



MFA User Guide

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Introduction

MFA Methods are supported with:

1. Email
2. Rublon Authenticator (Push Notification)
3. Rublon Authenticator Passcode
4. SMS Passcode

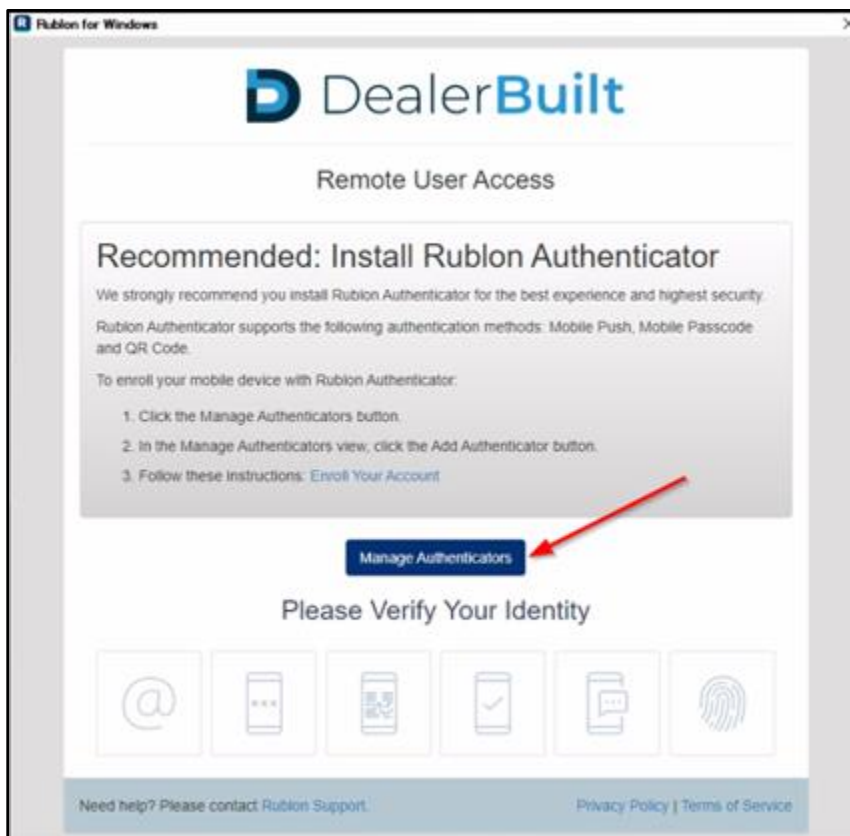
Once implemented, you will be prompted to enroll in Rublon MFA when you connect to the Remote Desktop for the first time. Below is a step-by-step guide to complete your enrollment.

Note, once enrolled, you will be prompted to complete the MFA challenge or authentication each time to login, and you will need to provide the appropriate response or input. If the information input during the MFA challenge fails, you will need to start over.

Enrollment steps:

Initiate enrollment

1. Launch the RDP session using the RDP icon or from RDweb (<https://connect.dealerbuilt.com>)
2. Once launched, you will be prompted to install the Rublon Authenticator, if you have not already enrolled. All the MFA options will be greyed out at first. Click on “Manage Authenticators” to enable Push Notification.

