

10. Hub Access

From:
no-reply@navro.cloud

Update your Account

Agree and Set up Account

Sign in to your account

Username
John Doe

Password

Back to organization selection Forgot password?

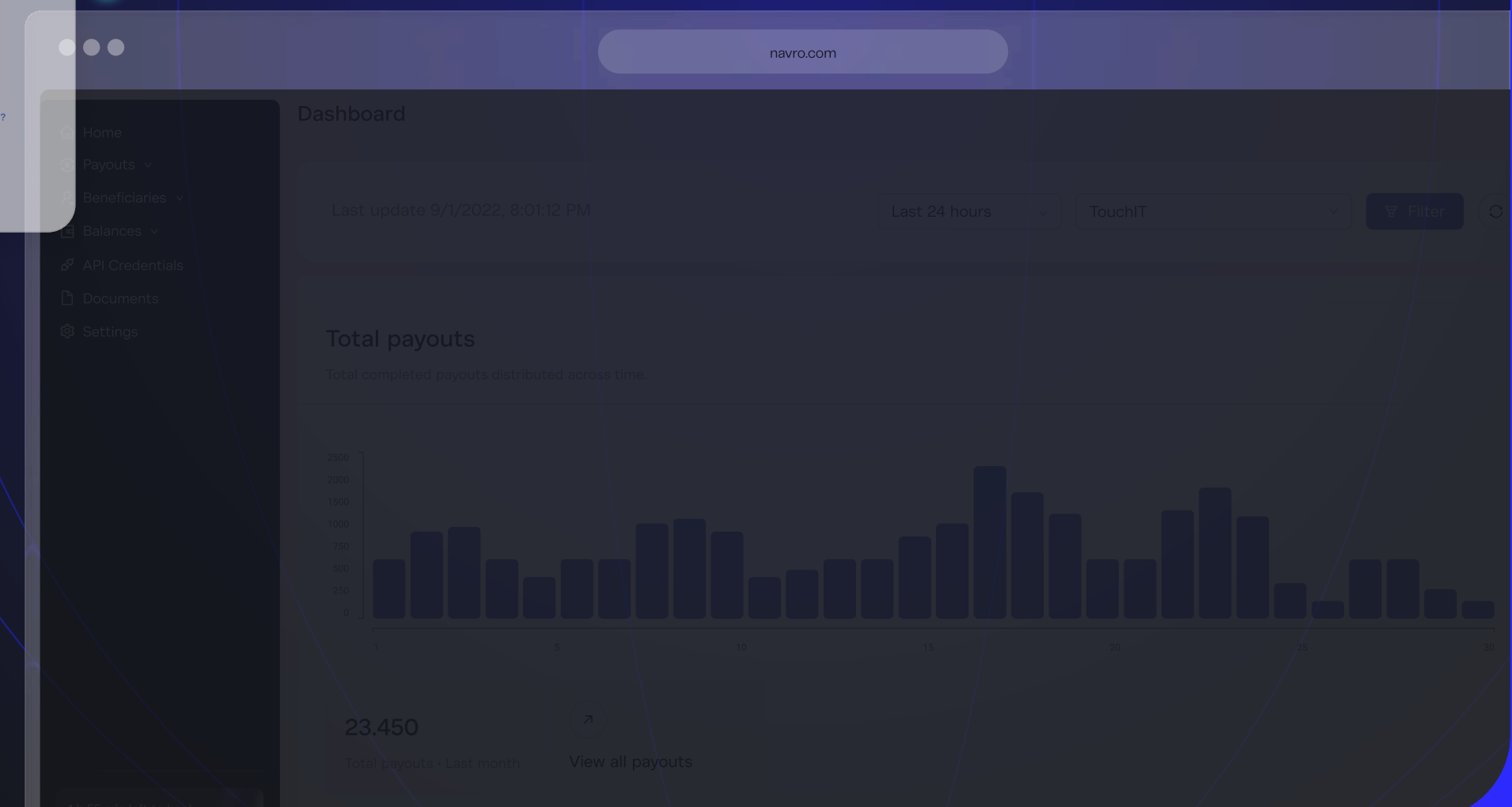
Sign in

3. Enter the one-time-code provided by the application and click Submit to finish the setup.

One time code

Device name

Submit



This guide is designed to help you get started using Navro. We hope you find it useful. If you need further support please do not hesitate to reach out to us via email support@navro.com

