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G5 Two Factor Authentication

April 11, 2016





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What is Two Factor Authentication?

The U.S. Office of Management and Budget has mandated that all federal agencies implement increased cybersecurity capabilities to prevent unauthorized access to government systems. In keeping with the OMB mandate, the U.S. Department of Education will be implementing a more secure means for users of the G5 Grants Administration System to gain access, referred to as Two Factor Authentication. All G5 external users will be required to enter a second piece of identification in addition to their password when logging in.

Two Factor Authentication (TFA) is a security process in which the user provides two means of identification from separate categories of credentials; one is typically something that you know, such as a password; and the other is something that you have, such as a security code you download from your mobile device. The combination of these two security factors makes it more difficult for someone to access government systems. Once both the first and second factors are validated, users are allowed into the G5 system.



When will Two Factor Authentication be implemented?

- Two Factor Authentication will be rolled out to G5 users in groups starting in mid-April 2016 through the end of June 2016.
- Each group of users will be notified via an email a week before they are required to begin logging into G5 using Two Factor Authentication.



Logging into G5 using Two Factor for the First Time

1. Navigate to the G5 Home page and enter your Email ID and G5 password. Then click login.
2. You will be prompted with a new screen requesting that you verify existing phone numbers in G5, enter additional phone numbers (preferably one that is a mobile number), and answer two additional security questions.
3. You will then be directed to the Two Factor Authentication screen where you will have one of three ways to retrieve the unique code needed to complete the G5 log-in process. Use **only one** of the three options below to **retrieve the unique code** necessary to log into G5.
 - **App:** Use an authenticator application on your smart device
 - **Voice:** Receive Voice Call-Back
 - **Text:** Receive SMS Text



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Enter First Factor to Begin Log In

1. Navigate to the G5 Home page and enter your Email ID and G5 password.
2. Click Yes to Accept the Terms and then click Login. You will be directed to the Profile page.

The screenshot shows the G5 login interface. At the top, there's a banner with the G5 logo, the tagline "Empowering the grant community.", and the U.S. Department of Education seal. Below the banner, the word "Main" is displayed in a blue header bar. The main content area has a blue background and contains the following elements:

- A "Welcome" message.
- An "IMPORTANT: U.S. Department of Education to Implement Two factor Authentication for G5 Access" notice.
- A section for entering "Email ID" and "Password".
- A checkbox labeled "Yes, I Accept the Terms".
- A "Login to G5" button.
- Links for "Not registered? Sign Up" and "Forgot Email ID or Reset Password".
- A "Help Desk" section with information about self-help articles at EDCAPS.FORCE.COM.
- A note about two-factor authentication.



Verify and Enter Information

Main

You are here: [My Profile](#)

[Edit Profile](#)

View and Edit Your Profile

View your G5 profile. You may make changes directly to the form below. An * indicates a required field A + indicates an optional field for International users.

First Name	test
Last Name	testsixtysix
Email Address	test66@test.com
Work Number	<input type="text" value="2022456563"/>
Mobile Number	<input type="text"/>
Alternate Phone Number	<input type="text"/>
Security Question 1*	<input type="text" value="What street did you first live on?"/>
Security Answer 1*	<input type="text"/>
Security Question 2*	<input type="text" value="What was your favourite place to visit as a child?"/>
Security Answer 2*	<input type="text"/>
Security Question 3*	<input type="text" value="Who was your favourite teacher?"/>
Security Answer 3*	<input type="text"/>

[Cancel](#) [Continue >](#)

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1. Verify existing phone number and add additional one

2. Answer all security questions

3. Click Continue



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Click Continue to proceed

G5
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Main

You are here:[My Profile](#)

Edit Profile

View and Edit Your Profile

View your G5 profile. You may make changes directly to the form below. An ***** indicates a required field A + indicates an optional field for International users.

✓ • Profile Sucessfully updated. Click continue for G5

First Name	test
Last Name	testsixtysix
Email Address	test66@test.com
Work Number	2022456563
Mobile Number	2404785807
Alternate Phone Number	
Security Question1*	What street did you first live on?
Security Answer1*	Maryland Ave
Security Question2*	What was your favourite place to visit as a child?
Security Answer2*	Grandmas place
Security Question3*	Who was your favourite teacher?
Security Answer3*	Smit

Continue >



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Download Authenticator Application

Instructions for downloading the Authenticator app for each of the recommended mobile platforms can be found on the G5 App page as shown below. Click on the hyperlink for your specific mobile device to get detailed instructions.

