

Multi-Factor Authentication (MFA) for access to the Partena Professional customer environment – User manual

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I. What is MFA and why is it important?

Multi-Factor Authentication (MFA) adds an extra layer of security to your password (e.g. code via email or via an app). This ensures that access remains protected even if your password falls into the wrong hands.

II. Who should use this? When should it be activated?

- **Who?** Users of the customer portal.
- **When?** When logging in. You can postpone the activation a maximum of **1 time**; on the 2nd time, activation is **mandatory**.
- **Requirements:** your smartphone, an internet connection and your email.
- **Tip:** keep email as a backup method (in case your smartphone is unavailable).

III. How do you proceed?

Three verification apps are available.

Partena Authenticator	Microsoft Authenticator (TOTP*)	Google Authenticator (TOTP*)
Authenticate by scanning QR	6-digit code that changes every 30 seconds.	6-digit code that changes every 30 seconds.

** **TOTP = Time-based One-Time Password:** 6-digit code generated by the app and renewed every 30 seconds.*

Why install another app on my mobile phone?

All current methods require you to enter a code in addition to your password. You receive this code by email or through the familiar apps.

We have learned that we could improve this user experience. Imagine that you no longer need a password or an additional code and can still log in to your applications just as securely.

This is now possible by using our Partena Professional authenticator app. After linking the app/device to your account, you can simply log in by scanning the QR code with the Partena Professional authenticator app.

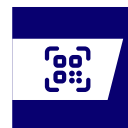
In other words, you no longer need to enter your password or the one-time code.

Is this secure?

This method of logging in is equally secure, as your app/device is linked to your account. You have the app on your smartphone and you receive a QR code to establish the link. This method still meets the MFA requirements.

III. How can I use the new app?

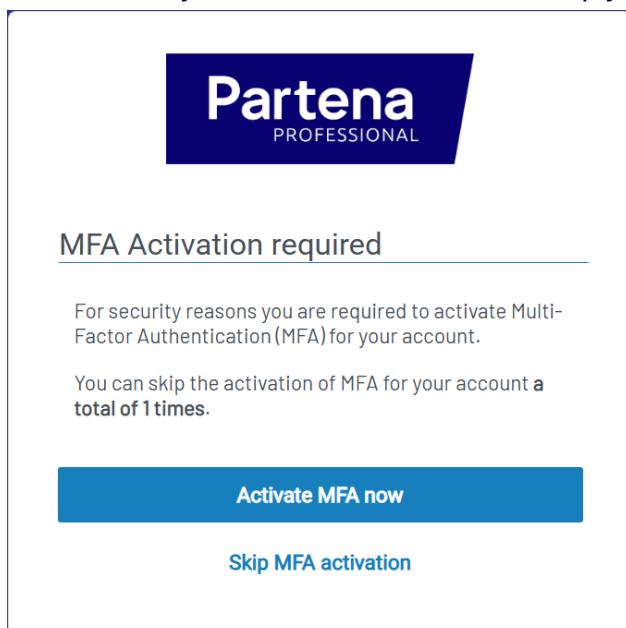
Install the new app from the store



- iPhone: Search for the Partena Professional authenticator app and install the app on your device
- Android: Search for the Partena Professional authenticator app and install the app on your device

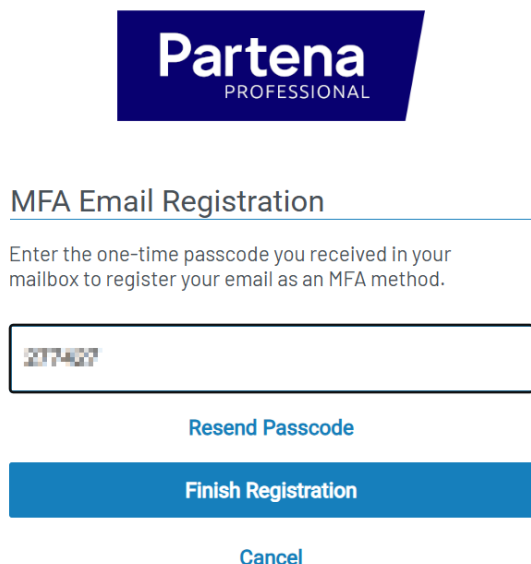
1. Getting started – Option A: Partena Authenticator

1. Log in to the portal. The '**MFA Activation required**' screen will appear automatically if no method has been set up yet.



