

Authenticating into Workspace

All Workspace users must download and link a multi-factor authenticator app to their Workspace account. Only users who have connected a multi-factor authenticator will be able to access Workspace. This job aide will assist those who prefer to use a **browser-based authentication**.

We recommend the free Salesforce Authenticator app for your mobile device as it works best with Workspace.

- For iPhone, get the app from the [App Store](#).
- For Android devices, get the app from [Google Play](#).

Important: if you choose to use a browser-based authenticator, you will only be able to access Workspace using that browser on that machine.

To install and connect your Workspace account using your browser, there are two things you need to do:

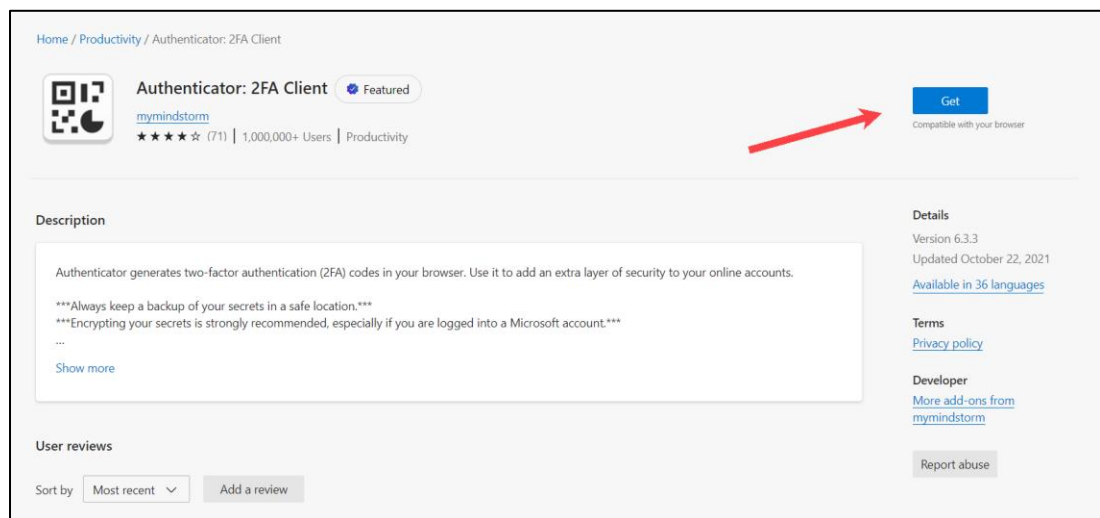
(A) Install an authentication extension on Microsoft Edge (preferred) or Google Chrome – whichever you use to access Workspace, and

(B) Set up this new extension to accept Workspace as a verification option.

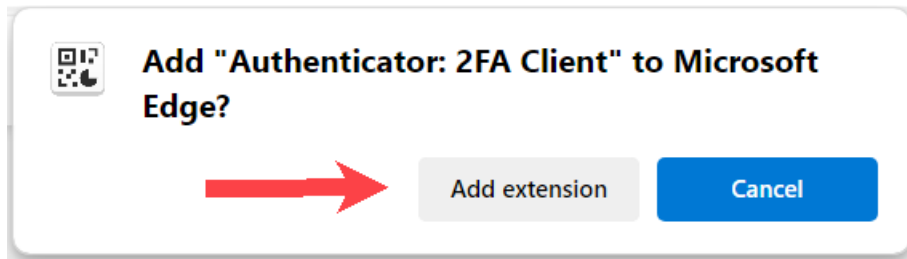
(A) Install the *Authenticator: 2FA Client* extension on your browser

