



Motion Picture Solutions

## MPS 2-Step Verification information sheet, October 2015

MPS is enhancing the service we offer KeyGen and JukeBox users. We are implementing a number of updates. One of these is a security update that requires your action in order for you to continue using our services. **Please read the important information below:**

- We are introducing **2-Step Verification**
- It will be **COMPULSORY for all KeyGen and JukeBox users from 12 October**
- To access our services, you must **download the "Google Authenticator" app** to your mobile or tablet (recommended) **OR use "GAuth" as a plug-in for Firefox** **OR use "Authenticator" as a plug-in for Chrome**

### Why are we doing this?

In common with other online services, such as internet banking, use of 2-Step Verification is increasingly a standard security measure. It offers our customers greater confidence in our systems and helps safeguard content we're entrusted with.

### What does it mean for you?

From 12 October, to log into KeyGen or JukeBox, you will need to enter your existing username and password **and** a single-use 6-digit code. This code will be generated using **Google Authenticator** on a smartphone or tablet (**Option A**), or by using **Authenticator** for Chrome or **GAuth** for Firefox browsers (**Option B**). **You MUST decide which option you intend to use BEFORE you set up the service.**

## WHAT YOU NEED TO DO NEXT

Decide between **OPTION A for smartphone access through any computer (page 2)** or **OPTION B for browser-based access on a computer (pages 3 and 4)**. We recommend Option A.



**Required if you use our services on more than 1 machine.**  
**See page 2**

**A** or **B**



**Restricts your use to 1 computer only.**  
**Firefox: p3, Chrome: p4**

### NEED SOME HELP?

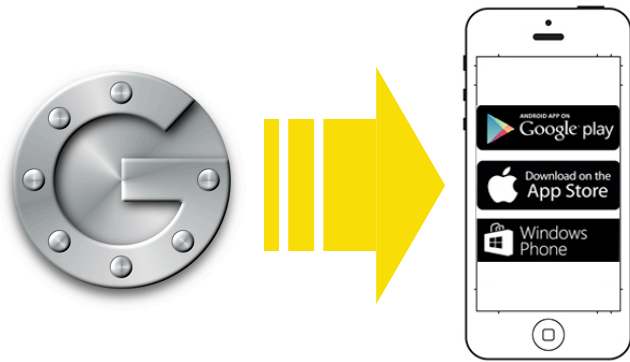
Contact us on +44 207 751 7001

Email us at [kdm@motionpicturesolutions.com](mailto:kdm@motionpicturesolutions.com)

# OPTION A — 2-Step Verification for Mobile Devices (recommended)

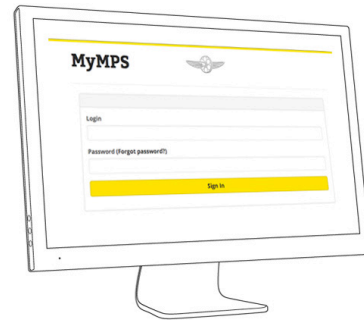
## 1 Download "Google Authenticator" to your smartphone or tablet

The 2-Step Verification process links your MPS account details to one device. You will need to contact your MPS account admin if you change your phone or tablet.




## 2 On a computer, login to this URL — <https://mymps.motionpicturesolutions.com>

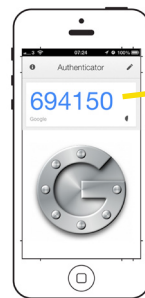
To set up 2-Step Verification for mobile devices, you must first log in using your KeyGen/JukeBox details on a computer at <https://mymps.motionpicturesolutions.com> At this stage, select "No" under "Use 2-Step Verification?"



## 3 1 Click on "2-Step Verification" at the top of the page to access the set-up page (shown, right).

2  Open Google Authenticator on your phone and use it to scan this barcode.

3 Copy the 6 blue numbers from your phone to the "6-Digit Token" field.



4 Re-enter your KeyGen/JukeBox password at "Password" and then hit "Save".

## 4 Your device is set up

You will need to use a new Google Authenticator 6-digit code as well as your username and password to access KeyGen and other MPS services in the future.