How to Get Access to the Navro Hub

1

Receive email invite

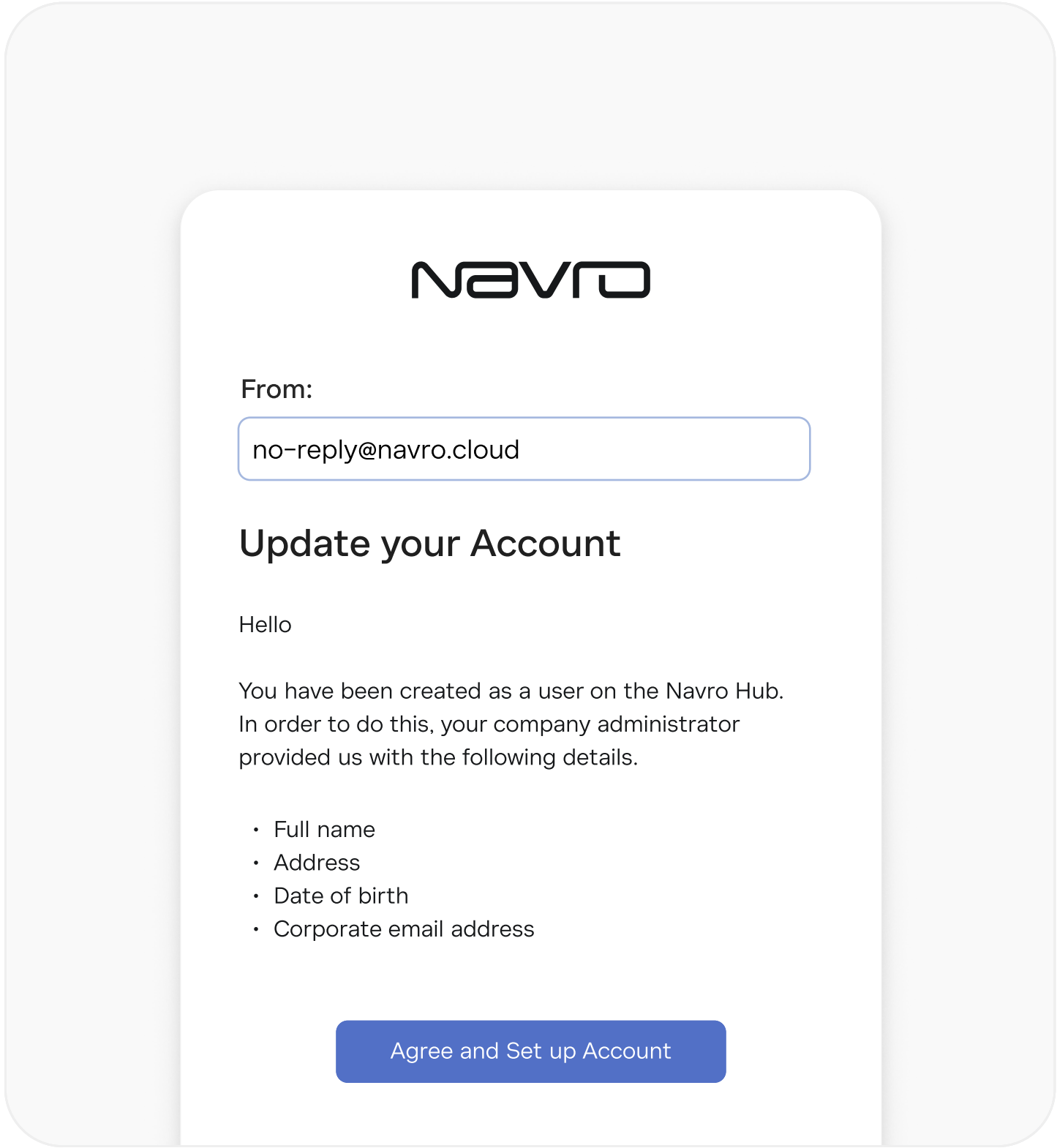
In order to make payouts with Navro, you need access to the Hub, even if you're using the API.

Prerequisite: Get an email invite

To get access to the Hub, you need to request it from your Navro representative, who will:

1. Create you a Hub account in the sandbox or production environment.
2. Send you a setup email, which enables you to finish setting up your account.

The email you receive will be from either **no-reply@sandbox.navro.cloud** or **no-reply@navro.cloud**, depending on which environment your account is for.



