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What is MFA?

Multi-Factor Authentication (MFA) adds an extra layer of security when users sign in to PeopleTray. It requires a verification code from a trusted mobile device in addition to the user's usual login credentials.

Overview of MFA for PeopleTray


- MFA is available for Web only (Mobile app support is coming soon).
- Uses Time-Based One-Time Passcodes (TOTP).
- Requires a third-party Authenticator App (e.g. Google Authenticator or Microsoft Authenticator).
- MFA can be enabled or disabled per user by your PeopleTray Administrator.

Implementing MFA in Your Organisation

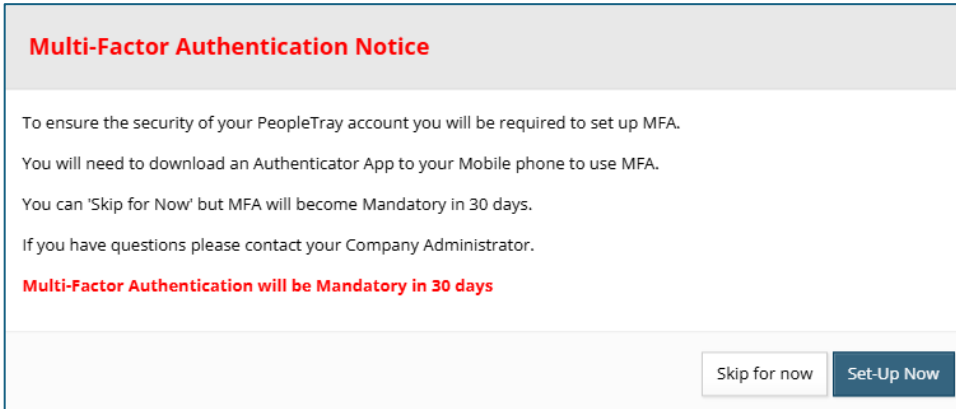
1. Coordinate with PeopleTray Support to enable MFA for your account.
2. Plan your internal rollout – users will need guidance and access to an Authenticator App.
3. PeopleTray can provide a Generic Implementation Plan if needed.

First Time Sign-In once MFA is Enabled


1. Enter your existing PeopleTray credentials and click **Sign me in**.



2. A prompt appears on the homepage: *Multi-Factor Authentication Notice*. *Set up now or skip for 30 days*.



3. Click **Set Up Now** to begin or **Skip for Now** to proceed without setting up (skip option only available for 30 days).

