

Multi-factor authentication

User guide

Title: Multi-factor authentication | User guide

Written by: Polina Soboleva, PRé Sustainability

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About SimaPro

SimaPro was developed by PRé with the goal of making sustainability a fact-based endeavor. PRé has been a leading voice in sustainability metrics and life cycle thinking development for more than 30 years, pioneering the field of environmental and social impact assessment. We develop tools that help you create value and drive sustainable change.



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1 What is MFA?

Multi-factor authentication (MFA) is a method of verifying your identity when signing into your SimaPro Synergy user account by using multiple verification factors, such as a password and a one-time code. This measure is important for securing user data.



Please note!

MFA is currently **not** compatible with SimaPro Synergy users **utilizing the API functionality (API endpoints)**. To avoid any disruptions, please **do not** enable MFA within your account or organization at this time. We are working on a solution for this user group and will provide an update as soon as possible.

2 SimaPro Synergy and MFA

By default, MFA is disabled for all SimaPro Synergy users. You can enable MFA for your user account yourself. **Please note** that your organization may require you to enable MFA. You will find a step-by-step guide on how to enable MFA below.

2.1 How to enable MFA as a SimaPro Synergy user

1. Log in to SimaPro Synergy.
2. Open *User settings* (in the menu in the top right corner).
3. Click on *Add multi-factor authentication*.

Multi-factor authentication

Help protect your account from unauthorized access by adding multi-factor authentication.


[Add multi-factor authentication](#)

4. Download an authenticator app on your phone. Please select an application with time-based one-time password (TOTP), such as Microsoft Authenticator or Google Authenticator.
5. Review and accept the privacy terms (if you consent) and grant camera access in an authenticator app.

6. Open the authenticator app and scan the QR code, fill in the number in the required field click on *Add*.

Add multi-factor authentication

Open your authenticator app and scan the QR code below:



If you don't already have an authenticator app, you can download one that supports time-based one-time password (TOTP), such as Microsoft Authenticator or Google Authenticator.

Enter the code from your authenticator app

Add

Cancel

7. Pop up appears in SimaPro Synergy; Click *Continue* (please note that you will be logged out of your SimaPro Synergy account due to completing MFA setup).

Multi-factor authentication added

You've successfully added multi-factor authentication to your account. For security reasons, you will now be logged out.

Continue

8. MFA is now enabled (the user will receive an email notification).

2.2 How to disable MFA as a Simapro Synergy user

If the user wishes to disable MFA, they can do it by clicking on the button *Remove multi-factor authentication* in *User settings* (unless an organization requires all users to have MFA enabled). When MFA is disabled, the user will receive an email notification.



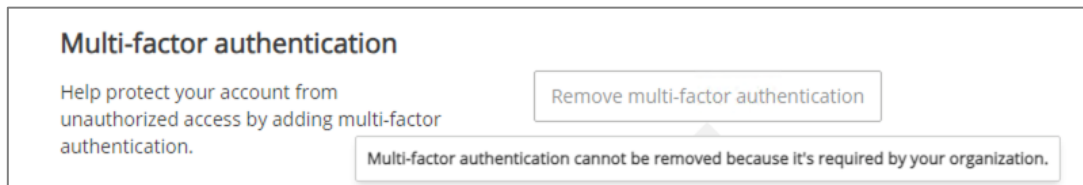
Multi-factor authentication status

Multi-factor authentication is enabled.

Remove multi-factor authentication

If MFA is required in your organization (or an organization you were invited to), you will not be able to remove MFA in *User settings* (see examples below).

- a) Your organization requires you to enable MFA



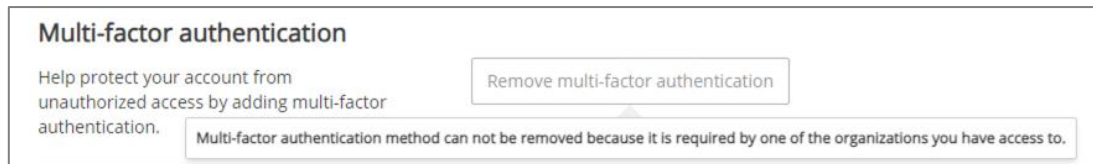
Multi-factor authentication

Help protect your account from unauthorized access by adding multi-factor authentication.