2

Verify your email

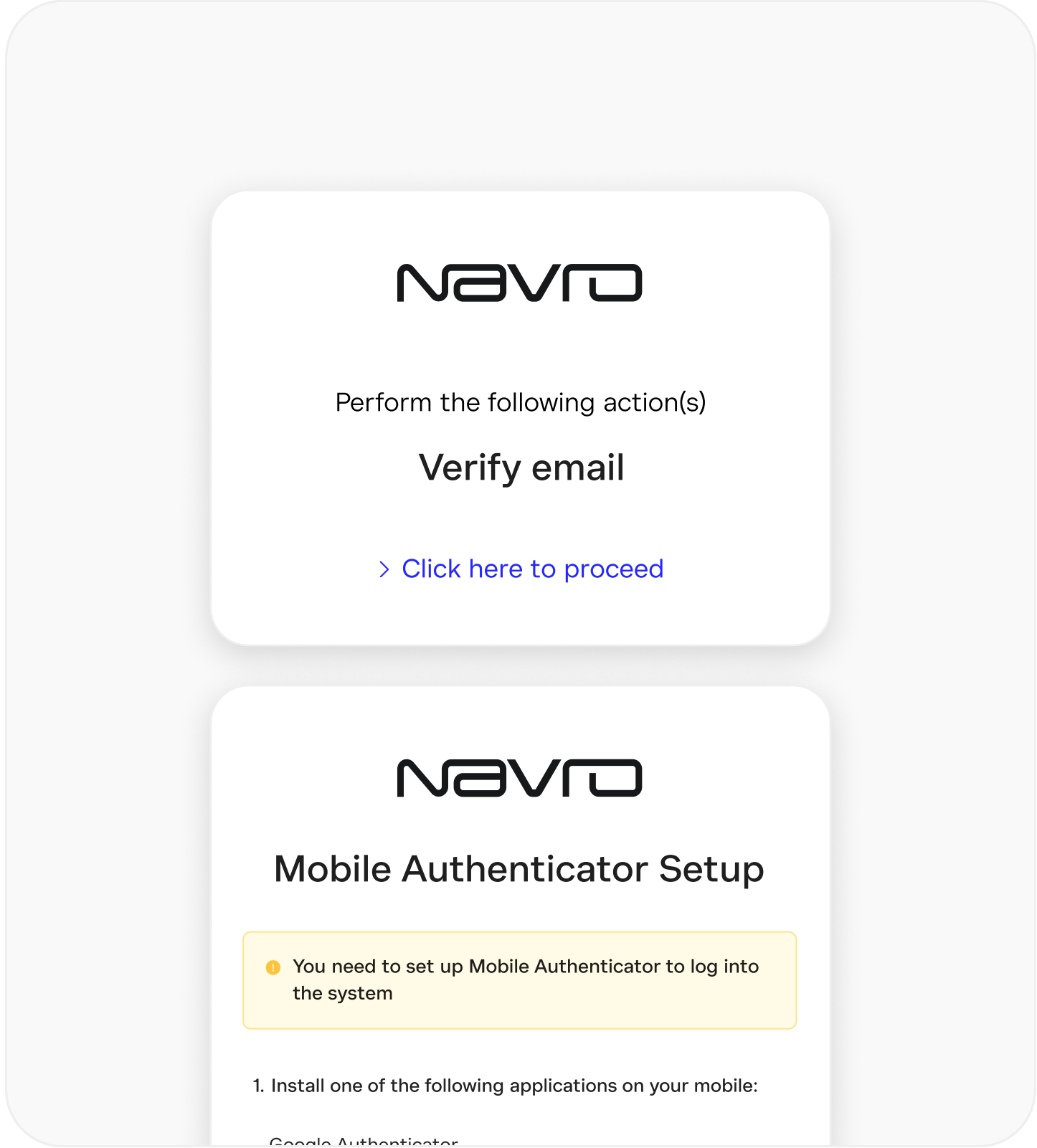
Once you've received the email, follow the steps below to finish setting up your Hub account:

Select **Agree and set up account** in the email.

A page explaining that you will verify your email displays.

Select **Click here** to proceed.

The Mobile Authenticator Setup page displays.