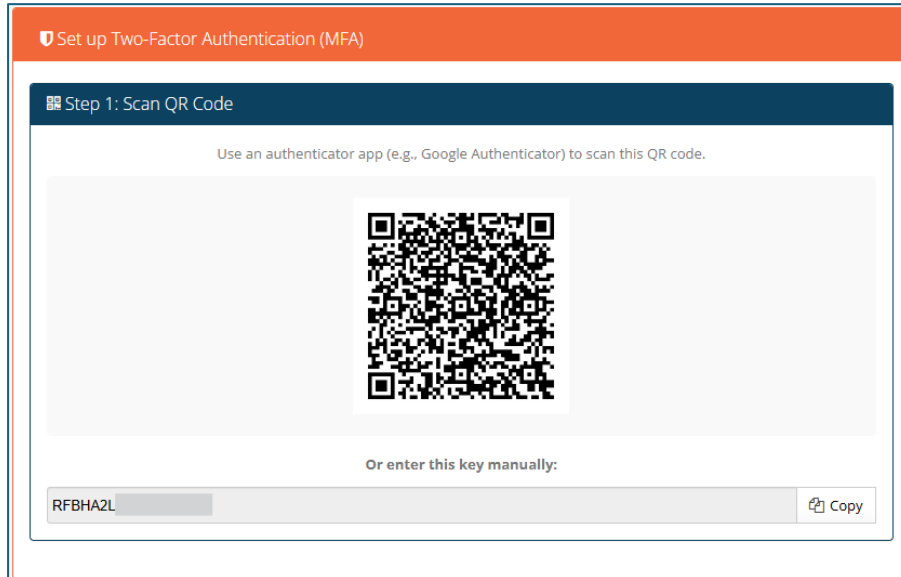


4. A countdown warning will display the number of days remaining before MFA setup becomes mandatory.

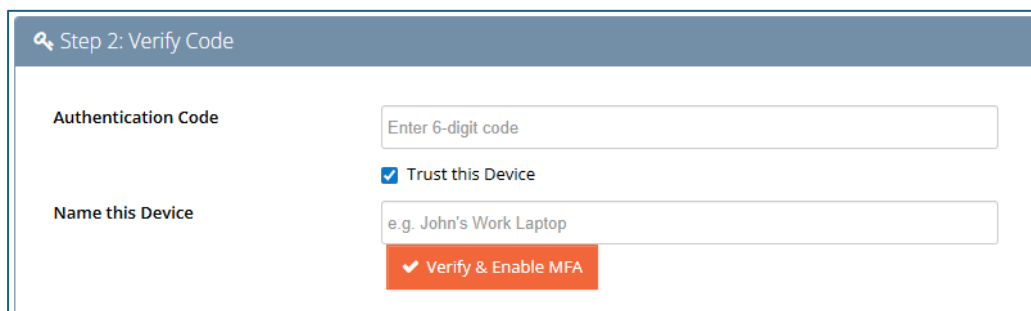
Setting Up MFA

After clicking 'Set-Up Now' you will be taken to the setup page.

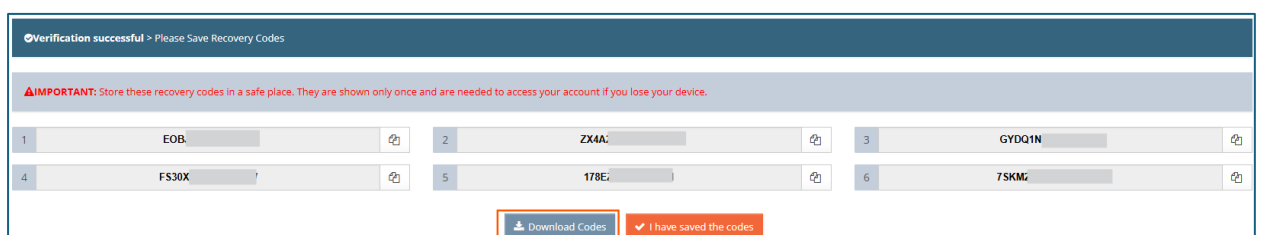
1. Open your Authenticator App on your mobile device and **scan the QR code** displayed on your PeopleTray screen. If needed, enter the setup key manually.



5. Enter the **6-digit code** from the Authenticator App on your mobile device.
6. Optional: Check **Trust this device** and name it. Trusted devices reduce the need to re-enter verification codes for 30 days.
7. Click **Verify & Enable MFA**.



