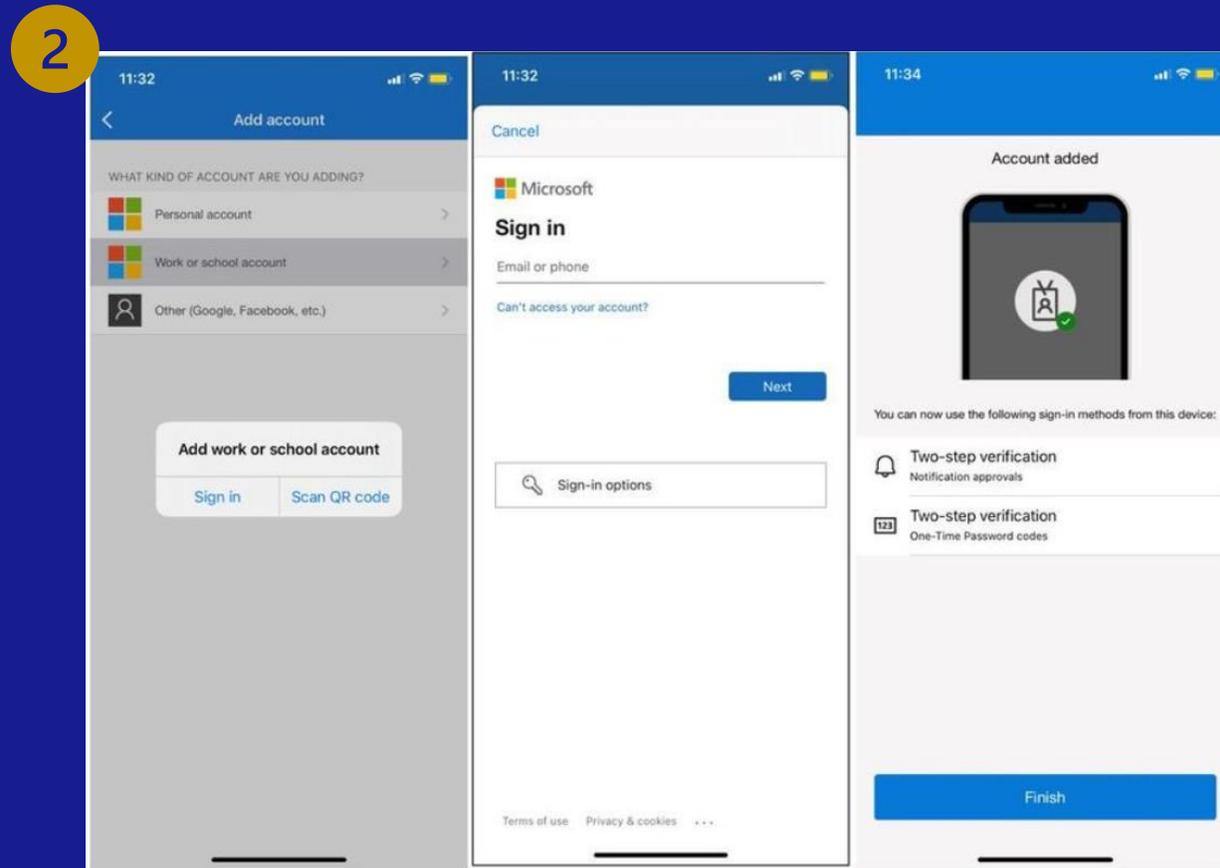
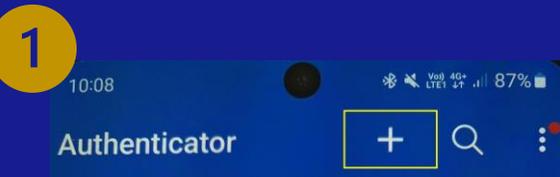


# 3 Adding Airdat to your Microsoft Authenticator

Open the Microsoft Authenticator App on your mobile device and follow these steps:

1. **Select the + symbol** (to add Airdat)
2. **Select the account** you want to use (usually your work account – *you may be asked to login with your work details*)
3. **Scan the QR code** on the Passport application (*requires camera permission*). If you cannot see the QR Code you already have Airdat on your Authenticator App (go to slide 4)
4. **Airdat will now appear** on your list of systems (image 3)

Note: The images below are from a Samsung device – other devices may differ slightly



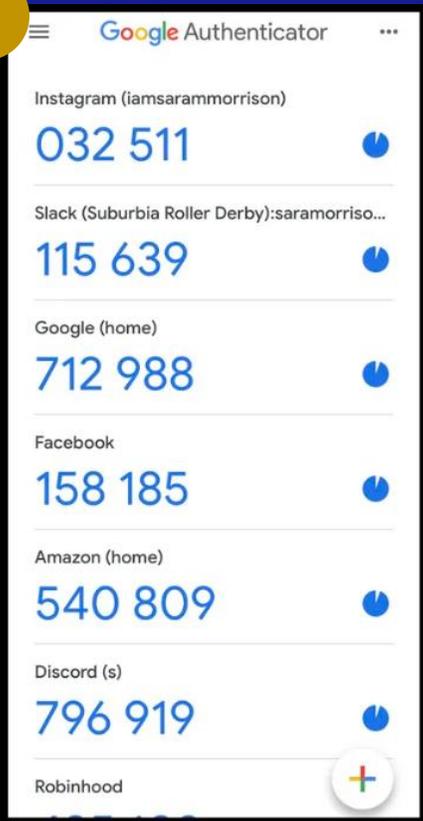
# 4 Using your authenticator password code

