

2.7.2 Two-factor Authentication (2FA)

The screenshot shows the 'User Administrator' interface. On the left, a sidebar contains navigation icons. The main area is titled 'User Login & Role' and contains a form for user configuration. The '2-Factor Authentication' field is highlighted, and a dropdown menu is open, showing three options: 'Not active', 'With Wilson app', and 'With email'. The 'With Wilson app' option is currently selected. Other fields in the form include 'User Name' (admin), 'Admin' (on), 'Login via LDAP' (no), 'Password' (Change Password [Alt+P]), 'email' (admin@vte123abc987.com), 'First Name', 'Last Name' (Administrator), 'Role' (Manager), and 'Default Module'. A 'Save - Cancel' button is visible next to the 2-Factor Authentication field. On the right side of the interface, there is an 'INFORMATION' panel with a 'User Login & Role' section and a list of links: 'More Information', 'User Address', 'User image', 'Calendar Configuration', 'Asterisk Configuration', 'Book me Configuration', 'Webservices, REST Api Config...', 'Home Page Components', 'My Groups', and 'Login History'.

In the User Preferences you can activate the Two-factor Authentication. It can be:

- **Not active;**
- **With Wilson app:** in this case, to authenticate in vtenext you must consent it from the app;
- **With email:** in this case, to authenticate in vtenext you must consent it from an email **(with this authentication way you will not be able to access to Wilson App)**

WITH WILSON APP

If you select this 2FA way a pop-up appears in which a PIN code is required. The PIN code must be composed between 4 and 8 digits.

Attivazione 2FA

Choose a PIN to be used in the Wilson app

It must be between 4 and 8 digits long

12345678

1	2 ABC	3 DEF
4 GHI	5 JKL	6 MNO
7 PQRS	8 TUV	9 WXYZ
	0 +	

Cancel Next >

Once clicked the button "Next" you will be asked to type again the PIN code:

Attivazione 2FA

Choose a PIN to be used in the Wilson app

It must be between 4 and 8 digits long

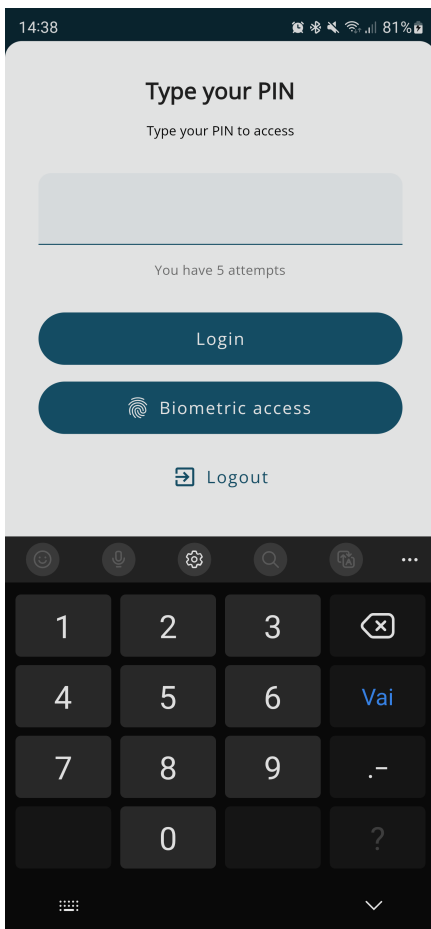
Confirm the PIN

PIN

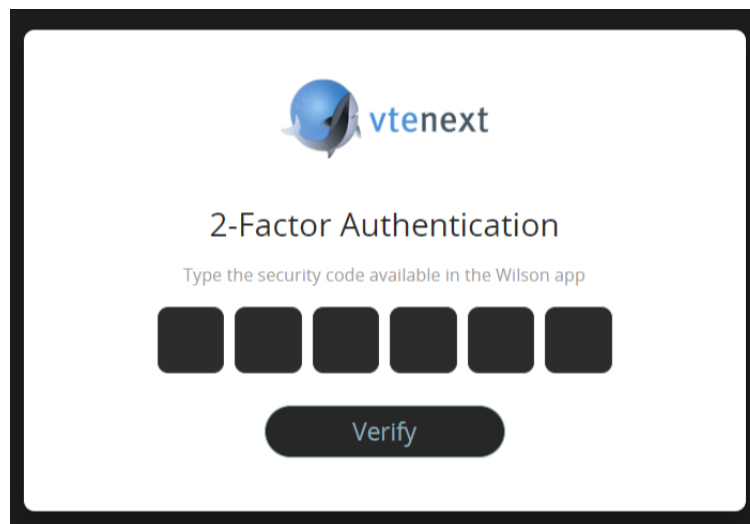
1	2 ABC	3 DEF
4 GHI	5 JKL	6 MNO
7 PQRS	8 TUV	9 WXYZ
	0 +	