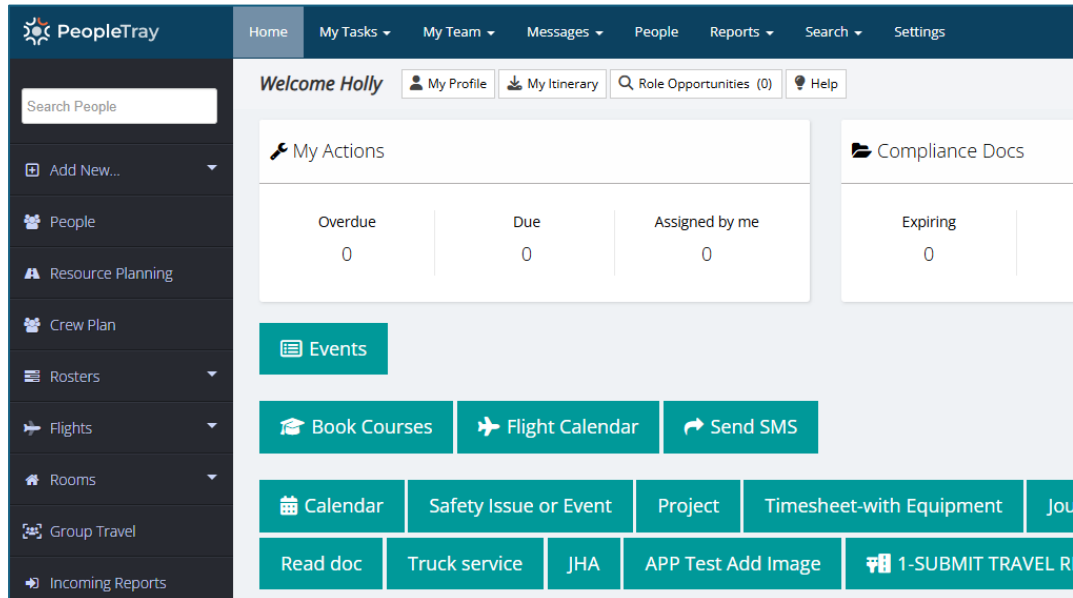
8. Six one-time recovery codes are displayed. These codes allow access if your device is lost. **Save them immediately:**
 - Download
 - Copy/paste into a secure file
 - Print and store safely



9. Click **I have saved the codes** to complete setup.

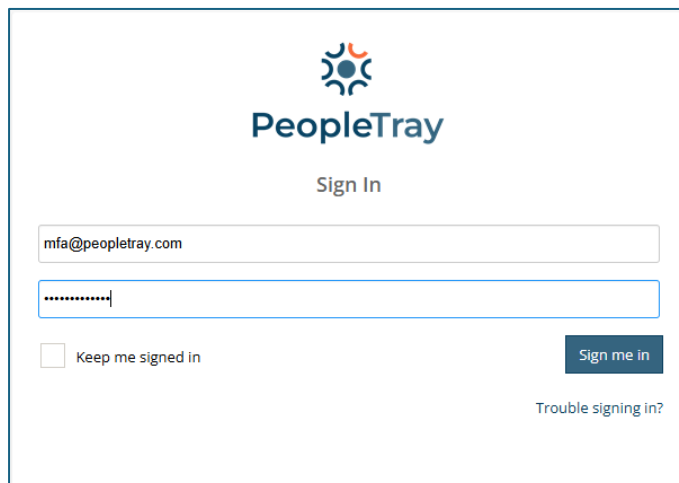


10. You will now be logged in to PeopleTray.



Logging In After MFA Is Set Up

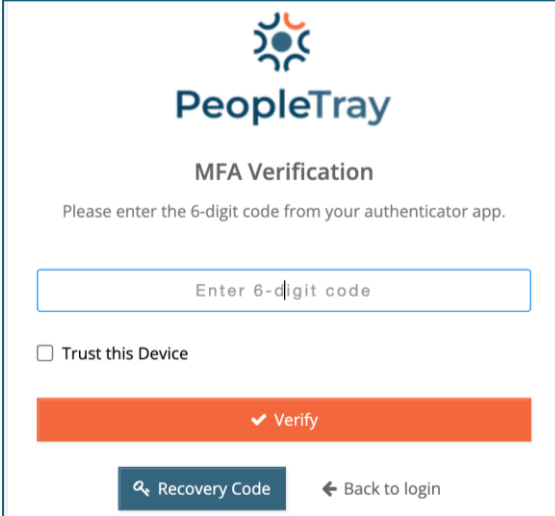
1. Enter your usual PeopleTray login credentials and click **Sign me in**.



2. The MFA Verification Screen will display. Enter the **current 6-digit code** from the Authenticator app on your mobile device.


