

LH Portal Authentication User Guide

Logging in with the new 2FA Mechanism

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REVISIONS LOG

VERSION	DATE ISSUED	DETAILS
1.00	18/03/2022	Finalised first version

Prerequisites

During the registration process the user is required to insert these details:

- Email address
- Name
- Surname
- ID or passport number

Prior registration process, the user must ensure that the following are in place:

- Access to the email address which is to be used for the registration process
- If the Authentication APP 2FA Method is to be used, the user will also require access to an authenticator app installed on the mobile phone. The user can make use of any authenticator app given that it can scan QR codes. If not already installed, user can install any authenticator app from Google Play Store or Apple AppStore. Example of such apps are Google or Microsoft Authenticator.

Authentication

- 1) Click on the **Log In** located bottom left corner or on the home screen
- 2) If the user already has LH portal credentials (email address and password) they should use these to authenticate. If this is a new user, refer to the registration section
- 3) Insert email address and password
- 4) Click on **Sign in** button

The screenshot shows the 'Login' page for the 'Licence Holder Portal External'. The page has a dark blue sidebar on the left with a 'Contact Us' link. The main content area is white and contains a 'Login' form. The form has two input fields: 'Email Address' with the value 'joebloggs1295@gmail.com' and 'Password' with masked characters. Below the password field is a 'Forgot your password?' link. A 'Sign in' button is positioned below the password field. At the bottom of the form, there is a link: 'Don't have an account? Sign up now'.


- 5) User is then redirected to one of the following screens accordingly:
 - a) If user is signing in for the first time, using the updated authentication process, they must configure two-factor authentication as follows:
 - i) User should be redirected to the two-step verification screen
 - ii) Open authenticator app on mobile phone
 - iii) On the authenticator app:
 - (1) Select to add a new account
 - (2) Scan the provided QR code on LH portal
 - (3) A new account should be created on authenticator app and user is provided with a verification code
 - iv) Insert the verification code in the provided text box on LH portal
 - v) Click **Continue** button

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Two-step Verification

Follow instructions below to setup two-step verification.

1. Install an authenticator app on your mobile phone (Links below)
[App Store](#) [Google Play](#) [Windows Store](#)
2. Following installation, access the authenticator app and click on the add (plus sign) or add account. Scan the following barcode

3. Following the scanning of the barcode, you will be provided with a one-time passcode, insert this below

Please provide the following details.
Enter the verification code

[Continue](#) [Cancel](#)

- b) Or if user has already configured two-factor authentication:
- i) User should be redirected to the insert verification code screen
 - ii) Open authenticator app on mobile phone
 - iii) Locate the account on authenticator app and insert the respective verification code in the provided text box on LH portal
 - iv) Click **Continue** button

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Authentication

Enter the verification code

[Continue](#) [Cancel](#)

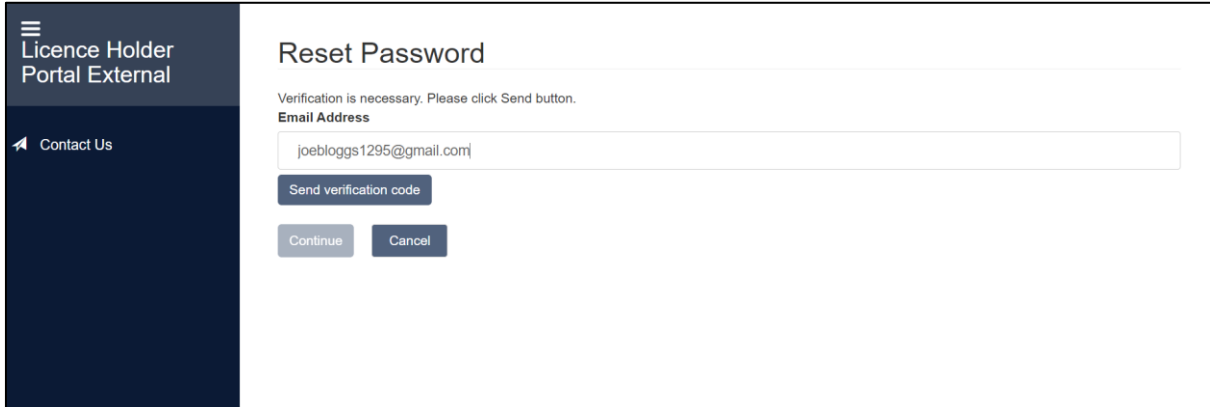
If you lost access to the authenticator app, you can reconfigure this from [here](#)

- 6) User is authenticated and redirected to the home page.