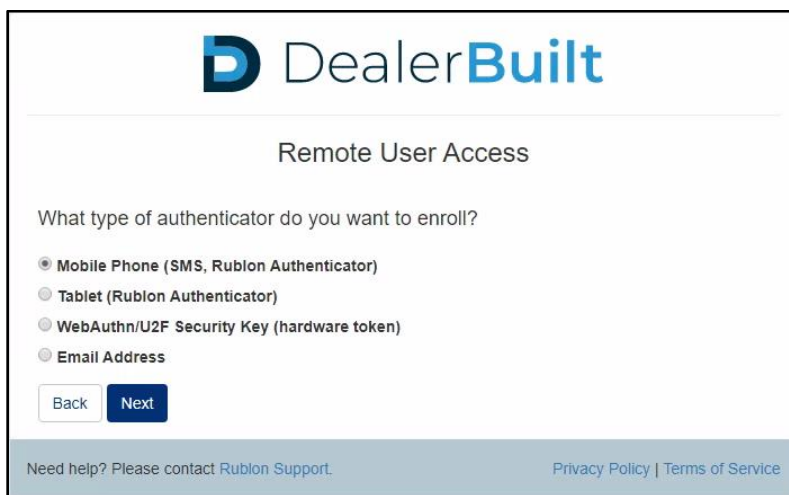


3. Click on “Add Authenticator”



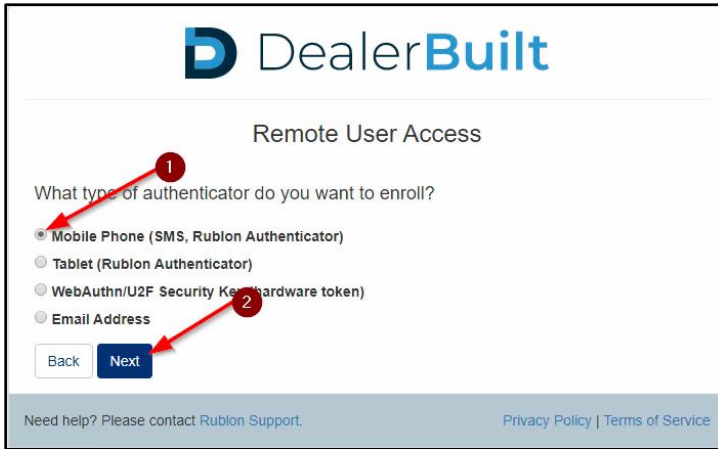
4. Select your preferred method for MFA authentication, either “Mobile Phone”, “Tablet”, or “Email Address”. Then, Click “Next”.

- Select “Mobile Phone” to use the Authentication App with a SMS passcode. [Click here](#) for enrollment steps.
- Select “Tablet” if you wish to use the Authentication App without a phone number. [Click here](#) for enrollment steps.
- Select “Email Address” to use email as Authenticator. [Click here](#) for enrollment steps.
- **Note:** WebAuthn/U2F is not enabled
- Follow the enrollment section based on type of factor selected.

