RedShield Customer Portal Login Using MFA

The RedShield Customer Portal was upgraded to feature Multi-Factor Authentication (MFA) on 24 June 2021. Any users logging into the Portal after this upgrade will be required to register for MFA.

Steps to log into the Portal using MFA

1. **Log into the Portal**
   Go to the RedShield Customer Portal –
   https://my.redshield.co/login – and log in using your
   username and password.

2. **Select and set up your preferred authentication method**
   On successful login, you will be prompted to add another
   authentication method. The options available are:
   - Notification via Auth0 Guardian app;
   - Google Authenticator or similar; or
   - Security Key.
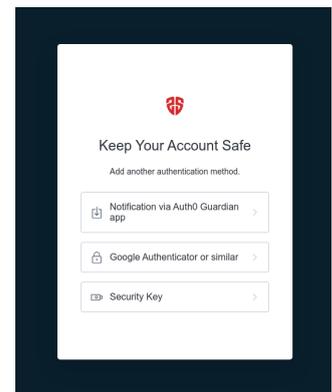
   We recommend the Auth0 Guardian app as the most user-friendly and secure option.
   Selecting this option will prompt links to download and install the app from the Apple
   and Google Play app stores. You can also find these links below:
   - Apple app store:
     https://apps.apple.com/us/app/auth0-guardian/id1093447833
   - Google Play app store:
     https://play.google.com/store/apps/details?id=com.auth0.guardian
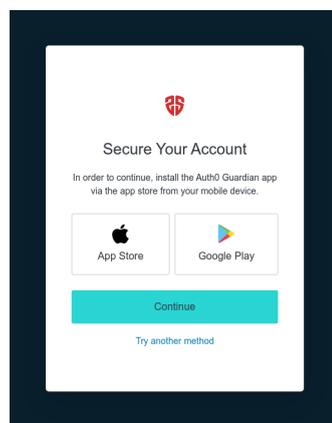
Set up MFA using the Auth0 Guardian app

Once you have downloaded the Auth0 Guardian app, click **Continue**. You will be prompted to scan a QR code on screen using the Auth0 Guardian app on your mobile device.
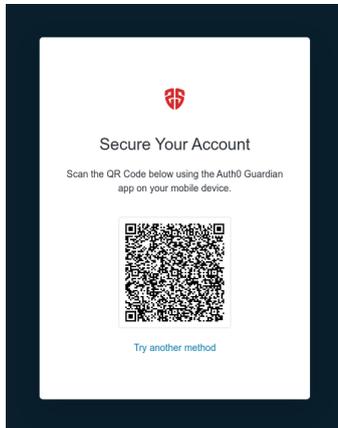
Set up MFA using an alternative authenticator app

Select the option **Google Authenticator or similar** and click **Continue**. You will be prompted to scan a QR code on screen using the app on your mobile device, then enter your one-time code.
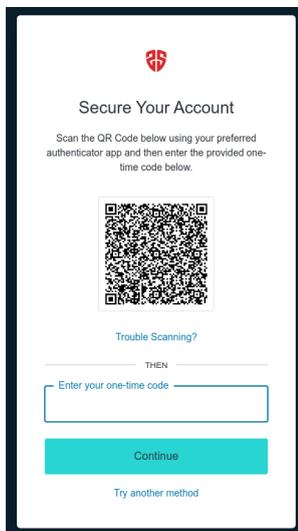
Set up MFA using your security key

A security key is a device that facilitates access or stronger authentication into other applications. Select the option **Security Key** and click **Continue**, then follow the on-screen instructions.
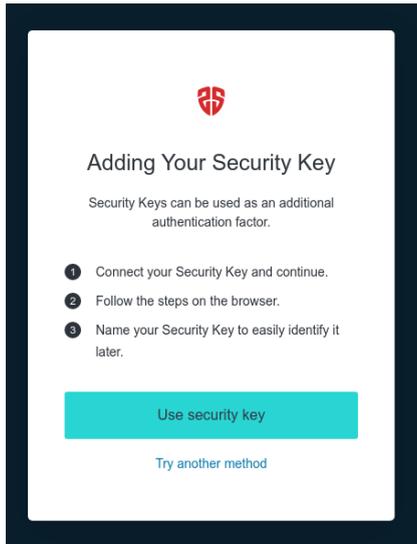
3. **Copy the recovery code**
   You will be prompted to copy a unique recovery code and keep it somewhere safe.
   Check the box **I have safely recorded this code** and click **Continue**.
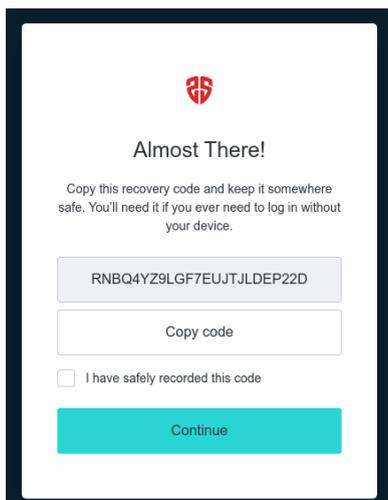
4. **Log in using MFA**
   Once you have successfully set up MFA, you will be prompted to point your mobile device at the QR within the login screen, and the app will do the rest. You will then be provided with:
   - Push notification to confirm (Auth0 Guardian app); or
   - A form field to enter the app-generated one time password (Google Authenticator or similar)

   Confirm or enter successfully and you are logged in.

If you have any issues logging in using MFA, please log a support ticket by emailing **support@redshield.co**.