Better Data…
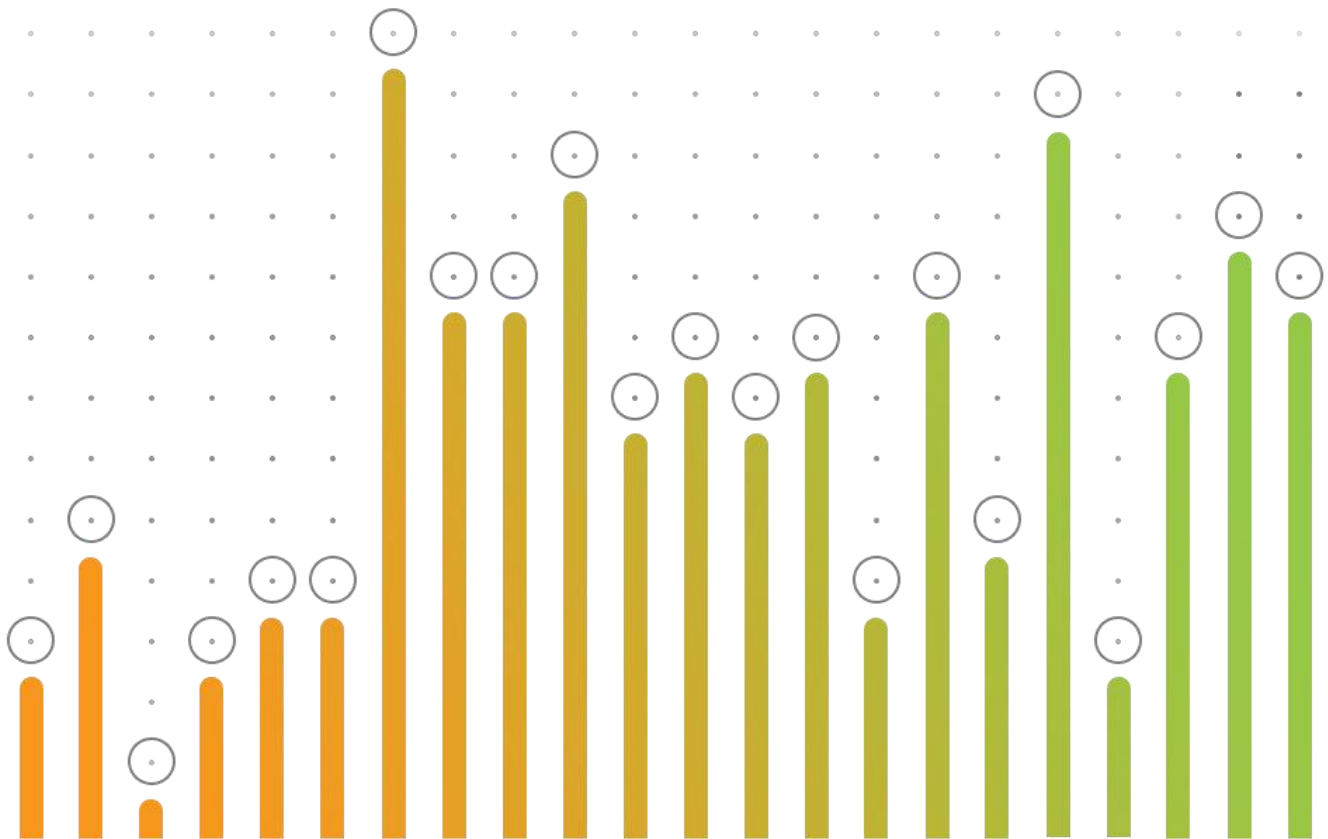# Better Outcomes™

Software for the public sector.

You have questions, your data has answers.

Two-Factor Authentication User Guide for Administrators

Contents

Enhanced Security Feature

TraxSolutions will use two-factor authentication, via user email addresses, starting April 23rd, 2024. This change will impact all Trax users by requiring every user to authenticate each login against the **email address** associated with their user profile.

This feature will also be announced on the TraxSolutions login page.

Two Factor Authentication (2FA) is coming soon!

Beginning **43** days from now (4/23/2024) all Trax users will be required to authenticate with a passcode using the email address listed in their Trax user profile.

More Information

User Name:

User Name

Password:

Password

☐ Remember Me

Log In

Forgot password?