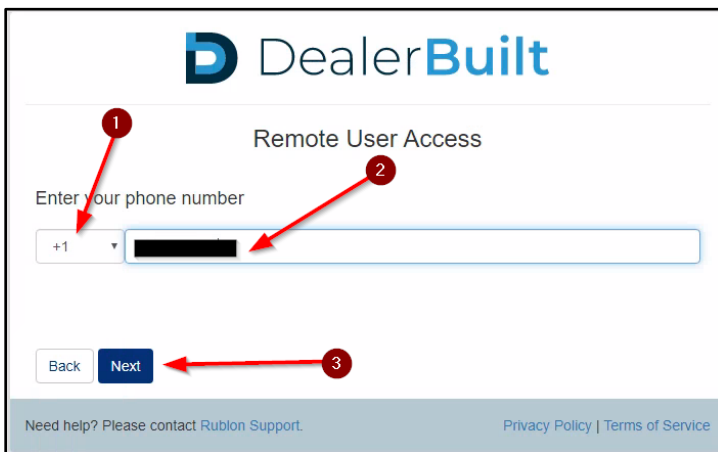


Enrollment with Mobile Phone

1. Select "Mobile Phone (SMS, Rublon Authenticator)" and click on Next.



2. Select Country code, fill mobile number. Then, click Next.

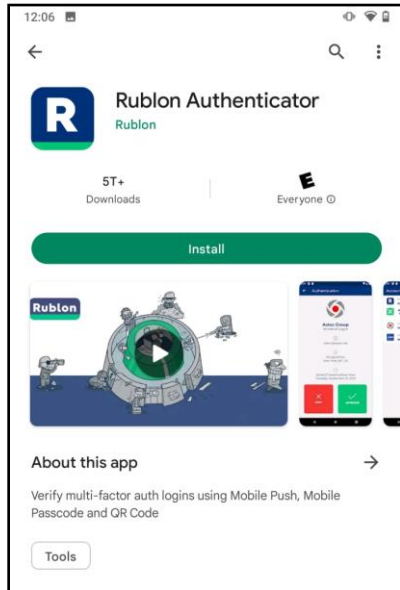


3. Select your type of device (Android or iOS). Then, Click Next.

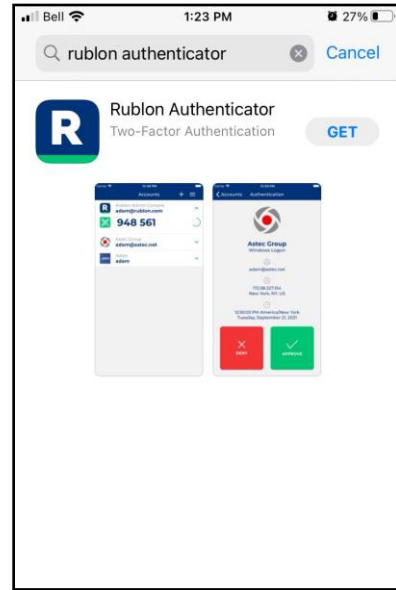


4. Install the Rublon Authenticator app on your mobile device from Play Store (Android) or App Store (iOS).

Android



iOS



5. Back on the Remote Desktop session, check "I have installed Rublon Authenticator" option and click on Next.



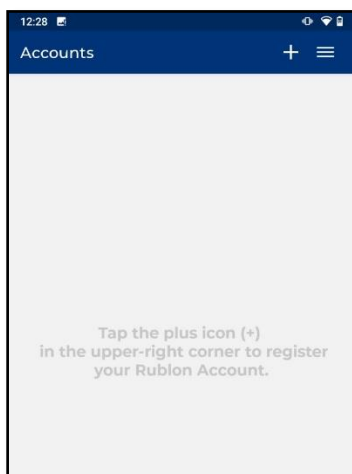
6. You will be presented with a QR code.



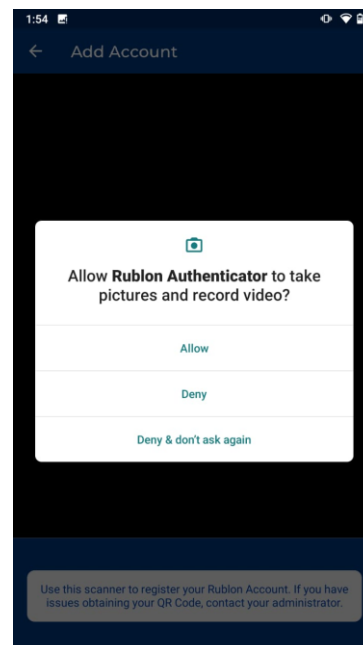
7. Open the Rublon Authenticator app on your Mobile device. 1) Make sure to select 'Allow' to receive notifications. 2) In the Application, click the '+' icon to register your Rublon Account. You may receive a second prompt which will allow access to the camera. Click on Allow.

