

Guide to Our Cat Herder Multi-Factor Authentication (MFA)

There are two scenarios where you might enable Multi-Factor Authentication (MFA) on your Our Cat Herder account:

- A. You choose to proactively do this yourself or
- B. your board administrator will enforce/require it for the whole board.

For either method the process to enable is almost identical, however in the case where the board administrator has enforced MFA activation you cannot fully access the portal until you set up MFA.

We recommend reading this guide in its entirety before starting MFA configuration.

Administrator Note:

If you are an administrator we highly recommend informing your portal users before activating enforced MFA for the entire board as many board members may not be familiar with MFA.

Activating enforced MFA right before a meeting can also be problematic as members cannot access the portal until it is set up. We suggest ensuring you have discussed with members about setting MFA up and also be ready to assist non-technical members with some steps of the process (particularly setting up their device with an appropriate Authentication App).

Setting up MFA: What you Need

To setup MFA on your Our Cat Herder account you will need:

1. An Active Our Cat Herder Account
2. Authentication App Installed on your device

An Active Our Cat Herder Account

Your portal administrator will have invited you to your organisation's Our Cat Herder portal.

You will need to ensure you have activated the account (you can successfully login) before setting up MFA.

In the case of admin enforced MFA where you have a brand new account you will set a new password and then on login be immediately asked to set up MFA.

Authentication Application Installed on your phone/device

On your device (typically a phone) you will need to have an authenticator application installed such as Microsoft Authenticator, Google Authenticator or Authy.

The Authenticator App will be used for generating the six digit codes you need to input on login once MFA is set up on your Our Cat Herder account.

Do not start the MFA process on Our Cat Herder until you have an authenticator app installed on your device.

Note to iOS 15+ Users

Since iOS 15 Apple has offered a Built-In Code Generator for MFA. Sometimes this is enabled with the user of the device realising.

The iOS Built-In Code Generator for MFA unfortunately can cause issues if it is not your primary MFA app (eg: you already use Authy, Microsoft or Google Authenticator).

Unless the iOS Built-In Code Generator for MFA is your primary way for managing MFA/MFA (you already use Authy, Microsoft or Google Authenticator). We recommend turning it off.

To turn off the OS Built-In Code Generator for MFA follow the below steps:

Open "Settings"

Scroll to "Passwords"

Select "Password Options"

Under "Set Up Verification Codes Using:" ensure that you select your main MFA authenticator app (eg: Authy, Microsoft or Google Authenticator) instead of "Keychain".

Once this is done your iPhone should now use your preferred MFA application.

Note to Microsoft Authenticator Users

When adding Our Cat Herder to your *Microsoft Authenticator* make sure it is done by choosing the "Other" option NOT "Personal" or "Work or school account". This helps ensure that 6 digit codes Our Cat Herder needs are generated instead of 8 digit codes Our Cat Herder will not accept.

Step 1: Install an Authenticator App

Install an Authenticator App on your device (such as phone or tablet). This will be used to generate the 6 digit codes you need to enter into Our Cat Herder.

As there are many device types and configurations and different authentication apps, if you need assistance with this step, we recommend you ask someone you trust with your IT to assist you.

Note: If you lose your device, erase it, uninstall the Authenticator App or get a new device you may not be able to access your OCH account any more. Some Authenticator apps like Authy offer ways to ensure this cannot happen. However this is why it is essential to make sure you properly **store backup codes provided later in the setup process.**

Step 2: Login

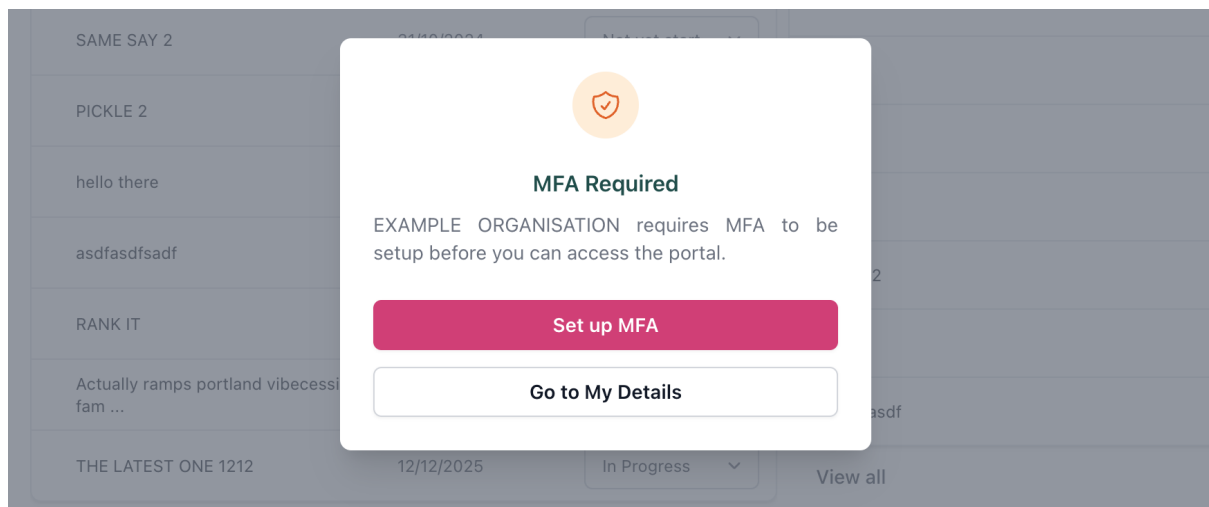
Head to <https://ourcatherder.com/login> and login to your Our Cat Herder account.