3. If not already done, you can choose to **trust this device** to simplify future logins.

4. Click **Verify**.

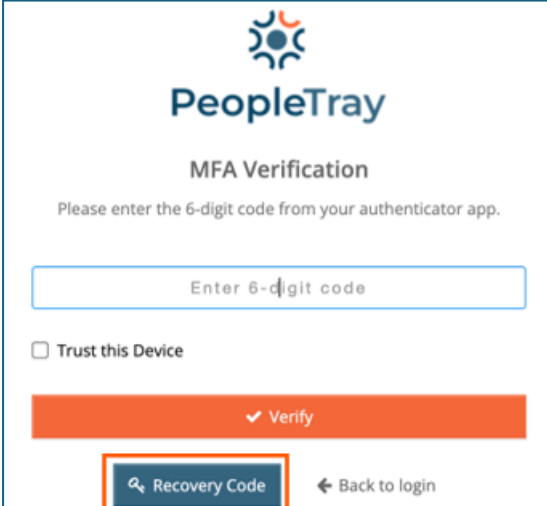


If You Lose Access to Your MFA Device


1. Enter your usual PeopleTray login credentials and click **Sign me in**.




2. The MFA Verification Screen will display. Click **Recovery Code**.



3. Enter one of your **saved recovery codes** and then click **Verify Recovery Code** to log in.





PeopleTray

MFA Recovery

Enter your recovery code to reset your MFA setup.

ENTER RECOVERY CODE (15 CHARACTERS)

 Verify Recovery Code

[← Back to MFA verification](#)

If You Lose Your Recovery Codes

If you have lost both your device and recovery codes, you can request your Administrator to reset your MFA. PeopleTray Support cannot reset MFA for individual users.

Administrator Tools:

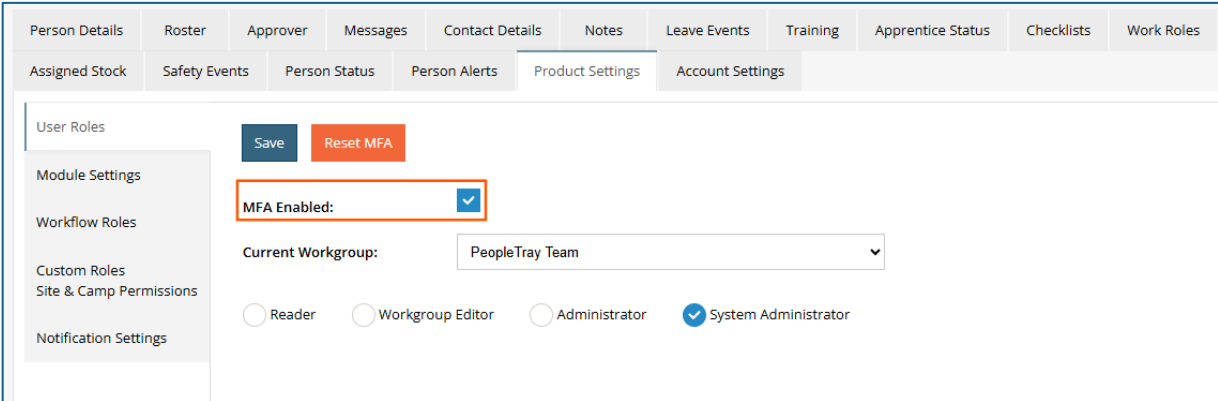
Disable MFA for a User

It may be decided by your Organisation that some users will not be required to use MFA. This can only be actioned by your Organisation's PeopleTray Administrator.

Note: PeopleTray Support does not have the authority to enable or disable MFA.