Android

Step 1

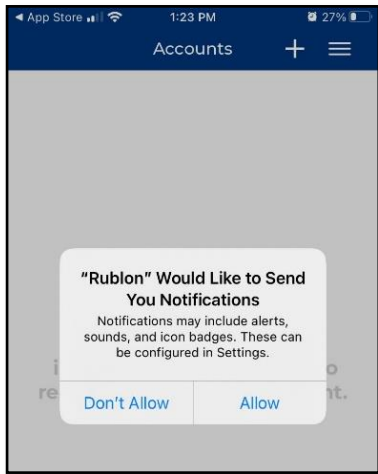


Step 2

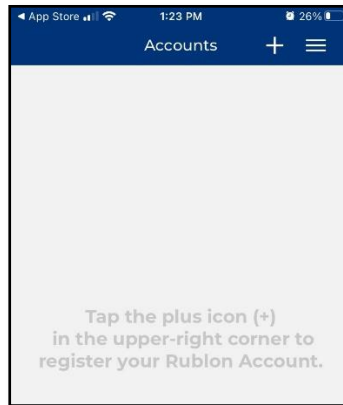


iOS

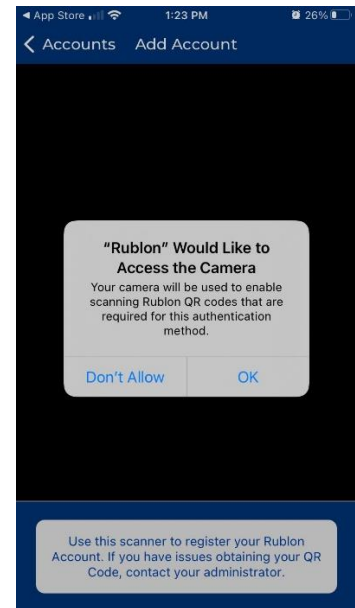
Step 1



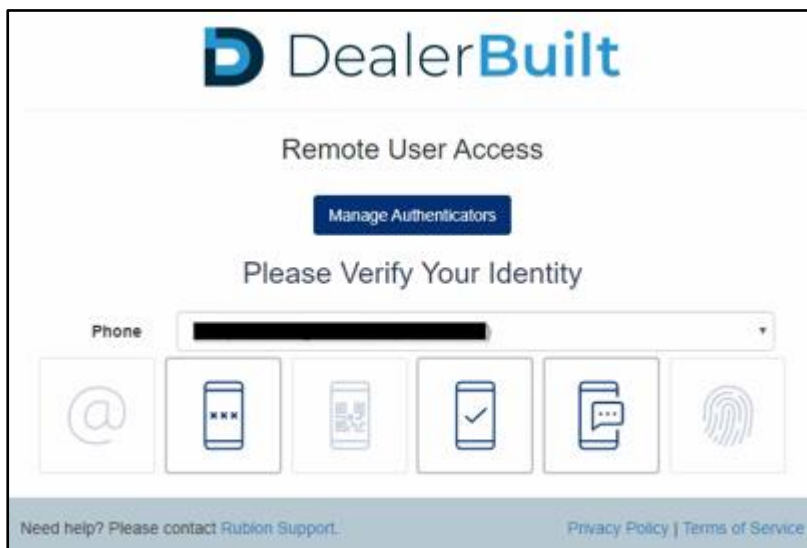
Step 2



Step 3



8. Scan the On Screen QR code and the account will be added to Rublon Authenticator app. You will be redirected back to MFA selection screen. Select the factor of your choosing to complete the MFA challenge.
- If SMS passcode is selected, you must fill the SMS passcode on next screen and on successful completion the server session will be logged on.
 - If Push notification is preferred, click on Push Icon to initiate MFA push challenge.



9. A Push Challenge will be sent to your mobile device. Check back on your mobile and click on "Approve" for the push challenge to complete the logon.



10. For future logons, you will be taken directly to the MFA challenge screen and prompted for your Authentication factor.

Enrollment with Tablet

1. Select "Tablet (Rublon Authenticator)" and click on Next.



The screenshot shows the DealerBuilt Remote User Access enrollment screen. The title is "Remote User Access". The question is "What type of authenticator do you want to enroll?". There are four radio button options: "Mobile Phone (SMS, Rublon Authenticator)", "Tablet (Rublon Authenticator)", "WebAuthn/U2F Security Key (hardware token)", and "Email Address". The "Tablet (Rublon Authenticator)" option is selected. A red arrow labeled "1" points to the selected option. Below the options are "Back" and "Next" buttons. A red arrow labeled "2" points to the "Next" button. At the bottom, there is a footer with "Need help? Please contact Rublon Support." and "Privacy Policy | Terms of Service".

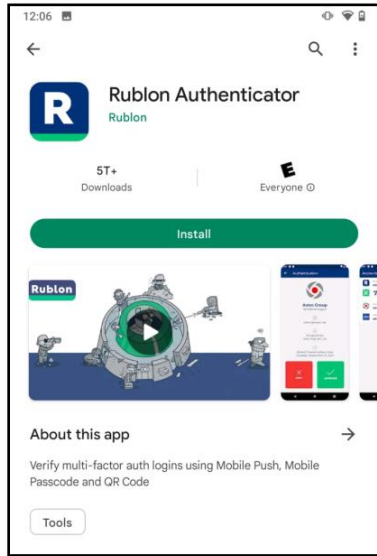
2. Select your type of device (Android or iOS). Then, Click Next.



