AuthAnvil on Demand

Evaluation Sign up Process

Thank you for your interest in AuthAnvil on Demand. We're glad you want to start a 30 day evaluation and look forward to having you as a customer. The first step to a successful evaluation is to visit the AuthAnvil website at www.authanvil.com and sign up.

> For the best onboarding experience we strongly recommend customers use Chrome as their browser.

The "Try It" button can be selected from multiple pages on the site and you will be taken to this page:

The individul that signs up for the evaluation will be the primary site administrator. The only information we require to start the evaluation is a work email, first and last name, where you would lke your service to be hosted (there are currently two options – US or Europe), and the desired company URL. All AuthAnvil on Demand tenant URL's follow this form: - *company.my.authanvil.com* OR *company.my.authanvil.eu* - depending on the service location selected. When choosing the URL we will automatically notify you whether the requested URL is available or not.

NOTE: The URL's are not currently customizable and must follow the above format.

When the information has been entered properly the page should look like this:

Once the required information has been entered please select "Create my AuthAnvil Service" and you will be taken to this page:

You are good to go!
Now check your email.

Make sure you are not blocking emails from authanvil.com or kaseya.com. If you do not receive the email please check your spam filter to ensure it is not stuck there.

julian.scott@kaseya.com
An email was sent to you that contains a unique link to start using AuthAnvil for the first time.

On Boarding Tip

To ensure the Welcome emails are properly received please make sure you allow emails from authanvil.com and kaseya.com

Concurrently the individual signing up for the evaluation will receive the following Welcome email:
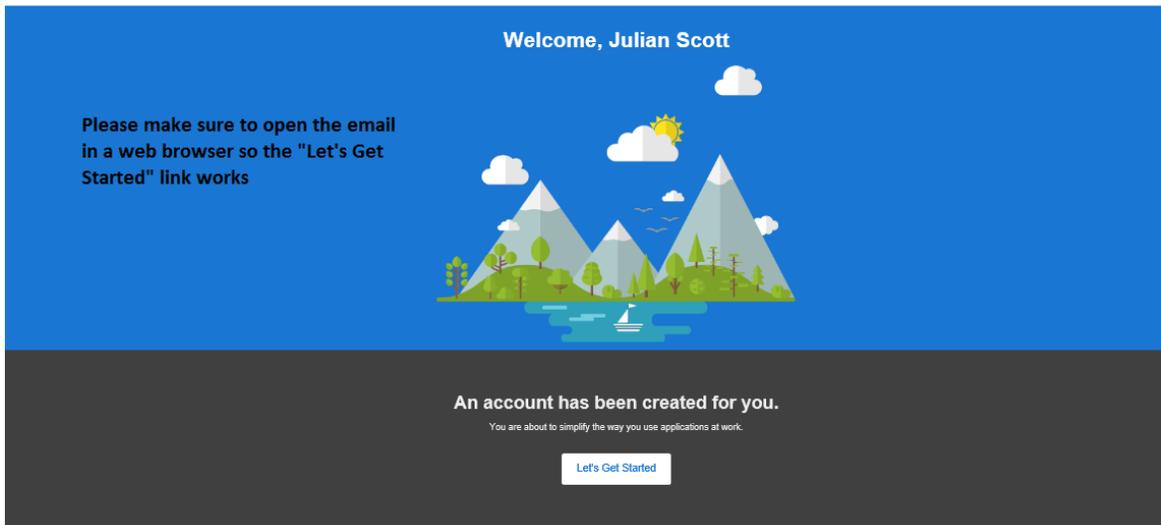
For the best experience please open the email in a browser (preferably Chrome) for the "Let's Get Started" link to work.