Remove multi-factor authentication

Multi-factor authentication cannot be removed because it's required by your organization.

- b) An organization you were invited to, as a guest, requires you to enable MFA



Multi-factor authentication

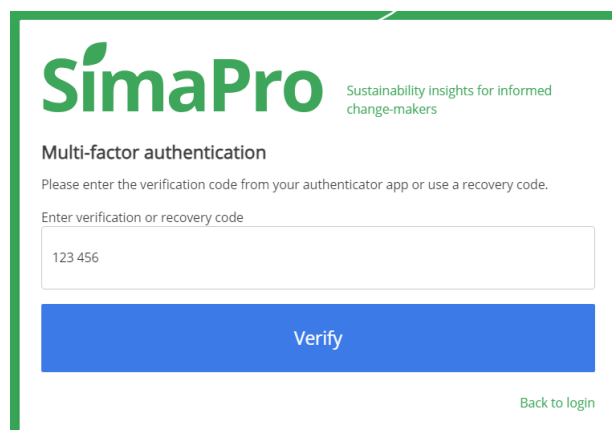
Help protect your account from unauthorized access by adding multi-factor authentication.

Remove multi-factor authentication

Multi-factor authentication method can not be removed because it is required by one of the organizations you have access to.

2.3 How to sign in to SimaPro Synergy using MFA

1. Sign in to [SimaPro Synergy](#) using correct credentials – your login and password.
2. Enter the verification code from the authenticator app, click *Verify*.



SimaPro Sustainability insights for informed change-makers

Multi-factor authentication

Please enter the verification code from your authenticator app or use a recovery code.

Enter verification or recovery code

123 456

Verify

[Back to login](#)

2.4 How to require users to enable MFA as an Organization Administrator

User roles in SimaPro Synergy

You can check your role in *User Settings* (in the menu in the top right corner).

CompanyAdmin is a user which has administrator rights (Organization administrator). They can see all projects, also when hidden, and have an overview of the available licenses in the organization and how many of those have been used already. Users can request to become an Organization administrator by contacting Support (support@simapro.com).

Expert is an expert user who can create projects on SimaPro Synergy.

Organization administrators on SimaPro Synergy can require users to enable MFA in *Organization settings*. To do that:

1. Log in to SimaPro Synergy
2. Open *Organization settings* (in the menu in the top right corner)
3. You can toggle the setting to enable MFA for all users within an organization

Multi-factor authentication

Help protect your organization from unauthorized access by requiring multi-factor authentication for all users.



Require multi-factor authentication

4. When the toggle is on, all users within the organization will receive an e-mail notification. To proceed using SimaPro Synergy, users will have to enable MFA in User settings, once logged in. When the toggle is off, MFA will no longer be required for users in the organization.

2.5 Additional information

- As an Organization Administrator, you can review the MFA status per user in *Organization settings* (MFA enabled/not enabled). For guest users you can see if MFA is required in your organization.

Users						
<input type="button" value="+ Add users"/>		<input type="button" value="Delete (0)"/>				
<input type="checkbox"/>	Name	Email	Last login	Assigned licenses	Multi-factor authentication status	
<input type="checkbox"/>					Not enabled	
<input type="checkbox"/>					Enabled	
<input type="checkbox"/>					Not enabled	

Guests						
<div>🗑️ Revoke access (0)</div>						
<input type="checkbox"/>	Name	Email	Last login	Assigned licenses	Multi-factor authentication status	
<input type="checkbox"/>					Not required	
<input type="checkbox"/>					Not required	
<input type="checkbox"/>					Not required	
<input type="checkbox"/>					Not required	
<input type="checkbox"/>					Not required	
<input type="checkbox"/>					Not required	
<input type="checkbox"/>					Not required	

- MFA can be removed by an Organization administrator for a certain user, if MFA is not required by an organization in general.

Multi-factor authentication status
Multi-factor authentication is enabled.

Remove multi-factor authentication