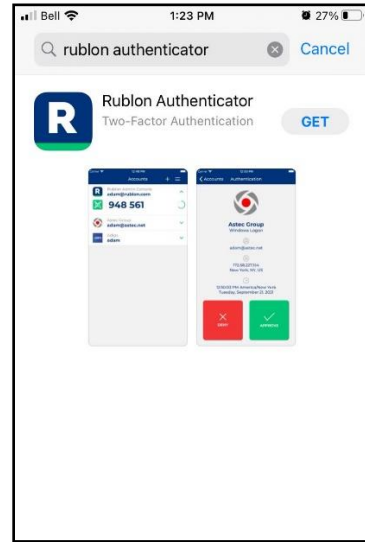
The screenshot shows the DealerBuilt Remote User Access enrollment screen. The title is "Remote User Access". The question is "What platform does your device have?". There are two radio button options: "Android" and "iOS". The "Android" option is selected. A red box highlights the "Android" and "iOS" options. Below the options are "Back" and "Next" buttons. A red arrow points to the "Next" button. At the bottom, there is a footer with "Need help? Please contact Rublon Support." and "Privacy Policy | Terms of Service".

3. Install the Rublon Authenticator app on your mobile device from Play Store (Android) or App Store (iOS).

Android



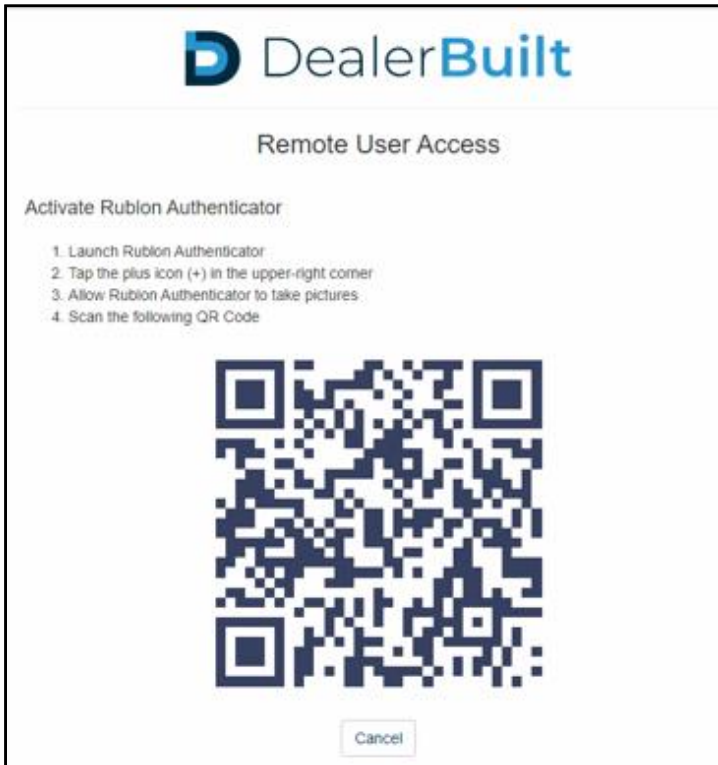
iOS



4. Back on the Remote Desktop session, check "I have installed Rublon Authenticator" option and click on Next.



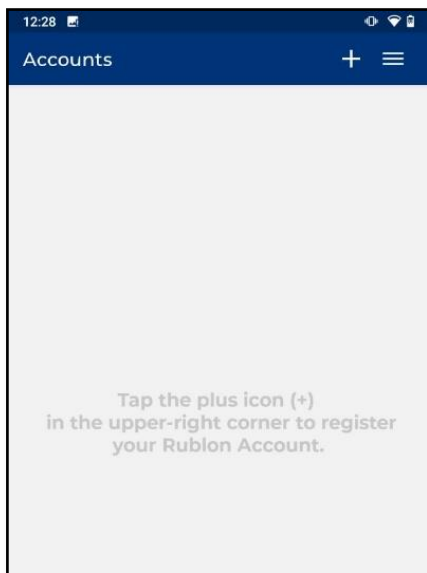
5. You will be presented with a QR code.



