clutch
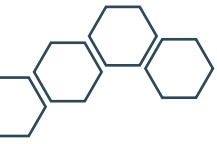
TWO FACTOR
AUTHENTICATION

WHAT IS TWO FACTOR AUTHENTICATION?

Two Factor Authentication, also known as 2FA, is an extra layer of security used to authenticate users who are trying to gain access to an online account. First, a user will enter their username and a password. Once entered, and then before gaining access, they will be required to provide another piece of information. Clutch has selected the Google Authenticator mobile App to provide the second piece of necessary login information.

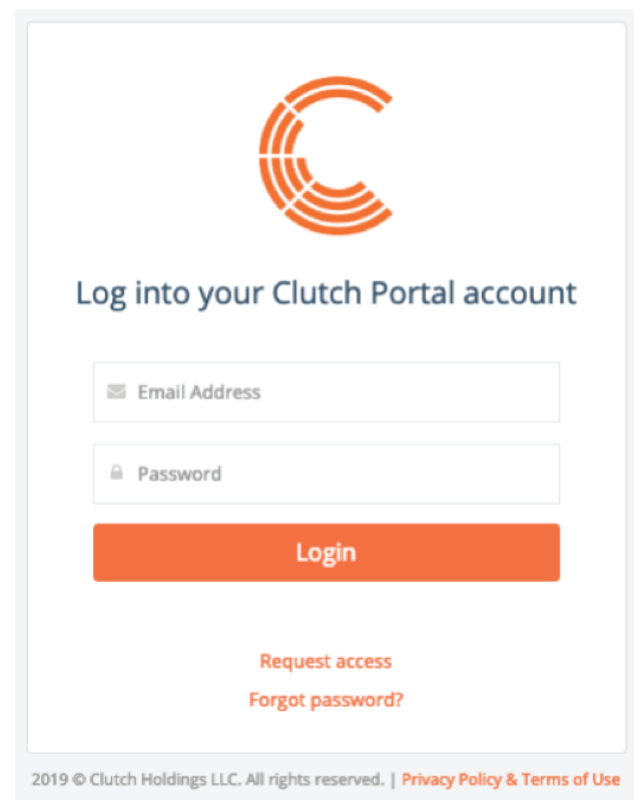## 1 DOWNLOAD THE GOOGLE AUTHENTICATOR APP TO YOUR MOBILE DEVICE

https://itunes.apple.com/us/app/google-authenticator/id388497605?mt=8

https://play.google.com/store/apps/details?id=com.google.android.apps.authenticator2&hl=en_US
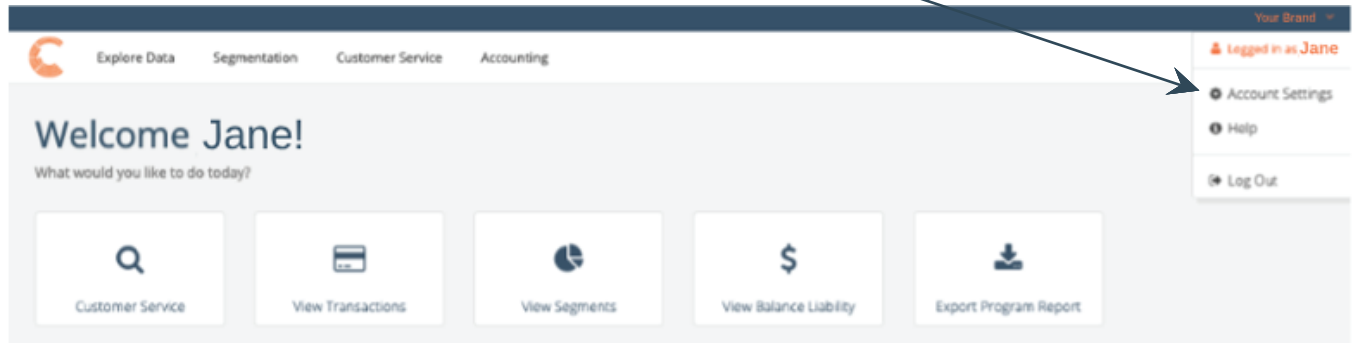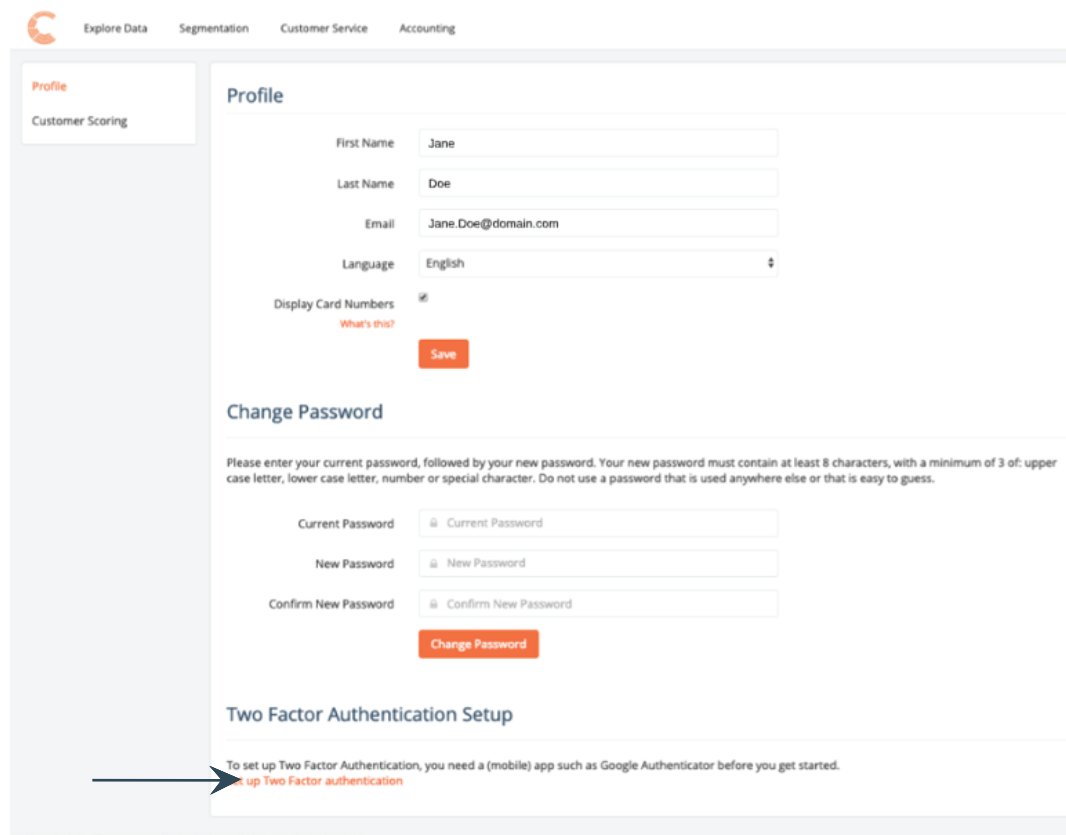
2 LOG INTO CLUTCH PORTAL

https://portal.clutch.com/login

Log into your Clutch Portal account

- Email Address

- Password

Login

Request access

Forgot password?