When you click on the "Let's Get Started" button you will see this screen:
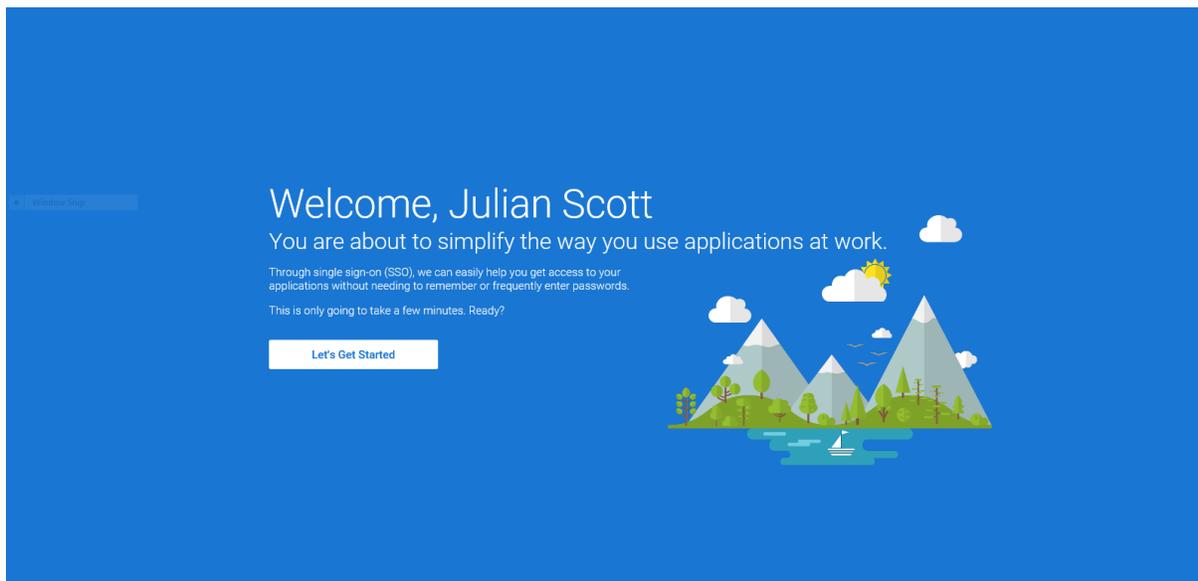
The next step is to select your password….

Lucky you!
One password to unlock all your apps...

Your amazing IT people have set it up so you need just one password to unlock access to all your applications. It should be easy for you to remember, but hard for others to guess.

Let's set that up now.

Password
●●●●●●●●●●

Confirm Password
●●●●●●●●●●

Save password and continue
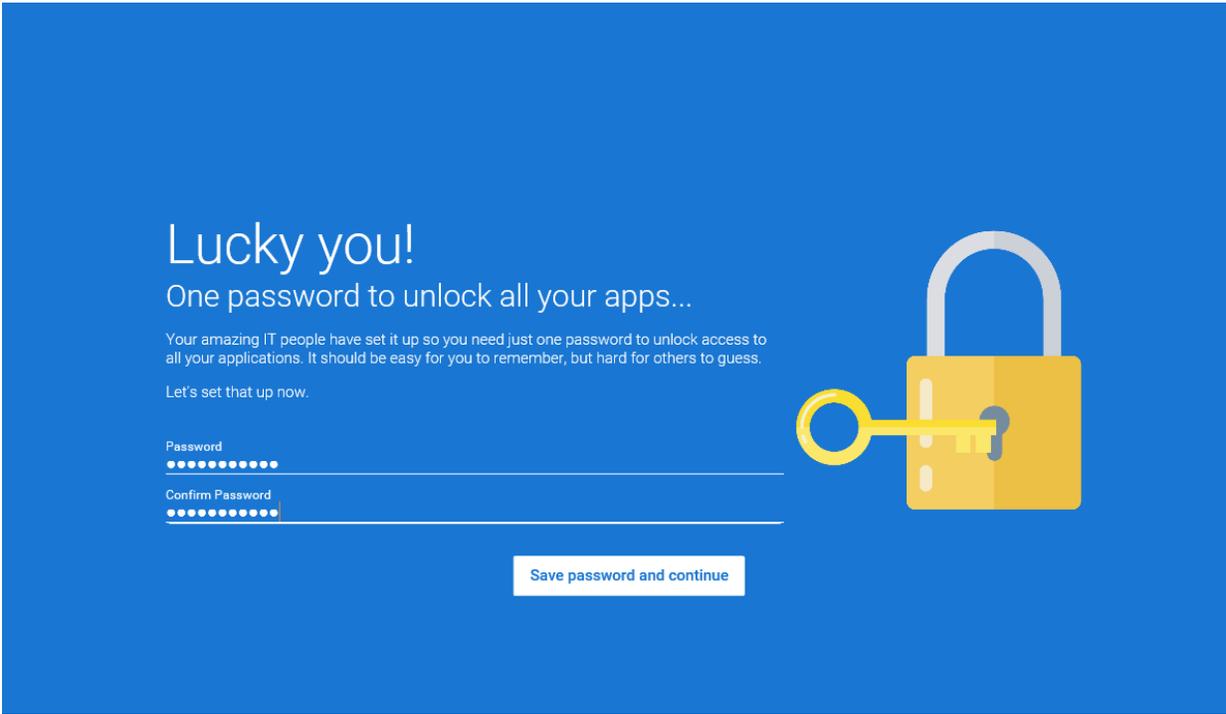
and then click on the "Save Password and continue" button, which will take you here to set up two factor authentication:

Stronger security for your account

With two-factor authentication (2FA) you will protect your account with both a password and another device like your mobile phone. You may also be required to use 2FA to access some applications or resources within the company.

