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2

What is Two-Factor Authentication (2FA)?

Two-Factor Authentication (2FA) is a security mechanism that requires users to provide two or more different authentication factors to access an account or system.

Why is 2FA important?

2FA enhances security by adding an additional layer of protection beyond just a password. It significantly reduces the risk of unauthorized access to your accounts and sensitive data because even if someone obtains your password, they would still need access to your two-factor authentication.

After you create your GCKey, the system will prompt you for your two-factor authentication code to continue the authentication process.

Choose and add a method of two-factor authentication

You have 2 options of two-factor authentication:

- 1. Using an authenticator app
 - On a smartphone or tablet (recommended)
 - On your desktop device
- 2. Using your email address

How to set-up a 2-factor authenticator on a mobile device (smartphone or tablet) (recommended)

Use your smartphone or tablet (recommended)

Click "Set up your mobile device".



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Read the terms and conditions and click "I accept".



Prepare your mobile device:

If you do not have a two-factor authenticator application on your device:

- 1. Select an application that comes from a reputable vendor. For a work device, please contact your IT team to obtain their recommendations and assistance.
- 2. Follow the steps provided on "How to install an app".

If you already have an authenticator app installed on your device:

1. Follow the steps to add a new account on your app.

When you're done preparing your mobile device, click "Continue".

	app on your desktop device (laptop or computer) as a second factor.
Example a	aps for two-factor authentication
How to i	nstall an app
Always downle Trusted source	ad an app from a trusted source to reduce the risk of installing a malicious app onto your computer. es include the App Store on your computer or the app vendor's official website.
• To install a	n authenticator app on your desktop device
Already	have an authenticator app installed? ennicator app on your device and prepare to add your two-factor account. On most apps, you tap on a plu: I a new account. You will be presented a field to enter a secret key.
(+) sign to abi	
Once you are	ready, continue to the next page.

4

Register your device:

Use your device to link your account:

- Point your device's camera at the QR code or copy the Secret key and paste it in your authenticator app. The authenticator code is now linked to an identifier (XXXX). Your application will generate a 6-digit authenticator code linked to this identifier.
- The application generates 6 new digits every 30 seconds. When you're ready, enter the 6 digits in the text box and click continue. If new digits are

legister your one-time passcode	device as follows:
1. Point your device's camera at the im	age below. Your authenticator app automatically scans the code and adds your account.
	Are you currently signing up from your mobile device? You can copy the secret key below and paste it into your authenticator app instead. Give the secret key a name you can remember. You can include the identifier L&KW. This identifier will be displayed to help you find this secret when you login.
	Secret key
	water that the first sector state is the sector of the
	Copy secret key
2. Once the two-factor account has be and select Continue. * Authenticator code (L8KW) (Required	en added into your mobile app, a six-digit code will appear. Enter this authenticator code below
123456 Continue	

displayed before you clicked continue, you will get an error message. Make sure you click continue before the 30 seconds are up.

Recovery codes:

Save a copy of your recovery codes!

If you lose or damage your device, or reinstall your authenticator app, you will be able to recover your account using a recovery code.

- Print the page or copy your recovery codes, keep them in a safe place and do not share them.
- 2. Check the box to confirm you securely recorded your codes.
- 3. Click "Continue".