# OPTION B — 2-Step Verification for 1 Computer (Firefox browsers)

**NB. This option restricts your MPS account to just 1 computer**

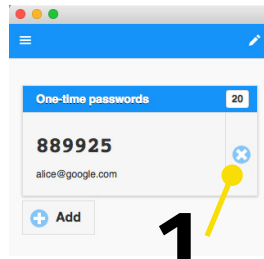
1

**Download "GAuth" as a Firefox app**  
Search for "GAuth" at: [marketplace.firefox.com](https://marketplace.firefox.com)

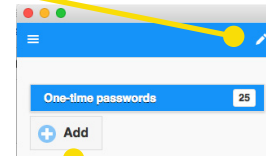


2

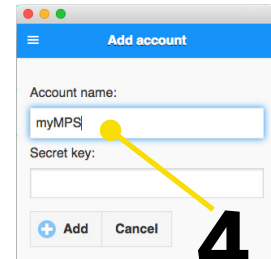
**Open GAuth. Add a new account.** If you see "alice@google.com", first remove it (1), then click the pencil (2), click "Add" (3) and type "myMPS" into "Account name" field (4).



2



3



4

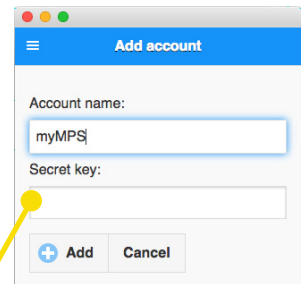
3

**In your browser, log in to myMPS.** <https://mymps.motionpicturesolutions.com>  
Use your existing KeyGen account details. At this point, select "No" under "Use 2-Step Verification?" **Log in, then:**

1 **Click on "2-Step Verification".**

2 **Hit the "Copy Secret" button** (beneath the barcode) and copy the 16-character code.

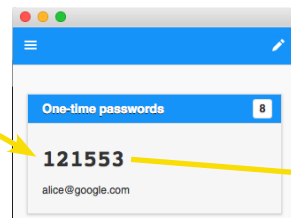
3 **Return to GAuth. Enter the 16-character code into the "Secret Key" field, and hit "Add".** This links GAuth to your myMPS account.



4

1 **Copy the 6-digit number from GAuth** into the "6-Digit Token" field on the myMPS page.

2 **Re-enter your KeyGen/JukeBox password** in the "Password" field and hit "Save".



5

**Your account is set up**

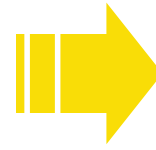
You will need to enter a new 6-digit code from GAuth as well as your username and password to access KeyGen and other MPS services in the future.



# OPTION B — 2-Step Verification for 1 Computer (Chrome browsers)

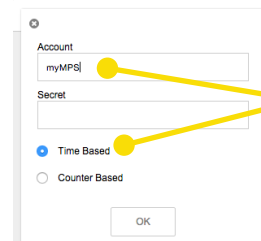
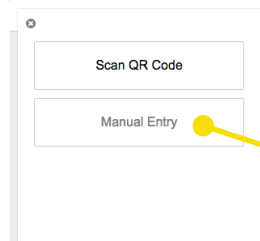
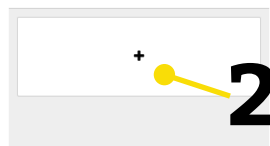
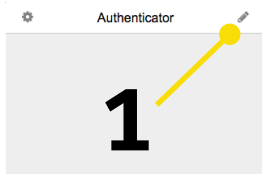
**NB. This option restricts your MPS account to just 1 computer**

**1** Download "Authenticator" as a Chrome plug-in. Search for "Authenticator" at [chrome.google.com/webstore](https://chrome.google.com/webstore)



Open Authenticator by clicking on the installed browser button

**2** Open Authenticator. Add a new account. First click the pencil (1), then "+" (2), click "Manual Entry" (3) and type "myMPS" into "Account name" field, with "Time-based" selected (4).



