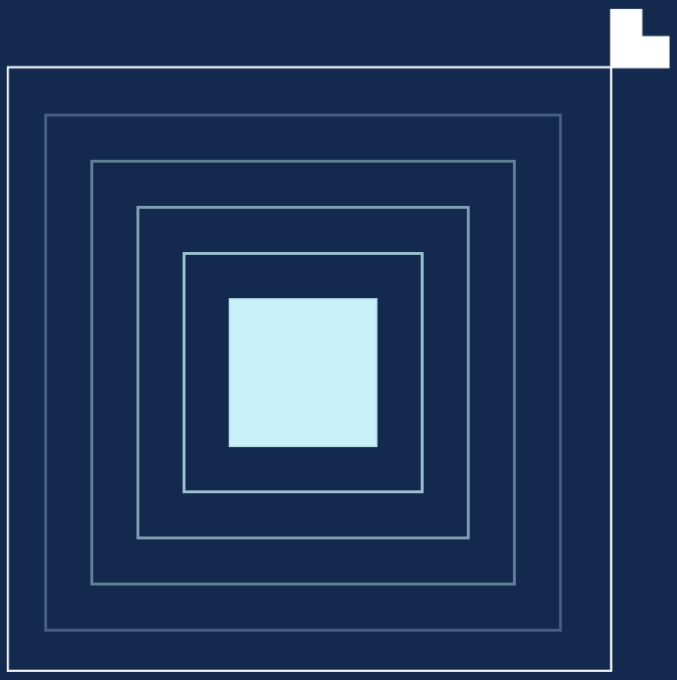
house of control

COMPLETE CONTROL 5 · USER GUIDE

Set up an authenticator app

Log in with a code from your phone



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Set up an authenticator app for Complete Control

You can now log in to Complete Control with a code from an authenticator app on your phone instead of a code by SMS. The app works abroad and without mobile coverage. Setting it up takes about 5 minutes, and you only do it once.

Where you set it up depends on whether you already use two-factor authentication:

- **Your company has turned on two-factor authentication, and you haven't set it up yet:** you set up the app the next time you log in. See *Set up the app when you log in*.
- **You already log in with a code, for example by SMS:** you add the app in your personal settings. See *Add the app if you already use two-factor authentication*.

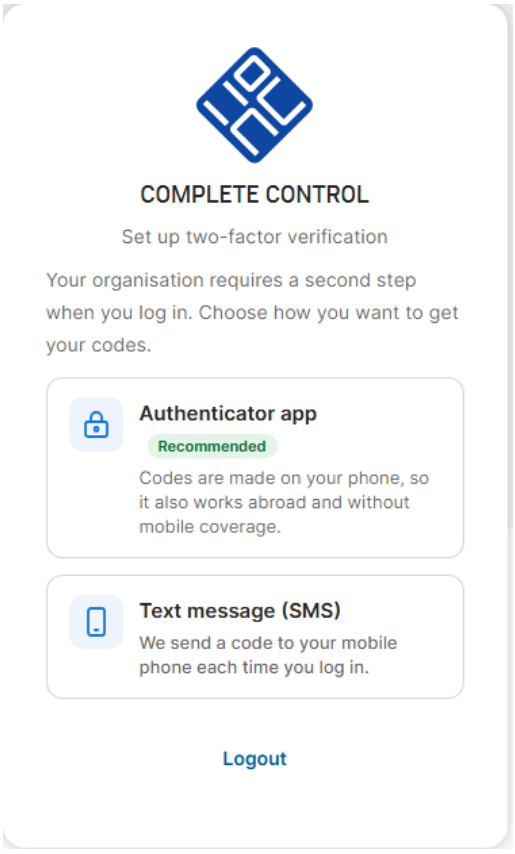
Before you start

You need:

- Your computer, where you log in to Complete Control.
- Your phone, with an authenticator app installed. If you don't have one yet, install **Microsoft Authenticator** or **Google Authenticator** from the App Store or Google Play. Both are free.

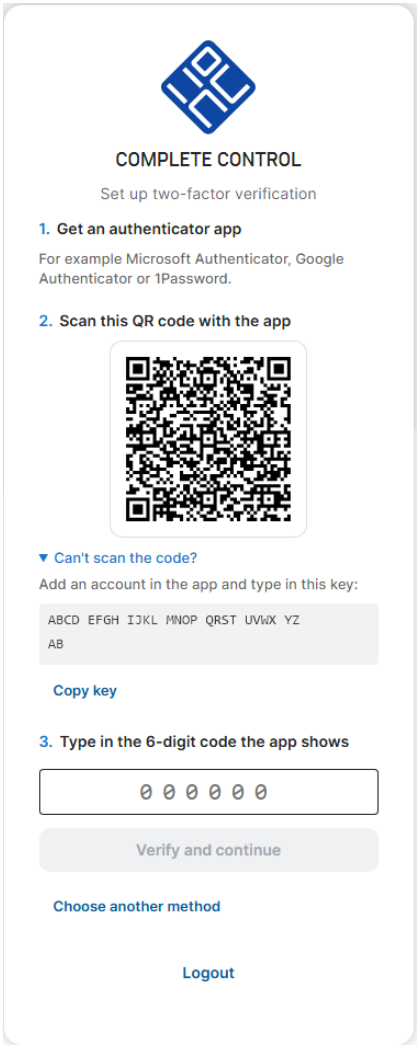
Keep both within reach. You will switch between them a few times.