You must record these recovery only to you.	y codes to protect your two-factor account. Keep them somewhere safe and accessible
Your recovery codes are:	
Recovery codes for Transport	tation Security Service (TSS) issued on: Wednesday, April 24, 2024 at 14:21:55 EDT
	ange land man
	Num-dtit shile
	1027-0014-0278
	10m-4401 0114
	ATTA- HEAR TON
Vrite these codes down, or pri Print this page Copy recovery code	sensitive. In this page using the button below, then store them in a secure location!
Write these codes down, or pri Print this page Copy recovery code Why do I need recovery code	sensitive. In this page using the button below, then store them in a secure location!
Write these codes down, or pri Print this page Copy recovery code > Why do I need recovery code > Have you just used an old r	r sensitive. In this page using the button below, then store them in a secure location! a des? ecovery code?
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Write these codes down, or pri Print this page Copy recovery code With do I need recovery code Have you just used an old r Do not share or lose you Without a recovery code, 5	r sensitive. In this page using the button below, then store them in a secure location! Buildes? Ecovery code? In recovery codes! you could permanently lose access to your two-factor account.
Write these codes down, or privation of the private these codes down, or privation of the private the private the private of the private the private of the	I sensitive. It this page using the button below, then store them in a secure location! Use of the store them in a secure location! Use of the store them in a secure location! Use of the store them in a secure location! Use of the store them in a secure location! Use of the store them in a secure location! Use of the store them in a secure location! Use of the store them in a secure location! Use of the store them in a secure location! Use of the store them in a secure location! Use of the store them in a secure location! Use of the store them in a secure location! Use of the store the store them in a secure location! Use of the store the store them in a secure location! Use of the store the stor
Why do I need recovery code Why do I need recovery code Why do I need recovery code Have you just used an old r Do not share or lose you Without a recovery code, y In the wrong hands, code:	I sensitive. In this page using the button below, then store them in a secure location! J J J J J J J J J J J J J J J J J J

Two-factor authentication setup complete:

Click "Continue". You are now at Step 3 of the account initiation steps.

Go to your email from TSS Modernization to get Step 3 details: your invitation code.

	Setup complete
	You have successfully set up a two-factor authentication.
er	e are the details of your two-factor authentication recent activity:
•	Your last two-factor authentication was on Wednesday, April 24, 2024 at 14:45:55 E You have 5 active recovery codes remaining
Coi	ntinue

How to set-up your 2-factor authenticator on a desktop (PC or laptop)

Use your desktop device

Click "Set up your desktop device".

Government of Canada requires the aplete registration of a second factor i	e use of two-factor authentication to secu in order to continue to access this service	ure your account. You will be asked to e.
What is two-factor authentication?		
se your smartphone or tablet (recommended)	Use your desktop device	Use your email address
	Set up your desktop device	Set up your email

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erm	is and conditions of use
The Go value y two-fa	wernment of Canada and Shared Services Canada are committed to providing measures that respect and your privacy and security. The collection, use and disclosure of any personal information as it applies to your ctor credentials is governed by the <u>PrivacyAct</u> and our <u>PrivacyPolicy</u> .
In retu followi	rn for the Government of Canada providing you with a two-factor credential, you agree to abide by the ing Terms and Conditions of Use:
 Yo th re Yo ad Yo ne au 	u understand and accept that you are at all times responsible for your two-factor credential. If you suspect at others have obtained access or that your credential has been compromised, you are responsible for voiding your access to the service and them er-registering with a new hore-factor credential. u understand and accept that the Government of Canada can revoke your two-factor credential for security or limitistrative reasons. u understand and accept that the Government of Canada disclaims all liability (except in cases of gross gligence or willful misconduct) in relation to the use of, delivery of or reliance upon the two-factor thertication service. More details can be found in our <u>Disclaimers</u> .
Choos Choos Laccep	e the I accept button to accept the Privacy statement, as well as the Terms and Conditions, as stated above. e the I decline button to end this process and cancel the two-factor credential sign-up.

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Prepare your desktop device:

If you don't have a two-factor authenticator application on your desktop:

- 1. Select an application that comes from a reputable vendor. For a work desktop, please contact your IT team for their recommendations and assistance.
- 2. Follow the steps provided on "How to install an app".

If you already have an authenticator app installed on your desktop:

1. Follow the steps to add a new account on your app.

When you're done, click "Continue".

Prepare your desktop device	
You can use an app on your desktop device (laptop or computer) as a second factor.	
Example apps for two-factor authentication	
How to install an app	
Always download an app from a trusted source to reduce the risk of installing a malicious app onto your computer	
Trusted sources include the App Store on your computer or the app vendor's official website.	
To install an authenticator app on your desktop device	
Already have an authenticator app installed? Open the authenticator app on your device and prepare to add your two-factor account. On most apps, you tap on (+) sign to add a new account. You will be presented a field to enter a secret key.	a plus
Once you are ready, continue to the next page.	
Need assistance in preparing your device? Please contact TSCModernization-ModernisationHST@tc.gc.ca for suppo Continue	ort.