Forgot Password

If a user has forgotten their password, this can be reset as follows:

- 1) Click on the **Log In** located bottom left corner or on the home screen
- 2) Click on **Forgot your password?** link
- 3) Insert email address in the provided text box
- 4) Click on **Send verification code** button



Reset Password

Verification is necessary. Please click Send button.

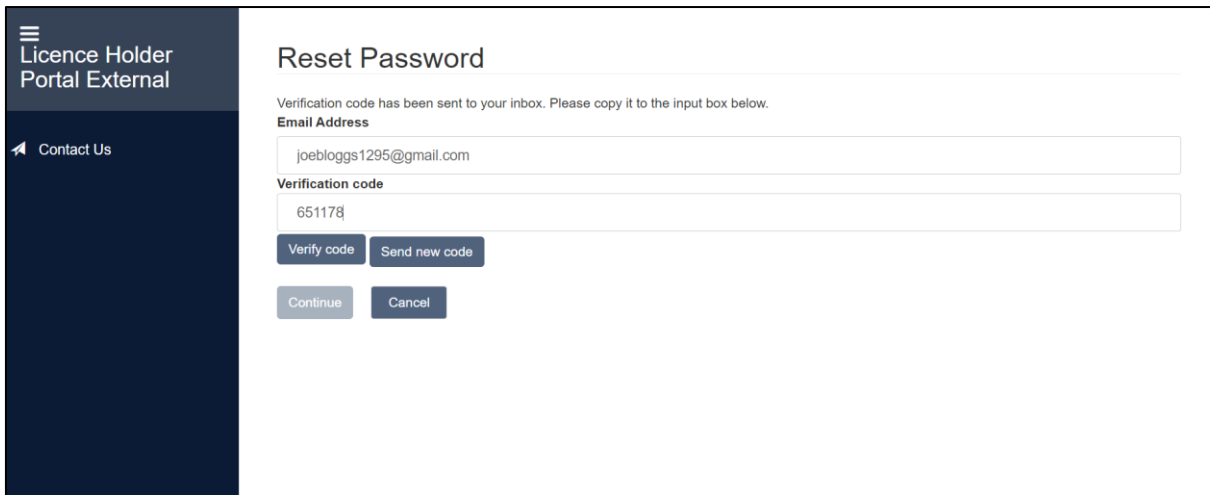
Email Address

joebloggs1295@gmail.com

Send verification code

Continue Cancel

- 5) User should receive a verification code via email
- 6) Insert verification code in the text box provided
- 7) Click on **Verify code** button
- 8) Click on **Continue** button



Reset Password

Verification code has been sent to your inbox. Please copy it to the input box below.

Email Address

joebloggs1295@gmail.com

Verification code

651178

Verify code Send new code

Continue Cancel

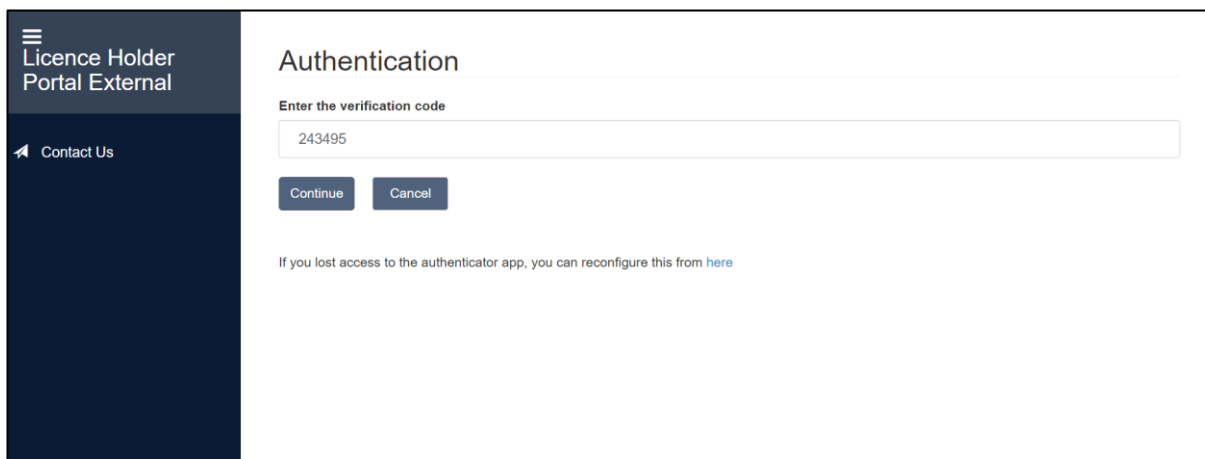
- 9) Insert the new password and confirm new password in the text boxes provided
- 10) Click on **Continue** button

