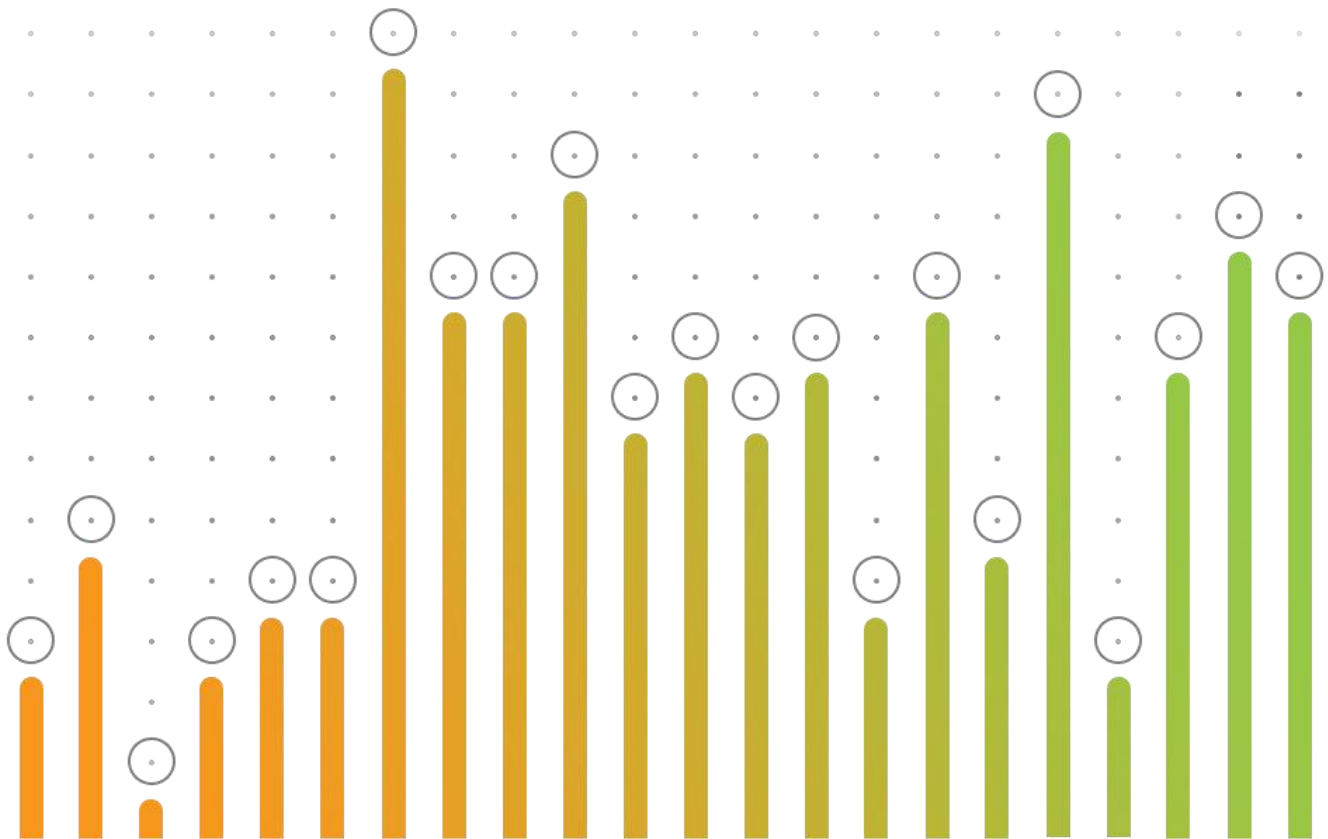


Better Data... Better Outcomes™

Software for the public sector.