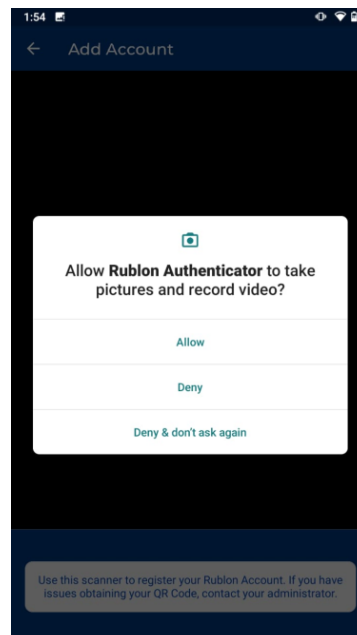
6. Open the Rublon Authenticator app on your Mobile device. 1) Make sure to select 'Allow' to receive notifications. 2) In the Application, click the '+' icon to register your Rublon Account. You may receive a second prompt which will allow access to the camera. Click on Allow.

Android

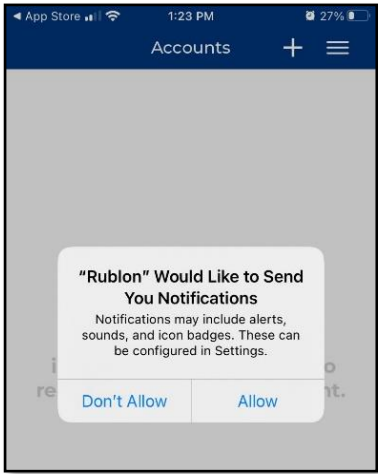
Step 1



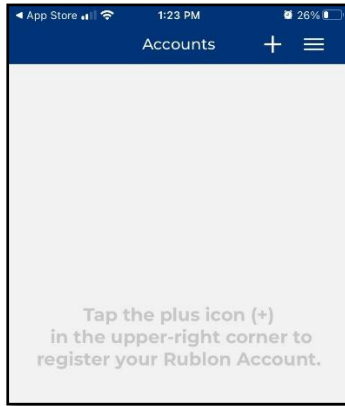
Step 2



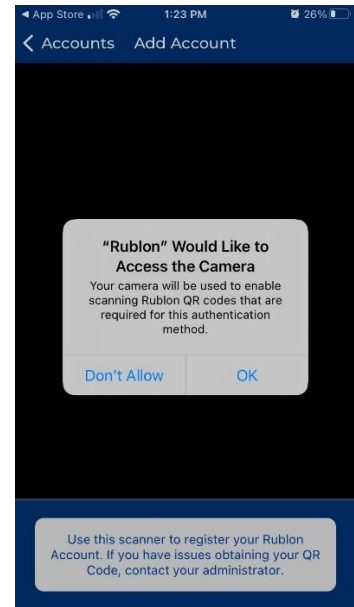
Step 1



Step 2



Step 3



- 7. Scan the On Screen QR code and the account will be added to Rublon Authenticator app. You will be redirected back to MFA selection screen. Click on Push Icon to initiate MFA push challenge.



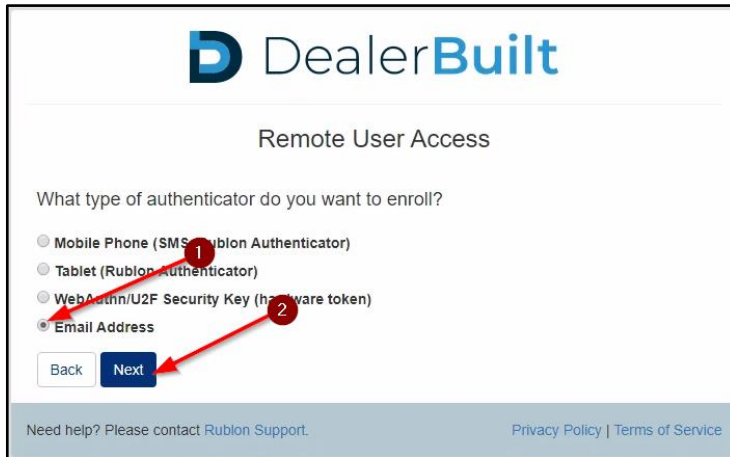
8. A Push Challenge will be sent to your mobile device. Check back on your mobile and click on "Approve" for the push challenge to complete the logon.



9. For future logons, you will be taken directly to the MFA challenge screen and prompted for your authentication factor.