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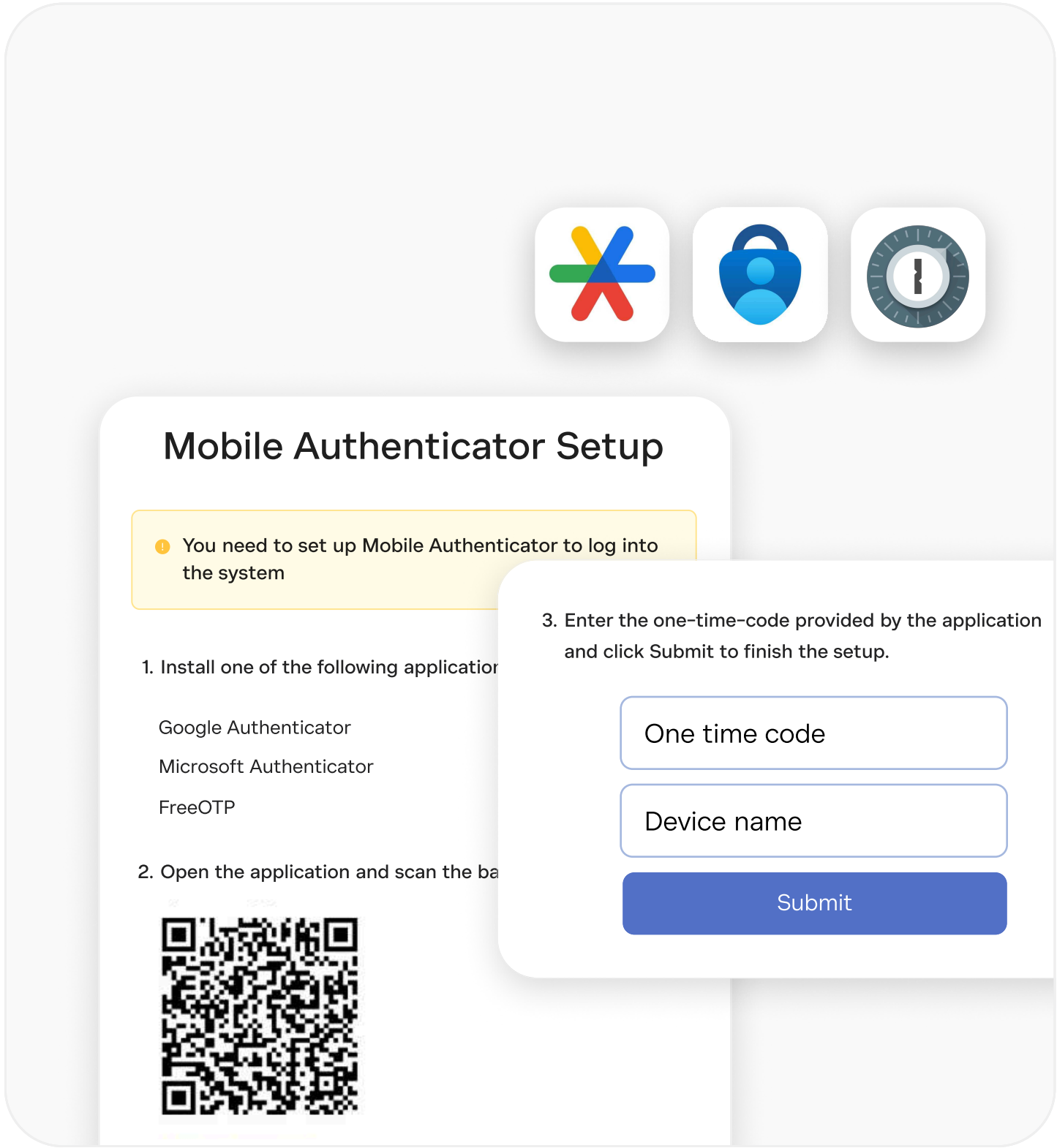
Multi-Factor Authentication

In order to use the Hub, you must set up multi-factor authentication (MFA).

- To set up MFA:**
- Download one of Navro's approved MFA apps on your phone:
- Microsoft Authenticator: iOS | Android
 - Google Authenticator: iOS | Android
 - FreeOTP: iOS | Android

Open the application and use its scanning functionality to scan the barcode on the Mobile Authenticator Setup page. Alternatively, you can select Unable to scan? and a 32-character code displays that you can enter in your MFA app along with other configuration information. Provide the 6 digit code from your MFA app in the One time code field, then select Submit.

If you have multiple options in your MFA app, your Hub account will have the same name as your Navro organisation.