Cancel Save

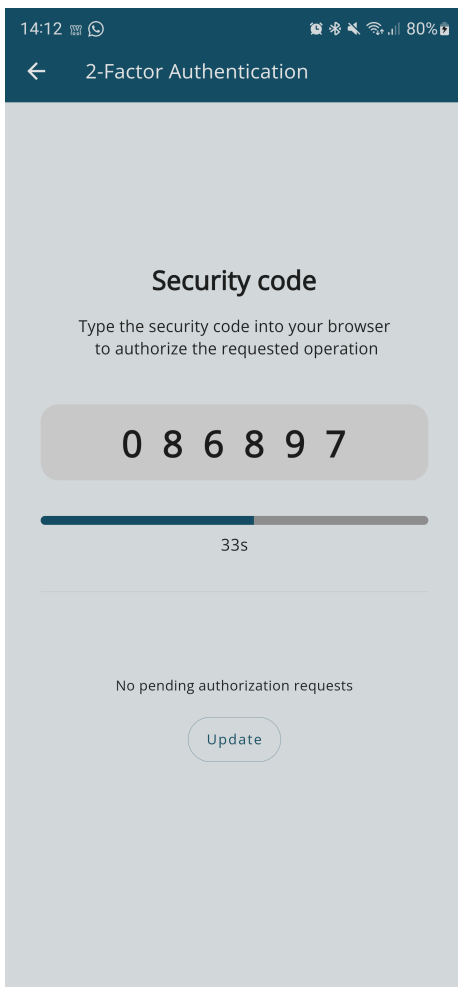
After clicking the "Save" button is clicked, the 2FA will be ACTIVE. After this, once you try to login in Wilson App you must type the PIN code that you have just created.



But there is more: if the 2FA is activated and you want to login via Web you must insert your credentials (as usually) and after that you need to type a Security Code. This security code will be sent by push notification. This is what you will see after opening the notification:



Screen for entering the security code provided by the Wilson app

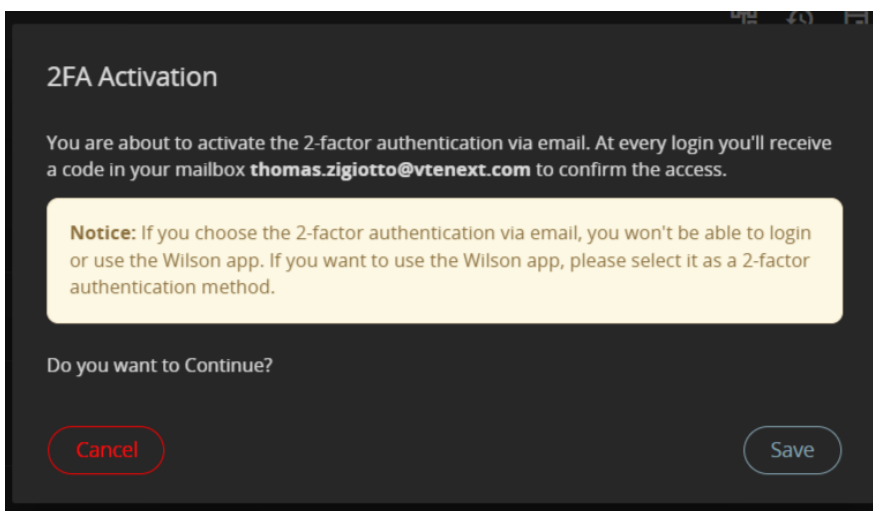


Screen of the Wilson app providing a security code valid for 60 seconds

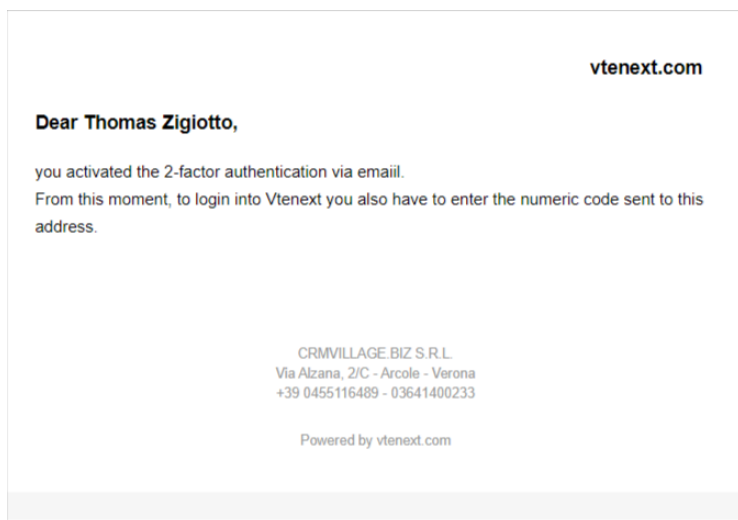
WITH EMAIL

Once you select "With email" a pop-up will appear in which you are asked to insert your password.

