



Dear Valued Client,

At BSM Global, we prioritize the security and privacy of our customers. As part of our ongoing commitment to safeguard your sensitive information and provide you with a secure experience, we are excited to announce the roll out of Two-Factor Authentication (2FA) across our V2 applications.

Starting from July 1st, 2023, we will be enforcing 2FA for all user accounts accessing our application apart from the sites that have already activated SSO (please note, this has already been rolled out across all BSM staff). 2FA adds an extra layer of protection to your account by requiring an additional verification step during the login process. We strongly believe that this added security measure will significantly enhance the safety of your information and ensure that only authorized individuals can access your account.

### **Why is 2FA important?**

2FA goes beyond the traditional login method by introducing an extra barrier for unauthorized visitors who may have obtained your primary login credentials. It achieves this by requiring you to enter a Time-Based code that changes every 30 seconds. This unique code can only be generated by the independent authenticating device used during your registration with our 2FA application.

By employing this time-limited code, your account and data become significantly more secure against online fraud, ensuring data integrity and safeguarding against theft. We take pride in offering this enhanced level of protection to ensure a secure environment for your online activities.

### **How does 2FA work?**



When you log in to our application, you will be prompted to enter your password as usual. Following that, you will need to provide a second form of verification, which can be generated by an authenticator app.

We understand that implementing 2FA may introduce a slight adjustment to your login process, but we assure you that the enhanced security and peace of mind it brings are worth the small inconvenience.

### How to Set Up 2FA

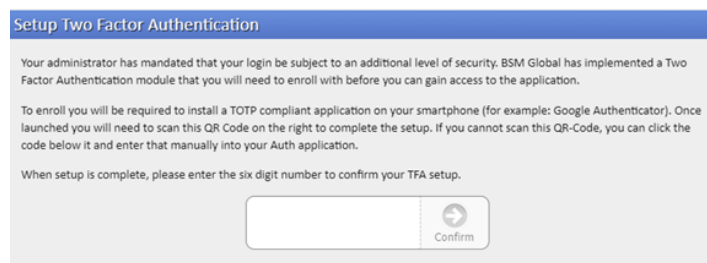
When you're setting up 2FA, you will be asked to set up a device with an appropriate 2FA compliant application, using a one-time generated code. You can use a mobile device's camera app to scan a specially crafted QR code that will synchronize it with a secret key that is registered against your user account.

To set up 2FA and synchronize your phone with the server, perform the following steps:

1. Download an authentication app from the App Store on your device (some will work on smart watches).
  - a. BSM's Recommendations:
    - i. OTP Auth
    - ii. Google Authenticator
    - iii. Microsoft Authenticator
2. Log into your Buy Sell Move Site.
3. Scan the QR Code with the phone camera or manually enter the 2FA Secret Key.



1. Enter the 6-digit number to confirm your 2FA set up.



2. If your code is verified, you will be logged into the application as per normal.

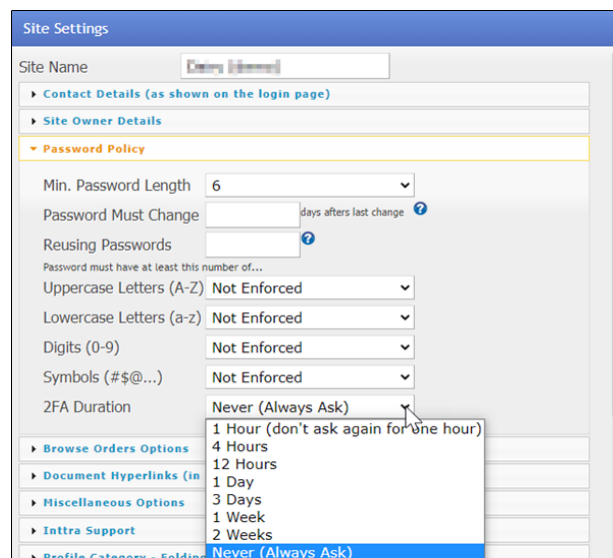
## How to Set Up 2FA Duration

Your site Administrators may have the ability to adjust the 2FA duration for the entire site (not per user). They can do this by performing the following steps:

1. On the Welcome Page, click **Tools > Administration > Site Settings**.



2. Click on **Password Policy > 2FA Duration**.



1. Set the 2FA Duration from the following options:
  - 1 Hour - You will not have to enter the 6-digit number again if you login within 1 hour.
  - 4 Hours - You will not have to enter the 6-digit number again if you login within 4 hours.
  - 12 Hours - You will not have to enter the 6-digit number again if you login within 12 hours.

