GMF Connect MFA Setup Guide for Dealers

Context

Multi-Factor Authentication adds an extra layer of security to the login process, requiring users to provide two or more pieces of evidence (or factors) to prove their identity, beyond just a username and password.

Steps:

1. Make sure you're logged into GMF Connect.
2. You should be welcomed with an MFA pop-up window prompting you to scan a QR code for your selected mobile device.
3. If the window does not pop-up, click the "Enable MFA" button in the upper right corner.
4. Use the QR code to download the authenticator app of your choice.
5. Once you've installed your select authenticator app, click "Enable MFA" on the pop-up window.
6. After clicking the "Enable MFA" button, you will be logged out of GMF Connect.
7. Log back into GMF Connect.
8. You will be prompted to choose a verification method using the authenticator app you installed in step 3.
9. Follow the guided instructions to connect your authenticator app.
10. Now you are ready to login in using MFA.

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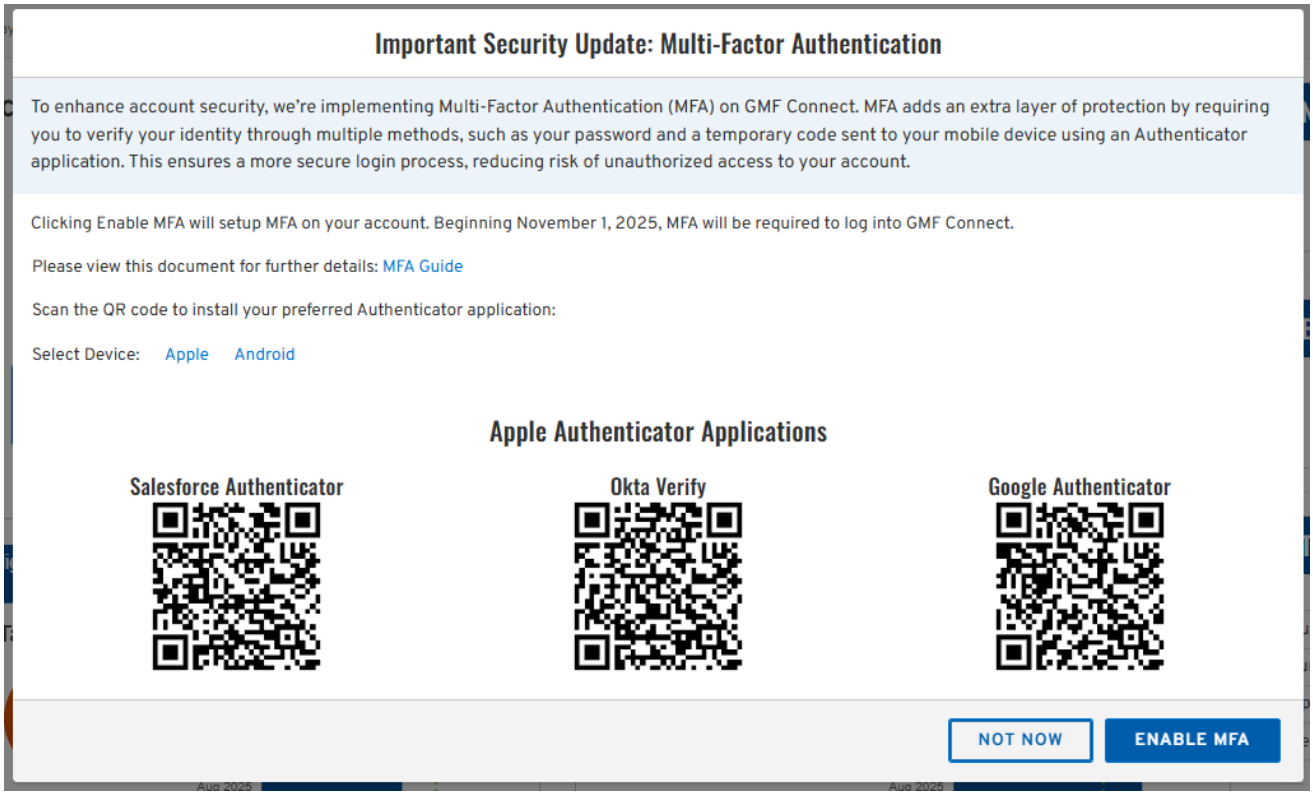
Walkthrough