The screenshot shows the Partena Professional logo at the top. Below it, the heading 'MFA Activation required' is underlined. The text explains that for security reasons, MFA activation is required for the account. It also states that the user can skip the activation a total of 1 time. There are two buttons: 'Activate MFA now' (a solid blue button) and 'Skip MFA activation' (a blue link).

2. You will be asked to enter the one-time passcode you received by email. This is our backup method.



The screenshot shows the Partena Professional logo at the top. Below it, the heading 'MFA Email Registration' is underlined. The text asks the user to enter the one-time passcode received in their mailbox to register their email as an MFA method. There is a text input field containing the passcode '277407'. Below the field are three buttons: 'Resend Passcode' (a blue link), 'Finish Registration' (a solid blue button), and 'Cancel' (a blue link).

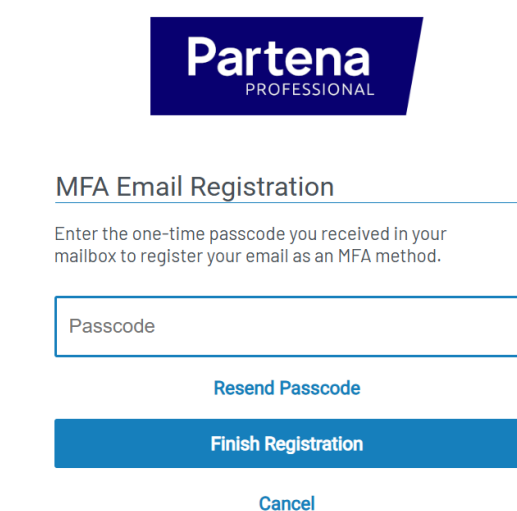
Click on 'Finish Registration'.

3. If you have received the passcode, go to step 4. Your email address has been successfully registered as an MFA method.

What if you did not receive the passcode? We see two possible reasons for this.

- The email address registered in our system is no longer correct.
 - The email address is correct, but you cannot find the email in your inbox.
1. The email address is correct, but you cannot find the email.

If you have not received the passcode, click on “Resend Passcode.”



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MFA Email Registration

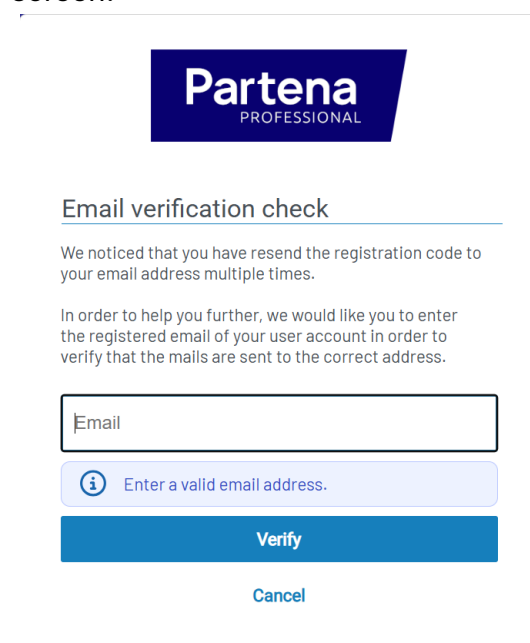
Enter the one-time passcode you received in your mailbox to register your email as an MFA method.

[Resend Passcode](#)

Finish Registration

[Cancel](#)

If you do not receive a passcode in your mailbox, you can request the passcode again several times. After that, you will see the following screen:



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Email verification check

We noticed that you have resend the registration code to your email address multiple times.