- 1 Day - You will not have to enter the 6-digit number again if you login within 1 day.
  - 3 Days - You will not have to enter the 6-digit number again if you login within 3 days.
  - 1 Week - You will not have to enter the 6-digit number again if you login within 1 week.
  - 2 Weeks - You will not have to enter the 6-digit number again if you login within 2 weeks.
  - Never - You will have to enter the 6-digit number every time you login. This setting is the Default.
2. Click **Save**.
  3. Note: If the above options are not available to your Site Administrators please contact your BSM Consultant or the Customer Service Desk to enable this on your behalf.

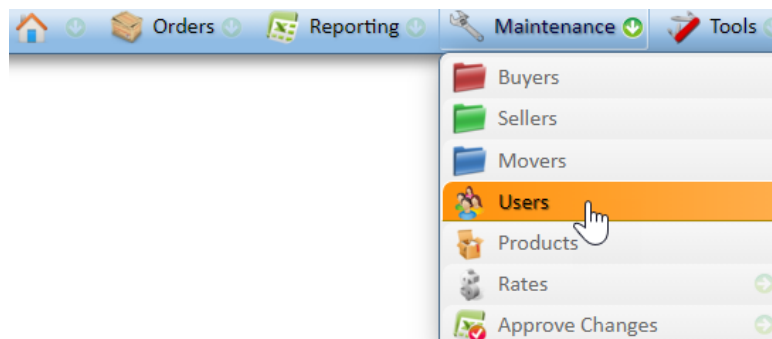
## How to Prepare for 2FA

To prepare for the enforcement of 2FA, we recommend taking the following steps:

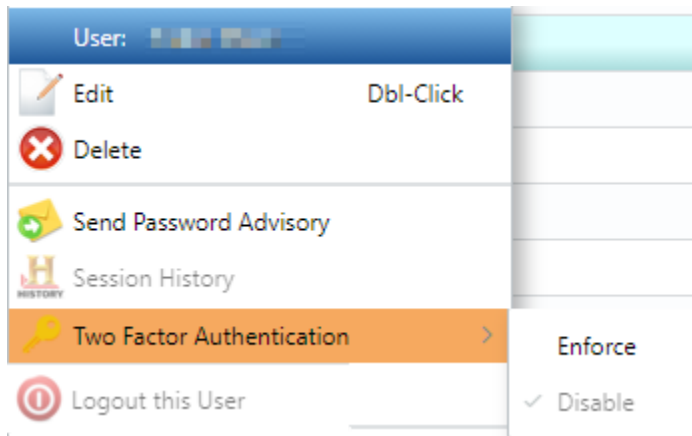
1. Test this with users prior to the July 1st, 2023 so you and your staff are already familiar with the process. If you are an Administrator, you can already enforce 2FA for yourself and other users as well.

To enforce 2FA, perform the following steps:

1. On the Welcome Page, click **Maintenance > Users**.



2. Right-click on a user and click **Two Factor Authentication > Enforce**.



2. Familiarize yourself with the process of setting up a 2FA verification method, whether through our suggested apps (OTP Auth, Google Authenticator or Microsoft Authenticator) or a trusted authenticator app.

We genuinely appreciate your cooperation and understanding as we strive to provide you with the highest level of security and protection. We believe that enforcing 2FA will further strengthen the trust you place in BSM and our services.

If you have any concerns or require assistance, your BSM consultant or our client support team is ready to help ([client.support@buysellmove.com](mailto:client.support@buysellmove.com)).

Sincerely,

Jason Flemming  
Director  
**BSM Global Pty Ltd**