multi-factor authentication (MFA) user guide.

This guide provides clear instructions for setting up and using Multi-Factor Authentication (MFA). MFA adds an extra layer of security to your accounts by requiring more than just a password. It is a simple yet effective way to protect your information.

When users with MFA enabled log in to CoolCare, they will be emailed an additional code to input to complete the login. The MFA will then last for 12 hours, meaning the user will be able to login for the rest of the day without needing the additional code.

Please note: A code may be required more than once per day if your web browser does not save the authentication, such as if the web cache & cookies are cleared on the browser.

MFA can be enabled for already existing users in Coolcare or set up for new users when creating new logins.

existing users.

To enable MFA for a user already in Coolcare, you first need to find the user:

- Click your name in the top right corner of Coolcare to open the system menu
- Select **Manage Users** from the list

This will open your user list where you can find the user you wish to enable MFA for.
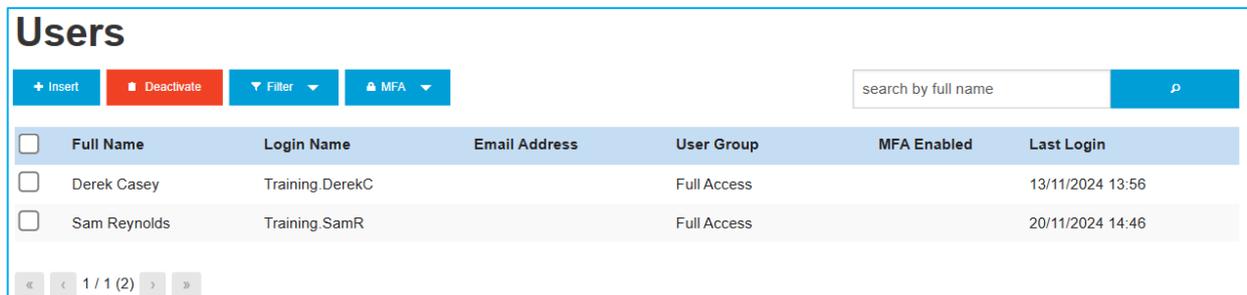
In order for a user to have MFA enabled they will require an email address on their user account. If they do not have one you can select the user and edit the **Email Address** field to add one.

Above your user list you will find the **MFA** button, a dropdown menu that provides two MFA actions: Send **MFA Registration Email** and **Remove MFA**.
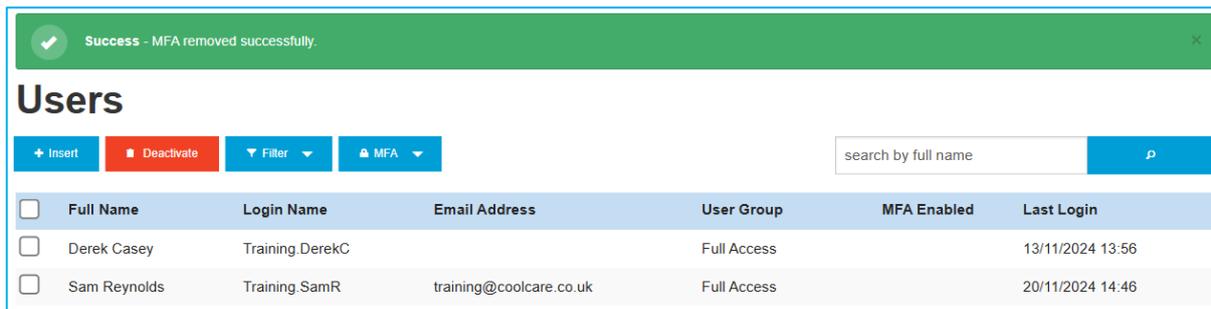

Selecting **Send Registration Email** sends an email to the selected users (chosen by ticking the check box next to their name), prompting them to register for MFA.
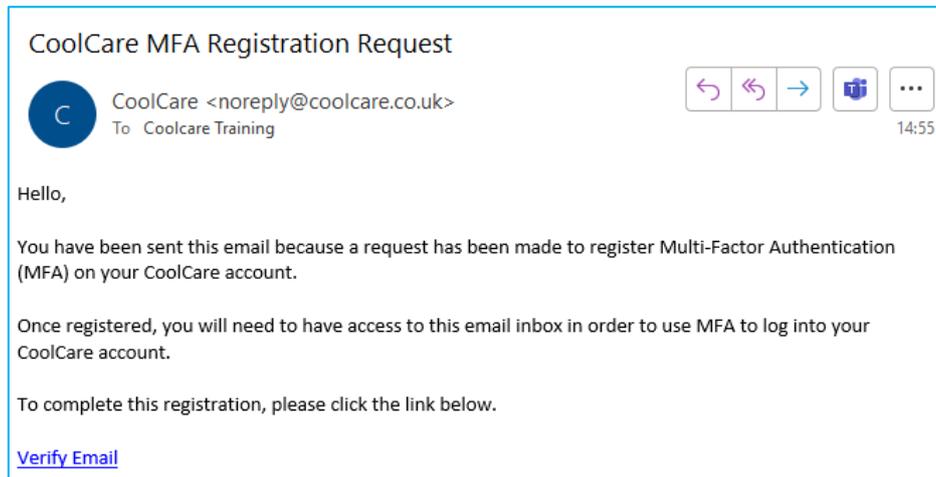
You'll know a user has MFA enabled when there is a tick in the **MFA Enabled** column on the user list.
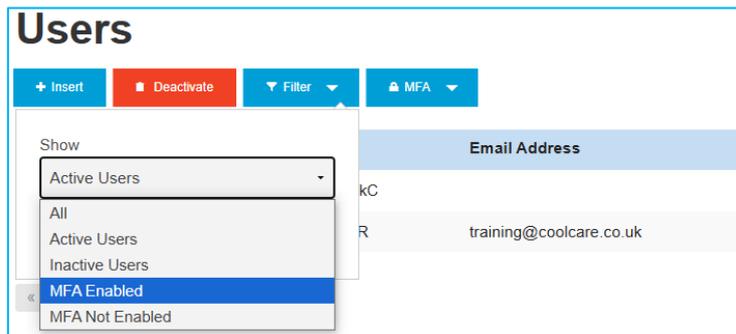

Choosing **Remove MFA** disables MFA for the selected user, removing any existing MFA settings.

Please note: For additional security, removing MFA for a user can only be done on individual records, selecting multiple will produce a warning message and only the top selected record in the list will be actioned.

You can filter your user list based on their MFA status; click the **Filter** button on your users page and you'll see **MFA Enabled** or **MFA Disabled** alongside the other options. These filters allow you to easily narrow down the user list and take specific actions based on their MFA setup or account status.

Users

	Email Address
Show	
Active Users ▾	kC
All	R training@coolcare.co.uk
Active Users	
Inactive Users	
MFA Enabled	
MFA Not Enabled	

new users.

New User

Full Name Required

Training Test User

Login Name Required   No Spaces

training.test

Email Address Required

training@coolcare.co.uk

User Group Required

Test Group ▾

Password Required

•••••••••

☑ Send MFA Registration Email

← Back   H Save

Home Access

Select All   Clear All

☐ Derek's Home

☐ Moe's new home

☑ Rota Demo

☑ Sam's Home

When inserting a new user, you will find an additional checkbox labelled **Send MFA Registration Email**. If checked, the system will automatically send an MFA registration email to the new user upon creation, prompting them to complete their MFA setup. This allows for quick and seamless onboarding with MFA.

Please note: Selecting this option will make the email field mandatory and no records can be added without an email address if this box is checked.