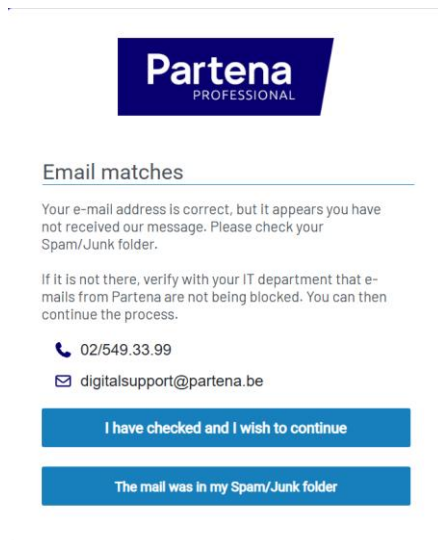
In order to help you further, we would like you to enter the registered email of your user account in order to verify that the mails are sent to the correct address.

[Enter a valid email address.](#)

Verify

[Cancel](#)

Here, we verify whether your email address matches the email address in our systems. If it matches, you will see the following screen:



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Email matches

Your e-mail address is correct, but it appears you have not received our message. Please check your Spam/Junk folder.

If it is not there, verify with your IT department that e-mails from Partena are not being blocked. You can then continue the process.

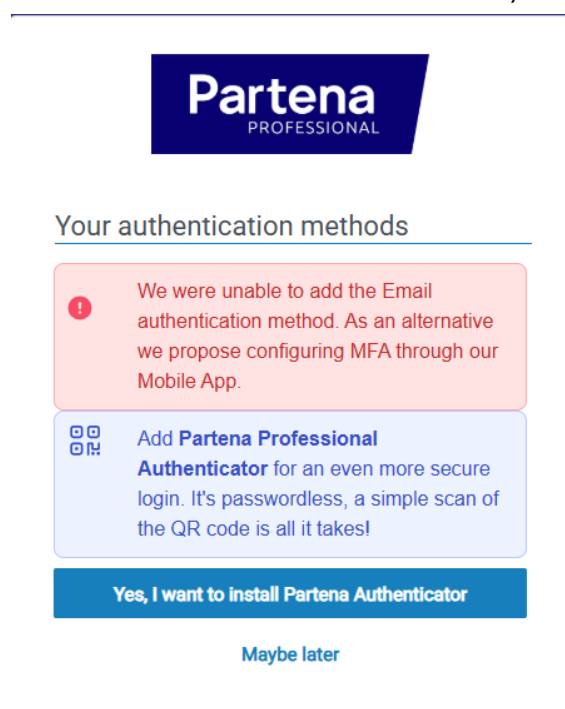
☎ 02/549.33.99
✉ digitalsupport@partena.be

I have checked and I wish to continue

The mail was in my Spam/Junk folder

If the email was in your SPAM folder, you can continue.

If this was not the case, you will see the following screen (after clicking “I have checked and want to continue”).



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Your authentication methods

⚠ We were unable to add the Email authentication method. As an alternative we propose configuring MFA through our Mobile App.

📱 **Add Partena Professional Authenticator** for an even more secure login. It's passwordless, a simple scan of the QR code is all it takes!

Yes, I want to install Partena Authenticator

[Maybe later](#)

This screen allows you to skip the email step and immediately install the Partena Authenticator App (see next: step 4).

2. If the email address you provided does not match the email address in our systems, you can enter the correct email address, after which the incorrect email address in our systems will be overwritten.



Email verification check

We noticed that you have resend the registration code to your email address multiple times.

In order to help you further, we would like you to enter the registered email of your user account in order to verify that the mails are sent to the correct address.

 Enter a valid email address.

Verify

Cancel

After that, click on “Verify.”



Email does not match

The e-mail address you entered does not match the one registered in our system.

Use the next button to change your mail address to:

thesunrise442774@gmail.com

Next

Back

Click on “Continue” to update your new (correct) email address in our systems:



Email modification

Your email address has been updated. A new email will be sent with a new code so that you can continue registering the MFA methods.

[Continue](#)

After that, you can continue with step 4.



Your authentication methods



Your **Email** has been successfully setup as your default authentication method!