4

Sign in your organisation

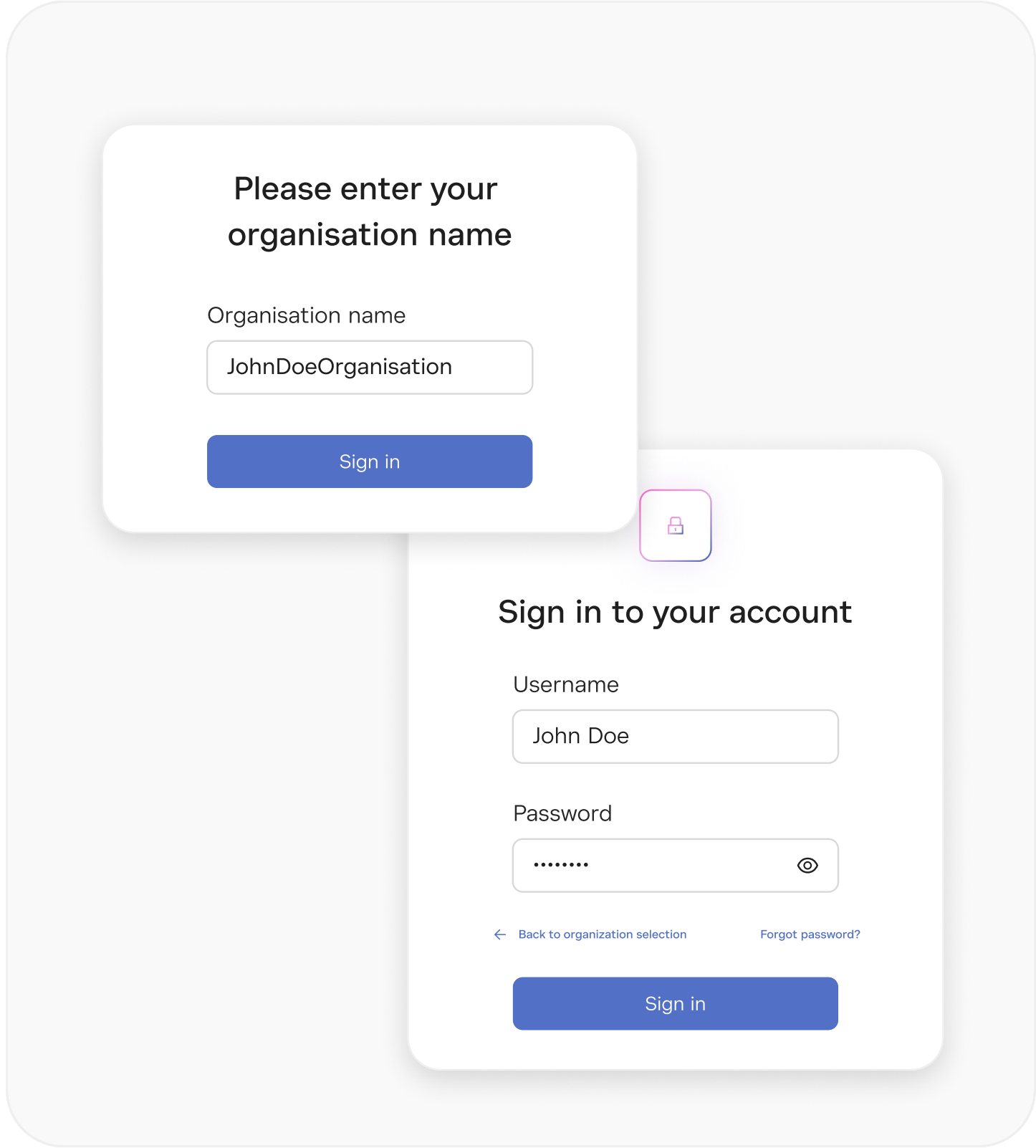
Once MFA is set up, you must set and confirm a password on the Update password page.

A page displays that says Your account has been updated. Select **Back to organisation selection**. Enter the name of your Organisation and select **Sign in**.

Your Navro organisation is likely the name of your company. Your Navro representative will have shared it with you. It also displays in your MFA app. Enter your Username and Password, then select **Sign in**.

If you don't know it, your username displays in your MFA app. Enter the One time code from your MFA app, then select **Sign in**.

You should now be signed into the Navro Hub. Once you're signed into the Navro Hub, you can access various pages, such as Payouts, Beneficiaries and Balances.



How to Get Access to the Navro Hub

5

Forgot password?