The next pop-up will inform you that everytime you want to login you will receive an email with a code that you have to insert in the login page.



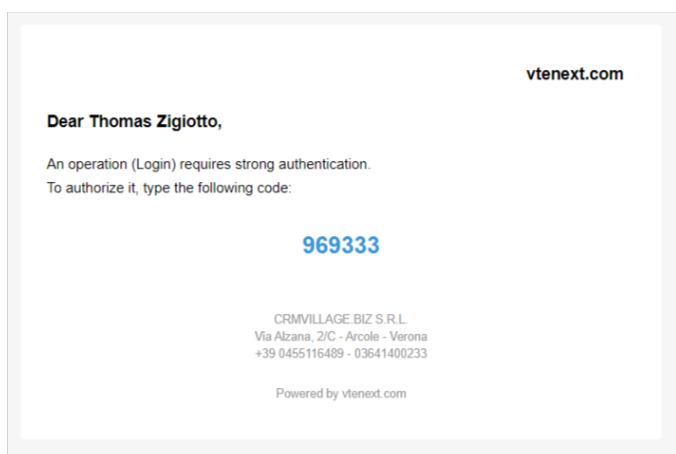
Contextually, this email will be sent to the user (the email template is editable):



So, everytime you want to login via Web you will see this page in which you have to insert the security code received by the email:

A login screen titled '2-Factor Authentication' with the vtenext logo at the top. Below the title, it says 'Type the security code received by email'. There are six dark square input fields for the security code. Below these fields is a dark button with the word 'Verify' in white.

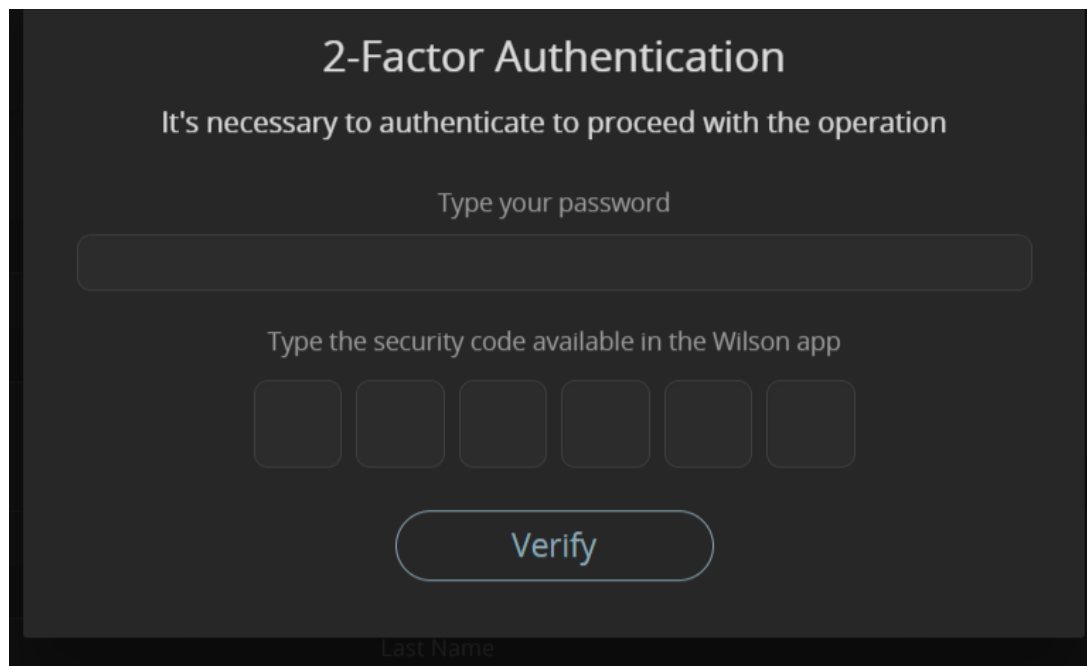
Here it is the template email of the security code (the email template is editable).



DEACTIVATION / CHANGE OF WAY TO AUTHENTICATE

If the 2FA is active and you want to change the way you authenticate or disable it you will be asked to type your user password and the security code which will be sent you via Wilson or Email (it

depends on the 2FA you have activated)

A dark-themed 2-Factor Authentication screen. At the top, the title "2-Factor Authentication" is centered in a large, bold, white font. Below it, a subtitle "It's necessary to authenticate to proceed with the operation" is centered in a smaller white font. The first input section is labeled "Type your password" in a light gray font, with a long, empty password field below it. The second input section is labeled "Type the security code available in the Wilson app" in a light gray font, with six individual square input boxes for the security code below it. A rounded "Verify" button is centered below the security code boxes. At the bottom of the screen, the text "Last Name" is visible in a light gray font.

Screen for deactivating/changing two-factor authentication

Revision #1

Created 2026-01-28 14:56:08 UTC by Admin

Updated 2026-01-28 14:56:08 UTC by Admin