

# How to guide Multi-factor authentication

# Background

Shoosmiths continue to ensure that our external facing, as well as our internal systems, have the best protection from the ever-growing concern of cyber threats.

We follow the guidelines as set out by Cyber Essentials, which is a UK certification scheme backed by the UK government and overseen by the National Cyber Security Centre.

In order to ensure our compliance, we have introduced multi-factor authentication to Collaborate. Multi-factor authentication (MFA) is an extra layer of security to ensure that the person trying to access an account is who they say they are.

A password is 'something you know', but also something that other persons may know or discover. Without MFA, anyone who has knowledge of your username and password could potentially access your account.

Therefore, MFA adds the requirement to enter a passcode that will be sent to the email address that you are using as your collaborate username.

## Step 1. Logging in

- 1.1 When logging into Collaborate, enter your username (email address) and password via the login screen (shown below) in the usual way.

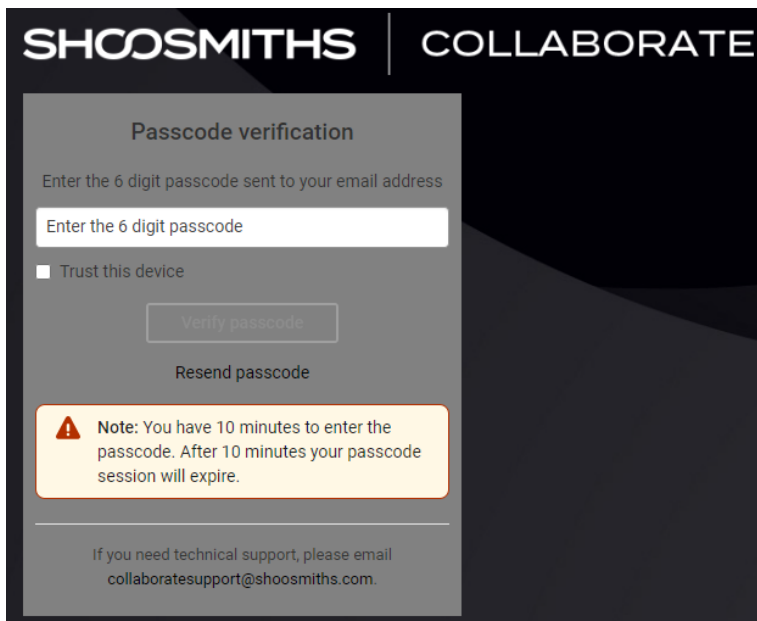
## Step 2. Email Passcode Verification

2.1 You will now be presented with the passcode verification screen. At the same time a 6-digit access code will be sent to your email address from [noreply-shoosmiths@highq.com](mailto:noreply-shoosmiths@highq.com)

2.2 Insert the code and click 'verify passcode'.

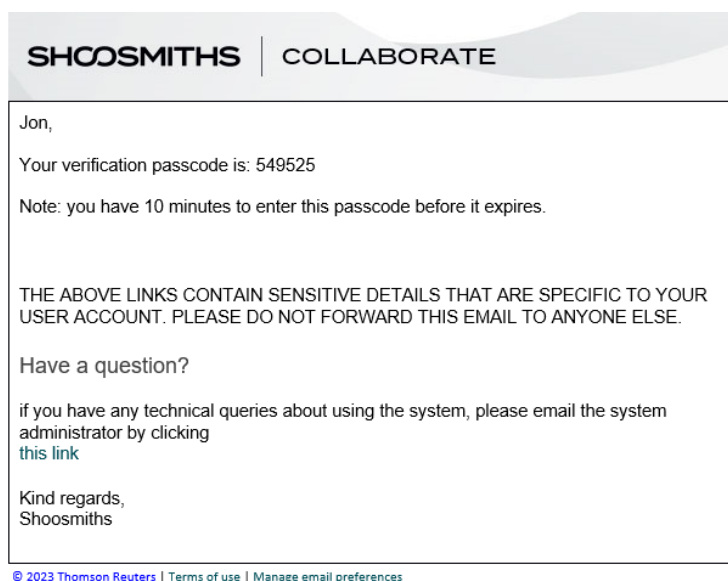
### Note:

- This code will expire in 10 minutes, at which point you will need to select 'resend passcode' or log back on.
- If the passcode email is not received, please do check your junk inbox or you may need to discuss amending your firms' internal firewall with your IT department to allow emails from the above address to be delivered.



The screenshot shows a dark-themed login interface for SHOOSMITHS COLLABORATE. The main section is titled 'Passcode verification' and instructs the user to 'Enter the 6 digit passcode sent to your email address'. There is a text input field with the placeholder 'Enter the 6 digit passcode'. Below the input field is a checkbox labeled 'Trust this device'. A 'Verify passcode' button is positioned below the checkbox, and a 'Resend passcode' link is below that. A yellow warning box with a red triangle icon contains the text: 'Note: You have 10 minutes to enter the passcode. After 10 minutes your passcode session will expire.' At the bottom, there is a link for technical support: 'collaboratesupport@shoosmiths.com'.

Example of email...



- Access will now be granted.
- Any issues please contact [collaboratesupport@shoosmiths.co.uk](mailto:collaboratesupport@shoosmiths.co.uk)