1. Open the authenticator app to find your Airdat password code (image 1 & 2)
2. For Microsoft Authenticator users – click on Airdat in your system list to display the code (image 2)
3. A code will remain valid for 1 minute – both authenticator apps have a small timer next to the code (image 1 & 2)
4. Select 'Remember Me for 30 days' (image 3)
5. Enter your 6-digit code (image 3)

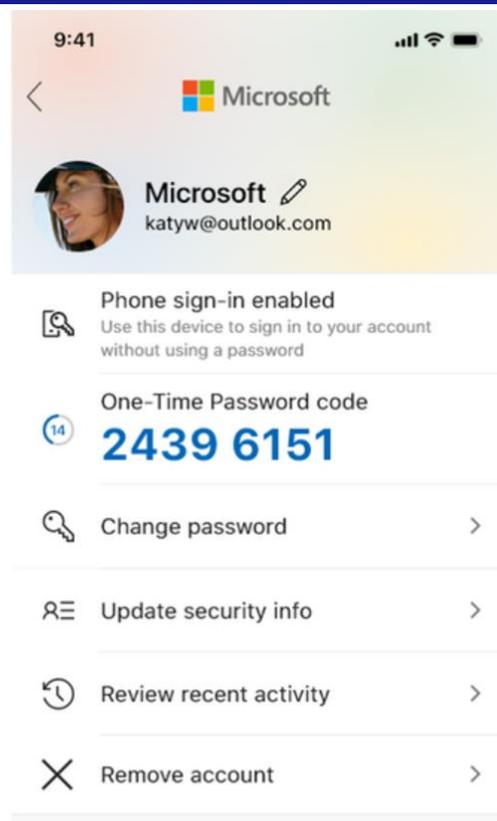
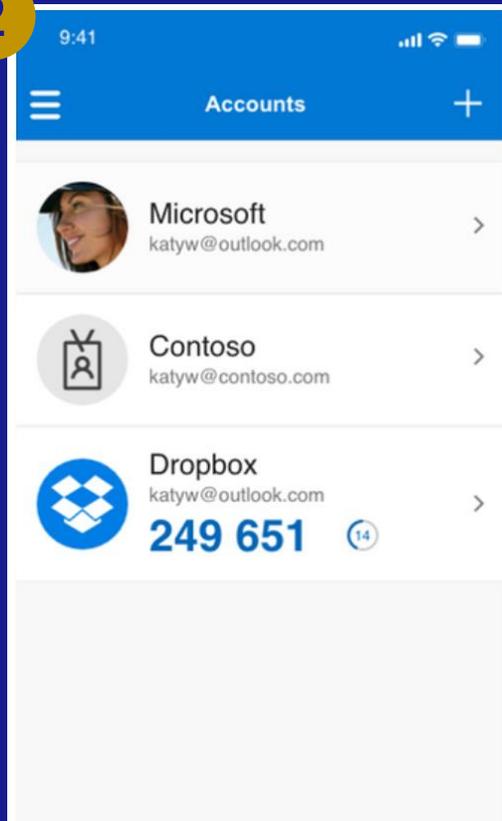
A new code is required every time MFA is used. MFA is required for Airdat Passport and Airdat Visa

Note: Images may vary depending on type of Authenticator and type of device

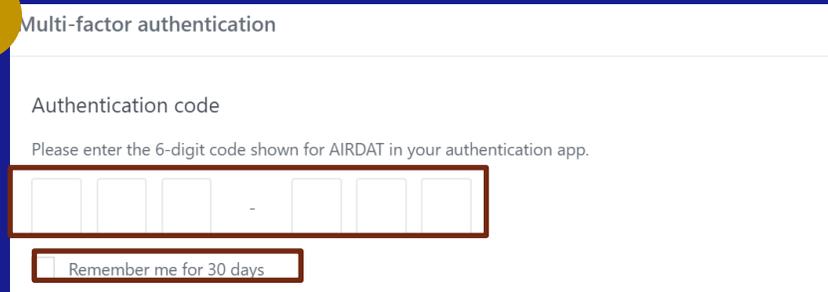
1



2



3



## 5 Troubleshooting

### **Q: Why can't I see the QR code?**

A: The QR Code is only shown once, when you first set up Airdat on your authenticator. If you have logged in successfully using MFA previously, go to the Authenticator app you used last time to look for your Airdat password code.

### **Q: Why is Google Authenticator asking for my credit card details?**

A: You are likely in the process of setting up a Google Account. This is unnecessary. Go back to the first screen and select 'Use Authenticator without an account'. Then proceed to scanning the QR code

### **Q: Why is my code no longer working?**

A: For security, authenticator password codes are only valid for 1 minute. You need to reopen your authenticator app and get a new code to enter

### **Q: I got a new mobile phone. How do I get another QR code?**

A: The simplest way to set up Airdat on a new mobile device is to download the Authenticator App and sign in, to transfer your existing information. If you set up your authenticator without an account, contact the ADP Office, who will arrange a reset for you. Note: A reset takes 1-2 days.

### **Q: MFA is a pain. Why do we need it?**

A: The Airdat system has the personal details of thousands of users. MFA and strong passwords, is one of the ways we protect personal information, including yours.