What the User Can Expect

When a user signs into TraxSolutions, an email will be sent to the email address associated with the user's profile and will contain a one-time authorization code. This code must be typed into the user's device before they can successfully access the site.
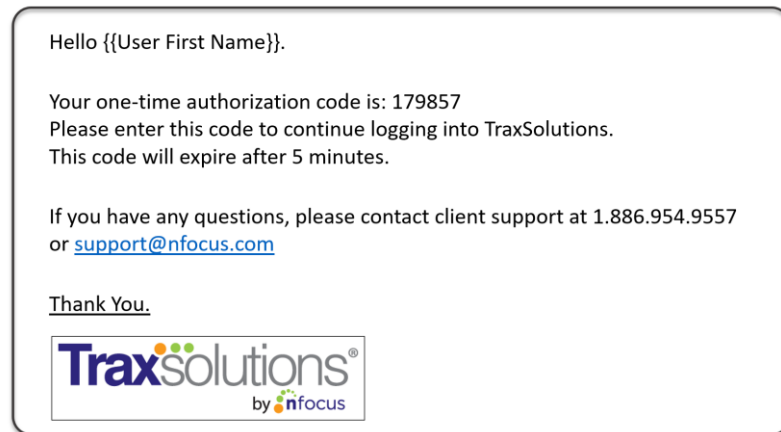
The email will look something like the following:

Verify Username and Email

All users can verify their username and email by clicking on your profile name in the upper right corner of the TraxSolutions page and selecting the **My Profile** option from the dropdown.
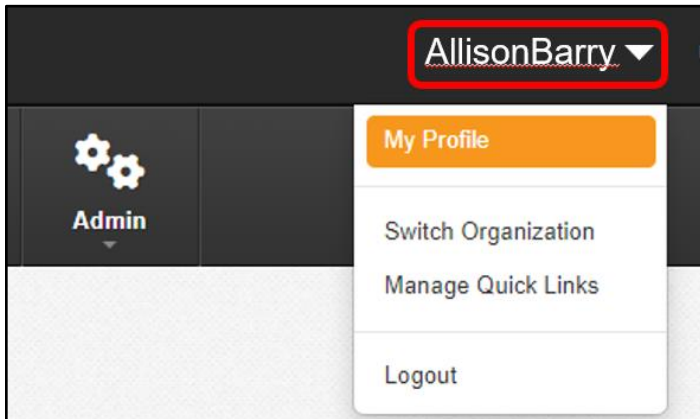
From here, you will be directed to **Profile Info**, where you can confirm the username and email address. If the username or email address needs to be changed, please contact your TraxSolutions administrator.

If you need to update your password, simply click the **Change Password** button. You will then be prompted to enter the old password and the new password twice. When complete, click **Save**.
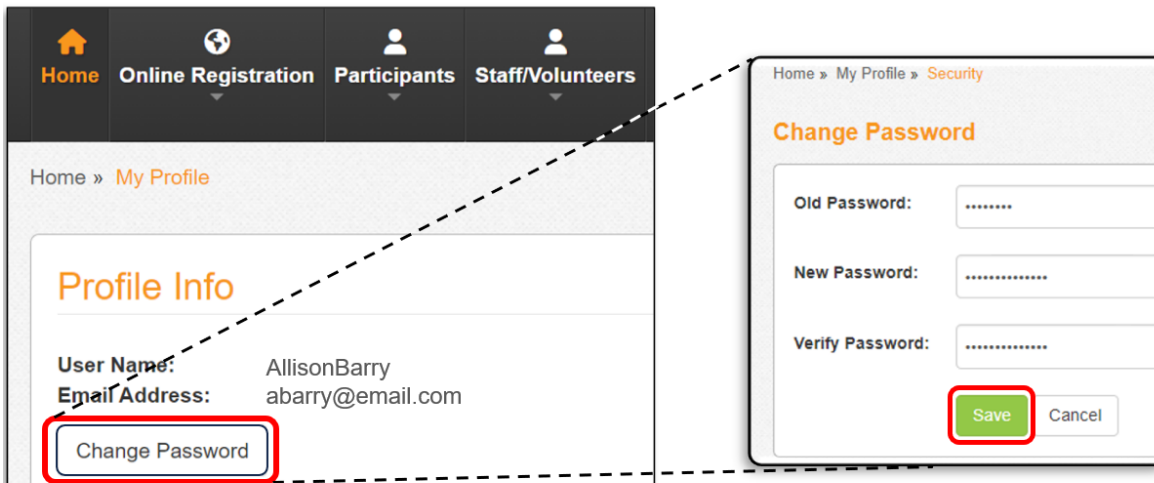

Prepare Users Profiles

To prepare for two-factor authentication it is important to confirm TraxSolutions users and accurate email addresses.