11) User is then redirected to one of the following screens accordingly:

- a) If the user has not configured two-factor authentication:
 - i) User should be redirected to the two-step verification screen
 - ii) Open authenticator app on mobile phone
 - iii) On the authenticator app:
 - (1) Select to add a new account
 - (2) Scan the provided QR code on LH portal
 - (3) A new account should be created on authenticator app and user is provided with a verification code
 - iv) Insert the verification code in the provided text box on LH portal
 - v) Click **Continue** button

- b) If user already configured two-factor authentication:
 - i) User should be redirected to the insert verification code screen
 - ii) Open authenticator app on mobile phone
 - iii) Locate the account on authenticator app and insert the respective verification code in the provided text box on LH portal

iv) Click **Continue** button




The screenshot displays the 'Authentication' page of the 'Licence Holder Portal External'. On the left, a dark blue sidebar contains a menu icon and the text 'Licence Holder Portal External', with a 'Contact Us' link below it. The main content area is white and features the title 'Authentication'. Below the title, it prompts the user to 'Enter the verification code' and shows a text input field containing the code '243495'. Underneath the input field are two buttons: 'Continue' and 'Cancel'. At the bottom of the page, there is a note: 'If you lost access to the authenticator app, you can reconfigure this from [here](#)'.

12) User should be authenticated to LH portal and password reset

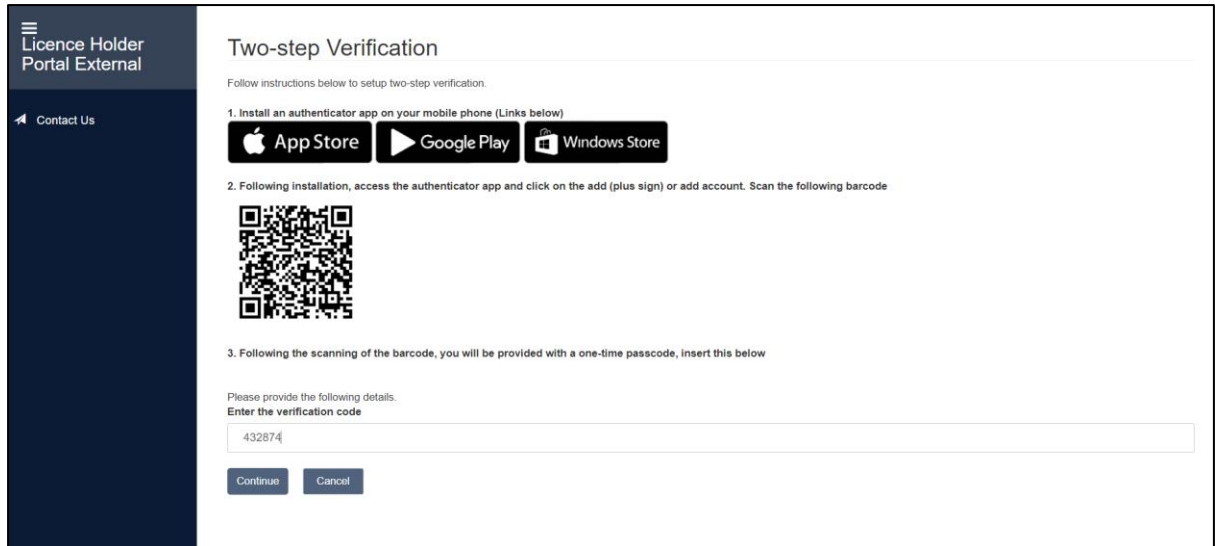
Registration

- 1) Click on the **Register** link located bottom left corner or on the home screen
- 2) User should insert their email address and verify it as follows:
 - a) Click on the **Send verification code** button
 - b) User should receive a verification code via email
 - c) Insert verification code in the text box provided
 - d) Click on **Verify code** button
- 3) User should insert these details: new password, confirm new password, name, surname, document type and official identification document number
- 4) Click on **Create** button



The screenshot shows the 'Licence Holder Portal External' registration page. The page title is 'Register an account'. Below the title, it says 'E-mail address verified. You can now continue.' The form fields are: 'Email Address' (joebloggs1295@gmail.com), 'New Password' (masked with dots), 'Confirm New Password' (masked with dots), 'Document Type' (ID CARD), 'Official Identification Document No' (1234567), 'Name' (Joe), and 'Surname' (Bloggs). There are 'Create' and 'Cancel' buttons at the bottom.