MFA Enforced by Administrator

If you are on a portal where MFA has been enforced by an Administrator then instead of **Step 3** and **Step 4** you will see the below “MFA Required” modal over your screen.

Clicking “Set Up MFA” in this view will take you directly to **Step 5** in this document.

If you are setting up MFA without the portal admin enforcing it then just follow all steps below sequentially from Step 3.



Step 3: Navigate to My Details Page

In some cases you might login and be sent directly to your “My Details” page. But if you are not then click your name in the top menu and in the drop down select “My Details”



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Search portal

/



Zara Antilia



Local Coalition for Sustainable Innovation
Advancement, Research, and Growth
Ltd
PO Box 123 Romsey VICTORIA 3434 Australia

My Details

Change Password

Logout

Calendar View

My Actions

Task	Due Date (Victoria)	Status
asdfasdfsdfasf UPDATED 1	31/03/2022	Not yet s
This was not changed! asd	12/12/2028	Not yet s
A NEW ACTION	12/06/2025	Not yet s

Upcoming Meetings

Title	Date (Victoria)
TANSTACK MEETING	12 Oct 2025 08:10
asdf	12 Dec 2025 03:00
TEST	12 Dec 2025 06:20
TEST	12 Dec 2025 08:25

Step 4: Start MFA Activation process

On your “My Details” page scroll to the bottom of the page and click “Turn On” under the two-step verification item.

  Zara Antilia ▾  My Organisations ▾  Help & FAQ

Zara Antilia Profile

 Mr. Zara Antilia 
 MFA 

Primary: zara@betterboards.net  Secondary: raphael+zara@betterboards.net  Switch Primary ↔ Secondary	Phone: 1234567890  Phone number is <u>not</u> private	Mobile: 0123456789  Mobile number is private
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Additional Information  Visible to all portal members on all portal you are added to.
asdfsadfsadf adsfasdfsadf asd

Multi-Factor Authentication (MFA) 