3 **NAVIGATE TO ACCOUNT SETTINGS**

Located in the upper right hand corner

4 **CLICK ON "SET UP TWO FACTOR AUTHENTICATION"**

5 **OPEN THE GOOGLE AUTHENTICATOR APP ON YOUR MOBILE DEVICE AND SCAN THE IMAGE DISPLAYED ON SCREEN**

Two Factor Authentication Setup

To set up Two Factor Authentication, you need a (mobile) app such as Google Authenticator before you get started.
Set up Two Factor authentication

Scan this QR code in your authenticator app and then enter the code displayed in the authenticator app to finish setup.

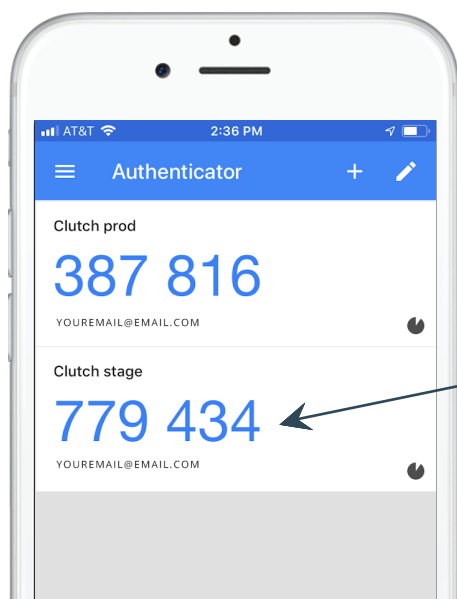← Scan the QR Code

Please enter your two-factor authentication code:

Two-factor authentication code

Configure

6 **ENTER THE CODE THAT DISPLAYS ON YOUR PHONE, INTO THE "TWO FACTOR AUTHENTICATION CODE" FIELD**

‖ AT&T 🔋 2:36 PM
☰ Authenticator + ✏️

Clutch prod
387 816
YOUREMAIL@EMAIL.COM

Clutch stage
779 434
YOUREMAIL@EMAIL.COM

NOTES:

○ **DO NOT** enter the space - enter the 6 digits provided only

○ Make sure to click the "Configure" button and **not** the "Enter/Return" key on your keyboard

