

# How to Add Two-Factor Authentication (2FA) to Black Diamond

## Step 1: Access Your Preferences

1. Log in to your Black Diamond account
2. Click on **My Preferences** in the upper right-hand corner



## Step 2: Navigate to Authenticator App Settings

1. Scroll to the bottom of the Preferences page
2. Locate the **Authenticator App** section
3. Click **Register Device**

### Authenticator App

Status Disabled [Register Device](#)

## Step 3: Configure Your Authenticator App

A pop-up window will appear with configuration options. Follow these steps:

1. In the **Select Authenticator App** drop-down menu, select **Other**
2. In the **Please Specify App Name** box, type **"VIP"** (or the name of your preferred authenticator app)
3. Select your **device type** (iOS or Android)


A screenshot of a 'Multifactor Authenticator Device Registration' pop-up window. The window has a title bar with a close button. Inside, there are three main sections: 'Select Authenticator App' with a dropdown menu set to 'Other'; 'Please Specify App Name' with a text input field containing 'VIP'; and 'Select Device Type' with three radio button options: 'iPhone' (selected), 'Android', and 'Other'. At the bottom right, there are 'Cancel' and 'Continue' buttons.

## Step 4: Scan QR Code and Verify

1. Open your authenticator app (Symantec VIP Access or other) on your mobile device
2. **Scan the QR code** displayed on your screen to register your device
  - In most apps, tap the "+" or "Add" button
  - Select "Scan QR Code" or similar option

- *Point your camera at the QR code*
3. Once scanned, your app will generate a 6-digit code
  4. Enter the generated code in the **Verification Code** box to complete registration

Multifactor Authenticator Device Registration



Scan the QR code with Google authenticator app and enter the generated code to complete registration. If you lose access to your authenticator app, you will have to contact your administrator for assistance.

[Register without scanning QR code](#)

Verification Code

Cancel

Submit

## Step 5: Confirm Activation

**Congratulations! Two-factor authentication is now enabled for your Black Diamond account.**

1. Once verified, the **Status** will change to **Enabled** at the bottom of the My Preferences page
2. From now on, when logging into Black Diamond, you'll need to:
  - Enter your username and password
  - Open your authenticator app
  - Enter the current 6-digit security code

**Note:** *The security code refreshes every 30 seconds. Make sure to enter the code before it expires and generates a new one.*

Authenticator App
App Name
Google
Status
Enabled
Clear

## Need Help?

If you encounter any issues during setup or have questions about two-factor authentication, please contact our office at (504) 528-3685 for assistance.