1. Locate Your Email

Ensure all TraxSolutions users have direct access to the email address associated with that user account. To Locate a user's email address start by logging into the **Admin** level of TraxSolutions: Click on the **Admin** tab and from the dropdown, select the **Manage Users** option.
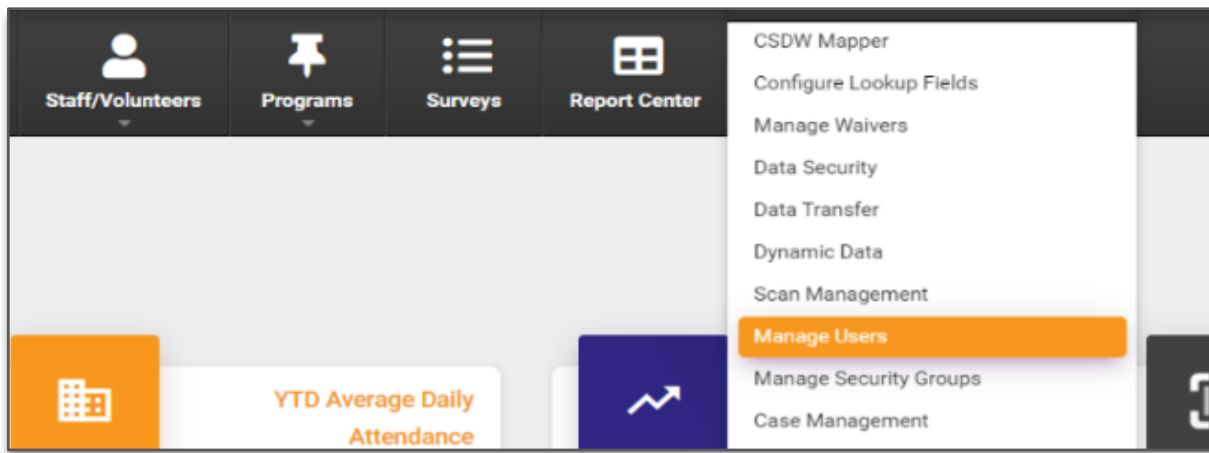
2. Confirm Active Users

Ensure all **Active** users have access to the email associated with their user profile.

3. Change Emails

Change any generic emails within the roster of active users to a specific business or personal email address. To do so, select **View Details** button to the right of each user identified with a generic email address.

4. Edit Email Address

Within this profile edit the username and email to reflect specific business or personal email address.

5. Save Your Work

When Complete, be sure to Save the changes.

6. Final Step: Check Your Work

Navigate back to the **Manage Users** page and select the user(s) to whom you want to send a test email. Ensure the dropdown option is set to **Send Email** and click the **Go** button.

Configure the email and click the **Send** button. If the user receives the email, they are ready to log into TraxSolutions using two-factor authentication:
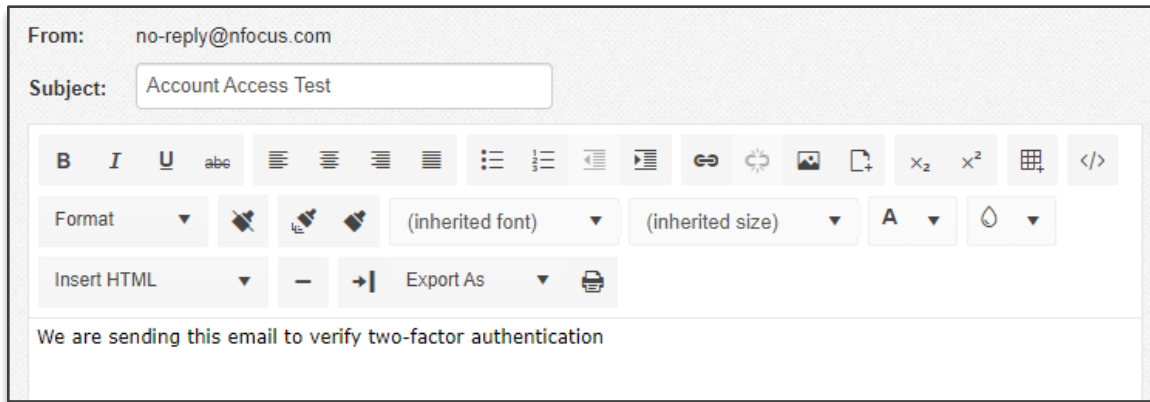
Once two-factor authentication has been released, users will see this message on the TraxSolutions log in Page.

You can click on the **More Information** link if further information if needed:

Frequently Asked Questions

- Can I use my phone number to get an authorization code?
  No, authorization codes are provided only to the Trax user's email address.

- Can our organization turn off two-factor Authentication?
  No, all Trax users will be required to authenticate this way.

- What if I do not receive an email with an authorization code?
  First, review the email hint on the login page to confirm that it matches your expected email address. If it does not, contact your local Trax administrator to confirm and update your user profile. If this does not seem to be the problem, try resending an authorization code. If the problem persists, contact client support for assistance.

- What if our users are sharing a user account?
  Account sharing is not permitted. Please contact your Account Manager or client support for assistance in purchasing additional user licenses if necessary.

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