User Guide:

Using MFA with emeasftp.fisglobal.com

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December 16, 2024

Starting from this communication, all FIS users will be required to access emeasftp.fisglobal.com

using Multi-Factor Authentication (MFA) for both HTTPS and SFTP protocols. To access the system via

the SFTP protocol, you must first complete the MFA registration process via the web portal. This guide

provides detailed instructions on how to register MFA and log in using MFA for both HTTPS and SFTP

access.

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Registering MFA on the Web Portal

Navigate to the Web Portal:

- Open your web browser and go to https://emeasftp.fisglobal.com.
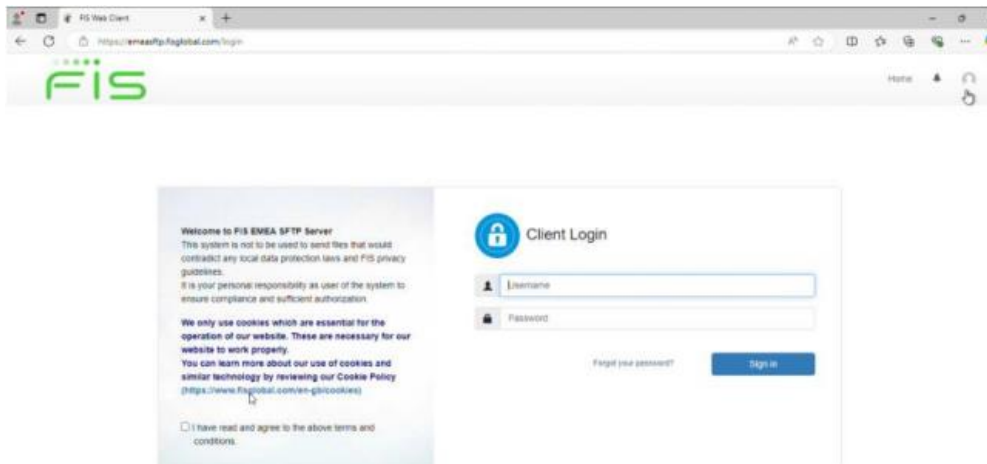
Log in with Credentials:

- Enter your username and password to log into your account.

 - Check the box to confirm that you have read and agree to the terms and conditions.

- Click the Sign In button.
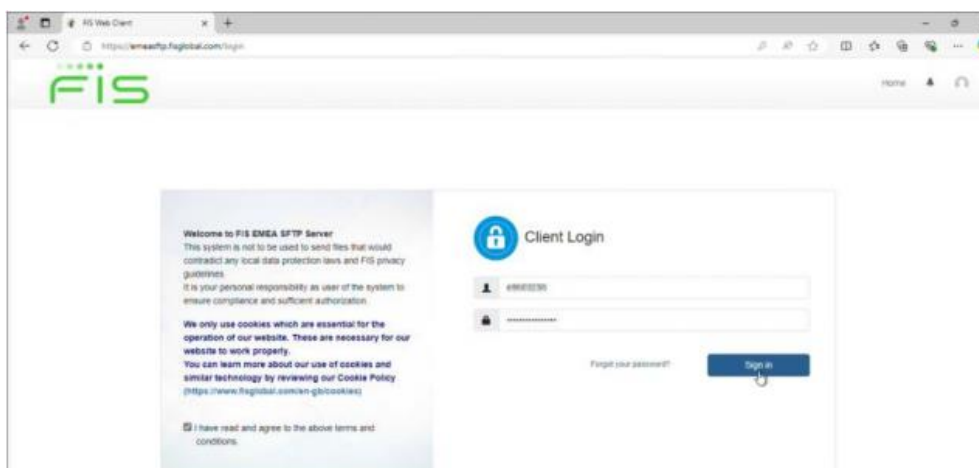
MFA Registration (First-Time Login):

- Upon your first login, you will be prompted to register MFA.

- Follow the on-screen instructions to link your account to an authenticator app (such as Google Authenticator, Microsoft Authenticator, Twilio Authy or Duo Mobile).

- Open your authenticator app and scan the QR code displayed on the screen.

> o **If QR code scanning is not possible, manually enter the key provided in your app.**

- Enter the six-digit code generated by the authenticator app to confirm the MFA setup.

