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.

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. You could also use two mobile devices (e.g. a phone plus a tablet, or two phones). If you are using only one phone or tablet, we have special instructions at the end.
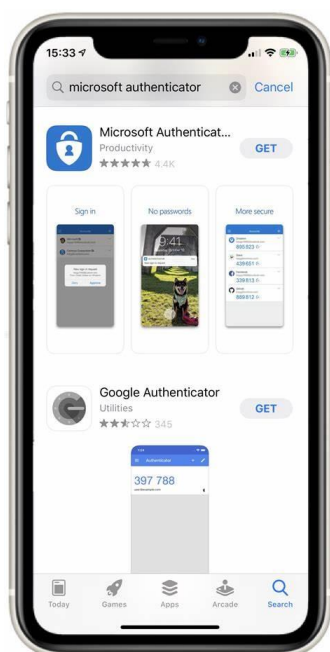
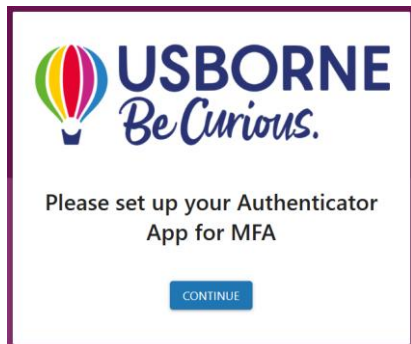**Setting up MFA Using Two Devices (e.g. computer and mobile phone/ tablet)**

1. After you have downloaded the authenticator app on your phone or tablet, sign in as normal as an 'Independent Usborne Partner' on your computer (or mobile device if you are using two).
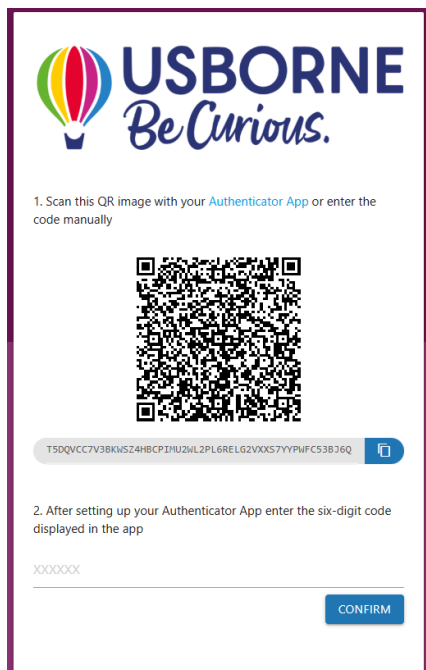

2. Enter your email and password as usual:

You will see a screen telling you to set up your authenticator app.

Select continue and you will now see a screen with a QR image and a long code. Open the authenticator app on a different, mobile device and get ready to scan the image.

IMPORTANT: Do not use your phone's camera QR code reader to scan the image!
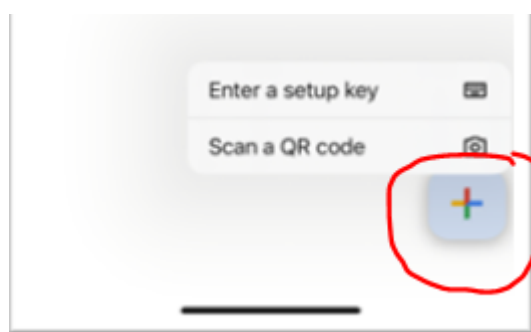
This is because the QR code is for **the authenticator app** not your camera.

If you mistakenly used your phone's camera QR code reader, please contact partner.support@usborne.co.uk to reset your MFA.
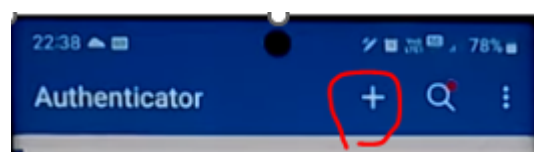
Google Authenticator Tap the plus sign (+) at the bottom right and then scan the QR code.	**Microsoft Authenticator** Tap the plus sign (+) at the top and select 'Other' as the type of account you wish to create. Scan the QR code.

3. Your authenticator app will now display a six digit code. Type the code into the screen with the QR code you were looking at previously on your computer or different mobile device. You are now set up with 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 six digit authentication code. Open your authenticator app, find the code next to your Usborne account, and enter the code into the login page in the screen below. Note that the code changes frequently.

Setting up MFA Using One Mobile Phone/ Tablet

Follow previous steps up to the point where the QR code is displayed. Scanning the QR code won't be possible. Instead, tap the blue button to the right of the long code underneath the QR code to copy it.

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 six digit code. Go back to the screen where you got the long code from and type into the box underneath. You are now set up with 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.

Troubleshooting

Some Partners have experienced issues with needing to log in twice, which makes using MFA more inconvenient. If you are experiencing this issue we ask that you:

- Clear all cookies from your phone – instructions here.
- Ensure you are not using any shortcuts on your phone screen (which may look like an Usborne "app"). If you are doing so, please delete the shortcut you are using and create a new one – instructions here.