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Two-Factor Authentication User Guide for Administrators

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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](#)

Traxsolutions®
by **nfocus**

User Name:

Password:

☐ Remember Me

[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 image shows a login interface for TraxSolutions by nfocus. At the top is the logo. Below it, a message states: "An authorization code has been sent to t*****r@n*****s.com. Enter it here to finish logging in." There is a label "Code:" followed by a text input field containing "ABC123". Below the input field is a note: "* The code will expire after 5 minutes." At the bottom of the form is a green "Log In" button and a link that says "Resend Code (12 seconds)".

Traxsolutions®
by **nfocus**

An authorization code has been sent to t*****r@n*****s.com. Enter it here to finish logging in.

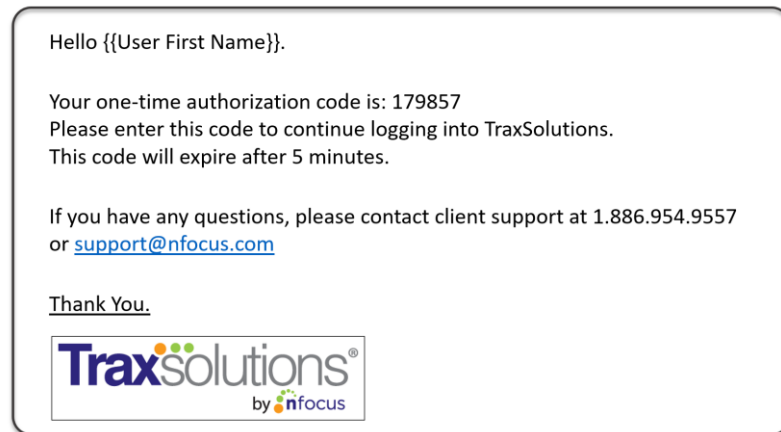
Code:

* The code will expire after 5 minutes.

Log In

[Resend Code \(12 seconds\)](#)

The email will look something like the following:

The image shows a preview of an email. It starts with a greeting "Hello {{User First Name}}." followed by the text: "Your one-time authorization code is: 179857", "Please enter this code to continue logging into TraxSolutions.", and "This code will expire after 5 minutes." Below this is contact information: "If you have any questions, please contact client support at 1.886.954.9557 or [support@nfocus.com](\"mailto:support@nfocus.com\")". It ends with "Thank You." and the TraxSolutions by nfocus logo.

Hello {{User First Name}}.

Your one-time authorization code is: 179857
Please enter this code to continue logging into TraxSolutions.
This code will expire after 5 minutes.

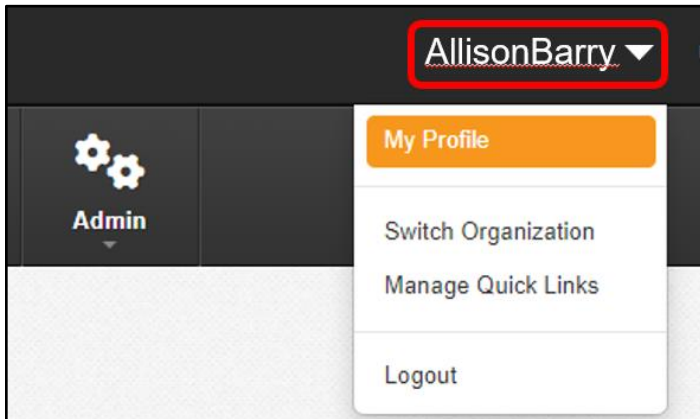
If you have any questions, please contact client support at 1.886.954.9557
or support@nfocus.com

Thank You.