Note: For users who do not have a mobile phone or smartphone, it is feasible to use a PC-based authenticator app, such as **WinAuth**. **WinAuth** provides similar functionality and can be used to generate MFA codes securely. You can download it from the following link Download - WinAuth.
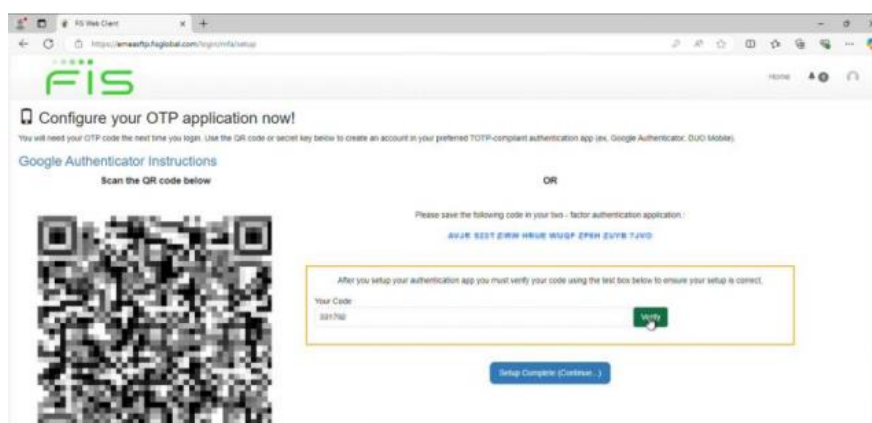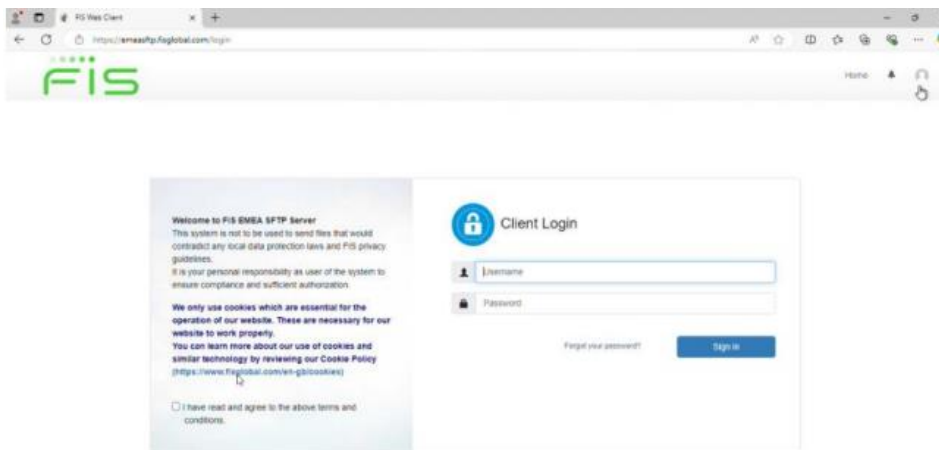

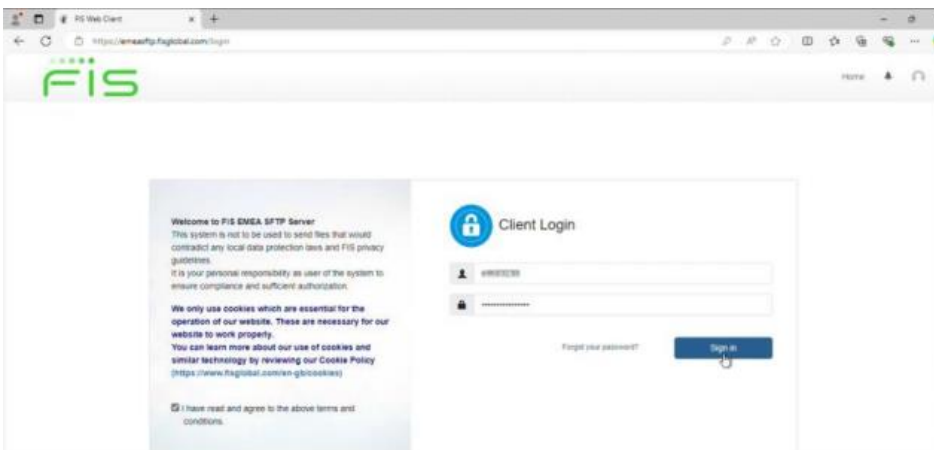## Registering MFA on the Web Portal

Using MFA for HTTPS Access

Navigate to the Web Portal: -

- Open your web browser and go to https://emeasftp.fisglobal.com.

Log in with Credentials:

- - Enter your username and password.
- - Check the box to agree to the terms and conditions.
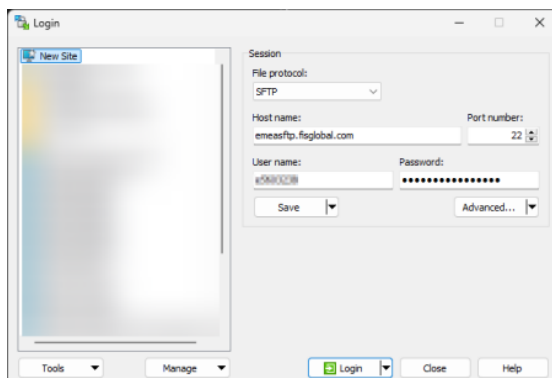- - Click the Sign In button

MFA Verification:

- After logging in, you will be prompted to enter your MFA verification code.

- Open your authenticator app and retrieve the six-digit code for emeasftp.fisglobal.com.