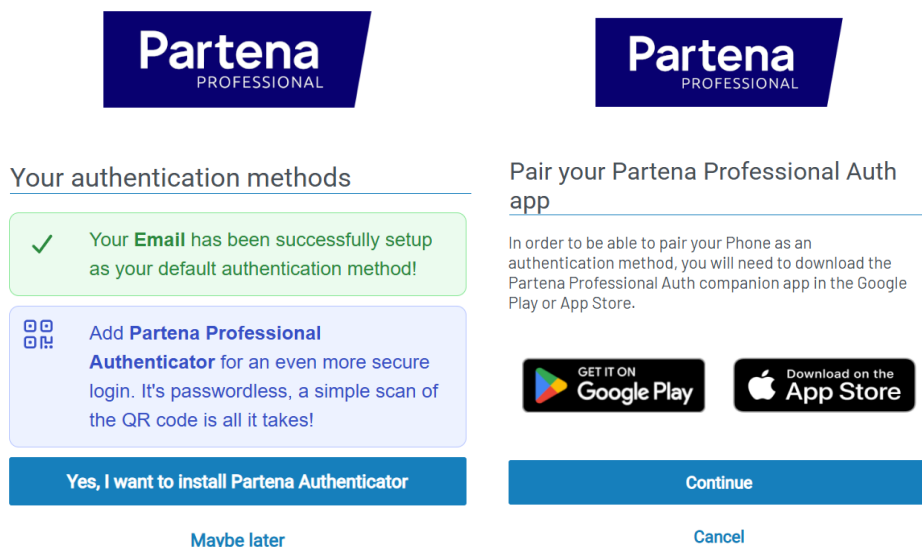


Add **Partena Professional Authenticator** for an even more secure login. It's passwordless, a simple scan of the QR code is all it takes!

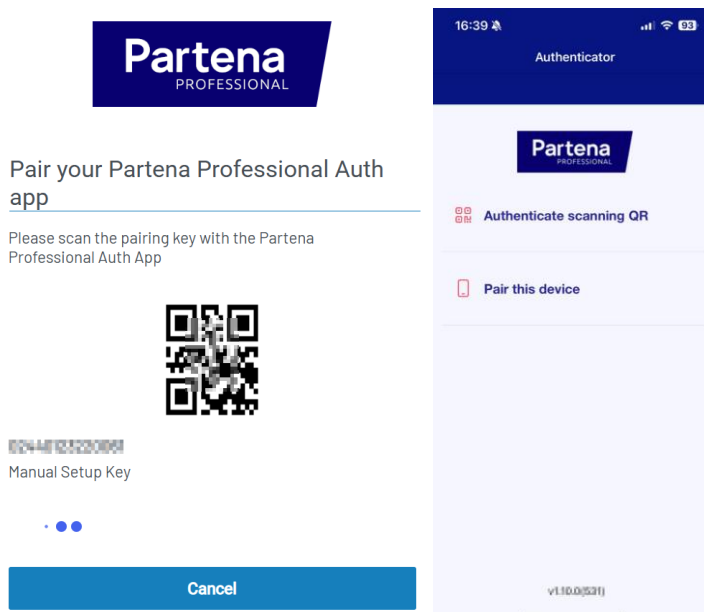
[Yes, I want to install Partena Authenticator](#)

[Maybe later](#)

4. Your email address has been successfully setup as an MFA method. You will then be asked to install the Partena Authenticator. Click on "Yes, I want to install Partena Authenticator".



5. On your smartphone:
- Install **Partena Authenticator** (App Store/Google Play) if the app is not already on your smartphone.
6. After clicking on 'Continue', you will see a QR code on the computer screen. Take your smartphone and open the 'Partena Authenticator' application. Press the 'Pair this device' button and scan the QR code that appears on the screen. The application will immediately pair your device with your user account.



7. Give the method a name (e.g. Partena App) and click on "Set Name".



Name for Partena Professional Auth App

Please provide a suitable name for the paired Partena Professional Auth mobile app

Name

Set Name

8. You can then add another method (**see below**). Or you can just stick with these two methods (the Partena Authenticator and email as a backup).



Your authentication methods



Partena Professional Auth App Default



Email
from wouter@gmail.com

Click on a method to update it.