1. Disable for Single User:

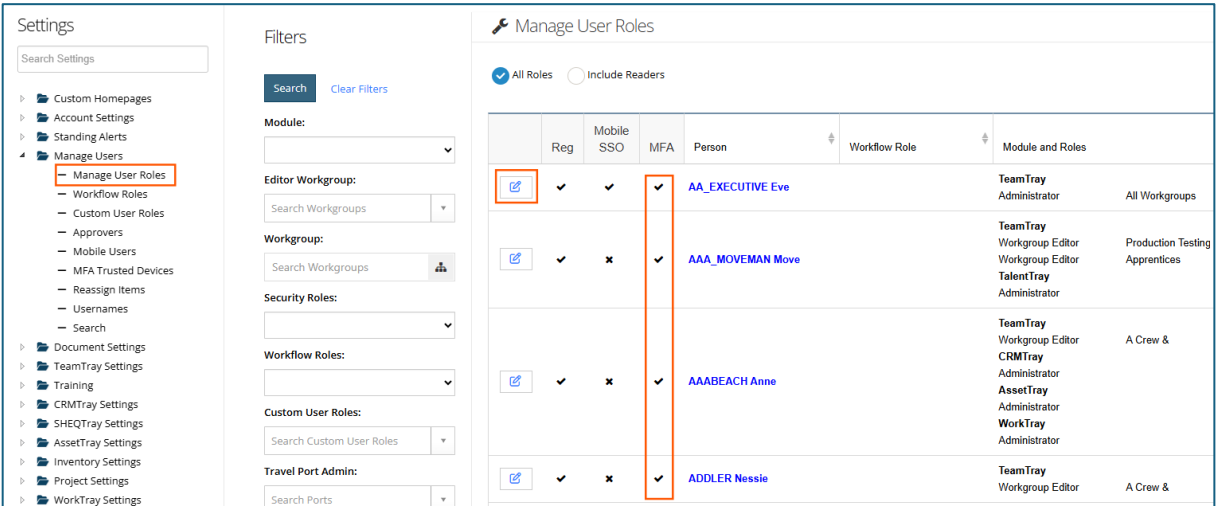
Navigate to the User's Profile > Product Settings tab > User Roles tab > Uncheck 'MFA Enabled'



The screenshot shows the 'User Roles' configuration page. The 'MFA Enabled' checkbox is checked and highlighted with a red box. The 'Current Workgroup' is set to 'PeopleTray Team'. The role is 'System Administrator'.

2. Disable for Multiple Users:

Navigate to: Settings > Manage Users > Manage User Roles > Edit > Uncheck 'MFA Enabled'



The screenshot shows the 'Manage User Roles' page. The 'MFA' column for several roles is highlighted with a red box, showing that MFA is currently enabled for those roles.

| Reg | Mobile SSO | MFA | Person | Workflow Role | Module and Roles |
|-------------------------------------|-------------------------------------|-------------------------------------|------------------|--|-----------------------------------|
| <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | AA_EXECUTIVE Eve | TeamTray Administrator | All Workgroups |
| <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | AAA_MOVEMAN Move | TeamTray Workgroup Editor TalentTray Workgroup Editor | Production Testing Apprentices |
| <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | AAABEACH Anne | TeamTray Workgroup Editor CRMTray Administrator | A Crew & |
| <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | ADDLER Nessie | AssetTray Administrator WorkTray Administrator | |
| <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | | TeamTray Workgroup Editor | A Crew & |

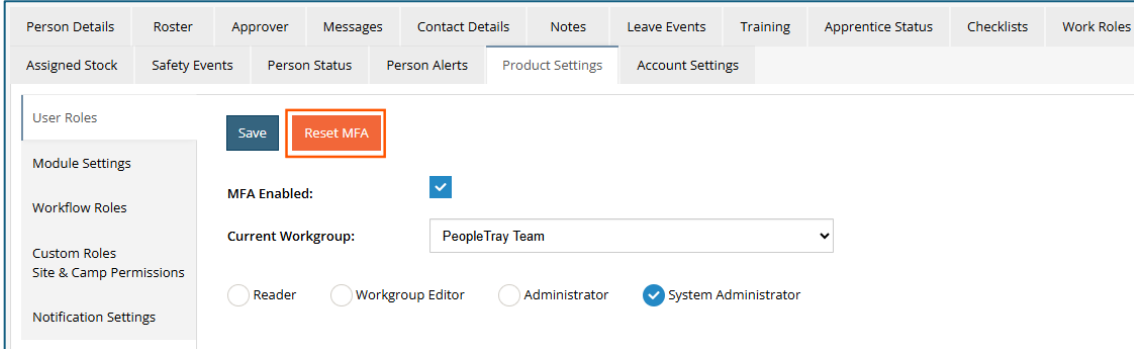
Reset MFA for a User

If a user loses their device and recovery codes, the PeopleTray Administrator for your Organisation can reset the MFA status on the user's profile. This will prompt the user to go through the MFA setup process again.

