



## Bomgar 2FA Setup Guide

Contact Info:

DevOps Team

**Audience** – Any individual logging into the Bomgar software to remotely access devices, be it for customers or internal use. \*\*\*If you are not a Bomgar user then you can ignore this guide.\*\*\*

**Purpose** – With such a powerful tool like Bomgar which gives you full access to customer systems, it's extremely import to make sure the users that are connecting are who they are supposed to be. 2-factor Authentication adds an extra layer of security to make sure people trying to gain access to an online account are who they say they are.

**Requirements** – Caliber management is fully aware and supports this new requirement initiative for Bomgar. You must use a smartphone, and it needs to be an iPhone or Android phone. After you are properly setup, you will not be able to login to Bomgar without accessing your smartphone for a 2FA code. **This app in no way ties your smartphone to Harris or Caliber. This is not an MDM solution and does not affect the privacy of your personal device.**

**Mobile App Installation** – Although some different apps may be used to authenticate to Bomgar, Microsoft Authenticator has been chosen as the default app to use. **(If you are currently using Bomgar 2FA with another app other than Microsoft Authenticator, see Appendix A for removal instructions.)**

The first step is to install Microsoft Authenticator on your phone.

- Open the App store on your mobile device and search for Microsoft Authenticator.



Microsoft Authenticator  
Microsoft Corporation



- Once you have found the app, click install and install it on your phone.
- You can have it open on your phone to have ready for the next steps in Bomgar.

**Activate 2FA in Bomgar** – Using your PC/Mac (not your smartphone), open a web browser and go to <https://bomgar.interact911.com/login/> and log into bomgar with your username and password.

- Scroll down to the bottom of the screen to the Two Factor Authentication section and click the button “Activate Two Factor Authentication”.



- You will get the following screen waiting for you to setup the authenticator app.

**Two Factor Authentication**

- 1 Use a time-based one-time password (TOTP) Authenticator App, such as Bomgar Verify™.
- 2 With your Authenticator App, scan the QR code or manually enter the alphanumeric code.



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- 3 Enter the numeric code displayed in your Authenticator App.

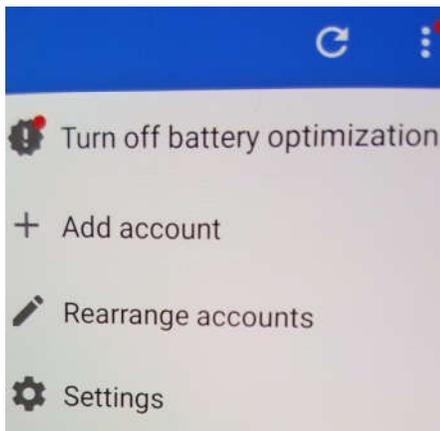
\*Password

\*Code on the App

\*Required

NOTE: By completing these steps two factor authentication will be required for accessing both the Bomgar Representative Console and this site.

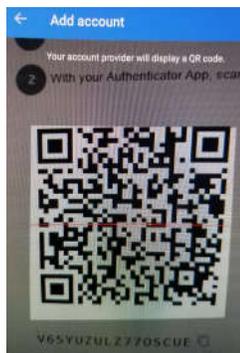
- Transition to your smartphone, and open the Microsoft Authenticator app on your phone and click the 3 dots in the top right corner and select the “+ Add account” selection.



- At the What kind of account are you adding? Screen select “Other Account”.



- The next screen will pull up your camera. Point it at the QR code on your PC/Mac Bomgar webpage. This action will add an authentication account to the Microsoft Authenticator app on your smartphone that is tied to your Bomgar account.



- Once that is complete, on the Bomgar screen type in your password and the code from the phone app and click on "Activate".

3 Enter the numeric code displayed in your Authenticator App.

**Password**

**Code on the App**

**Required**

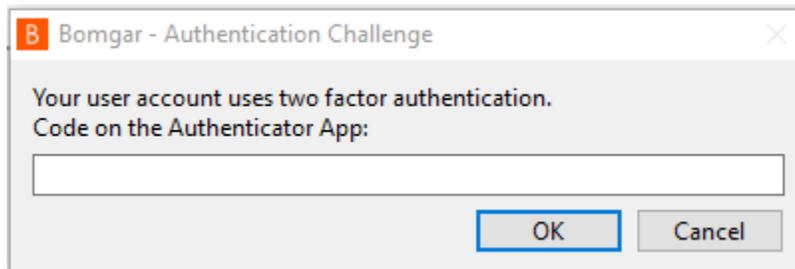
- Once you have done this the 2FA activation is complete! Congratulations.