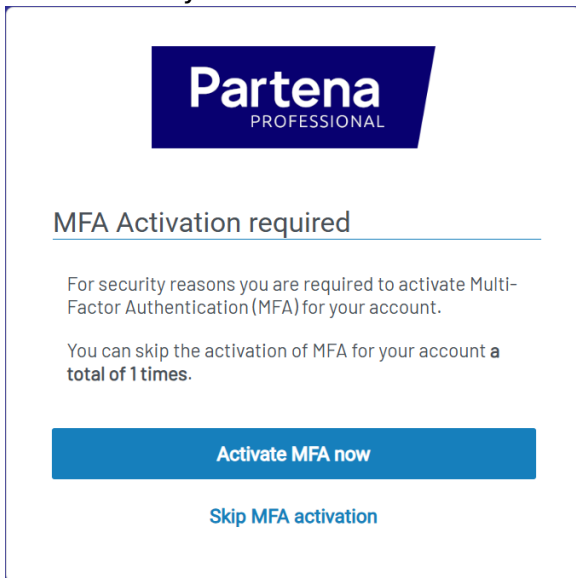
Click on "Add method" to add one more method.

Add method

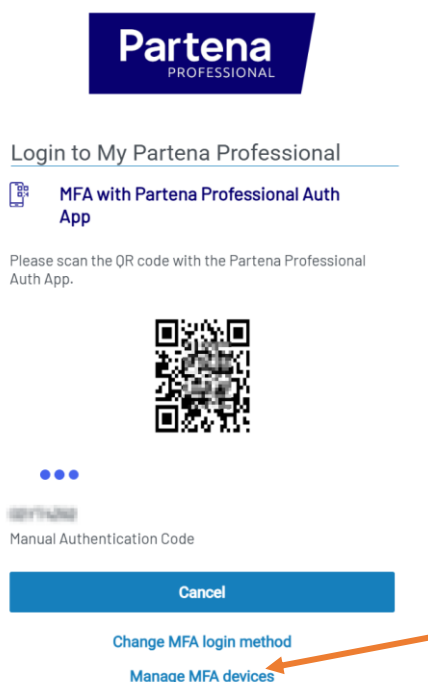
Done

2. Getting started – Option B: Microsoft Authenticator

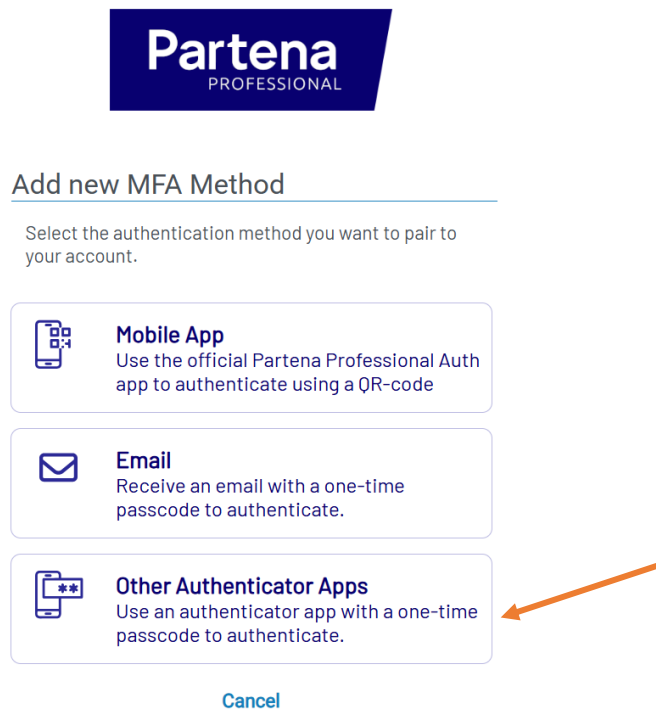
1. Log in to the portal. The '**MFA Activation required**' screen will appear automatically if no method has been set up yet.



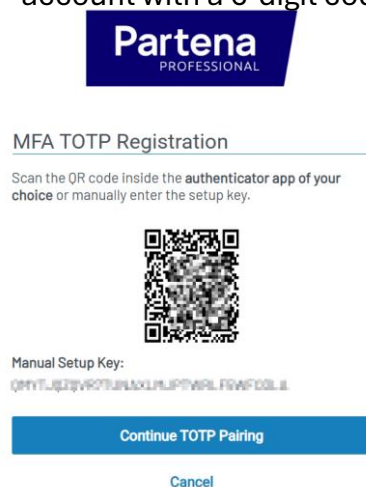
2. After registering your email address, click on 'Manage MFA devices' Add method'.