Set up the app when you log in



1. Log in to Complete Control with your user name and password. The **Set up two-factor verification** screen appears.

2. Click **Authenticator app**. A QR code appears.
3. On your phone, open your authenticator app (not the camera), tap **+** or **Add account**, and scan the QR code. In Microsoft Authenticator, choose **Other account**.
   – If you can't scan the code, click **Can't scan the code?**. Then add an account in the app and type in the key shown, or click **Copy key** and paste it.
4. Type the 6-digit code the app shows, then click **Verify and continue**.



The app is now set up. From now on, you log in with a code from the app.

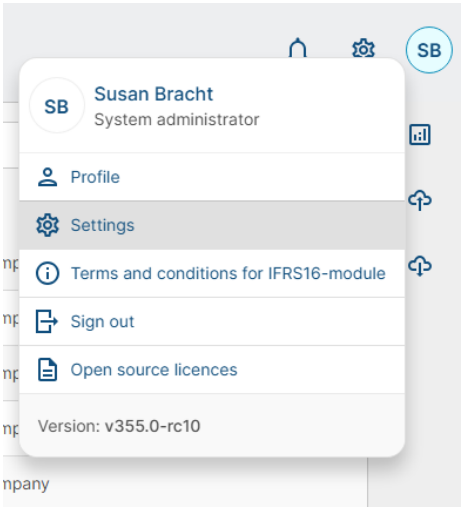
If you'd rather get codes by SMS, click **Text message (SMS)** instead and follow the instructions on the screen.

Add the app if you already use two-factor authentication

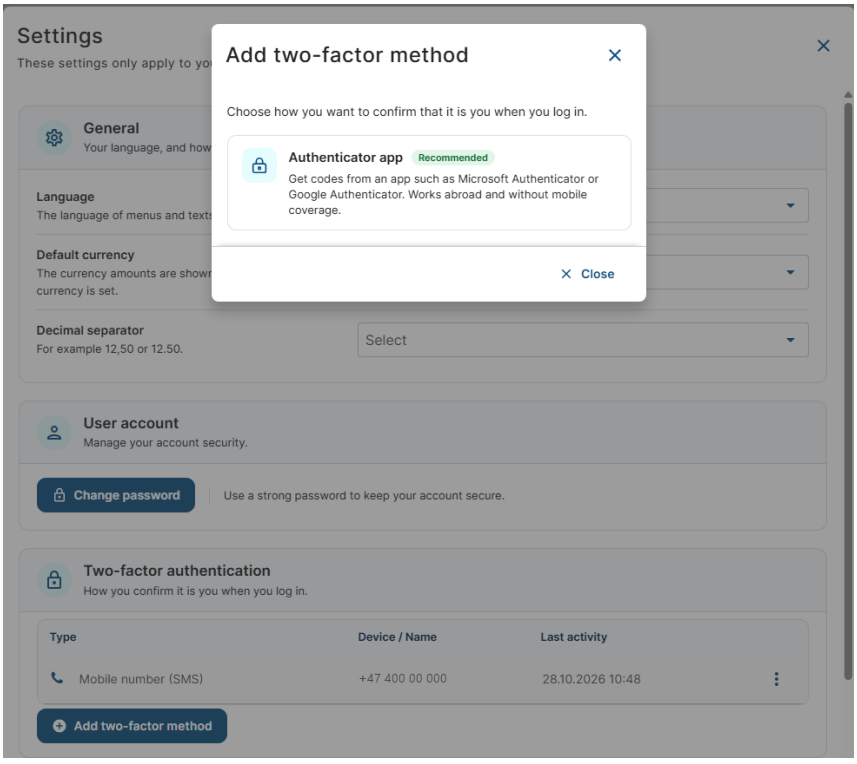
Use this way if you already log in with a code, for example by SMS, and want to switch to the app.