- Android (2.1 or later)
- Apple IOS (5.0 or later)
- Windows

App Voice Text Remove Device

***Disclaimer:** In accordance with federal cybersecurity requirements, the U.S. Department of Education will be implementing Two Factor Authentication to protect its networks, systems, and data. As such, the Department is not responsible or liable for any costs, expenses, or damages incurred by you in connection with your use of, or registration for, Two Factor Authentication.*

To retrieve a passcode from an authenticator application on your smart device, you will first need to download the application and activate it

APP INSTRUCTION:

- Android click [here](#)
- iOS click [here](#)
- Windows Phone click [here](#)

ACTIVATE:

1. Open the authenticator application on your smart device.
2. Scan the QR code to the right or manually enter **FQVAC6DMQG3UI7LN**
3. Enter the code the app generates into the Passcode field below and click "Verify Code and Activate"

Passcode

Verify Code and Activate **Cancel**





Activate Your Smart Device

Once the Authenticator application is downloaded to your smart device, you will need to follow the steps below to activate it:

1. Scan the QR code that appears on the G5 Two Factor Authentication page or manually type the activation code on the G5 page into the key field on the authenticator application
2. Enter the 6 digit code generated into the Passcode field in G5
3. Click Verify Code and Activate

App Voice Text Remove Device

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2. Scan the QR code to the right or manually enter **FQVAC6DMQG3UI7LN**
3. Enter the code the app generates into the Passcode field below and click "Verify Code and Activate"

Passcode

Verify Code and Activate Cancel



2. Enter code here



1. QR Code

Note: The Authenticator Passcode for the App tab is only valid for 30 seconds



Log into G5 with Authenticator App

1. Open the Authenticator Application on your **smart** device (i.e. mobile) to generate the unique code.
2. Enter the code that is generated on your smart device into the Passcode field on the G5 Two Factor Authentication page.
3. Click on “Verify Code.” The code is valid for 30 seconds. If you do not enter the code in time, you will need to enter the next code that appears.

The screenshot shows a web-based Two Factor Authentication (2FA) interface. At the top, there is a navigation bar with four tabs: "App" (highlighted with a red box), "Voice", "Text", and "Remove Device". Below the tabs, there is a message instructing the user to open the mobile authenticator application on their device and enter the generated passcode into the provided field. A "Disclaimer" box contains a statement about federal cybersecurity requirements and the Department's responsibility. At the bottom, there is a "Passcode" input field (with a red box around it), a "Verify Code" button (also highlighted with a red box and a red arrow pointing to it), and a "Cancel" button.



Receive Voice Call-Back

The Voice Call-Back tab provides the capability for an authorized user to request a passcode via an automated call to their selected landline or mobile phone registered in G5. **Users must have a phone number registered on their profile page in G5.**

1. Click the radio button next to one of the phone numbers that you wish to receive an automated call providing a passcode
2. Click on Request Passcode
3. On the next screen that appears, enter the passcode sent via the automated call into the Passcode field in G5.
4. Click Verify Code.

The screenshot shows the 'Voice' tab of the G5 interface. At the top, there are four tabs: 'App', 'Voice' (which is highlighted with a red border), 'Text', and 'Remove Device'. Below the tabs, a message reads: 'Request a passcode be sent via an automated voice callback to one of the numbers listed below. The code will only be valid for 60 seconds.' A disclaimer follows: 'Disclaimer: In accordance with federal cybersecurity requirements, the U.S. Department of Education will be implementing Two Factor Authentication to protect its networks, systems, and data. As such, the Department is not responsible or liable for any costs, expenses, or damages incurred by you in connection with your use of, or registration for, Two Factor Authentication.' Three radio buttons are listed:

- XXX-XXX-5807
- XXX-XXX-6563
- XXX-XXX-5807

A large red arrow points to the bottom right corner of the 'Request Passcode' button, which is highlighted with a red border.

A small pop-up window titled 'Passcode' is shown. It contains a text input field labeled 'Passcode' with a red border, a 'Verify Code' button also with a red border, and a 'Cancel' button.

Note: The Authenticator Passcode for Voice Call-Back is only valid for 60 seconds



Receive SMS Text Message

The Text message tab provides an authorized user the choice to receive a passcode via text message. **Users must have a valid mobile phone number registered in the mobile field of their User profile in G5 .**

1. Click the radio button next to mobile number you wish to request a passcode
2. Click on Request Passcode
3. On the next screen that appears, enter the passcode retrieved from your mobile phone into the Passcode field in G5.
4. Click Verify Code.

The screenshot shows a user interface for managing mobile devices. At the top, there are four tabs: "App", "Voice", "Text" (which is highlighted with a red box), and "Remove Device". Below the tabs, a message reads: "Request a passcode be sent via a text message to the mobile number listed below. The code will only be valid for 60 seconds." A disclaimer follows: "Disclaimer: In accordance with federal cybersecurity requirements, the U.S. Department of Education will be implementing Two Factor Authentication to protect its networks, systems, and data. As such, the Department is not responsible or liable for any costs, expenses, or damages incurred by you in connection with your use of, or registration for, Two Factor Authentication." Underneath the disclaimer, the mobile number "XXX-XXX-5807" is displayed. At the bottom, a red arrow points to the "Request Passcode" button, which is also highlighted with a red box.

