DealerBuilt

Multi-Factor Authentication (MFA) User Guide

10/27/2022

Table of Contents

Introduction

Multi-Factor Authentication is instrumental in making systems more secure and resistant to instances of hacking. It helps ensure that the person logging in with a username and password is the correct person. It requires a user to validate with a second factor after entering their username and password using methods like authenticator mobile apps, SMS, and email.

Current second factors supported in DealerBuilt MFA:

1. Authenticator App

Coming Soon: SMS code (get a code sent directly to your cellphone number)

Feature Availability

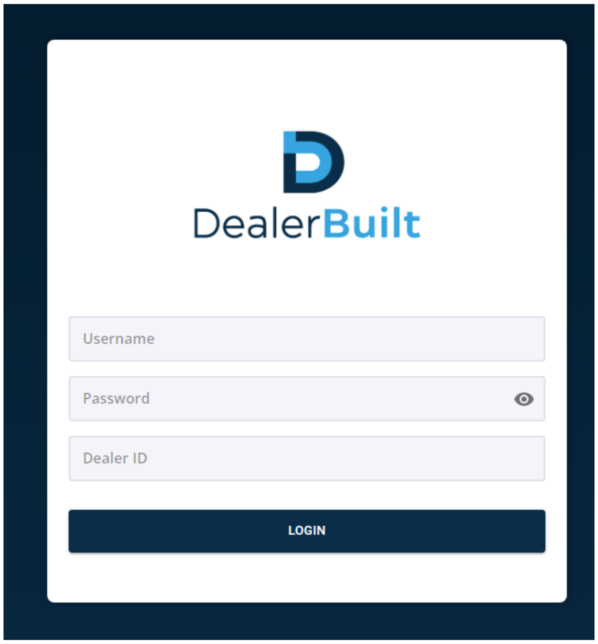
DealerBuilt must configure your dealership to have MFA enabled. There is a system toggle where we can turn MFA on or off for a dealership and this can be used in the case there is an issue with MFA like a partner outage. If that happens, we may suspend MFA for a period of time to ensure your employees have access to the system.

When MFA is enabled, all users are required to log in with MFA. If they have not enrolled in MFA, they will be required to set up their second factor when they log in.

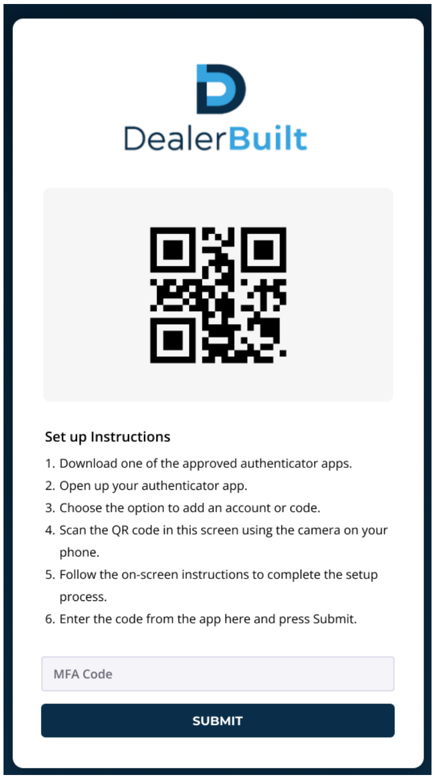
Enrollment steps

Enrollment for each user into MFA happens as the user logs in. After the feature is enabled for your dealership, the next time a user logs in they will be prompted to set up a second factor in order to gain access to DealerBuilt.

1. Launch DealerBuilt and login with username and password. Your dealership ID should be visible and set.



2. After logging in, you will see the QR code screen to set up the link between your authenticator app and DealerBuilt.



DealerBuilt

Set up Instructions

1. Download one of the approved authenticator apps.
2. Open up your authenticator app.
3. Choose the option to add an account or code.
4. Scan the QR code in this screen using the camera on your phone.
5. Follow the on-screen instructions to complete the setup process.
6. Enter the code from the app here and press Submit.

The user will need to have downloaded one of the tested authenticator apps listed

here: ***Tested Authenticator Apps***

We have created setup guides for three popular authentication apps:

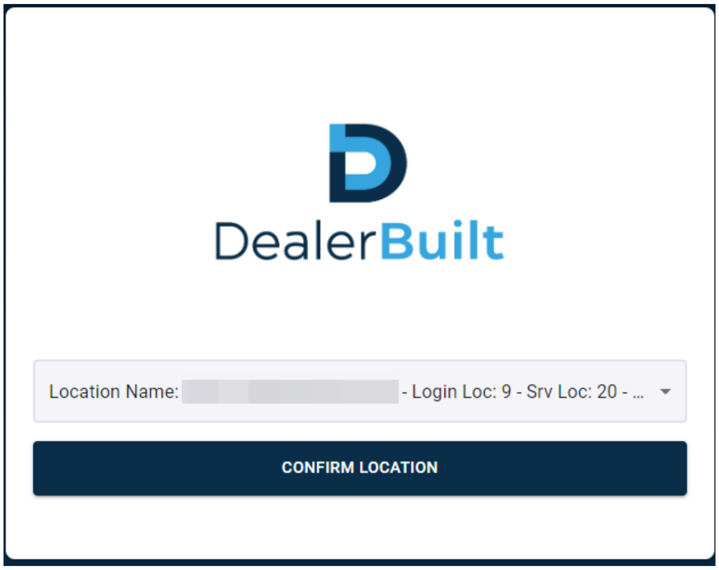
- Google Authenticator
- Microsoft Authenticator
- Duo Mobile

In each app, the process is similar as you add an account or code, elect to scan a QR code, and then use the phone on your camera to scan the QR code we are showing on the computer in the screen above.

