



MANAGING YOUR FLIGHTRAK USER ACCOUNT MFA

ERCOT Flightrak MFA Release Notes

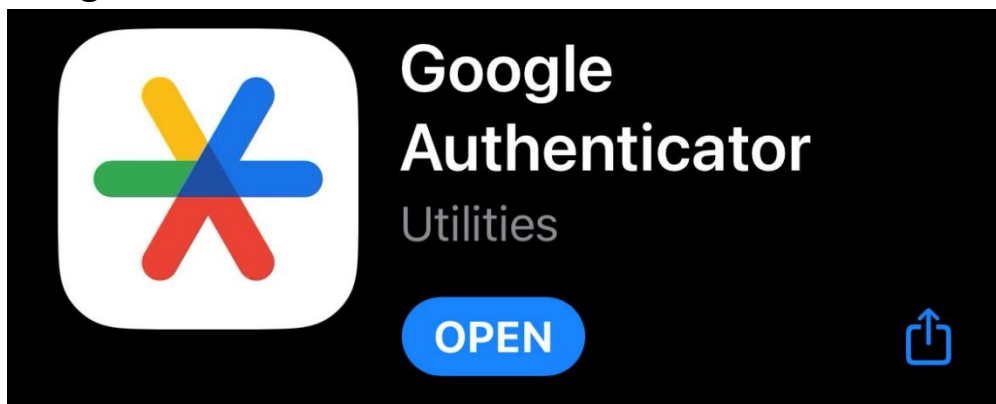
August 21st, 2023

When accessing the Flightrak application, it is required that all users setup a form of MFA (Multi-factor authentication). Currently, there are three available MFA options to choose from: SMS Text, Auth0 Guardian, and Google Authenticator. This guide provides information on how a new/existing user would setup the Auth0 Guardian or Google Authenticator mobile application. Both mobile applications are free to download from the Apple and Android mobile stores.

Auth0 Guardian:



Google Authenticator:



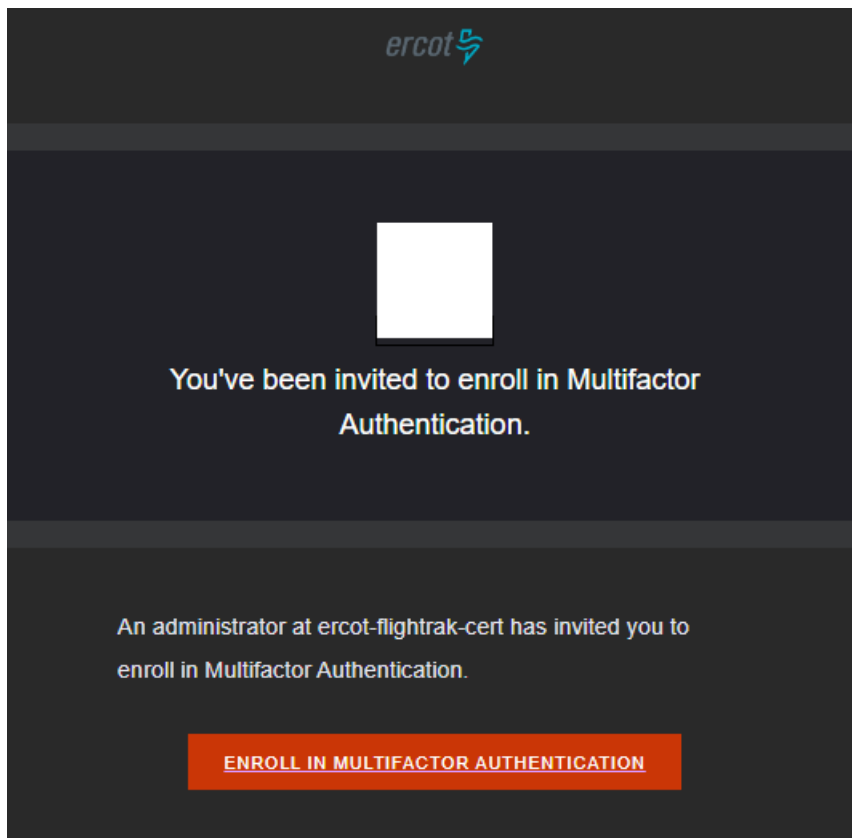
Setting Up MFA Application On Your Phone

Note for existing users:

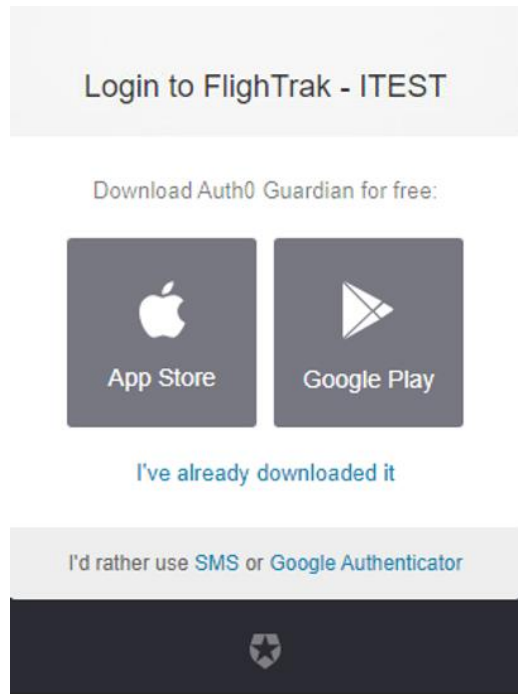
**** *If you have previously setup your MFA to be set to SMS-Text, you will have to reach out to your ERCOT HelpDesk (ServiceDesk@ercot.com) requesting a reset of your account's MFA setup if you want to switch to Auth0 Guardian or Google Authenticator. Please specify the email address tied to your account. MFA reset requests are fulfilled during business hours (Monday – Friday). New users do not have to submit an MFA reset ticket, as they will be prompted to select an MFA method during their first login attempt.*****

1. Enroll Your Device (existing users after MFA reset)

Please download either the Auth0 Guardian or Google Authenticator mobile app prior to beginning the setup process. If you are an existing user who has requested an MFA reset, you will receive an email prompting you to enroll your device. New users will be prompted to select a method when they first login, so they can skip the enrollment email. If you are a new user, you can skip to step #2.



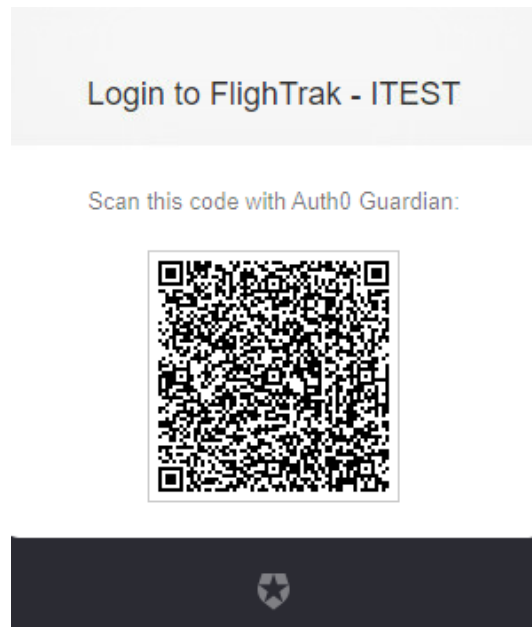
2. Select Your Preferred MFA Method



- If you are using Auth0 Guardian, click on “I’ve already downloaded it”.

- If you are using Google Authenticator, click on Google Authenticator in the bottom right.

