

# 1. Configure Brainloop Authenticator or other authenticator apps

The Brainloop Authenticator app provides users of Brainloop MeetingSuite and Brainloop apps with security codes for authentication purposes. These security codes are personal, time-based one-time passwords (TOTP). Once activated in the application settings, the security codes can be used as second factor authentication, confirming the identity of users and further protecting access to their organizations.

Brainloop Authenticator can be used on Apple or Android devices. Once installed and paired, Brainloop Authenticator displays a single unique TOTP security code every 30 seconds, each code being valid only until the next code is displayed. If you select an organization in which multi-factor authentication has been activated, you need to enter a security code for access. Thanks to the automatic confirmation feature, you only need to confirm the authentication on your device rather than entering the code manually.

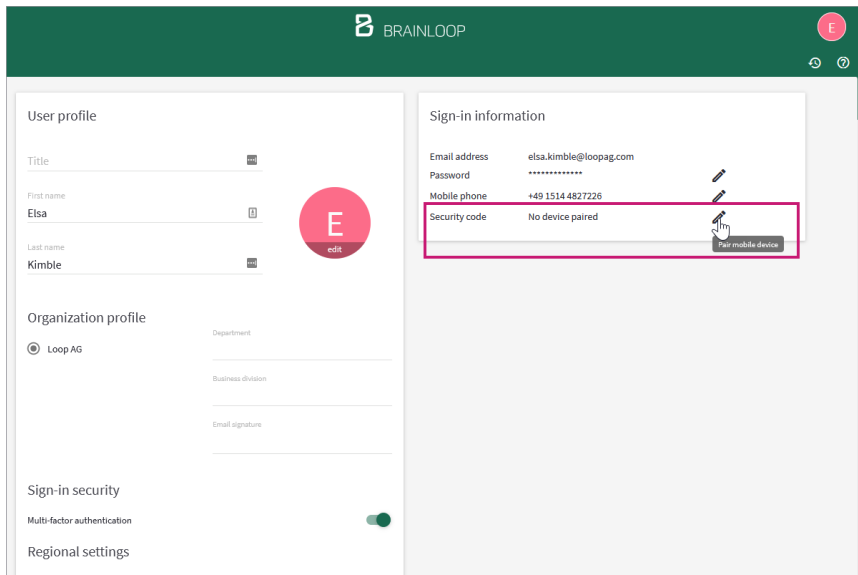
Alternatively, users may use another authenticator app for two-factor authentication. A variety of authenticator apps that comply with the TOTP protocol can generate the security code required for verifying your identity in the two-factor authentication process.

### Steps required for using an authenticator app for two-factor authentication:

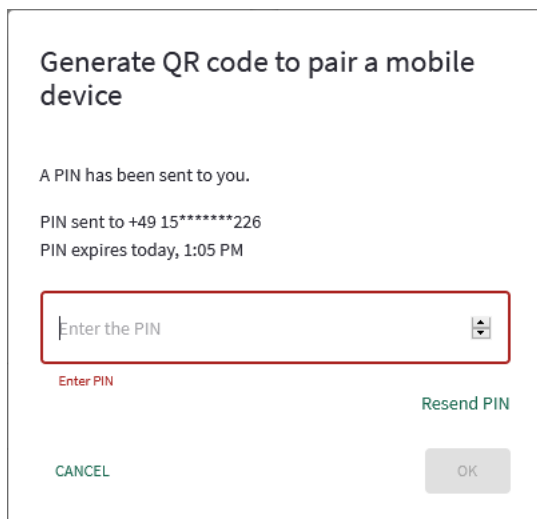
- > Download the authenticator app (Brainloop or other) from the Apple App store or from Google Play store.
- > Install the authenticator app on your Apple or Android device.
- > Pair the authenticator app to your Brainloop product.

