

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. It contains the following fields:

- Select Authenticator App: A dropdown menu set to 'Other'.
- Please Specify App Name: A text input field containing 'VIP'.
- Select Device Type: A radio button group with 'iPhone' selected, and 'Android' and 'Other' options available.

At the bottom 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

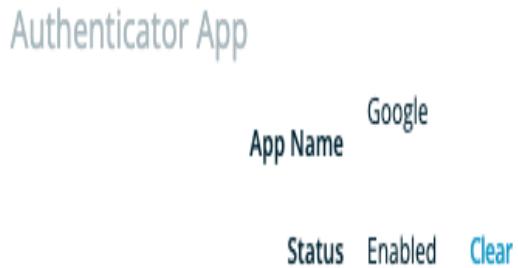


Step 5: Confirm Activation

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.*



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.