Enrollment with Email Address

1. Select "Email Address" and click on Next.



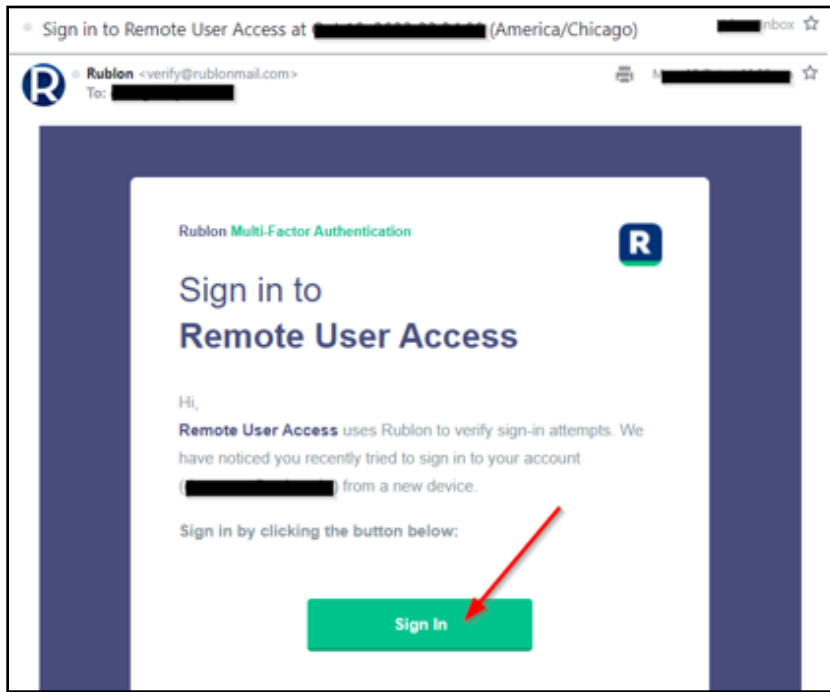
2. Fill in the work email address and click on "Add". You will be redirected to MFA selection screen on successful addition of email address.



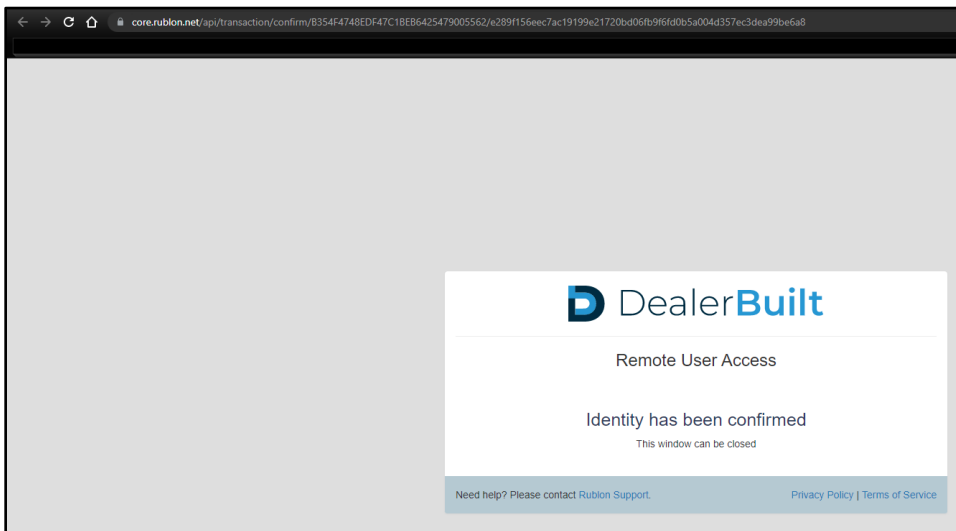
3. On the MFA selection screen, select the email icon to initiate the MFA challenge.



4. You will receive the MFA challenge link to your email. Click on “Sign In” link in the email. It will open the link in a web browser.



At this point, you can close the web browser tab. Your login will have been completed successfully.



Manage Authenticators

You can also add additional MFA factors apart from the one you initially enrolled with for redundancy. If you are already enrolled, click on “Manage Authenticators”, complete the MFA, click on “Add Authenticator” in subsequent screen and select the MFA Factor that you would like to add and follow the subsequent prompts as listed in previous sections to complete the enrollment.