A modal dialog box with a white background. It contains a "Passcode" label with an empty input field, a "Verify Code" button in orange, and a "Cancel" button in grey.

Note : The Authenticator Passcode for the text message is only valid for 60 seconds



Remove Device

The Remove Device tab provides the user the ability to remove a device connected to the Authenticator Application from the user's profile in case the user loses or replaces the device.

App Voice Text **Remove Device**

If you activated an Authenticator App for G5, but have lost or replaced the mobile device, you will need to remove it from association with G5.

- Answer the questions below and click "Verify and Remove Device."
- Then go back to the App tab and activate the new device.

What street did you first live on? *

Who is your favourite entertainer? *

Verify and Remove Device



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Online Training

Online training can be found at www.G5.gov. You do not need to be a registered user to access training materials. Go to the Help menu> Online Training option under Main. Look for the topic “Two Factor Authentication.”

The screenshot shows the G5 Main page. At the top left is the G5 logo and the tagline "Empowering the grant community". At the top right is the U.S. Department of Education seal. Below the header is a navigation bar with "Main" selected. Under "Main" are links for "Home", "Help", and "News and Events". The "Help" section contains a link to "Online Training HTML", which is highlighted with a red box and a large red arrow pointing to it. The "News and Events" section lists several recent news items. At the bottom left is a "Help Desk" section with information about email support and hours of operation.

Main

Home

Help

Online Training HTML

(Case Sensitive)

In order to log into G5, you must accept the Department of Education's terms.

Yes, I Accept the Terms

Login to G5

ED employee / ED contractor [Sign Up](#)
Non ED employee [Sign Up](#)
Forgot [Email ID or Password](#) »

Help Desk

Help is available through e-mail or by calling the G5 Hotline.

- Hours Of Operation:8:00 AM

News and Events

[05/06/13 G5 Goes Mobile](#) - The Department is excited about the launch of the mobile web version of the Grants Management System website (G5.gov) on May 20, 2013... [more »](#)

[04/29/13 Refund Functionality Now Available](#) - The refund functionality is now available... [more »](#)

[04/19/13 Refunds Unavailable Monday April 15th - Monday April 29th Additional Options for Submitting Refunds](#) - The refund functionality is currently unavailable... [more »](#)

[02/22/13 Delay in Depositing Payment Requests from February 20th, 2013](#) - Due to the system outage on Thursday, February 21st, any International payments... [more »](#)

[02/22/13 New Policy for Modifying User Email Address](#) - Effective February 21st, 2013 users will no longer be able to modify their email address... [more »](#)

[11/09/12 Electronically Signed Grant Award Notification \(GAN\)](#) - Beginning November 19th, 2012, U.S. Department of Education program officers will have the option of signing a Grant Award Notification (GAN) electronically... [more »](#)

[11/09/12 International Payments](#) - Please note the cut off time for International payment requests will move from 1:00 PM EST to 12:00 PM EST on the following dates... [more »](#)

[10/09/12 NEW G5 Field Reader Webinar](#) - [more »](#)

[08/22/12 Refund Functionality Now Available](#) - The refund functionality is now available... [more »](#)



Frequently Asked Questions

Q: A secretary or operator answers my phone and transfers the call to me. Can I use that number to retrieve a passcode for the App, Text or Voice method?

A: No. You must be able to hear the automated voice giving the passcode (voice option) or read the passcode on a text (text option) and enter it into G5 within 60 seconds.

Q: Am I required to download an authenticator application?

A: No, you can choose to receive the passcode via text message to you or a phone call to your mobile or landline phone.

Q: I cannot use a smart device at my work and cannot receive phone calls or text messages. How can I retrieve the passcode?

A: Contact the G5 Hotline at 888-336-8930 to discuss alternatives.

Q: I am logging into G5 for my boss. How can I retrieve the passcode?

A: Under no circumstances is someone else permitted to log into another person's G5 account. Your boss must log into G5 or you must open your own account.

Q: The “text” tab is greyed out and I cannot use it. Why?

A: If you do not have a phone number entered in the “mobile number” field in your G5 profile, you cannot use this option for retrieving a passcode. Go to Main>My Profile and enter a valid mobile number into the correct field.

Q: I have several G5 accounts – can I use the same authenticator application and phone numbers for each of them?

A: Yes, as long as the phone numbers you enter are yours.



G5 Hotline

If you have any questions, please contact the G5 Hotline using one of the options below:

1. Phone number: 1-888-336-8930
2. Email: edcaps.user@ed.gov
3. Go to the self-help portal at edcaps.force.com to submit a ticket.