Once the account has been successfully added to your authentication app, you will get a code to enter in this screen. Enter that code and hit Submit. You will now have access to DealerBuilt – if you are a multi-location user see the next section.

For Multi-Location users:

If your account has multiple locations, you will be prompted to select which location you are logging into:



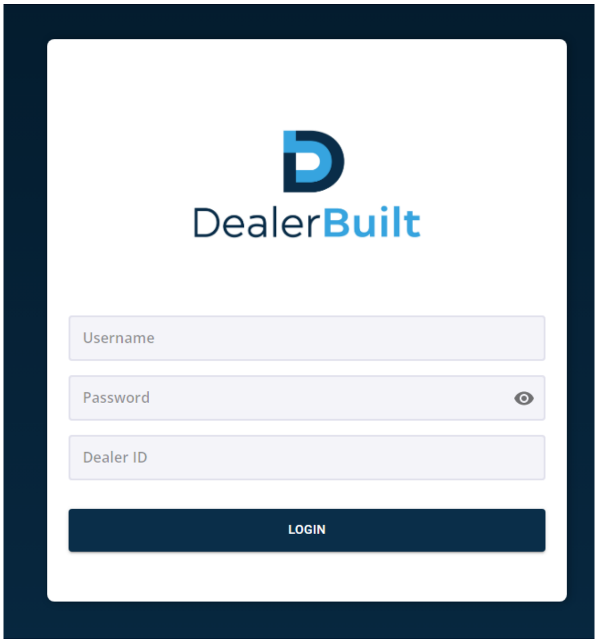
Location Name: [redacted] - Login Loc: 9 - Srv Loc: 20 - ...

Select the appropriate location and click Confirm Location.

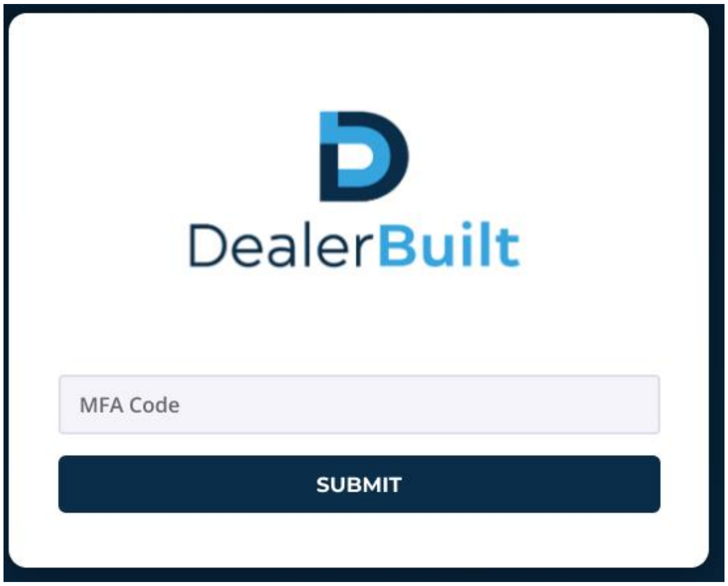
Note: You will only see this if your separate locations are on the same database. If they are not, you will need to setup MFA separately for each account that you have.

Subsequent Logins

After setting up MFA, each time you login you will enter your username, password, and Dealer ID:



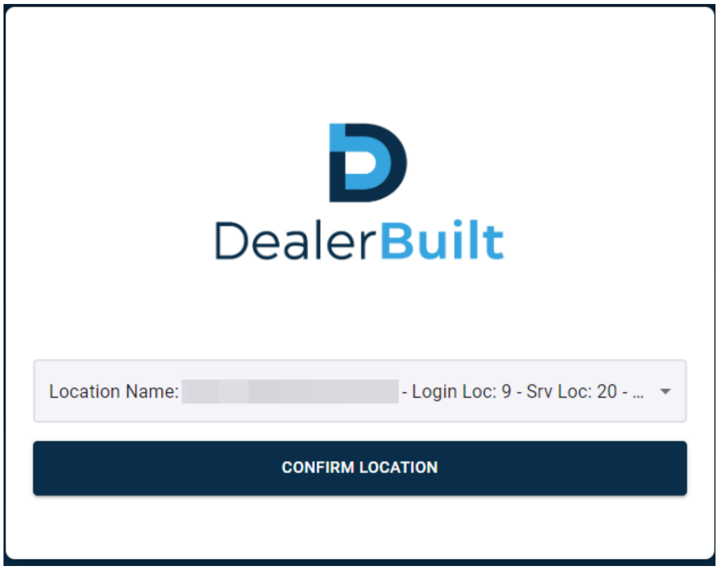
And you will then be prompted to enter your MFA code. Open your authenticator app, select the DealerBuilt account you are logging into (you may have more than one), and enter the code from your app in this screen:



You will then be granted access to DealerBuilt unless the location is part of a database with multiple locations.

For Multi-Location users:

In the case of multiple locations, you will select the appropriate location in the next screen:



Location Name: [redacted] - Login Loc: 9 - Srv Loc: 20 - ...

Once you click Confirm Location, you will be granted access to DealerBuilt.

Password Changes

If you need to change your password, that is still done in DealerBuilt. All new passwords must be 6 characters or more or will result in an error when logging in via MFA.

New phone, lost phone, damaged phone, etc.

Once you have used your phone to authenticate via MFA, you will need to keep using it to access DealerBuilt. If something happens to your phone where you can no longer access the authenticator app, contact our support: https://dealerbuilt.com/about-us/contact-us/

They can remove your existing second factor and you will go back through the enrollment process to setup a second factor on a new phone.