Note: PeopleTray Support does not have the authority to reset MFA for a user.

1. Reset MFA for a User:

Navigate to the User's Profile > Product Settings tab > User Roles tab > Choose 'Reset MFA'



The screenshot shows the 'User Roles' configuration page. The 'Product Settings' tab is selected. In the 'User Roles' section, the 'Reset MFA' button is highlighted. Below it, 'MFA Enabled' is checked, and the 'Current Workgroup' is set to 'PeopleTray Team'. The 'System Administrator' role is selected.

Manage Trusted Devices

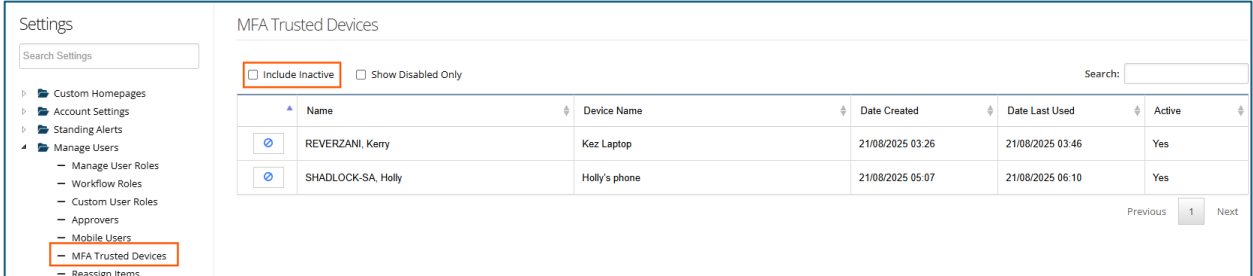
Trusted devices are those registered by a user during their MFA setup. Once a device is marked as trusted, the user will only need to enter a new verification code from their Authenticator App every 30 days.

Note: It is important to disable a trusted device if it is lost or stolen.

1. View Trusted Devices:

Navigate to Settings > Manage Users > MFA Trusted Devices

Optional: Tick 'Include Inactive' to display inactive Profiles with a trusted device



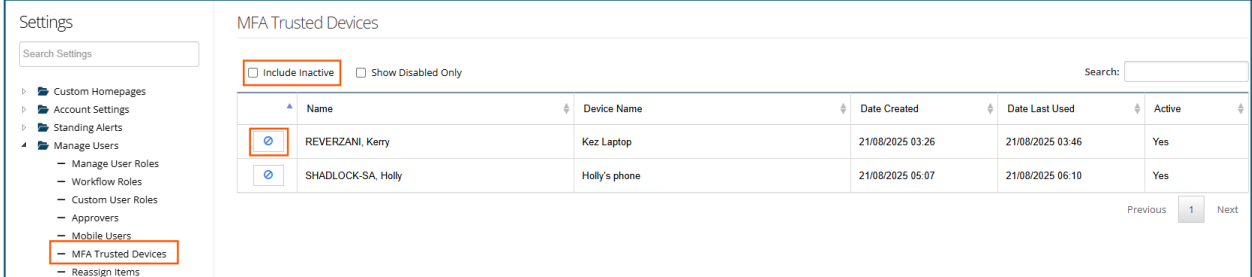
The screenshot shows the 'MFA Trusted Devices' settings page. The 'Include Inactive' checkbox is highlighted. The table below shows two trusted devices:

| Name | Device Name | Date Created | Date Last Used | Active |
|--------------------|---------------|------------------|------------------|--------|
| REVERZANI, Kerry | Kaz Laptop | 21/08/2025 03:26 | 21/08/2025 03:46 | Yes |
| SHADLOCK-SA, Holly | Holly's phone | 21/08/2025 05:07 | 21/08/2025 06:10 | Yes |

