



## **Frequently Asked Questions (FAQs) related to Two-Factor Authentication (2FA) on goAML**

### **1. What is Two-Factor Authentication (2FA)?**

2FA adds an extra layer of security to your account by requiring two forms of verification:

- **Something you know** (e.g., password).
- **Something you can have on demand** (e.g., a code from Google Authenticator).

This ensures that even if your password is compromised, unauthorized users cannot access your account.

---

### **2. Why is 2FA being implemented?**

To protect sensitive data and comply with cybersecurity standards, 2FA reduces risks of phishing, credential theft, and unauthorized access.

---

### **3. How do I set up Google Authenticator?**

1. Download **Google Authenticator** ([iOS](#) / [Android](#)).
  2. Log into the web application and navigate to **Security Settings**.
  3. Select **Enable 2FA** and scan the QR code with Google Authenticator.
  4. Enter the 6-digit code generated by the app to verify.
- 

### **4. Can I use another authentication app (e.g., Microsoft Authenticator, Authy)?**

No. You can only use Google Authenticator.

---

### **5. What if I lose my phone or uninstall Google Authenticator?**

- Use your **backup codes** (saved during 2FA setup) to log in and reset 2FA.
  - If you don't have backup codes, contact [goamlhelpdesk@fmu.gov.pk](mailto:goamlhelpdesk@fmu.gov.pk) to verify your identity and regain access.
- 

### **6. How do I transfer 2FA to a new phone?**

1. On your old phone: Open Google Authenticator, go to **Settings > Transfer Accounts**.
  2. Scan the QR code on your new phone.
  3. If you no longer have the old device, disable and re-enable 2FA via the web app after verifying your identity.
- 

### **7. I'm not receiving codes. What should I do?**

- Ensure your device's time is synced automatically (incorrect time setting causes code mismatches).
  - Check for app updates or restart Google Authenticator.
  - If issues persist, use a backup code or contact [goamlhelpdesk@fmu.gov.pk](mailto:goamlhelpdesk@fmu.gov.pk).
- 

### **8. What are backup codes, and how do I use them?**

- Backup codes are one-time-use codes generated during 2FA setup. Store them securely (e.g., printed or saved in a password manager).
- Use a backup code if you lose access to your authentication app.



---

**9. Is Google Authenticator secure?**

Yes. Codes are generated locally on your device and expire after 30 seconds. Google cannot access your codes.

---

**10. What if I'm traveling and can't access my phone?**

- goAML Servers are not meant to be accessed from overseas and hence you will not have access to goAML Reporting Servers.
- 

**11. Can I disable 2FA?**

NO! For security reasons, 2FA is mandatory for all users.

---

**12. What if I suspect a phishing attempt?**

Never share your 2FA code.

Report all suspicious activity to [goamlhelpdesk@fmu.gov.pk](mailto:goamlhelpdesk@fmu.gov.pk) immediately.

---

**Need More Help?**

Contact [goamlhelpdesk@fmu.gov.pk](mailto:goamlhelpdesk@fmu.gov.pk) or visit <https://www.fmu.gov.pk/faq/>.



## Step-by-Step Guide to Enable Two-Factor Authentication (2FA):

### 1. Prepare Your Device

- **Download Google Authenticator** (or a compatible app like Microsoft Authenticator or Authy):
    - [Download for iOS](#)
    - [Download for Android](#)
- 

### 2. Log into the Web Application

1. Visit <https://goamlweb.fmu.gov.pk/PRD/Account/LogOn> and log in with your username and password.
- 

### 3. Navigate to Security Settings

1. Click on your **Profile Icon** (or **Account Settings**) in the top-right corner.
  2. Select **Security** or **Two-Factor Authentication** from the menu.
- 

### 4. Enable 2FA

1. Click **Enable Two-Factor Authentication** (or **Set Up 2FA**).
  2. Choose **Authenticator App** as your 2FA method.
- 

### 5. Scan the QR Code

1. Open **Google Authenticator** on your phone.
2. Tap + (Add Account) and select **Scan a QR Code**.
3. Point your phone's camera at the QR code displayed on the web application.
  - *If scanning fails*, manually enter the **Setup Key** provided below the QR code.

![QR Code Placeholder – Replace with your system's QR code image]

---

### 6. Verify the Setup

1. After scanning, Google Authenticator will generate a **6-digit code**.
  2. Enter this code into the verification field on the web application.
  3. Click **Verify** or **Submit**.
- 

### 7. Save Backup Codes

1. After successful verification, you'll receive **10 one-time backup codes**.
  2. Download or print these codes and store them securely (e.g., in a password manager or safe location).
    - **Note:** Backup codes are critical if you lose access to your authenticator app.
- 

### 8. Confirm 2FA Activation

1. You'll see a confirmation message: **"Two-Factor Authentication is now enabled."**
  2. Log out and log back in to test the setup.
-



### Using 2FA for Future Logins

1. Enter your **username** and **password** as usual.
  2. Open Google Authenticator and enter the **6-digit code** when prompted.
- 

### Troubleshooting Tips

- **Code not working?**
    - Ensure your phone's time is set to **Automatic (Network Time)** in device settings.
    - Refresh the code in Google Authenticator (codes expire every 30 seconds).
  - **Lost your phone?** Use a **backup code** or contact **[Support Email/Phone]** for assistance.
- 

### Transferring 2FA to a New Device

1. On your **old device**, open Google Authenticator and go to **Settings > Transfer Accounts**.
  2. Scan the QR code on your **new device** to migrate accounts.
  3. If the old device is unavailable, disable and re-enable 2FA via the web application.
- 

### Need Help?

Contact **Support Team** at [goamlhelpdesk@fmu.gov.pk](mailto:goamlhelpdesk@fmu.gov.pk).

---

#### Contents and Disclaimer:

---

- The answers provided to the questions are intended to provide good practice GUIDANCE ONLY. The answers are not intended to, nor should they be construed as, providing any form of legal advice.
  - For further information and advice, please email on [goamlhelpdesk@fmu.gov.pk](mailto:goamlhelpdesk@fmu.gov.pk) or FMU Technical Team
-