Traxsolutions®
by **nfocus**

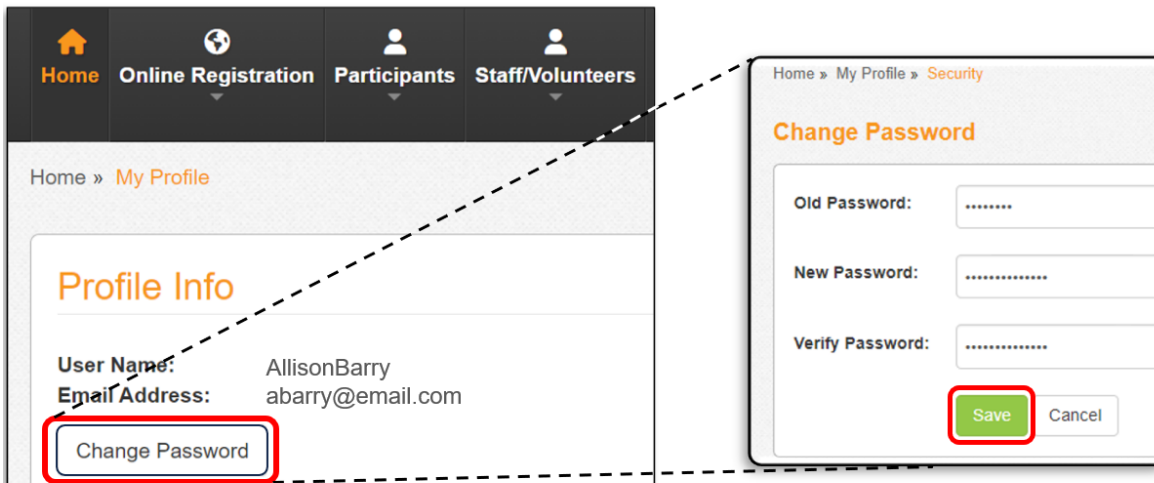
Verify Username and Email

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**.

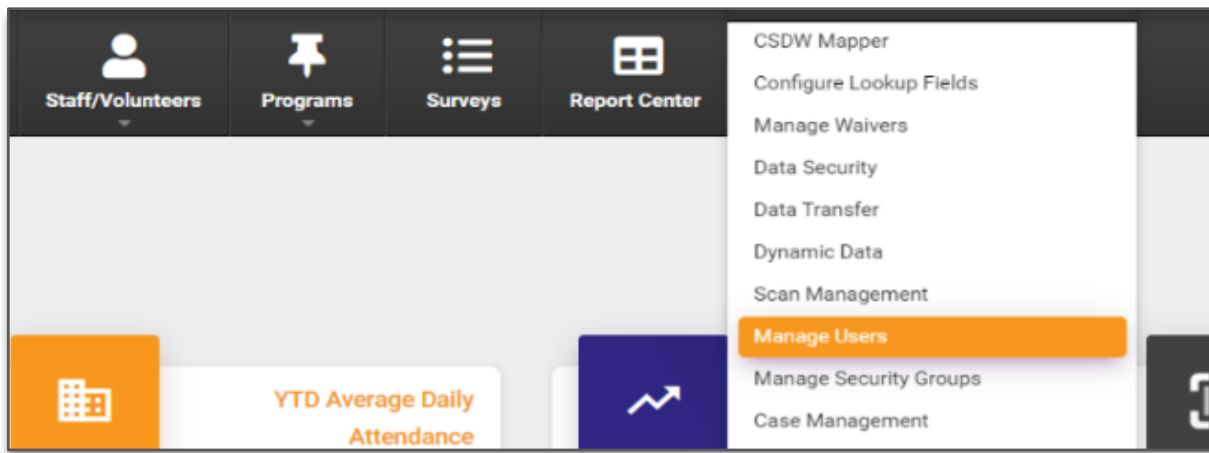


Prepare Users Profiles

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.

Search (user name, first name, last name, or email)							
user name, first name, last name, or email							
	User Name	First Name	Last Name	Email	Work Phone	Status	
<input type="checkbox"/>	FrontDesk	Front	Desk	frontdeskt@email.com	(602) 954-9557	Active	View Details
<input type="checkbox"/>	OfficeManager	Office	Manager	officemanager@email.com	(602) 954-9557	Active	View Details
<input type="checkbox"/>	JeremyStephens	Jeremy	Stephans	jstephans@email.com	(602) 954-9557	Inactive	View Details
<input type="checkbox"/>	BrianJackson	Brian	Jackson	bjackson@email.com	(602) 954-9557	Active	View Details

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.