1. If you use Microsoft Edge to access Workspace

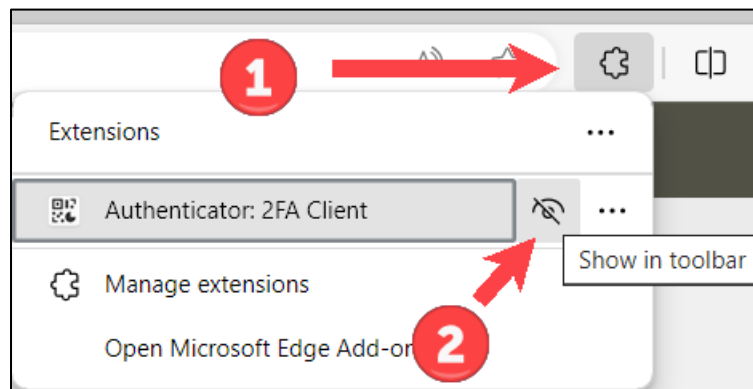
- a. [Click here](#) and select **Get**



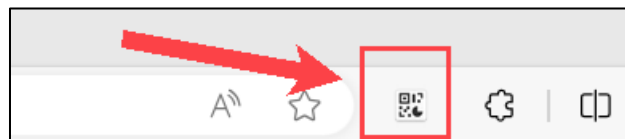
- b. You'll be prompted to confirm so select **Add extension**



- c. You'll see a message that the extension was added, showing an icon with a QR code inside to the right of the web address field but **the extension icon will be hidden after installed.**
- d. To make the authentication extension always visible on your toolbar, click the puzzle piece to the right of the web address field (shown #1 below) and then select the eyeball (#2) so it's no longer crossed out.

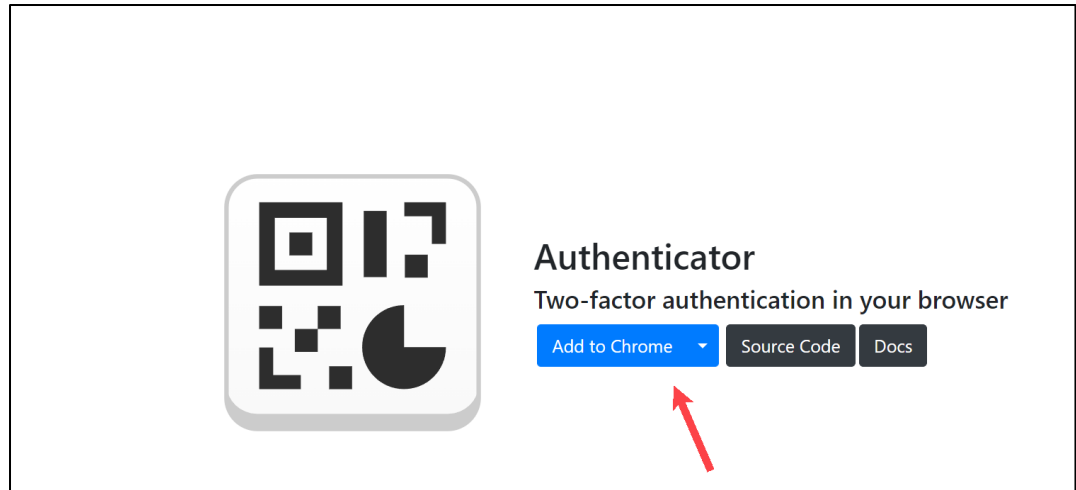


- e. You should now see the QR code icon on the toolbar to the left of the web address field.

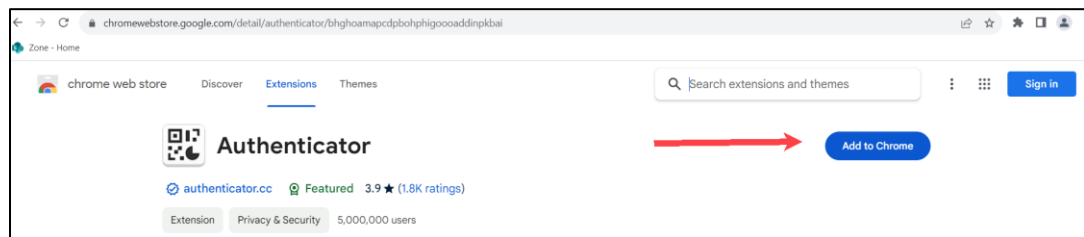


2. If you use Google Chrome to access Workspace

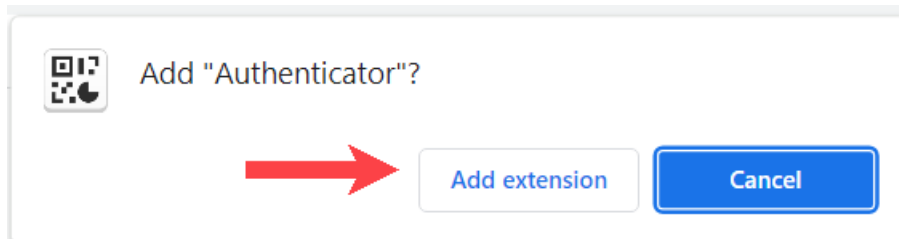
- a. [Click here](#) and select **Add to Chrome**. Do not select a different browser from the dropdown.