On your computer: open your settings

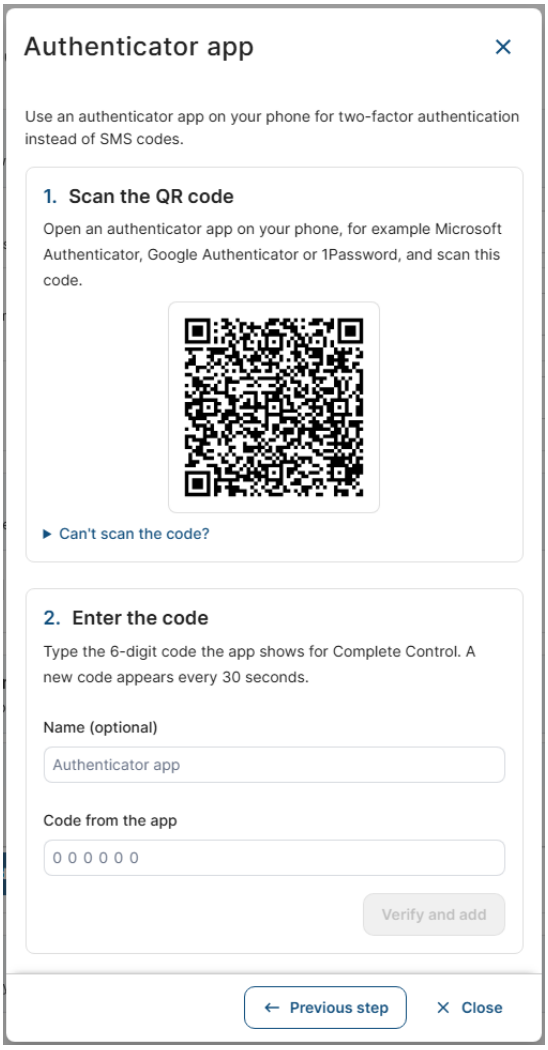
1. Log in to Complete Control as usual.
2. Click your initials in the top right corner, then click **Settings**.



3. Scroll to **Two-factor authentication** and click **Add two-factor method**.
4. Click **Authenticator app**.



A window with a QR code opens (see next page). Leave it open.



On your phone: scan the QR code

5. Open your authenticator app (not the camera).
6. Tap **+** or **Add account**. In Microsoft Authenticator, choose **Other account**.
7. Point your phone at the QR code on your computer screen.

The app now shows **Complete Control** with a 6-digit code. The code changes every 30 seconds.

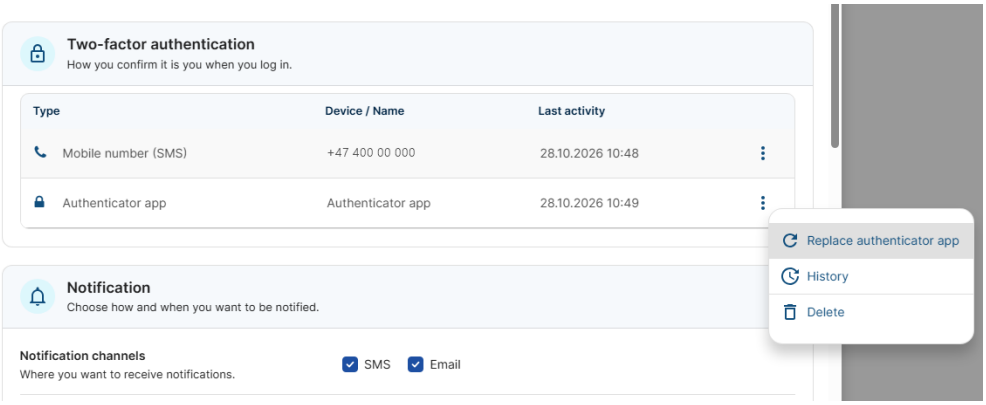
On your computer: name and confirm

8. In **Name (optional)**, type a name you will recognise later, for example *My phone*.
9. In **Code from the app**, type the 6-digit code your app shows for Complete Control.

The window closes by itself when the code is accepted. You don't need to do anything else.

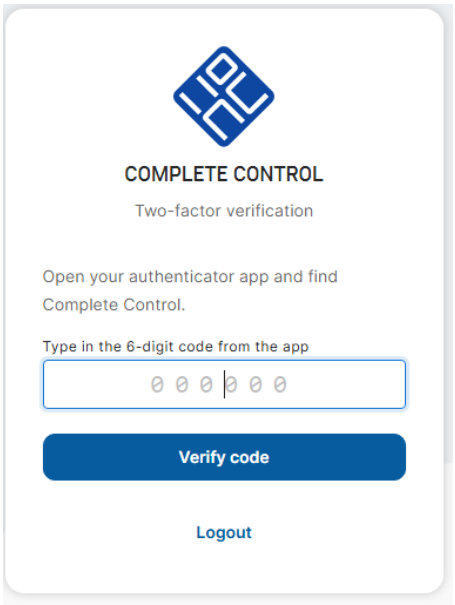
Check that it worked

In **Two-factor authentication**, you now see a new line **Authenticator app** with the name you gave it.



Log in next time

1. Log in with your user name and password as usual.
2. When Complete Control asks for a code, open the authenticator app on your phone.
3. Find **Complete Control** and type the 6-digit code it shows.
4. Click **Verify code**.



If something goes wrong

What happens	What to do
Your phone opens a website or nothing happens when you scan	You scanned with the camera. Open the authenticator app and scan from there.
You can't scan the code	Click **Can't scan the code?** under the QR code. Add an account in the app and type in the key shown, or click **Copy key** and paste it.
The code is not accepted	The code changes every 30 seconds. Type the code the app shows right now. If it still fails, check that the time on your phone is set automatically.
You get a new phone	Click ⋮ next to the authenticator app in Settings and choose **Replace authenticator app**. Do this while you still have your old phone.