- 5) User should be redirected to the two-step verification screen
- 6) Open authenticator app on mobile phone
- 7) On the authenticator app:
 - a) Select to add a new account
 - b) Scan the provided QR code on LH portal
 - c) A new account should be created on authenticator app and user is provided with a verification code
- 8) Insert the verification code in the provided text box on LH portal
- 9) Click **Continue** button

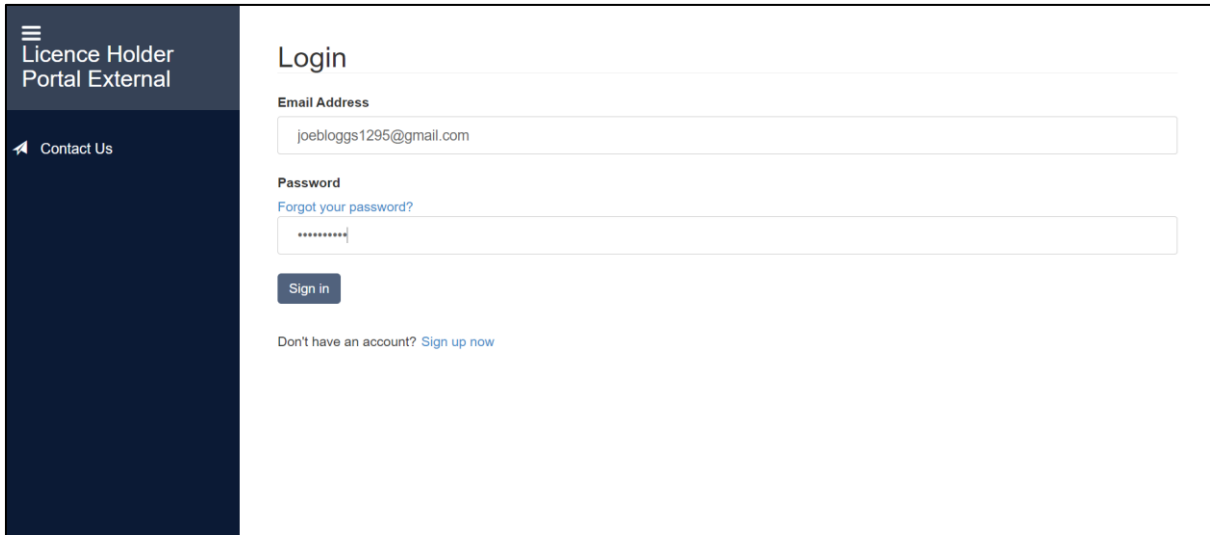


10) User should be authenticated and redirected to the home screen

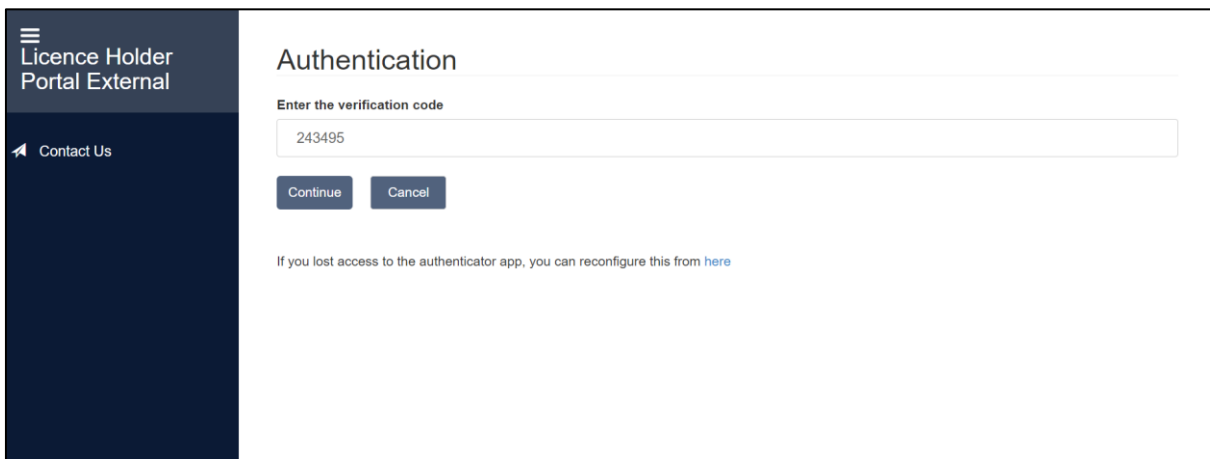
Reconfigure two-factor authentication

If a user lost access to their authenticator app or perhaps is changing their mobile phone, they should make use of this functionality to reconfigure the two-factor authentication:

- 1) Click on the **Log In** located bottom left corner or on the home screen
- 2) Insert email address and password
- 3) Click on **Sign in**



- 4) User should now be redirected to the verification code screen
- 5) Click on the **If you lost access to the authenticator app, you can reconfigure this from here** link



- 6) User should be redirected to the **Reset Two Factor Authentication** screen
- 7) Insert email address
- 8) Click on the **Send verification code** button
- 9) User should receive a verification code via email
- 10) Insert verification code in the text box provided
- 11) Click on **Verify code** button

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Reset Two Factor Authentication

Verification code has been sent to your inbox. Please copy it to the input box below.

Email Address

joebloggs1295@gmail.com

Verification code

857392

Verify code Send new code

Continue Cancel

- 12) Click on the **Continue** button
- 13) And then user should be redirected to the home screen
- 14) Click on the **Log In** located bottom left corner or on the home screen
- 15) Insert email address and password
- 16) Click on **Sign in**

Licence Holder Portal External

Contact Us

Login

Email Address

joebloggs1295@gmail.com

Password

[Forgot your password?](#)

Sign in

Don't have an account? [Sign up now](#)

- 17) User should now be redirected to the two-step verification screen
- 18) Open authenticator app on mobile phone
- 19) On the authenticator app:
 - a) Select to add a new account
 - b) Scan the provided QR code on LH portal
 - c) A new account should be created on authenticator app and user is provided with a verification code
- 20) Insert the verification code in the provided text box on LH portal
- 21) Click **Continue** button

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Two-step Verification

Follow instructions below to setup two-step verification.

1. Install an authenticator app on your mobile phone (Links below)

[App Store](#) [Google Play](#) [Windows Store](#)

2. Following installation, access the authenticator app and click on the add (plus sign) or add account. Scan the following barcode



3. Following the scanning of the barcode, you will be provided with a one-time passcode, insert this below

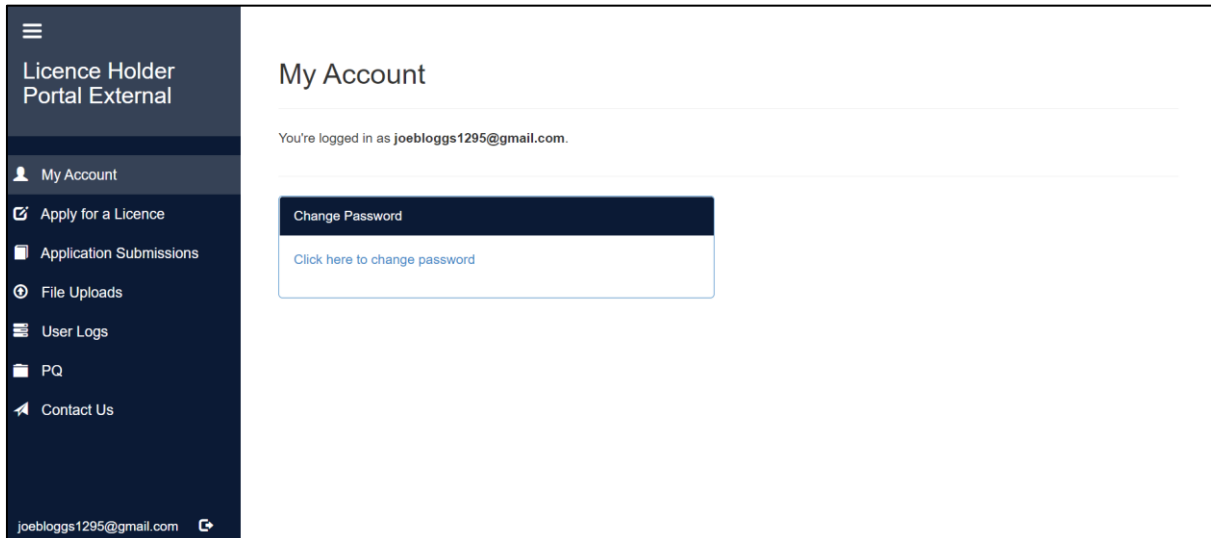
Please provide the following details.
Enter the verification code