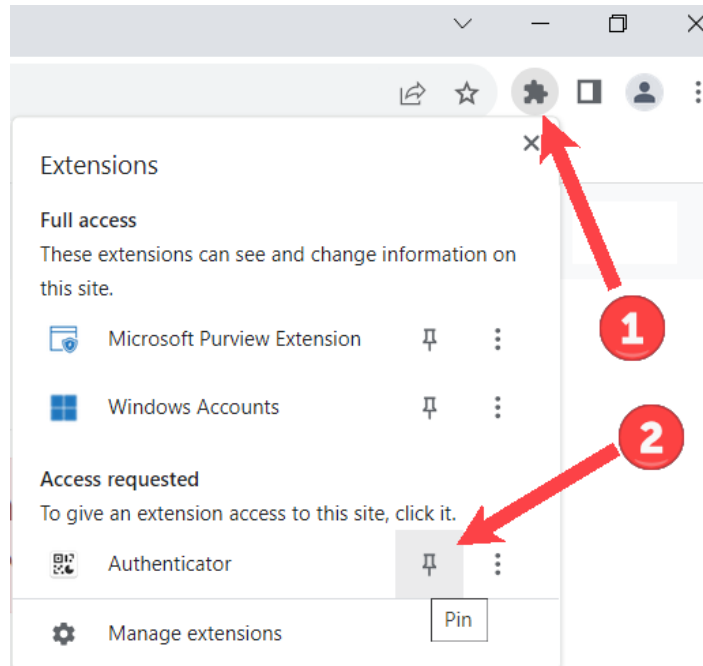
b. Select **Add to Chrome**



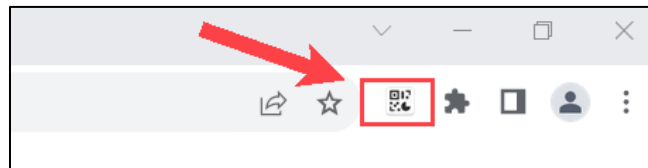
c. Confirm again by selecting **Add extension**



- d. You'll see a message that the extension was added, showing an icon (with a QR code) to the right of the website/URL field. But the icon will be hidden after installed.
- e. To make the authentication extension always visible on your toolbar, click the puzzle piece to the right of the web address field (#1 shown below) and then find the Authenticator extension and click the pin (#2)




- f. You should now see the QR code icon on your toolbar.



Now you're all set for **Step B**. Please note that while your screen may look slightly different depending on your browser, the steps below are identical for Microsoft Edge and for Chrome.

(B) Set up Workspace verification using the newly installed browser authenticator

1. Go to Workspace and sign in as normal with your email, password and association.
2. You'll be asked to choose a verification method. If you don't have a mobile phone, can't or prefer not to use one, then choose the second option "Use verification codes from an authenticator app" and select **Continue**.



Choose a Verification Method

How would you like to verify your identity?

☐ Use the Salesforce Authenticator mobile app

☒ Use verification codes from an authenticator app (such as Google Authenticator or Authy)

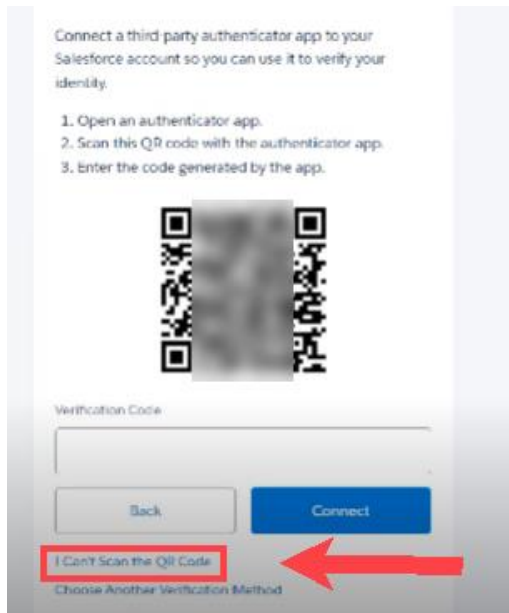
Continue

MFA is needed starting Nov 06, 2023
(unless an admin turns it off)