○ Make sure the 6 digit code is **BLUE**

7 **YOU HAVE SUCCESSFULLY SETUP YOUR TWO FACTOR AUTHENTICATION**

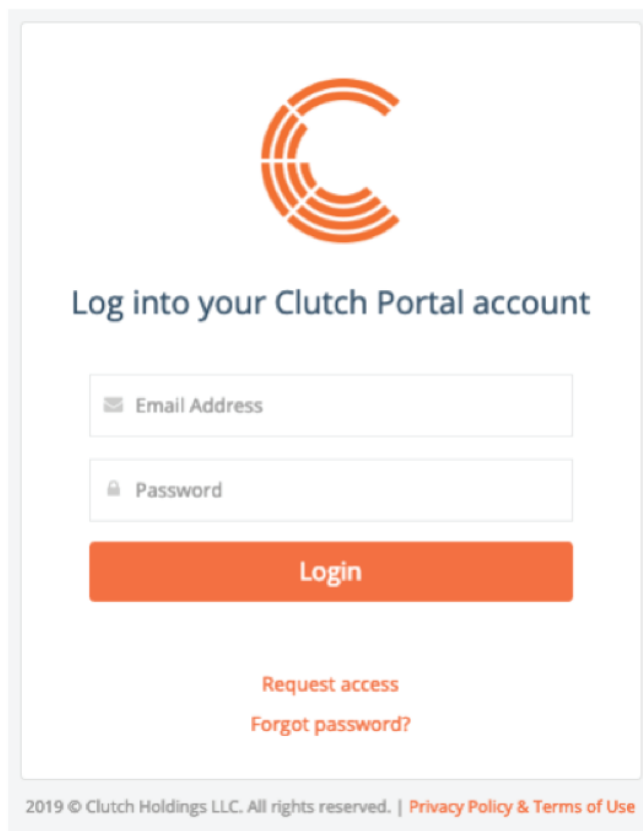Two Factor Authentication Setup

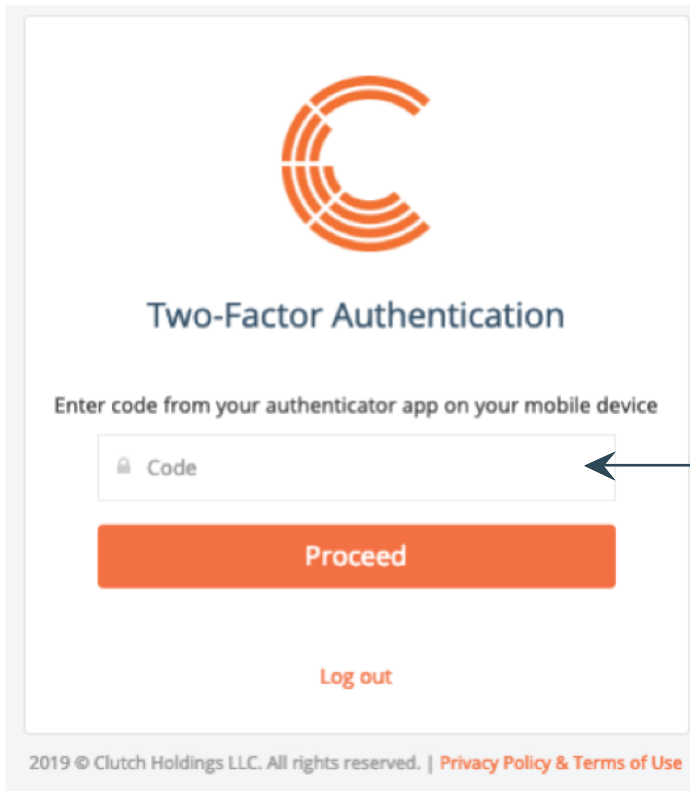Two Factor Authentication has been setup successfully.

ON ALL FUTURE LOGINS
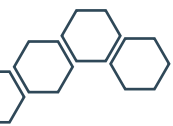
1 **LOG INTO CLUTCH PORTAL**

https://portal.clutch.com/login

Log into your Clutch Portal account

Email Address

Password

Login

Request access

Forgot password?

2 AFTER TWO STEP AUTHENTICATION SET UP, YOU WILL BE REQUIRED TO ENTER YOUR CODE FROM THE GOOGLE AUTHENTICATOR APP

Two-Factor Authentication

Enter code from your authenticator app on your mobile device

🔒 Code

Proceed

Log out

Enter code here each time you log in

TROUBLESHOOTING

1. Make sure the time on your phone is correct. If it is ahead or behind at all, then the codes generated won't be in sync with the server and will not work.

2. When entering the Google Authenticator code, remember to only enter 6 digits, and do not include the space.

**If you have any questions, please contact Clutch Support
at asksupport@clutch.com**