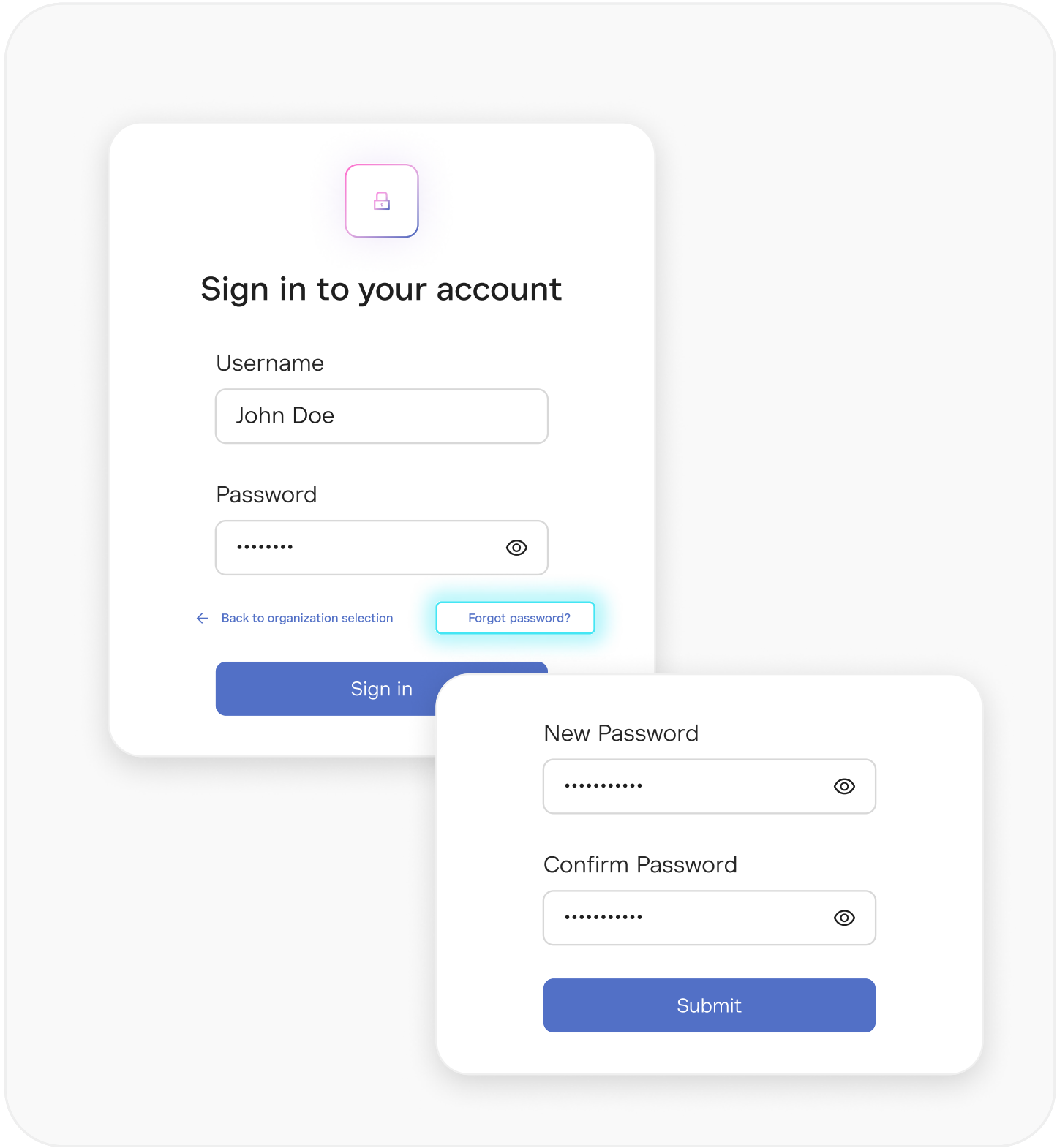
If you've lost or forgotten your Navro Hub password, you can reset it through your email. To reset your password go to the login screen for the the sandbox or production version of the Hub.

Select **Forgot password?**

Enter your Username then select **Submit**. The window updates to explain you should receive an email with reset instructions. Note that it says this even if you provide an invalid username for security reasons.

Open the email your received and select **Reset password**. The link expires within 5 minutes.

On the Update password page, enter your new password in the both the New password and Confirm password fields, then select **Submit**. If successful, your password is updated and you're signed into the Navro Hub.





Get in Touch

 support@navro.com

HOW-TO-GUIDES