## Test 2FA in Bomgar -

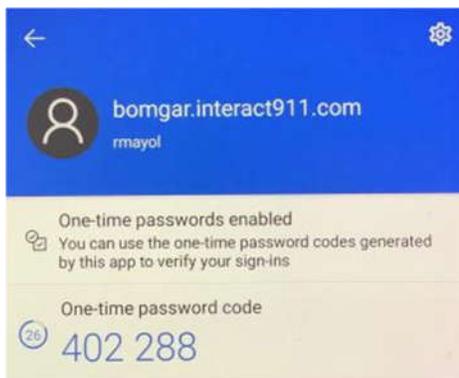
- To test your 2FA Bomgar setup, login to Bomgar as you normally would, the first screen will be your normal login. Enter your Username and Password and click Login.



- The next screen that comes up will be the newly implemented 2FA Authenticator Challenge.



- Open the Microsoft Authenticator app on your smartphone to retrieve and enter the code.



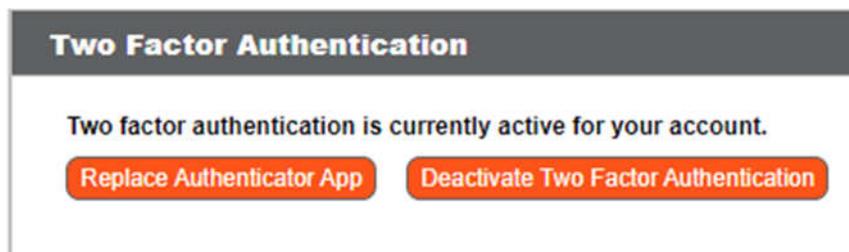
- Click OK and you will be in the Bomgar console and will be able to connect to sites.

That is the end of the guide. Should you have any issues contact the DevOps team or the Bomgar administrators.

### **Appendix A** – Other 2FA Authenticator removal from Bomgar.

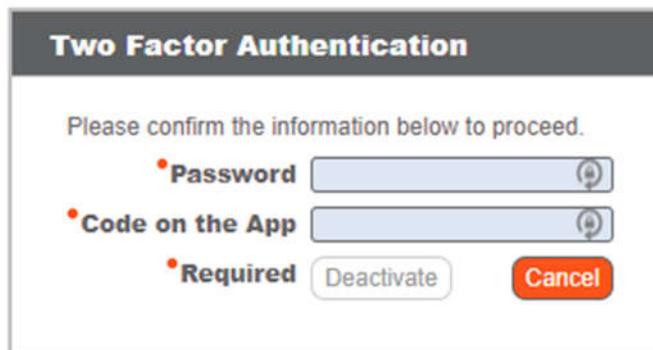
For this example, we will be removing Google Authenticator.

- Using your PC/Mac (not your smartphone), open a web browser and go to <https://bomgar.interact911.com/login/> and log into Bomgar with your username, password, and token from your current authenticator.
- Scroll down to the bottom of the screen to the Two Factor Authentication section and click the button “Deactivate Two Factor Authentication”.



The screenshot shows a dark header with the text "Two Factor Authentication". Below the header, a message states "Two factor authentication is currently active for your account." At the bottom of the message area, there are two orange buttons: "Replace Authenticator App" and "Deactivate Two Factor Authentication".

- You will get the following screen in which you will enter your password and a code from the current authenticator app.



The screenshot shows a dark header with the text "Two Factor Authentication". Below the header, the text "Please confirm the information below to proceed." is displayed. There are two input fields: "Password" and "Code on the App", each with a red asterisk and a small circular icon to its right. Below the input fields, there is a "Required" label and two buttons: "Deactivate" (light gray) and "Cancel" (orange).

- Click the Deactivate button and you can add your new Microsoft Authenticator app following the instructions under Activate 2FA in Bomgar above.