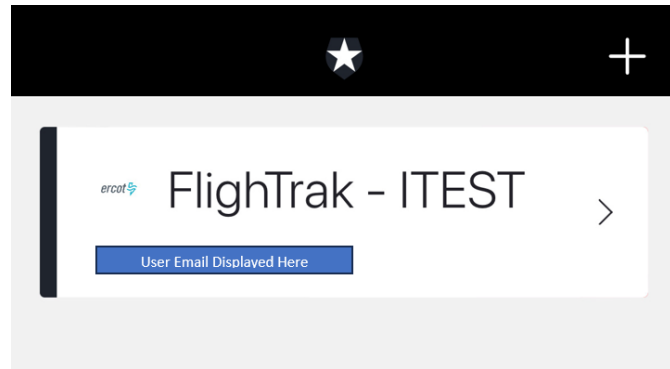
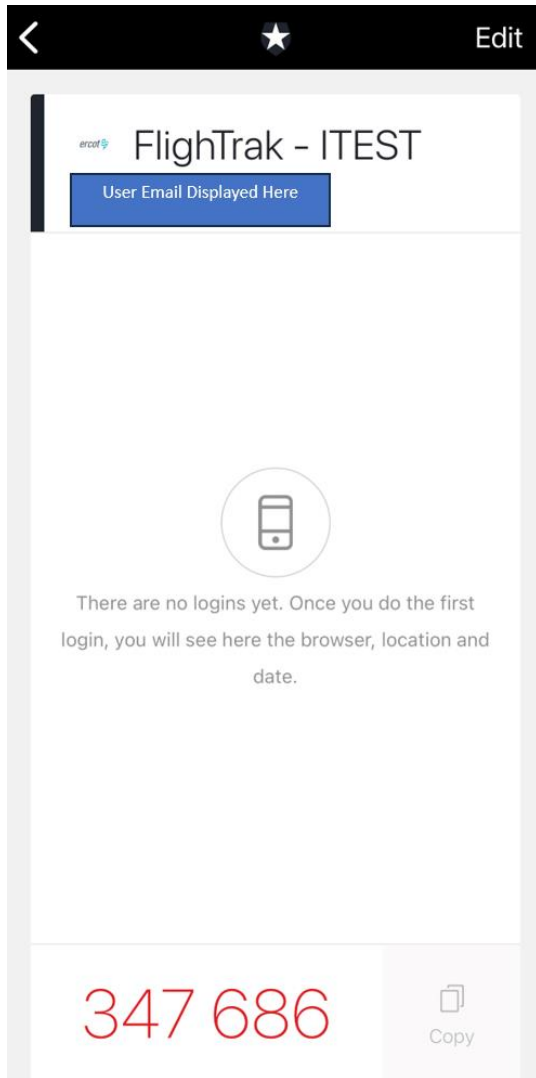
3. Scan The Generated QR Code



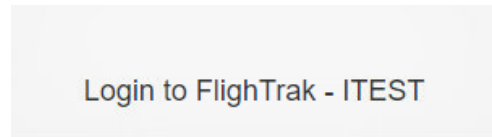
- Open the Auth0 Guardian/Google Authenticator App and scan the QR code using your mobile device.

- Scanning the QR code should add the tenant (ex. FlighTrak – ITEST) to your mobile app. Please confirm that the tenant has been added to your authenticator app (see screenshots below).

Example of what you would see in Auth0 Guardian App after scanning QR code:



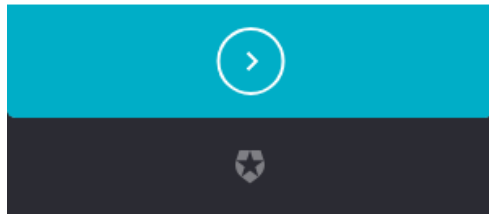
4. Save The Randomly Generated Recovery Code



In the event that you need to login without your device you'll need a recovery code. Take a note and keep this somewhere safe:

9JQ8 - EFHU - CVWU - 3ENX - 5RXM - TKYN

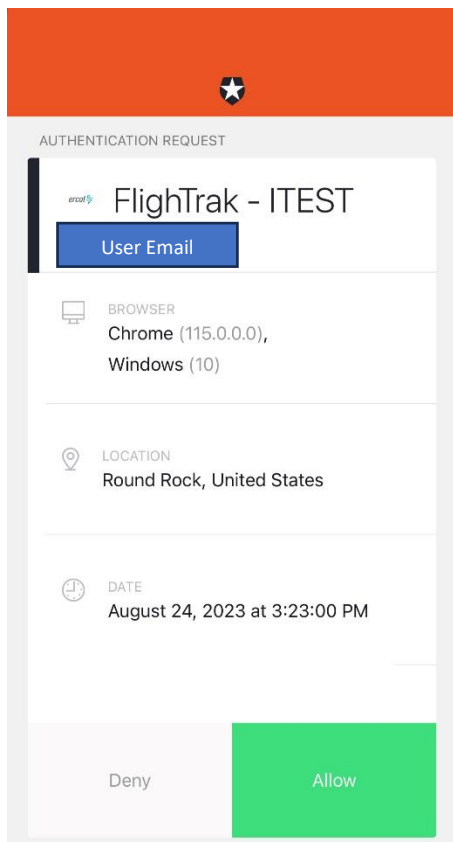
I have safely recorded this code



- Save this recovery code. It can be used to login to your account if access is lost to the mobile application. If you lose this code, you will have to request a full MFA reset to attain another one.

- Once you have saved the code, click the checkbox and then the proceed arrow.

5. Login Using Your Authenticator App



- When you login using your username and password, it will automatically prompt you for an MFA approval. If you are using the Guardian app you will automatically receive a “push notification” which you can then accept.

- If you do not receive the push notification, you can manually enter the six-digit code that is provided by your authenticator app.

- Upon accepting the push notification or entering the six-digit code, you will be authenticated into the application!