### 1.1. Pair your device to Brainloop Authenticator or another authenticator app

1. Download the authenticator app to your mobile device and install it.
2. Sign into Brainloop MeetingSuite and select your **Profile** icon.
3. Select **My profile** from the menu options.
4. In the **Sign-in information** area, select the **Pen** icon next to **Security code "No device paired"** to start pairing your device.



5. In the **Enter the PIN** field, enter the PIN code you received via SMS or email and select **OK**.



A QR code is displayed on your computer screen.

6. **For third-party authenticator apps:** Follow the instructions shown in the authenticator app to pair the app to your device.

**Or**

**For Brainloop Authenticator:** On your Apple or Android device, open the Brainloop Authenticator app and select **Add account** or the **Plus +** icon to activate the camera.

7. If the mobile device asks for access to the device's camera, select **OK**, since the camera is required to read the QR code.
8. Scan the QR code. As soon as the QR code has been identified, the Brainloop Authenticator app displays a security code on your mobile device.

**Note:** The device’s screen displays a six-digit security code that changes every 30 seconds. Just below the **Authenticator** header is a progress bar. As the seconds pass, the green bar moves from left to right, indicating approximately how many seconds of the 30 seconds remain. When the 30 seconds are almost gone, the progress bar turns pink and, after 30 seconds, a new security code is displayed.

- 9. In the **Mobile Device Pairing for Security Code Authentication** dialog displayed in Brainloop MeetingSuite, enter the security code into the **Enter security code** field, and select **OK**. Also, confirm the authorization message displayed on your mobile device.

The text **Device paired** is displayed in the **Profile and Settings** dialog. You can now use the Brainloop Authenticator app for two-factor authentication.

- 10. Select the MeetingSuite logo at the top to return to the main interface.

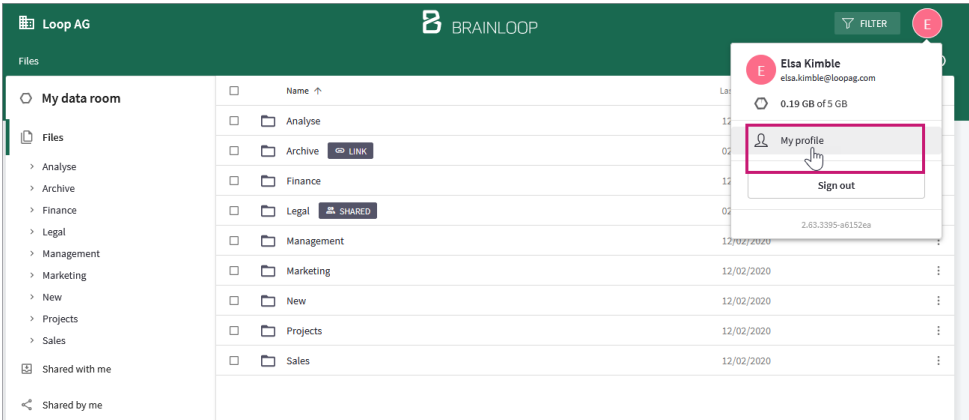
## 1.2. UNPAIR AN AUTHENTICATOR APP FROM A USER ACCOUNT IN MEETINGSUITE

If you have paired an authenticator app to your MeetingSuite account and want to migrate to the Brainloop Authenticator or another authenticator app, you first need to remove the pairing of the previous authenticator app between your user profile and the app.