- Enter the code into the Your Code field. - Click the Sign In button to complete the process.
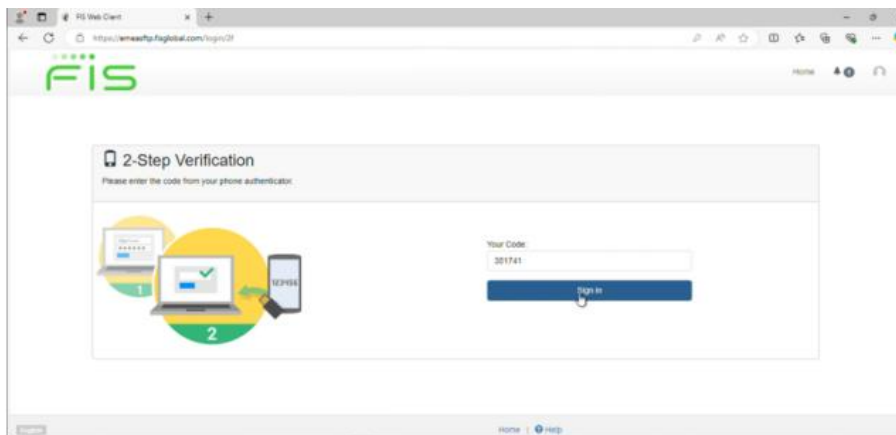
Using MFA for SFTP Access

Set up WinSCP (as Example):

- Open WinSCP and configure a new site connection.

- Enter the hostname as emeasftp.fisglobal.com, along with your username and password.

- Choose the SFTP protocol for the file transfer.

- Ensure the port number is set to 22 (default for SFTP).

Authentication Banner:

- Upon initiating the login, you will see an Authentication Banner reminding you about compliance and guidelines.

- Click Continue to proceed
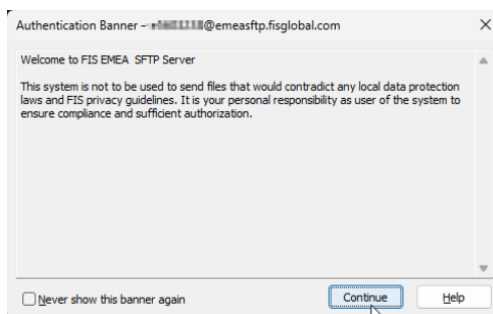
MFA Verification

- During the SFTP login process, you will encounter a prompt to enter your MFA code.

- Open your authenticator app and retrieve the six-digit code for emeasftp.fisglobal.com.

- A field labeled "Factor", where you need to input your TOTP (Time-Based One-Time Password) generated by your authenticator app.

- Enter the code into the Factor field in the prompt.

- Click OK to proceed with the connection.
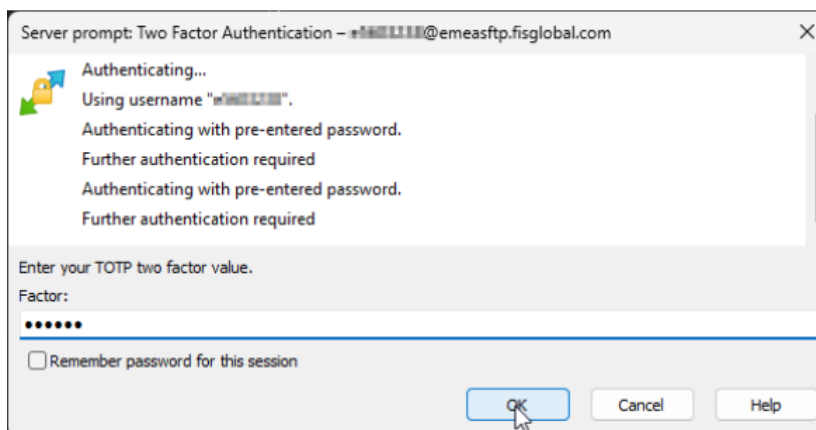
Complete the Connection

- Click OK to proceed with the connection.

Save Session Settings (Optional):

- If you frequently use this connection, save the session settings.

- Note: For security reasons, do not save your password directly in WinSCP.

Tips for Smooth MFA Usage

• Synchronize Device Time: Ensure that the time on your device is synchronized correctly to avoid any mismatches with the MFA code.

• Contact Support: If issues persist, reach out to your IT team or system administrator for assistance.

• Use a Reliable Authenticator App: Google Authenticator, Microsoft Authenticator, Twilio Authy, Duo Mobile, WinAuth or another trusted app can be used for generating MFA codes.

Conclusion

By following the instructions outlined in this guide, you can securely configure and use Multi-Factor Authentication to access https://emeasftp.fisglobal.com via both the web portal and an SFTP client, such as WinSCP. This additional layer of security will help safeguard your account and sensitive information from unauthorized access. If you experience any difficulties or need further assistance, please do not hesitate to contact us.