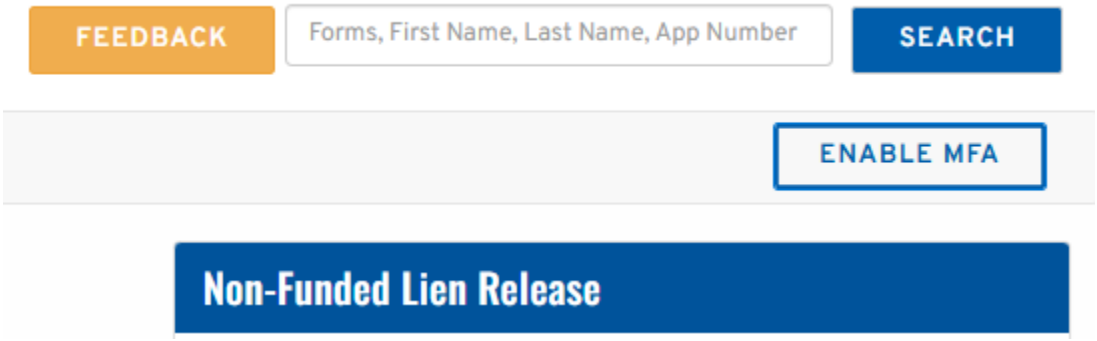
1. After logging into GMF Connect, a pop-up window will prompt you to set up Multi-Factor Authentication (MFA). If you choose “Not Now”, the window will close and the MFA setup process will not begin.

2. To proceed with enabling MFA, select your device type: Apple or Android.

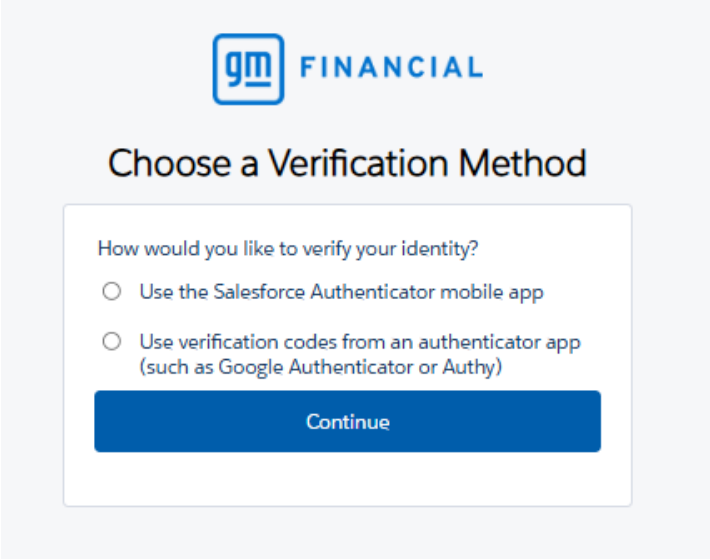
3. Three QR codes will appear, which you can scan with your mobile device to be directed to the chosen authenticator app in your device’s app store.



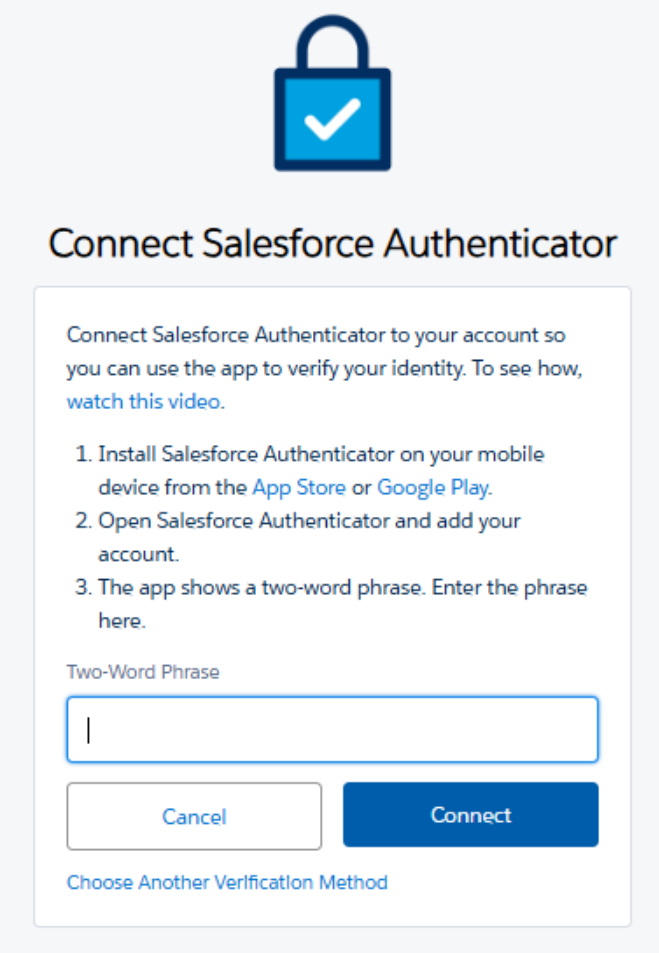
4. To reopen this window, there is an “Enable MFA”, button in the upper right corner. After clicking the “Enable MFA” button, the window will display.