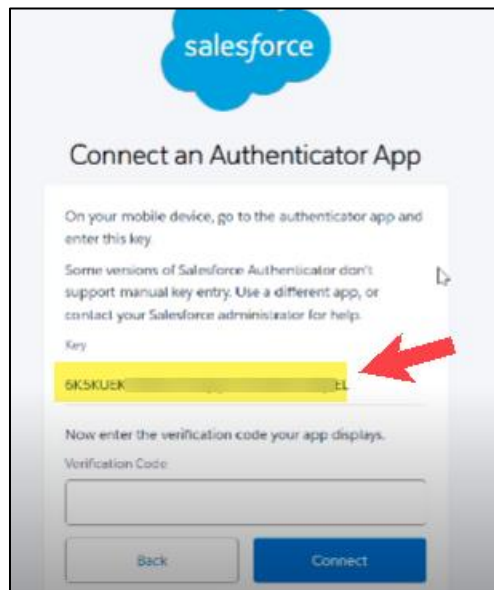
[Get Help](#)

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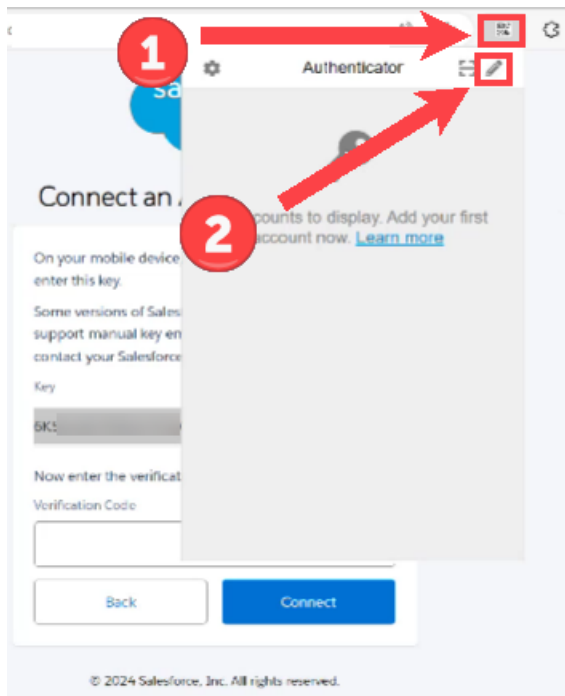
3. You'll see a QR code on the screen, which can only be used for mobile setup. So instead, scroll down below the 'Back' button and click the link '**I can't Scan the QR Code**'



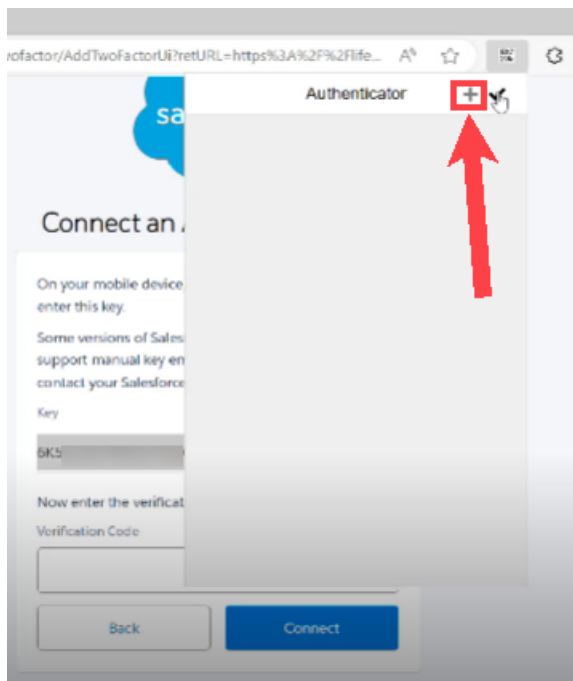
4. On the next screen, you'll be given a unique key (example highlighted yellow) to set up your authenticator. Select the entire key and click Ctrl-C to copy it (or right-mouse click and select Copy)