Let's begin by setting up a token (sometimes called an authenticator). Select the device you wish to setup:

- ◉ iPhone
- ○ Android
- ○ Windows Desktop
- ○ U2F Token

Simply select the device you wish to set up with a 2FA token and click "Next"

Next

There are currently 4 authentication options available – iPhone, Android, Windows Desktop and U2F token.

On Boarding Tip

The Windows Desktop authenticator is currently only available for Windows 10. Over the next few weeks we will be adding support for Windows 8.

The next step is important to follow and critical to successful completion of the on-boarding process. If you have selected either an iPhone or Android phone as your authentication device simply go to the appropriate App store and download the new AuthAnvil authenticator.

Once it is installed, open up the authenticator app, enable the camera on your phone and point it at the QR code shown on the screen. It will then activate your token.

Please make sure you select the app identified as AuthAnvil Authenticator and not the AuthAnvil SoftToken

It might take a few minutes for the Push notification to appear on your device. Please be patient. The image on your camera might appear to be frozen during this time.
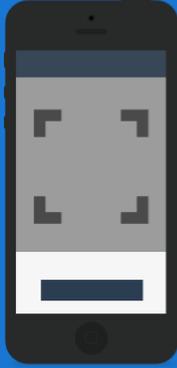
Now, let's set up your device

Install the AuthAnvil Authenticator app for iPhone

1. Open the App Store on your Phone
2. Search for AuthAnvil Authenticator (or download on your phone)
3. Install the app

Configure your AuthAnvil Authenticator

1. In the app, tap "+" and point your phone's camera at the QR code
2. Scan this QR code

Having trouble scanning the QR code?

3. You will receive a notification momentarily on your phone which will let you select whether you want to enable or disable Push Authentication.

Alternatively if your device doesn't support Push Authentication you can continue and just use one-time passwords.

Continue Without Push

Troubleshooting Checklist:

1. Make sure you download the AuthAnvil Authenticator from Kaseya International Limited and not the legacy AuthAnvil SoftToken from Scorpion Software Corp. The former is designed to only work with AuthAnvil on Demand, while the latter only works with AuthAnvil On-prem.
2. We know it sounds obvious but be careful not to download an authenticator from another 2FA vendor. There are several 2FA vendors with apps available and it can get confusing if you are not careful. There's a reason we have this on the checklist…trust us.
3. Further to point #1, if you are an existing AuthAnvil on-Prem user and already have a token, you will still need to download and install the new AuthAnvil Authenticator from Kaseya International Limited. Your existing on-Prem tokens will not work with AuthAnvil on Demand.
4. Sometimes the authentication can take several minutes to process and activate your token. Please do not close your browser or exit the process while the activation is taking place.
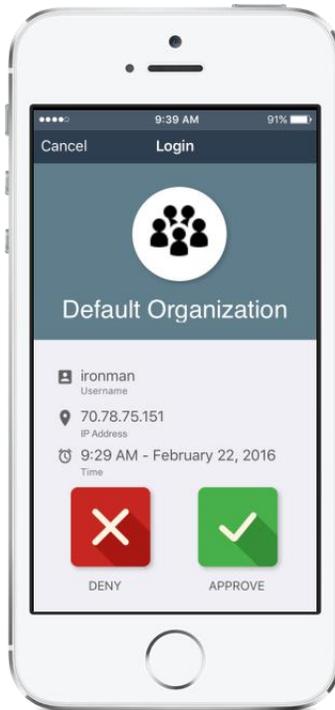
On Boarding Tip

Please be patient when you are completing the activation process. While it is normally quick and only takes several seconds, it can sometimes take <u>several minutes</u> to complete.