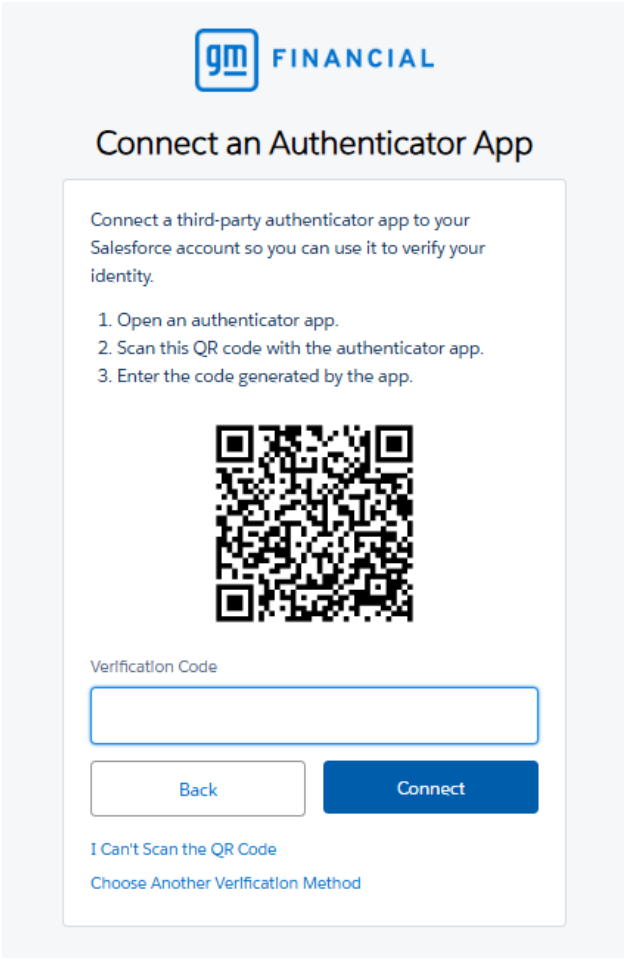


5. After clicking the “Enable MFA” button in the pop-up window, you will be prompted to set up an authenticator app the next time you log into GMF Connect. You can choose to use the Salesforce Authenticator app or a third-party app of your choice such as Okta or Google Authenticator

