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## Setting up two-step verification for Avochato

Tuesday Mueller-Harder - 2025-02-05 - Comments (0) - Phones & Conferencing

To sign in to Avochato, you'll need to use two-step verification (also known as multi-factor authentication, MFA) using an authenticator app such as Duo Mobile. You can set this up using the process outlined below.

Getting started

• New users: Create your Avochato account using the link provided by OIT:

🍼 avochato	Create Your Profile
	Work Email*
	josiah_carberry@brown.edu
	Full Name*
Join Your Avochato	First Last
Team	Mobile Number (Optional)
<b>Joshua</b> invited you to join the <b>Test 1</b> team. To get	+1 (888) 888-8888
started, create your profile.	Password* Show 🛩
	Password
	Confirm Password*
	Confirm Password
	By signing up, I agree to Avochato's Terms of Use and Privacy Policy
	Create My Profile
	Already have a profile? Click Here to Sign In
	*Required Fields

• **Existing users:** Follow the steps in the <u>Existing Users section</u> below, and resume from step 1 of the setup instructions when you reach the setup page.

## Set up a device

 You will be taken to the "Setup Authenticator App" screen where you can configure your MFA device. If you use a password manager already, you may be able to set it up to authenticate for Avochato, but for most users we recommend using Duo Mobile to generate passcodes.



2. Open the Duo app and tap Add +

If you haven't already <u>set up Duo Mobile</u> for use with your Brown account, you can install it from the <u>App Store</u> (iPhone/iPad) or the <u>Google Play Store</u> (Android). In this case, you'll want to tap **Set up account** instead of Add.



3. Select Use QR Code.

Cancel				
Add account				
	Use QR code			
Q Sea	arch			
	1Password			
٨	Airbnb			
a	Amazon			
aws	Amazon Web Services			

- 4. Scan the QR code that is listed in step 2, "Open Your Authenticator App" on the Avochato web page.
- 5. Name the account:



- 6. You may be prompted to create a password to back up the Avochato account. If so, follow the prompt. More info about Duo Restore is located <u>in this support article</u>.
- Enter the 6-digit code from your authenticator app in step 3 on the Avochato web page, and it should automatically submit and finish as long as you have entered the correct code. You will be brought to the "Edit Profile" page.



In the future, with your MFA device set up, you'll be prompted to enter a code from your Duo app each time you sign in to Avochato.



**Existing Users** 

1. Log in to your Avochato account and navigate to your user profile icon, located at the upper-right corner of your inbox.



2. Click Edit Profile.



3. Scroll down to "Security" and click Setup Authenticator App (in blue)

Profile		Save
Account	Security	
Security	Require MFA for your user on all accounts	
Notifications		
Chatbox	MFA authenticator app	
Inbox Settings	Setup Authenticator App	
vigation Password		
	Send Reset Password Email	
	Inbox Notifications         Image: Show Product Release Notifications         Browser Notifications         Inbound activity owned by anyone on my team	
	<ul> <li>Play a sound when receiving new messages in the web dashboard</li> <li>Mobile App Push Notifications</li> </ul>	
	Send a push whenever inbound activity occurs in conversations assigned to me     Only send pushes while my status is "Available".	
	Only send pushes during office hours.	
	Send a push whenever inbound activity starts a new conversation	

 You will be taken to the "Setup Authenticator App" screen. Scroll up to <u>the</u> <u>instructions above</u> and resume.

Setup your Authenticator App	Setup Authenticator App The following process allows you to configure your Avochato MFA device.
To continue, scan the code and enter the generated code.	Choose from one of our many supported apps for your mobile device or computer: Authy.lby.Twilio) Google Authenticator.lby.Google) Microsoft Authenticator.gp Gopen your authenticator app Copen the outer of Gode, with your authenticator
	app. Alternatively, you can manually enter your secret key by clicking: Show Secret Key 3 Enter a MFA code from your app
	Enter a code from your authenticator app to confirm setup Authenticator app code:
	Submit Code