Search (user name, first name, last name, or email)							
user name, first name, last name, or email							
	User Name	First Name	Last Name	Email	Work Phone	Status	
<input type="checkbox"/>	FrontDesk	Front	Desk	frontdeskt@email.com	(602) 954-9557	Active	View Details
<input type="checkbox"/>	OfficeManager	Office	Manager	officemanager@email.com	(602) 954-9557	Active	View Details
<input type="checkbox"/>	JeremyStephens	Jeremy	Stephans	jstephans@email.com	(602) 954-9557	Inactive	View Details
<input type="checkbox"/>	BrianJackson	Brian	Jackson	bjackson@email.com	(602) 954-9557	Active	View Details

4. Edit Email Address

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

Profile Organizations Permissions Participant Assignments

User Name AllisonBarry *

Email Address abarry@email.com *

First Name Allison *

Last Name Barry *

5. Save Your Work

When Complete, be sure to Save the changes.

Create Date

Last Login Date 2/15/2022 7:39 PM

Last Password Failure Date

Password Failures Since Last Success 0

Save Cancel

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.

Users

Search (user name, first name, last name, or email)

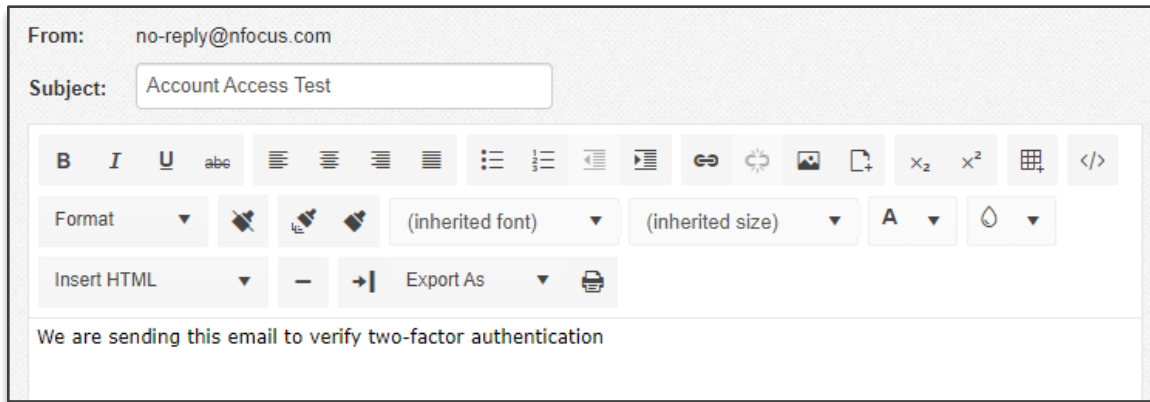
user name, first name, last name, or email Search

<input type="checkbox"/>	User Name	First Name	Last Name	Email
<input checked="" type="checkbox"/>	FrontDesk	Front	Desk	frontdeskt@email.com
<input checked="" type="checkbox"/>	OfficeManager	Office	Manager	officemanager@email.com
<input type="checkbox"/>	JeremyStephens	Jeremy	Stephans	jstephans@email.com
<input type="checkbox"/>	BrianJackson	Brian	Jackson	bjackson@email.com

Page 5 of 32 5 items per page

Apply the following action for the selected user(s): Send Email Go Add User

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.

Two Factor Authentication (2FA) is here!

All Trax users are now required to authenticate with a passcode using the email address listed in their Trax user profile.

[More Information](#)

User Name:

Password:

☐ Remember Me

[Forgot password?](#)

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.

CONTACT

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nFocus Solutions™ is dedicated to the development of high-quality data management and analysis software for the public sector. Our technologies enable our clients to achieve clear, well-defined results that deliver life-changing outcomes.