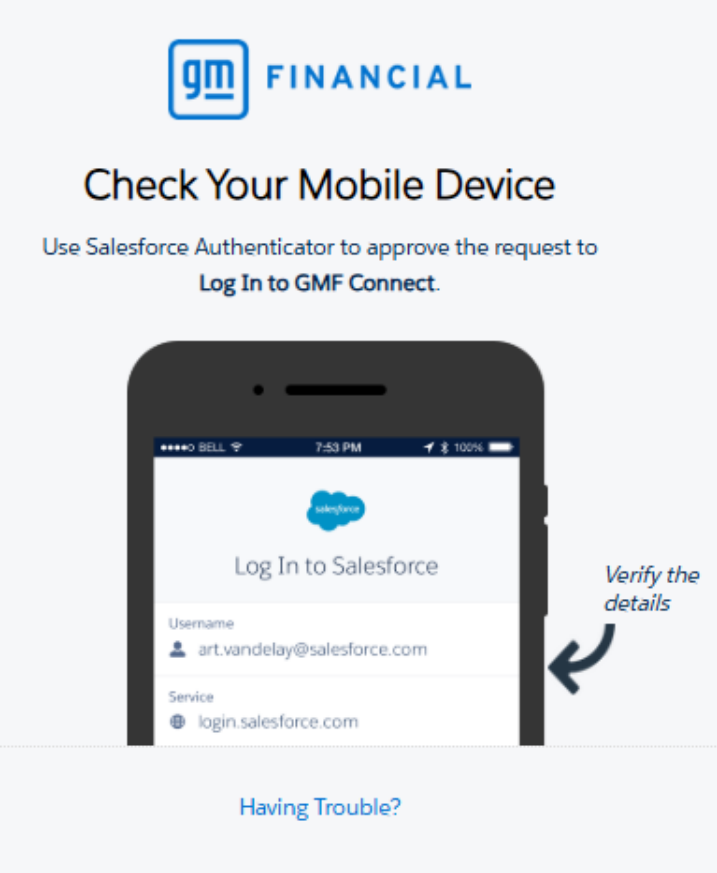


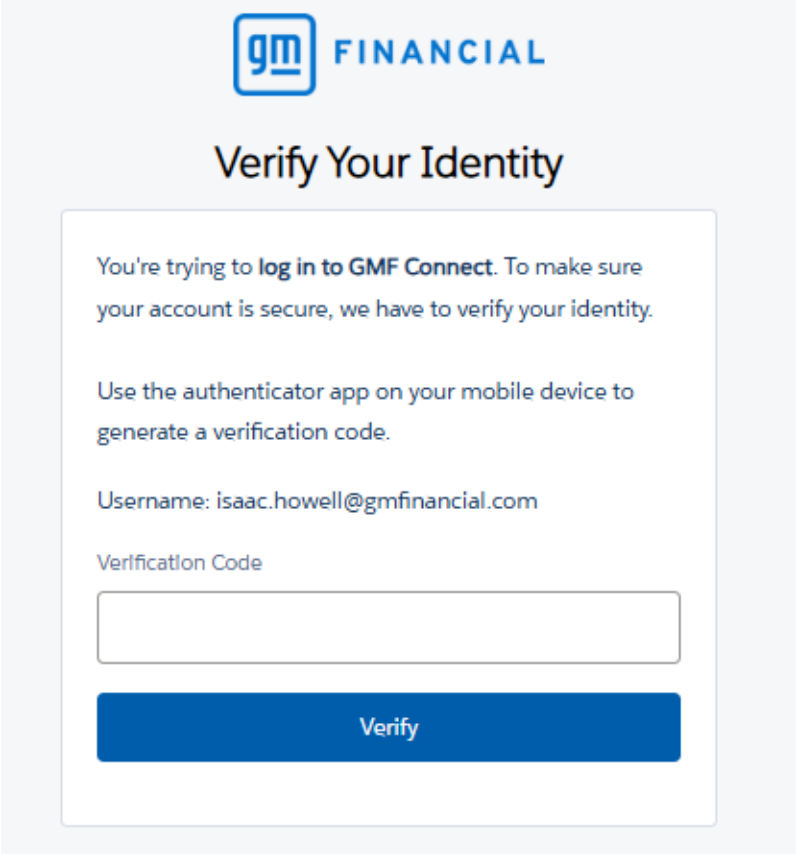
6. If you chose the Salesforce Authenticator you will be prompted to enter a two-word phrase. If you select another app you will be prompted to enter a verification code. Once you enter the phrase or code your account will be connected and the MFA set up process is complete





7. The next time you log in, you will be prompted to approve the MFA request using your chosen authenticator app on your mobile device





GMF Connect MFA Setup Guide for Dealers FAQs

Q: What is an authenticator app?

A: *An authenticator app is a mobile application used for multi-factor authentication (MFA). It generates time-based one-time passcodes that you enter to verify your identity. This adds an extra layer of security by ensuring that even if someone knows your password, they can't access your account without the code from your device.*

Q: What authenticator apps can I use?

A: *There are many mobile, desktop, and browser extension apps available, including free versions. Some popular options include Salesforce Authenitcator, Google Authenticator, and Okta. The Salesforce Authenticator app is recommended.*

Q: Who do I contact if I'm having issues?

A: *Reach out to the Dealer Relations team at dealerrelations@gmfinancial.com.*

Q: Can I get a code via text/SMS?

A: *At this time, we do not support text/SMS as a verification method.*

Q: What happens if I lose/recplace my mobile phone?

A: *Reach out to the Dealer Relations team at dealerrelations@gmfinancial.com. They can unregister the old phone from your user account, allowing you to set up the MFA verification on your new phone.*

Q: What happens if I want to set up a new authentication app?

A: *Reach out to the Dealer Relations team at dealerrelations@gmfinancial.com. They can disconnect the old authentication app from your user account, allowing you to set up the MFA verification on a new authenication app.*

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Q: Will I have to use an authenticator app each time I log in?

A: *Yes, unless you're using the Salesforce Authenticator app and you allow it to know you're location. If you allow access to your location then you will not need to verify your loggin from that location going forward. For more information on this please visit this link.*

Q: Is there a video guide on how to use the Salesforce Authenticator app?

A: *Yes, please visit this link.*

Q: What if I'm not seeing a QR code to connect a third-party athenticator app?

A: *Please click "I Can't Scan the QR Code" and follow the instructions.*