Two-Factor Authentication

To meet industry standards, two-factor authentication (2FA) has been introduced to any software that connects with the ATO and majority of other cloud-based programs have joined in. It has been proven to significantly reduce the risk of attack from online hackers.

At Fitzpatrick Group, our 2FA is set up through our mobile phones. The required application is found in the APP store. We use the Google Authenticator app.

How it works

After clicking into a program, you generate a code using an app on your phone, then enter the code into the program on your PC.

- The app generates a new code every 30 seconds, so the code is different each time you log in.
- No one else can log into your account, as you're the only one who has access to your authentication device and login details.

How to Download the Google Authenticator App

On your phone go to the app store and find the Google Authenticator app. Download the application. Once it is downloaded, you can scan the barcodes that appear when your first log into programs. The Induction Coordinator will assist you with this when setting up your PC.

IMPORTANT NOTES

It is extremely vital that you are aware of the importance of your phone and codes. Your phone is essentially the key to all logins. Without these codes it can become incredibly difficult to enter our systems.

When setting up 2FA, you may be asked to set up security questions and/or an alternative email.
- Screenshot the security questions and send them to the password controller (Business Manager) this will ensure the questions are kept safe and won't be lost or forgotten.
- For the alternative email, enter fgadmin@fitzpatrickgroup.com.au – there are multiple team members, including the entire admin team that can forward you access if you need to use this option.

Phone Upgrades

If you are upgrading phones, please speak with the Business Manager beforehand to ensure we can prepare you for the transition. It is always best if you can have both phones temporarily to log with the old phone and reset the 2FA on all software's to the new phone.

Any concerns or questions, please speak with the Business Manager.