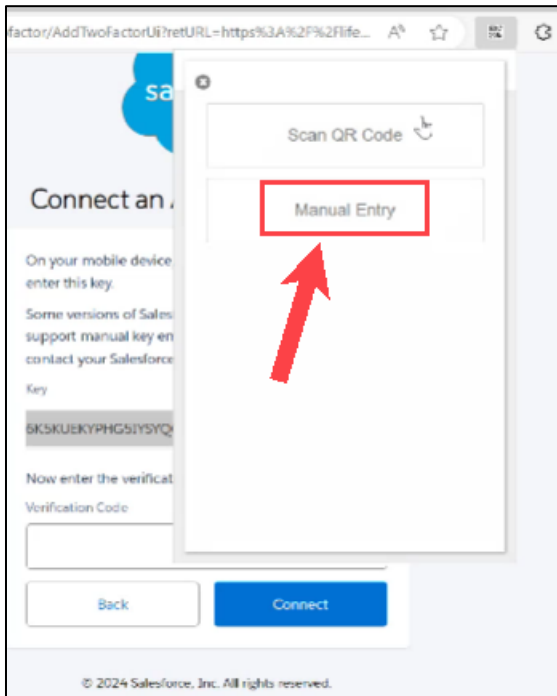
- Next, click on the Authenticator extension icon from to the right of the web address field (#1 shown below) and then click the pencil icon (#2)