[Continue](#) [Cancel](#)

22) User should now be authenticated and redirected to the home screen

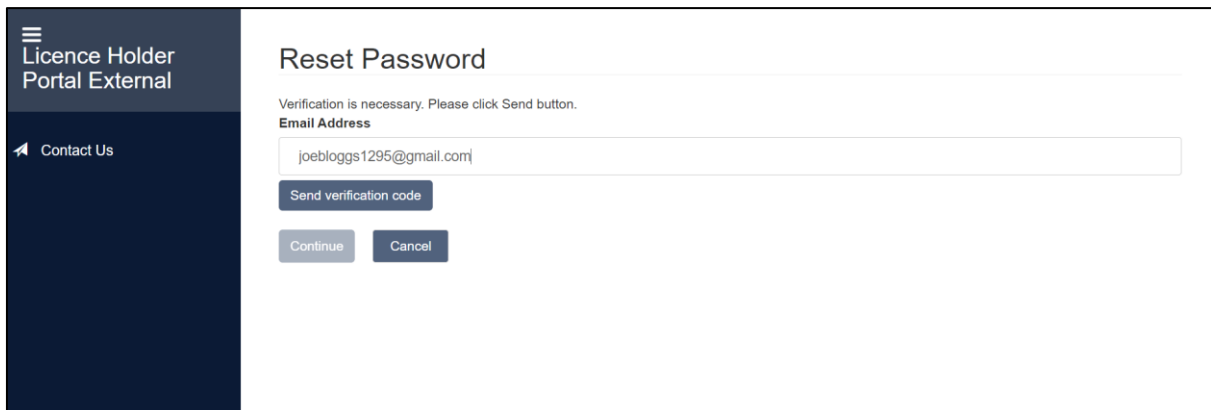
Change Password

- 1) Click on the **My Account** link located in the left menu
- 2) Click on the **Click here to change password** link



The screenshot shows the 'Licence Holder Portal External' interface. The left sidebar contains a menu with 'My Account' highlighted. The main content area is titled 'My Account' and shows the user is logged in as 'joebloggs1295@gmail.com'. A 'Change Password' button is visible, along with a link that says 'Click here to change password'.

- 3) Insert email address in the provided text box
- 4) Click on **Send verification code** button



The screenshot shows the 'Reset Password' page. The left sidebar has 'Contact Us' selected. The main content area is titled 'Reset Password' and includes the instruction 'Verification is necessary. Please click Send button.' Below this is an 'Email Address' field containing 'joebloggs1295@gmail.com'. There is a 'Send verification code' button, and at the bottom, 'Continue' and 'Cancel' buttons.

- 5) User should receive a verification code via email
- 6) Insert verification code in the text box provided
- 7) Click on **Verify code** button
- 8) Click on **Continue** button

Licence Holder Portal External

Contact Us

Reset Password

Verification code has been sent to your inbox. Please copy it to the input box below.

Email Address

Verification code

Verify code Send new code

Continue Cancel

9) Insert the new password and confirm new password in the text boxes provided

10) Click on **Continue** button

Licence Holder Portal External

Contact Us

Reset Password

New Password

Confirm New Password

Continue Cancel

11) User should be redirected to the insert verification code screen

12) Open authenticator app on mobile phone

13) Locate the account on authenticator app and insert the respective verification code in the provided text box on LH portal

14) Click **Continue** button

Licence Holder Portal External

Contact Us

Authentication

Enter the verification code

Continue Cancel

If you lost access to the authenticator app, you can reconfigure this from [here](#)

15) User password should be updated

Log off

- 1) Click on the **Log off** link located bottom left



- 2) The user should be logged off from his/ her account

Frequently Asked Questions (FAQs)

Authenticator verification code is not accepted (or is expired), what shall I do?

Please ensure the following;

- The authenticator shows a countdown timer which expires the code every 30 seconds, ensure that when entering the code, the timer has not yet expired.
- Ensure that the time on your phone is synced with the internet

I am not receiving an email with the verification code

If you are not receiving any codes, please check your spam folder. The subject will contain the text "MFSA B2C account email verification code".

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