Register your device:

Use your desktop to link your account:

- 1. Copy the *Secret key* and paste it in your desktop authenticator app.
- 2. The authenticator code is now linked to an identifier (XXXX). Your application will generate a 6digit authenticator code linked to this identifier.
- The application generates 6 new digits every 30 seconds. When you're ready, enter the 6 digits in the text box and click continue. If new digits are displayed before you clicked continue, you will get an error message. Make sure you click continue before the 30 seconds are up.

Register your o	ie-time passcode device as follows:
1. Open your pre	ferred desktop authenticator app.
2. Enter the secr	et key value shown in the box below into your desktop authenticator app.
	Secret key
	199, 2114/2010 of 2002/2014 of 2021 10
 Give the secret secret when y Once the two 	t key a name you can remember. You can include the identifier ZJSG . This identifier will be displayed to help you find th vu login. factor account has been added into you desktop app, a six-digit code will appear. Enter this authenticator code below titue .
and select Co	

UNCLASSIFIED / NON CLASSIFIÉ

Recovery codes:

Save a copy of your recovery codes!

If you lose or damage your device, or reinstall your authenticator app, you will be able to recover your account using a recovery code.

- Print the page or copy your recovery codes, keep them in a safe place and do not share them.
- 5. Check the box to confirm you securely recorded your codes.
- 6. Click "Continue".

You must record these recovery	codes to protect your two-factor account. Keep them somewhere safe and accessible	
uniy to you.		
rour recovery codes are.		
Recovery codes for Transporta	tion Security Service (TSS) issued on: Wednesday, April 24, 2024 at 14:21:55 EDT	
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	ATTA-08-06-71-96	
Note: Recovery codes are case s Write these codes down, or print Print this page Copy recovery codes	ensitive. this page using the button below, then store them in a secure location!	
Note: Recovery codes are case s Write these codes down, or print Print this page Copy recovery codes Withy do I need recovery code	ensitive. It this page using the button below, then store them in a secure location!	
Note: Recovery codes are case s Write these codes down, or print Print this page Copy recovery codes Why do I need recovery code Have you just used an old re-	ensitive. It is page using the button below, then store them in a secure location! Is? covery code?	
Note: Recovery codes are case s Write these codes down, or print Print this page Copy recovery codes Why do I need recovery code Have you just used an old re- Do not share or lose your	ensitive. this page using the button below, then store them in a secure location! s? covery code? recovery codes!	
Note: Recovery codes are case s Write these codes down, or print Print this page Copy recovery codes Why do I need recovery code Have you just used an old re- A Do not share or lose your Without a recovery code, yo	ensitive. this page using the button below, then store them in a secure location! s? s? recovery code? recovery codes! u could permanently lose access to your two-factor account.	
Note: Recovery codes are case s Write these codes down, or print Print this page Copy recovery codes Why do I need recovery codes Have you just used an old re- Have you just used an old re- Mithout a recovery code, you In the wrong hands, codes of	ensitive. this page using the button below, then store them in a secure location! is? covery code? recovery codes! u could permanently lose access to your two-factor account. could be misused to compromise your account. You are responsible for their safekeeping	
Note: Recovery codes are case s Write these codes down, or print Print this page Copy recovery codes Why do I need recovery code Have you just used an old re Do not share or lose your Without a recovery code, you In the wrong hands, codes of Have you securely recorded these	ensitive. this page using the button below, then store them in a secure location! is? covery code? recovery codes! u could permanently lose access to your two-factor account. could permanently lose access to your two-factor account. could permanently lose access to your two-factor account.	

Two-factor authentication setup complete:

Click "Continue". You are now at Step 3 of the account initiation steps.

Go to your email from TSS Modernization to get Step 3 details: your invitation code.

Two-factor authentication setup complete
Setup complete
You have successfully set up a two-factor authentication.
ere are the details of your two-factor authentication recent activity:
• Your last two-factor authentication was on Wednesday, April 24, 2024 at 14:45:55 EDT
 You have 5 active recovery codes remaining
Continue

How to set-up your 2-factor authenticator using your email address

Use your email address

Click "Set up your email address".

