Logging into the Partner Ordering System with Multi-Factor Authentication

Usborne Publishing is improving website security by introducing Multi-Factor Authentication (MFA) for Independent Usborne Partner accounts. This extra layer of security requires you to use an additional security step when logging in.
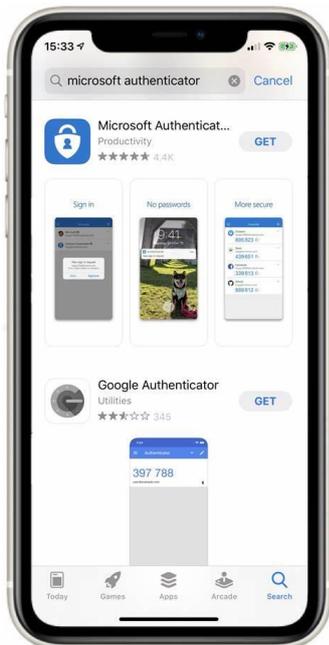
Why MFA?

Even if someone guesses your password, they won't be able to access your account. This security measure will protect both you and your customers' data. The version of MFA we are using **requires using an authenticator app** on your mobile phone or tablet, at least for the initial setup process.

Before You Start:

Get an Authenticator App: Download an authenticator app, such as Google Authenticator or Microsoft Authenticator, from the Play Store (Android) or the Apple Store (iOS).
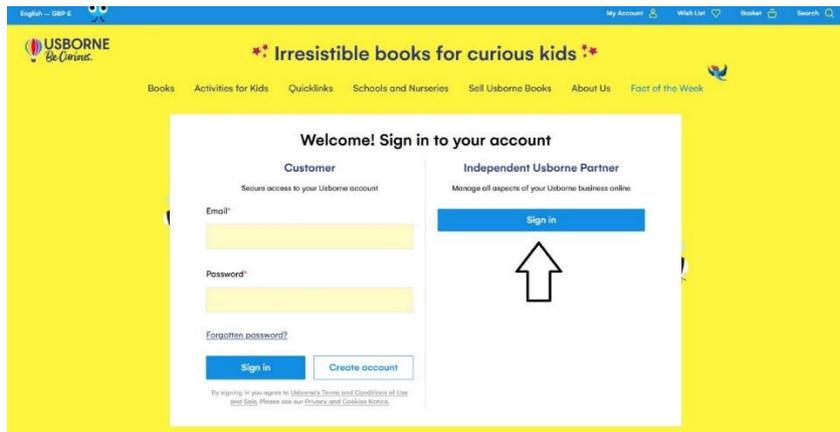
First-Time Setup: When setting up for the first time, we recommend logging in from your computer with your mobile device alongside to set up the authentication. If you are using only your phone, we have special instructions for that at the end.
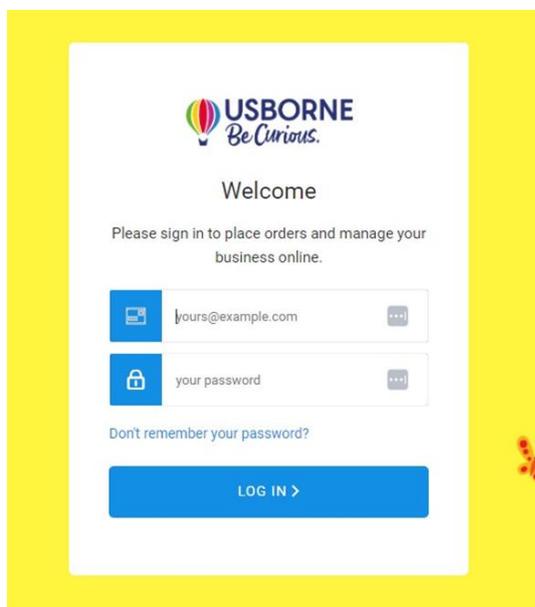
Setting up MFA Using Two Devices (e.g. computer and mobile phone/ tablet)

1. After you have downloaded the authenticator app on your phone or tablet, sign in as normal as an 'Independent Usborne Partner' on a computer or different mobile device.

2. Enter your email and password as usual:

3. You will now see a QR code on your computer:

IMPORTANT: Do not use your phone's camera QR code reader! This is because the QR code is for **the authenticator app**.
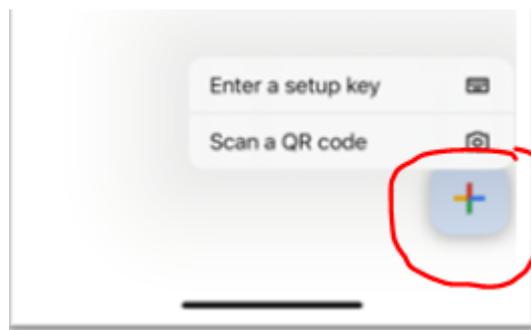
If you mistakenly used your phone's camera QR code reader, please contact partner.support@usborne.co.uk to reset your MFA.

4. Open the authenticator app on your mobile device.

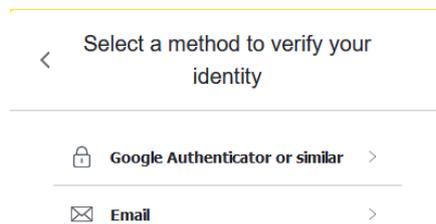| **Google Authenticator**	**Microsoft Authenticator**
Tap the plus sign (+) at the bottom right and then scan the QR code.	Tap the plus sign (+) at the top and select 'Other' as the type of account you wish to create. Scan the QR code.

5. Your authenticator app will now display a one-time code. Type into the box provided on the Usborne website login page. You are now ready to use MFA!
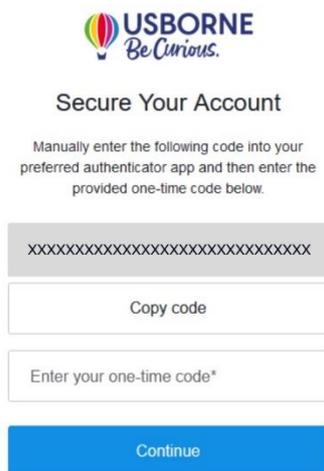
Logging In After Successful Setup

For future logins, after you have typed your email and password in the Usborne website, it will ask for a one-time code. Open your authenticator app, find the code next to your Usborne account, and enter the code into the login page. Note that the code changes frequently.

If you don't have your authenticator app available, you can also choose "Try another method" and select "Email".

Setting up MFA Using One Mobile Phone/ Tablet

Follow previous steps 1-4 (although you will be doing it all on one mobile device). Scanning the QR code won't be possible. Instead, tap "Trouble Scanning?" on the screen where the QR code is shown. Copy the long code displayed.

Open your authenticator app and choose "Enter a setup key" (Google) or "Enter code manually" (Microsoft) at the point you would have otherwise scanned the QR code. Enter anything you like as the account name e.g. Usborne website.

Paste in the code where it says "Key" (Google) or "Secret key" (Microsoft). Your authenticator app will now display a one-time code. Type into the box provided on the Usborne website login page. You are now ready to use MFA!

Help and Support

These videos show how to set up the Google and Microsoft authenticator apps, including QR code scanning.

Google Authenticator Setup

Microsoft Authenticator Setup

For questions or issues with Multi-Factor Authentication, please contact partner.support@usborne.co.uk.