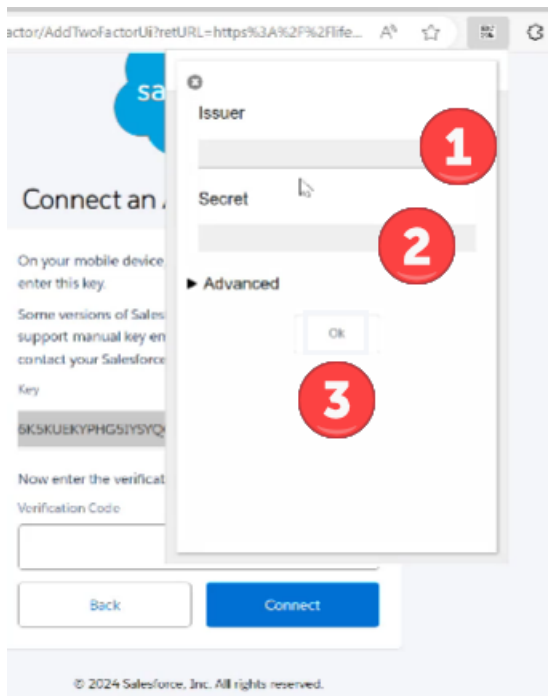
- Click the plus (+) sign



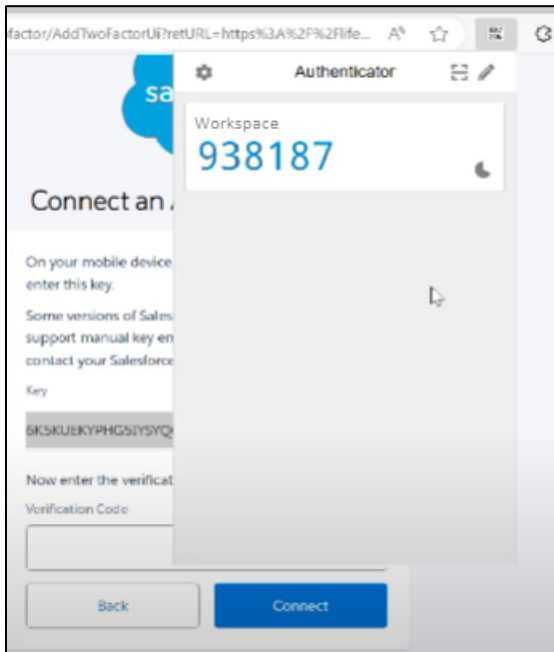
7. Select **Manual Entry**



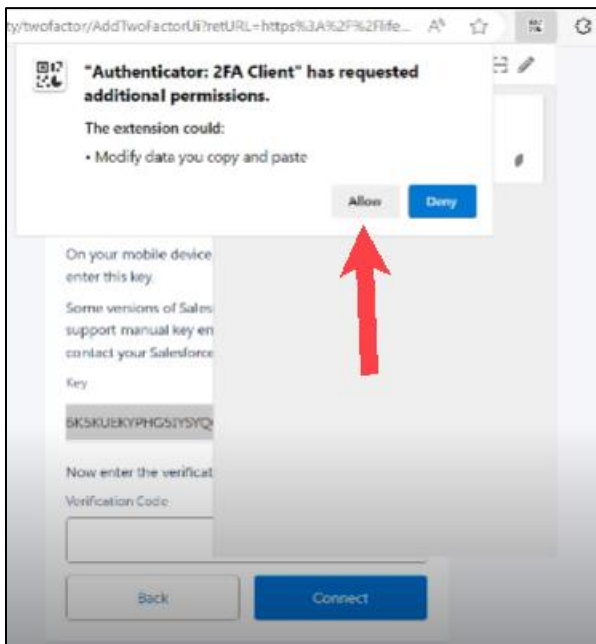
8. In the 'Issuer' field (#1 shown below), type **Workspace** and in the 'Secret' field (#2), paste the key that you copied from step 4 by using Ctrl-P or right-mouse click in the field and click Paste. Then click **OK** (#3)



9. You should now see that you've added Workspace with an authentication code that is automatically generated.

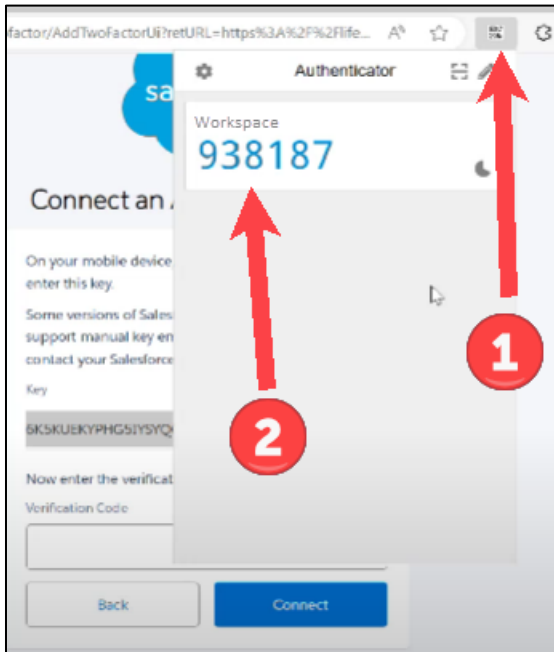


10. Click on the code and select **Allow** when you see the dialog box. This will close the Authentication dialogue.



11. So you'll need to go back to the right of the web address field again and click the QR icon (#1 shown below). This will bring up the Workspace authenticator. Click on the verification number (#2). This will automatically copy it to your clipboard.

NOTE: Like other authenticators, this code has a time limit and auto-expires after 30 seconds. If you see the timer on the right is nearly low, wait for the next code to be generated.



12. Paste the code in the 'Verification Code' field and click **Connect**. You will then be redirected to the Workspace homepage.

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Connect an Authenticator App

On your mobile device, go to the authenticator app and enter this key.

Some versions of Salesforce Authenticator don't support manual key entry. Use a different app, or contact your Salesforce administrator for help.

Key

8K5KUEKYPHG5IYSYQQTPHICMDGSPQ6EL

Now enter the verification code your app displays.

Verification Code

750833

Back Connect

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13. For future logins to Workspace, you will only need to complete two short steps after entering your username/password on the Workspace login page:
- On the Verify Your Identity page, click the QR icon at the top of your browser (#1) and click on the number to copy it.
 - Paste the number into the 'Verification Code' field (#2) and click **Verify**

verification/method/TotpVerificationUI/e?vcsrf=d8ni-r-X-...

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Verify Your Identity

You're trying to Log In to Salesforce. To make sure your Salesforce account is secure, we have to verify your identity.

Use the authenticator app on your mobile device to generate a verification code.

Username: [redacted]

Verification Code

[redacted]

Verify