The Government of Canada requires the use of two-factor authentication to secure your account. You will be asked to complete registration of a second factor in order to continue to access this service. What is two-factor authentication?		
jeg in	.	
Set up your mobile device	Set up your desktop device	Set up your email

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Terms and conditions of use:

Read the terms and conditions and click "I accept".

Register your email address:

Enter your email address in the required field.

Click "Continue".



Verify your email address:

Check your email. You will receive a one-time passcode from GCKey Sign-in.

Copy or enter the code from that email into the "One-time passcode" field to finish registering your email address. The code will expire after 20 minutes.

Check your Spam/Junk folder. If you haven't received your one-time code after more than 2 minutes, click on the "Resend code" button.

The one-time passcode is case sensitive.

Click on "Co	ontinue"
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Recovery codes:

Save a copy of your recovery codes!

- 1. Print the page or copy your recovery codes and keep them in a safe place.
- 2. Check the box to confirm you securely recorded and stored your recovery codes.
- 3. Click "Continue"

You must record these recovery codes to protect your two-factor account. Keep them somewhere safe and accessible only to you.		
four recovery codes are:		
Recovery codes for Transportation	Security Service (TSS) issued on: Wednesday, April 24, 2024 at 14:21:55 EDT	
	ange aged man	
	Non-dttt shak	
	HUT- (\$14 UTH	
	Non-ANN INCA	
	A114-48-88-71-86	
Why do I need recovery codes?		
Have you just used an old recover	ry code?	
Do not share or lose your reco	very codes!	
Without a recovery code, you co	uld permanently lose access to your two-factor account.	
In the wrong hands, codes could	d be misused to compromise your account. You are responsible for their safekeeping	
In the wrong hands, codes could	I be misused to compromise your account. You are responsible for their safekeeping	

Two-factor authentication setup complete:

Click "Continue". This will bring you to Step 3 of the account initiation steps.

Go to your email from TSS Modernization to get Step 3 details: Invitation code	Two-factor authentication setup complete Setup complete You have successfully set up a two-factor authentication. Here are the details of your two-factor authentication recent activity: • Your last two-factor authentication was on Wednesday, April 24, 2024 at 14:45:55 EDT
	Your last two-factor authentication was on Wednesday, April 24, 2024 at 14:45:55 EDT You have 5 active recovery codes remaining Continue

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Troubleshooting 2-factor authentication issues

Using an authenticator app

I get an error message when I enter my 6-digit authenticator code

If your code is incorrect, confirm:

- You entered the code before it expired.
- The time on your device and the computer must match. Make sure they are in the same time zone.

Enter the new code generated after 30 seconds.

I tried the above and still get an error message on my device.

- Sync your device with your app.
- Make sure the app confirms the time is synced.
- The sync only affects the internal time of your Authenticator app. Your device's date and time settings won't change.

Enter the new code generated after 30 seconds.

I don't have my authenticator application and I lost my recovery codes.

We don't have access to the recovery codes you received when you set up your authenticator application.

- Ask your employer to send you a new invitation code.
- You must restart the sign-in process.
- You must create a new GCKey username and password to get a new QR code, or secret key, to link your TSS account to your new authenticator application.

I changed my phone, and no longer have access to my authenticator application.

If you saved the recovery codes you received when you registered your device to link your TSS account for the first time:

- Click on the "Recover account" button on the "Two-factor authentication" page.
- Use one of the 12-character recovery codes to link your TSS account with a new authenticator application.

Enter the six-digit code from your authenticator app below. How do I obtain this code?		
Lost or replaced your device?	Deleted or reinstalled an authenticator app?	
Recover account		

Using your email address

I have not received the email with the one-time passcode

- Please wait at least 2 minutes for the email to arrive
- Check that the email is not in your spam folder
- Click "back" and enter your email again

I get an error message when I enter my one-time passcode:

If your one-time pass code is invalid, confirm:

- You entered the code before it expired (20 minutes)
- Copy and paste the one-time passcode as it is case sensitive.

Click "Resend" to receive a new code

Need more help?

If you are still having issues with the two-factor verification step, please email <u>tscmodernization-</u><u>modernisationhst@tc.gc.ca</u> with the following information:

- A detailed description of the issue or error received.
- Screenshots of the problem or error message.