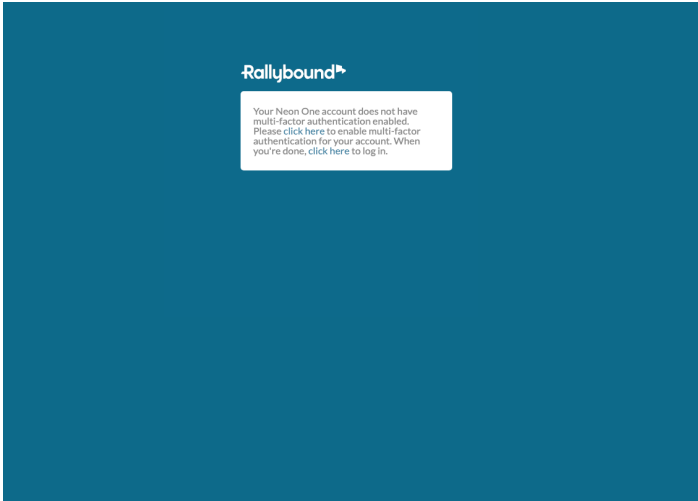


# Multi-Factor Authentication

Rallybound's administrator account management experience is provided by the Single Sign-On (SSO) service provided by Neon One, Rallybound's parent company. As part of this service, organizations can require their administrators to authenticate not only by entering a password, but by verifying their login through another device, known as multi-factor authentication (MFA). This is a widely-used security convention which, for Rallybound organizations, can dramatically increase the security of campaign sites and fundraising data. If your organization would like to implement multi-factor authentication for your administrators, please contact us at [helpdesk@rallybound.com](mailto:helpdesk@rallybound.com).

## Logging in Before Multi-Factor Authentication is Set Up

If an organization requires multi-factor authentication, on an administrator's first login to Rallybound (and on subsequent tries until MFA is set up), they will be presented with a screen prompting them to visit NeonSSO's MFA setup flow, which can be accessed at [app.neonssso.com/user/mfa](http://app.neonssso.com/user/mfa). This screen will also be presented immediately after the administrator creates their account, which may be a bit unexpected. It is recommended that organizations communicate to their administrators what to expect in this flow.



## Setting Up Multi-Factor Authentication

To set up multi-factor authentication on your account, follow these steps:

1. Log in to [app.neonssso.com](http://app.neonssso.com)
2. Click the the profile dropdown at the top right
3. Click "2-Step Verification"
4. On the next screen, click "Get Started"
5. Choose whether to verify via text message or a mobile authenticator app. While the latter has more steps to complete, it is generally the more reliable method, and it is recommended.
6. If you selected to verify via text message:
  - a. Enter your mobile phone number to receive the verification text message
  - b. Once you receive the text message, enter the code included in the message into the input field on the NeonSSO screen
  - c. If you are using a trusted device (not a shared device), click "Trust this device" to avoid having to complete this flow the next time you log in with this device.
  - d. Click "Enable 2-Step Verification"
7. If you selected to verify via mobile authenticator:
  - a. Download (or open) one of the supported authenticator apps presented on the next screen
  - b. Click "Verify Mobile Device"
  - c. On your mobile device, open the authenticator app and follow instructions to add an account
  - d. When prompted, scan the QR code displayed on the screen
  - e. Enter the code subsequently presented on your mobile app screen into the input field on the NeonSSO screen
  - f. If you are using a trusted device (not a shared device), click "Trust this device" to avoid having to complete this flow the next time you log in with this device.
  - g. Click "Enable 2-Step Verification"
8. You will then be shown a list of backup codes for use if you should need to log in and you don't have access to your phone. We **strongly recommend** that you save these codes somewhere secure where you can access them without having to use your phone.
9. Click "Return to My Applications"
10. You are now ready to log into your Rallybound Admin! Simply click the Rallybound app card in your Applications screen.

Whenever you log in from a new or untrusted device (and, for security reasons, occasionally on trusted devices), you will need to authenticate again, which can be done following the above steps.

Your MFA setup can be managed and modified in the NeonSSO interface by clicking the profile dropdown at the top right, then clicking "2-Step Verification".

## 2-Step Verification

Select Method     Set up your phone     Verify your phone

Select which method of 2-Step Verification to use.

### Text Message



NeonSSO will send verification codes to your mobile device via SMS.

[Use Text Messages](#)

### Mobile Authenticator



Use an Authenticator application on your mobile device to provide verification codes.

[Use Mobile Authenticator](#)

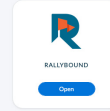
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