2. Disable Trusted Devices:

Navigate to Settings > Manage Users > MFA Trusted Devices

Use the Search bar to search for a device, and then click 'Disable' next to the required device if it is lost or stolen



Settings

MFA Trusted Devices

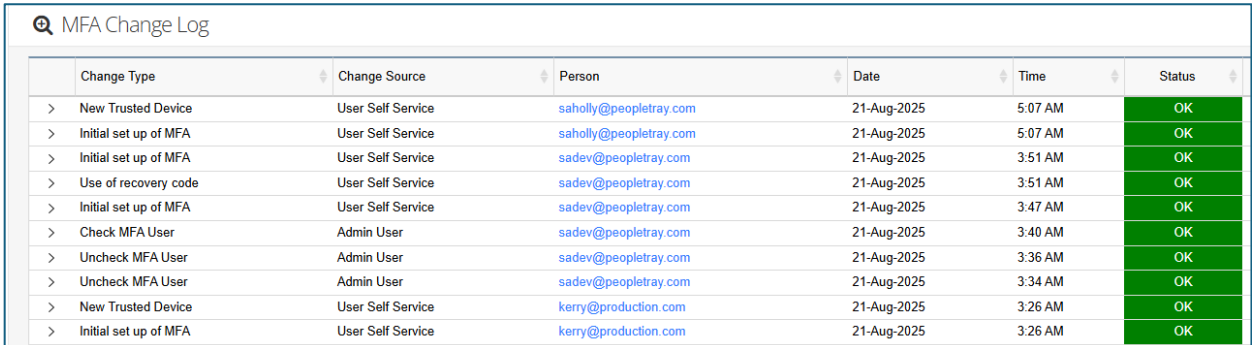
Include inactive Show Disabled Only Search:

| Name | Device Name | Date Created | Date Last Used | Active |
|--------------------|---------------|------------------|------------------|--------|
| REVERZANI, Kerry | Kez Laptop | 21/08/2025 03:26 | 21/08/2025 03:46 | Yes |
| SHADLOCK-SA, Holly | Holly's phone | 21/08/2025 05:07 | 21/08/2025 06:10 | Yes |

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MFA Change Logs

Track MFA-related changes via TeamTray > Change Logs > MFA Change Log:



| Change Type | Change Source | Person | Date | Time | Status |
|-------------------------|-------------------|------------------------|-------------|---------|--------|
| > New Trusted Device | User Self Service | saholly@peopletray.com | 21-Aug-2025 | 5:07 AM | OK |
| > Initial set up of MFA | User Self Service | saholly@peopletray.com | 21-Aug-2025 | 5:07 AM | OK |
| > Initial set up of MFA | User Self Service | sadev@peopletray.com | 21-Aug-2025 | 3:51 AM | OK |
| > Use of recovery code | User Self Service | sadev@peopletray.com | 21-Aug-2025 | 3:51 AM | OK |
| > Initial set up of MFA | User Self Service | sadev@peopletray.com | 21-Aug-2025 | 3:47 AM | OK |
| > Check MFA User | Admin User | sadev@peopletray.com | 21-Aug-2025 | 3:40 AM | OK |
| > Uncheck MFA User | Admin User | sadev@peopletray.com | 21-Aug-2025 | 3:36 AM | OK |
| > Uncheck MFA User | Admin User | sadev@peopletray.com | 21-Aug-2025 | 3:34 AM | OK |
| > New Trusted Device | User Self Service | kerry@production.com | 21-Aug-2025 | 3:26 AM | OK |
| > Initial set up of MFA | User Self Service | kerry@production.com | 21-Aug-2025 | 3:26 AM | OK |