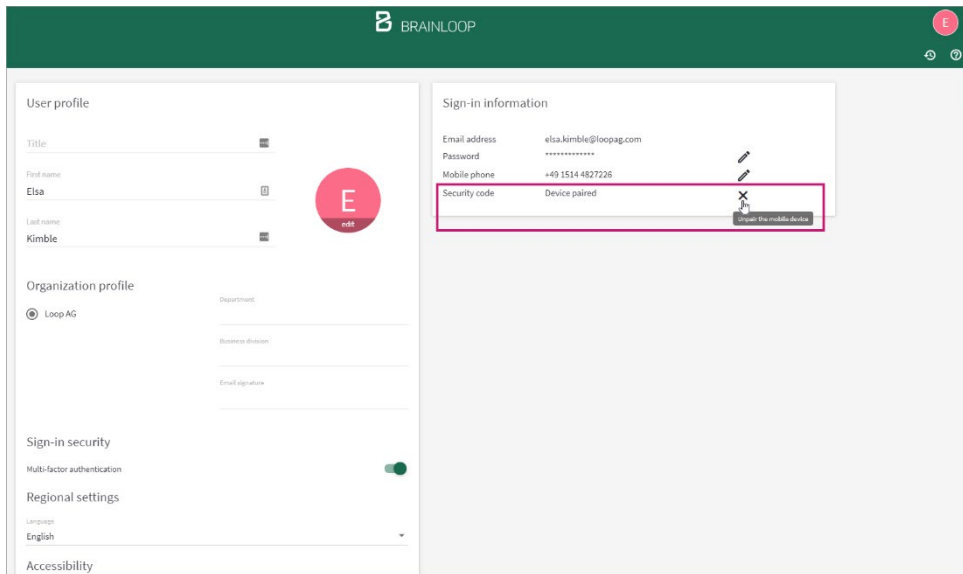
You can unpair your mobile device (tablet or smartphone) from your MeetingSuite account at any time. This will disable the security code feature used to verify your identity when you sign into your Brainloop account.

### To unpair your mobile device:

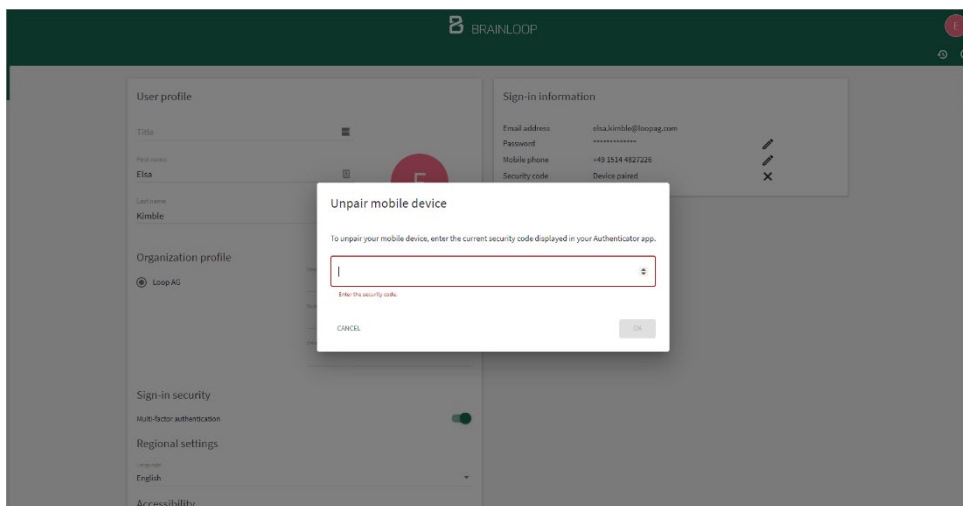
- 1. Sign into MeetingSuite and select your **Profile** icon.
- 2. Select **My profile** from the menu options.



3. In the **Sign-in information** area, select the **X** icon next to **Device paired**.





4. In the **Unpair Mobile Device** dialog, you must enter a valid security code for confirmation. To do so, open the authenticator app on your mobile device and **manually** enter the security code provided by the app.



5. Select the MeetingSuite logo at the top to return to the main interface.
6. Sign out of your Brainloop account.

You are now ready to pair your account to a new authenticator app.

Please note that you **must sign out** of Brainloop and back in again in order to pair your account to an authenticator app again.

Also note that the entry of a paired account in the authenticator app is not removed automatically when you unpair the account. Please remove the entry manually. In Brainloop Authenticator, you can manually remove accounts by selecting the **Edit** icon  and then the **Delete** icon . If necessary, confirm the deletion.