Once you scan the QR code the phone screen may appear to be frozen. Normally you should see a timer indicating the activation is taking place, however occasionally this might not appear. The phone is communicating with our servers in the background, and working on creating the trust required to complete the authentication process. It will often appear like this:
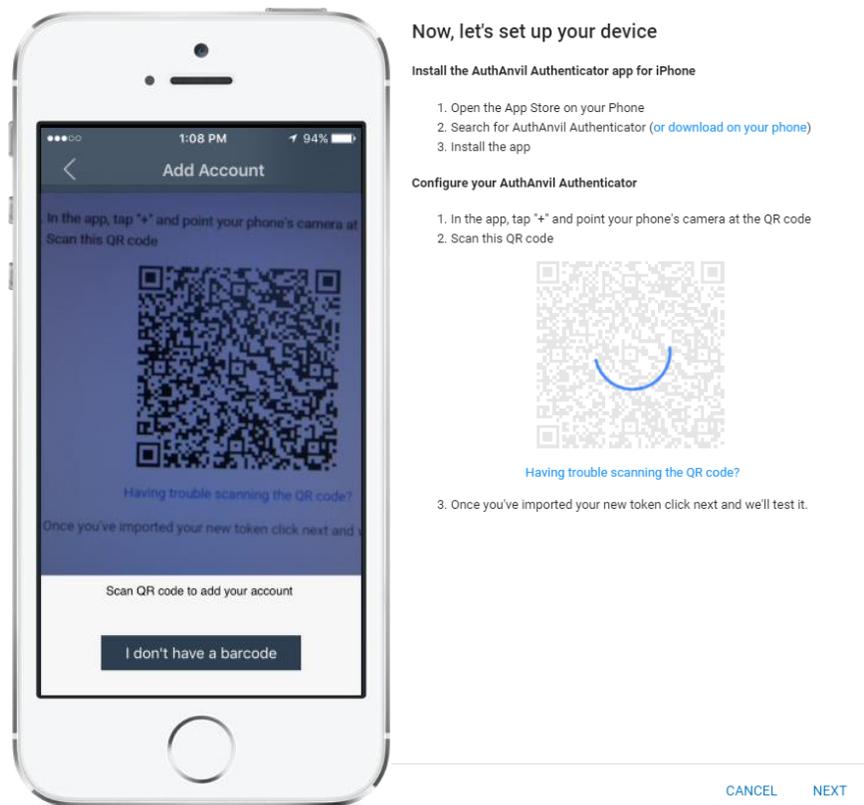
Once the authentication process is complete you will receive a PUSH notification on your device.

Simply select the green Approve button to accept your first PUSH notification and prove your identity.

On Boarding Tip

One of the cool features of the PUSH token is that you do not need to unlock your phone to accept future authentication requests. For future requests, if your phone is locked the authentication notification will appear on the lock screen. Simply swipe it to the left and press on Approve to accept the request.

After you have approved your first authentication request you will see the following screen:
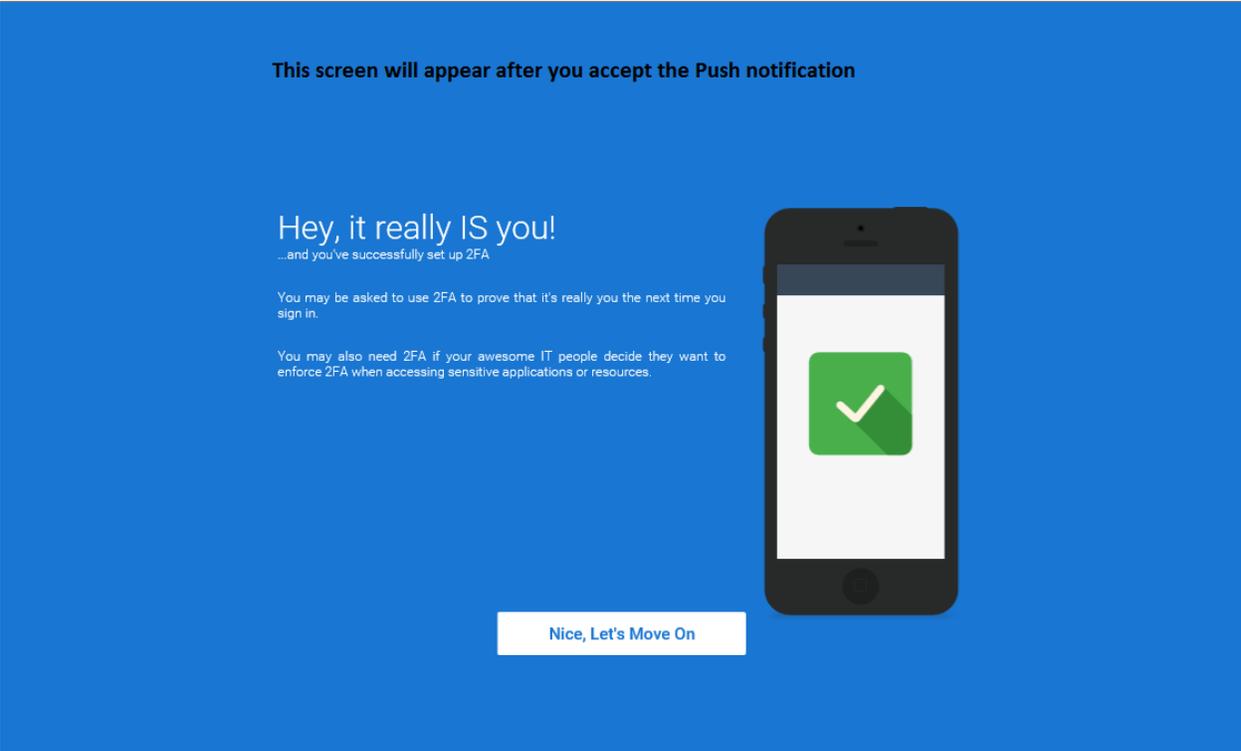
At this point you have successfully signed up for the evaluation and have a unique tenant license, set up a password, configured a device for 2FA and are now ready to login to the evaluation. Selecting the "Nice. Let's Move On" button will immediately launch you into the evaluation.