3. Click on "Other Authenticator Apps" and select, for example, Microsoft Authenticator



4. On your smartphone:
 - a. Install **Microsoft Authenticator** (App Store/Google Play) if the app is not already on your smartphone.
 - b. Open the app → tap + → select **Other account (TOTP)** → **Scan QR code**.
 - c. **No camera/device not compatible?** Click on **Unable to scan image?** and copy the key and URL to configure manually in the app.
5. Scan the QR code on the portal (or enter the key manually). The app will add an account with a 6-digit code that refreshes every 30 seconds.



6. Name your new authentication method (e.g. Microsoft Authenticator) and click on 'Set Name'.



Name your authentication method

Please provide a recognizable name for your MFA method.

Name

Set Name

7. You now have 3 methods to authenticate yourself (or 2 if you did not choose option A). Click on “Done” to complete the process.



Your authentication methods



Partena Professional Auth App
Default



Email
free.sasnet@gmail.com



TOTP Authenticator

Click on a method to update it.

Click on "Add method" to add one more method.

Add method

Done

Tip: if you change your smartphone, **first** add the new one using your old device (repeat steps 3 to 9) and then remove the old one.

3. Getting started - Option C: Google Authenticator

1. Log in to the portal. Under '**MFA Activation required**', select **Authenticator app (TOTP) → Google Authenticator → Next**.
2. On your smartphone:
 - Install **Google Authenticator** (App Store/Google Play) if necessary.
 - Open the app → tap **+** → select **Scan QR code** (or **Enter a setup key**).
3. Scan the QR code on the portal.
 - **No camera/scan failed?** Click on **Scan not working?** and copy the key (and URL/Issuer if available) to configure manually. In Google Authenticator, select **Type: Time-based (TOTP)**.
4. The app will add an account and display a **6-digit code** that changes every 30 seconds.
5. Enter the code on the portal → **Continue**.
6. **Give the method a name** (e.g. "Samsung private") → **Save**.
7. **(Optional)** Set as **default method** or leave Microsoft Authenticator as default if you already use it.
8. **Add Email as a backup method** (recommended) so you can log in if your smartphone is unavailable.

Tip: synchronise your Google Authenticator with your Google account to make it easier to recover your TOTP accounts when changing devices. **Be sure to check your internal policies** before activating cloud sync.

IV. Managing your methods (add/change/delete)

- **Add:** click on **Add method**.
- **Change/Rename/Delete:** click on the existing method.
- **Default:** open the method → **Set MFA method as default**.

V. Troubleshooting

Forgotten smartphone/dead battery

- On the MFA screen, click **Change method Email**.

Code rejected

- Wait for the **next rotation** (the code changes every **30 seconds**).
- Check whether the **time** on your smartphone is set **automatically**.
- If you have multiple accounts in the app, make sure you use the **most recently added account**.

QR code does not appear/is unreadable

- Use **Image scan not working?** to enter the key **manually** (key + URL) in the app.

New phone

- Log in from a computer and **add the new app as new login method**
 - Using the old device
 - Enter the TOTP code from your old device
 - Select other Authenticator apps
 - Now use your new device (Microsoft authenticator or Google Authenticator) See from 4
 - You no longer have your old device
 - Change MFA Method and select Email
 - Enter the email TOTP.
 - Select other Authenticator apps
 - Now use your new device (Microsoft authenticator or Google Authenticator) See from 4
- **Test an MFA login.**
- **Delete the old login method** paired with the old phone.
 - **Keep email active** throughout the transition.

No access to any login method

- **Contact the Digital Support Team** (details below) to reset your MFA methods.

VI. Need help?

1. **First check [our FAQ](#).**
2. **Still blocked?** Contact the Digital Support Team
 - **Tel. No.:** 02 549 33 99
 - **Email:** digitalsupport@partena.be