Open Documents in Modal: ☒

Login with Secondary Email: ☐

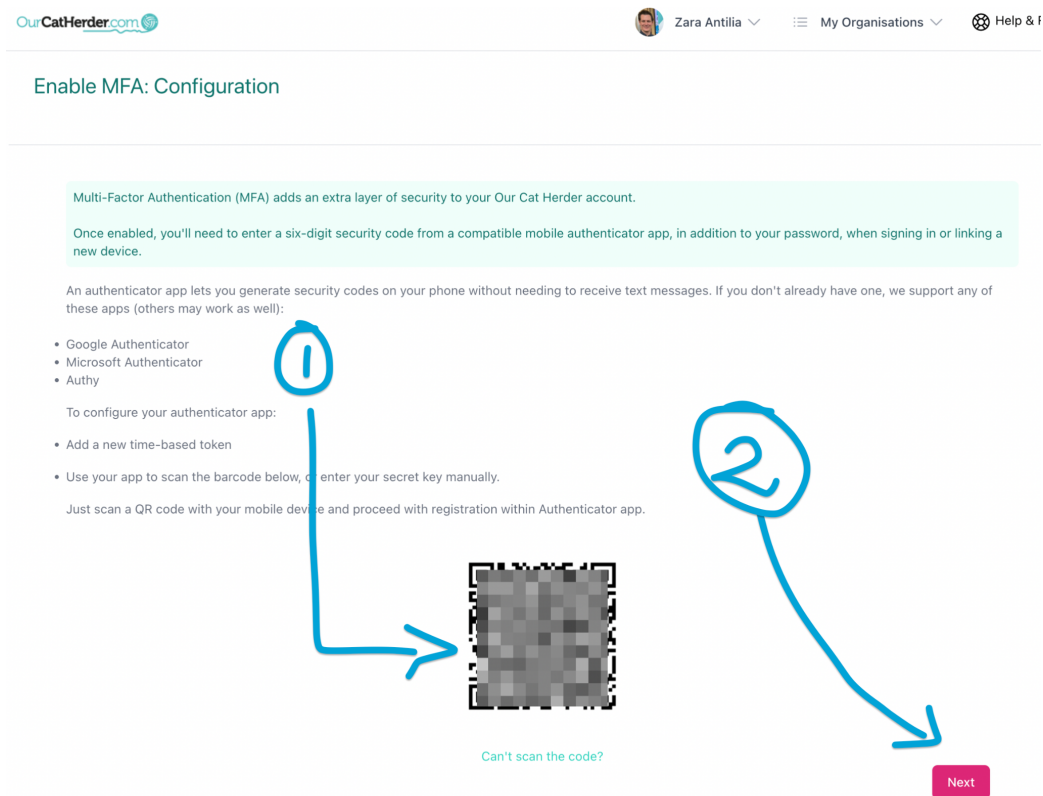
Step 5: Configuration

1. Open the Authenticator App installed earlier and scan the QR code

*Note: some devices allow you to scan straight from the camera, **we recommend doing it directly from the Authentication app** of your choice as it is more reliable.*

Alternatively if you cannot scan click “can’t scan the code” and it will provide a string of numbers for you to type into your Authenticator App instead.

Once this is done then the Authenticator App should start producing strings of **six digits numbers** for you to input into Our Cat Herder (on the next page)



2. Click the next button which will take you to the next page, Verify OTP, where you need to enter the current **six digit code** from the Authenticator App (just the numbers as a single string eg 123456 not with spaces OR dashes).

This verifies that the codes from your Authenticator App are recognised by Our Cat Herder. Enter the current **six digit code** from your Authenticator App in the box shown and click “Verify & Continue” button.

Enable MFA: Verify OTP

Enter the security code generated by your mobile authenticator app to make sure it's configured correctly.

[Verify and Continue](#)**Step 6: Backup Codes**

This is an important step.

Write down, copy, print or save the list of 16 digit backup codes somewhere secure (and where you will remember them)

These codes are to be used if you lose your device, erase it or other situation where you cannot use the six digit codes generated by your Authenticator App. Once you have checked the boxes confirming:

- A. You have saved the codes
 - B. You understand you may lose access to your account if you do not have these codes
 - C. That MFA reset (if possible) may take up to 72 hours after it is requested.
- then click "Next".

Enable two-step verification: Backup codes

Your six digit security codes will be generated by your authenticator app.

But should you lose access to your phone or authenticator app you can use these one-time backup codes to access your account.

DEB3-8888-8888-8888O
H888-1234-5678-9012Z8
S888-8888-8888-8888N
8888-8888-8888-8888Y
B888-8888-8888-8888D
Z000-0000-1234-5678P
B888-8888-8888-8888O
D888-8888-8888-8888K
E888-8888-8888-8888P
8888-8888-8888-8888N

① IMPORTANT

Write these down, download, or print and keep them safe

- ☒ I have saved these backup codes.
- ☒ I understand that I may lose access to my account if I do not have these codes.
- ☒ I understand that MFA reset via support, if possible, may take up to 72 hours (meaning I may not be able to access my meeting papers when needed).

② → ③ → [Next](#)

Step 7: Confirm.

The next page simply confirms the action you have taken. **However it is important you finish the process by clicking the “Next” button on this page.**



Enable two-step verification: Summary

From now on, when you sign in to Our Cat Herder, you'll need to enter a security code generated by your phone.

Next

Once you click next on the “Summary” page you will be a. logged out of your account and asked to re-login or b. redirected to you My Details page.

Once you login again with you should see a screen like the below:

Sign in to your account

visit marketing site or start your 45-day free trial

Verify Your Login

Enter the six-digit code generated by your authenticator app

☐ Trust this computer/device for 60 days

Verify

Can't get authentication code?
Use a [backup code](#) instead.

[Back to login](#)

Now enter one of the six digit codes from your Authenticator App (do not include spaces or dashes, just the numbers eg: 123456).

You can also check the box to ask your current device to be remembered by Our Cat Herder (this will mean you don't have to enter a code again for a while). However it only remembers for up to 60 days or until something about your device changes (such as OS or Ip Address), after that you'll be asked to use another six digit code during the login process.

Notes

The 16 digit Backup Codes from earlier are **not for everyday use** they are for only if for some reason you don't have a way to access the Authenticator App on your device (device is lost, erased etc...)

Please contact support@ourcatherder.com with any questions about this process.