This is the screen you will see after selecting the button:
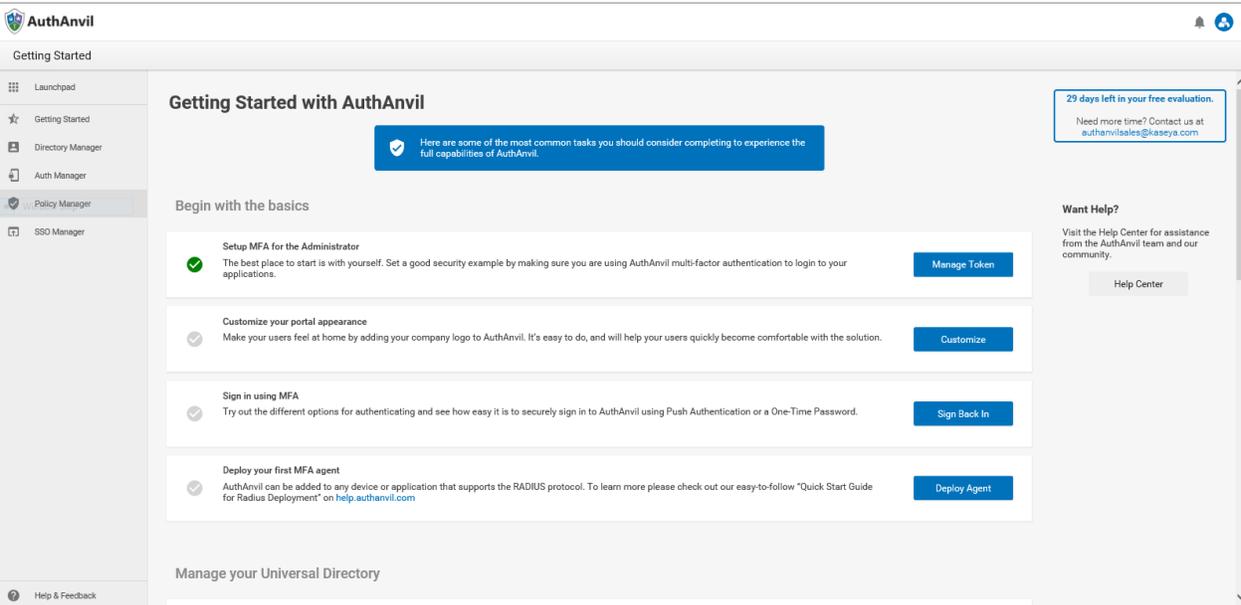
This is the Administrator welcome screen. It presents a series of steps we suggest you follow to familiarize yourself with AuthAnvil on Demand and learn about the basic functionality. There are 12 recommended steps covering the following topics:

Begin with the basics

1. Set up MFA for the Administrator
(By default this will already be checked since they completed this during the signup process.)
2. Customize your portal experience
3. Sign in using MFA
4. Deploy your first MFA agent

Manage your Universal Directory

5. Add users to your organization
6. Create a security group
7. Set up a second Administrator

Set Up Single Sign-On

8. Add Kaseya VSA; Add Kaseya BMS; Select an app from the catalogue
9. Allow access to your application
10. Sign in to your application from AuthAnvil

Explore more AuthAnvil features

11. Sync with Active Directory
12. Set up other MFA applications

On Boarding Tip

All evaluations last for 30 days and provide PREMIUM plan functionality. The evaluation is a full production environment and there is no need for you to set up a different company URL, re-enter any user information or redo any configurations used during the evaluation period. Customer not wishing to stay on the Premium are given the option to select the STANDARD plan when they purchase.