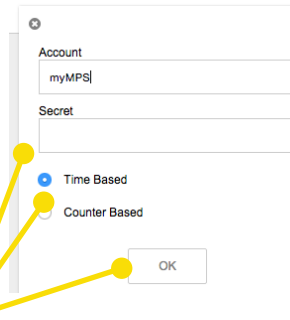
**3** In your browser, log in to myMPS. <https://mymps.motionpicturesolutions.com>

Use your existing KeyGen account details. At this point, select "No" under "Use 2-Step Verification?" **Log in, then:**

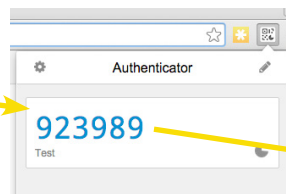
**1** Click on "2-Step Verification".

**2** Hit the "Copy Secret" button (beneath the barcode) and copy the 16-character code.

**3** Return to Authenticator. Enter the 16-character code in the "Secret" field, check "Time-based" is highlighted and hit "OK".



**4** **1** Copy Authenticator's 6-digit number into the "6-Digit Token" field on the myMPS page.

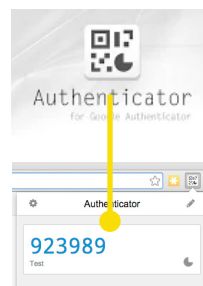


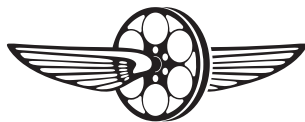
**2** Re-enter your KeyGen/JukeBox password in the "Password" field and hit "Save".



**5** Your account is set up

You will need to enter a 6-digit code from Authenticator as well as your username and password to access KeyGen and other MPS services in the future.





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## MPS 2-Step Verification, Known Set-up Issues

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### ● All Users — “Invalid MFA Token” / “Invalid Token”

Occasionally, the reason for this message is that 2-Step Verification was not successfully set-up. To check if this is the case, login to myMPS (select “No” at “Use 2-step Verification”), then go to the 2-Step Verification page. If you can still see the QR barcode shown in the set-up guidelines, then it wasn't successfully applied. Please remove your existing “myMPS” token from your GAuth or Google Authenticator and repeat the set-up steps again. Look for a green success message after hitting the “Save” button at the final stage.

### ● Android Users: Time Sync — “Invalid Token / Invalid MFA Token”

If you are repeatedly getting an error saying “Invalid Token” (or “Invalid MFA Token”) when logging in and you are using an Android device, it may mean that your device's system time is out of sync with the global internet time servers. Please note that this should NOT affect iPhones as they automatically sync to this time server. **For Android users only**, follow the steps below to try and resolve this issue:

In the **GAuth** app, click on the 3 “settings” dots in the top right hand corner. If you do not have these 3 dots then it should be your phone's normal menu button.

Select “Settings”

Select “Time correction for codes”

Select “Sync Now”

This should then adjust the time so that it syncs correctly with your browser. Try logging in again once the time has successfully corrected; if you are still experiencing issues, please do contact MPS

### ● Blackberry Users

Blackberry users will not be able to use Google Authenticator on their device, so will either need to install the GAuth desktop plugin (page 3), or use Google Authenticator on a tablet or another smartphone (page 2).

### ● Windows Phone Users:

If you require Google Authenticator on a Windows smartphone/device, the app is very slightly different. Please search for “**Authenticator**” in the Windows app store at the link below:

<http://www.windowsphone.com/en-us/store/app/authenticator/e7994dbc-2336-4950-91ba-ca22d653759b>

The app works in the exact same way as Google Authenticator (guidelines on page 2), the only difference being it requires you to name the Account. This can be a name of your choice, or just myMPS for simplicity.

### ● Login problem: “6-Digit Token” keeps autofilling with your KeyGen Username

On some browsers, your Keygen username may inadvertently appear in the “6-digit token” box on the myMPS homepage due to your browser's “autofill” settings. If this happens, simply input your 6-digit code instead.

### ● Firefox Plug In: issues locating GAuth once downloaded

Once the GAuth app has been installed from the Firefox Marketplace, you can then directly open the app from the marketplace each time (by searching for GAuth) or it will be saved as a recent application in your start menu. It should have also created a desktop shortcut if you are using Windows.

### NEED SOME HELP?

Contact us on +44 207 751 7001

Email us at [kdm@motionpicturesolutions.com](mailto:kdm@motionpicturesolutions.com)