

Ahsay Mobile App Two-Factor Authentication (2FA) Getting Started Guide

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Ahsay Mobile App

Ahsay Mobile app offers Two-Factor Authentication (2FA) support for securing access to AhsayCBS Web Console, AhsayOBM, and AhsayACB.

Supported Android and iOS version:

- Android 8 and later
- iOS 12.0 and later

Key features:

Ahsay Mobile app allows you to:

- Strengthens security when logging in to AhsayCBS Web Console, AhsayOBM, and AhsayACB
- Register one or more devices for 2FA authentication
- Supports both Time-based One Time Password (TOTP) and Push Notifications.

Installing Ahsay Mobile App

Install the latest version of Ahsay Mobile app from the App Store or Play Store.

How do I install from Play Store?

1. Go to Google Play Store app.
2. Search Ahsay Mobile or use this [link](#).
3. Tap Install.

How do I install from App Store?

1. Go to App Store app.
2. Search Ahsay Mobile or use this [link](#).
3. Tap Get.
4. Tap Install.
5. Input Apple password then tap Sign In or use Touch ID by placing your enrolled fingerprint on the Touch ID sensor.

For more information, check the full version of [Ahsay Mobile User Guide for Android and iOS - Chapter 4: Download and Install Ahsay Mobile App](#)

Registering your mobile device for 2FA

Register your device for 2FA on AhsayOBM and AhsayACB.

How do I register my mobile device for the first time?

1. Open AhsayOBM or AhsayACB and Login.
2. Download the Ahsay Mobile app from Google Play Store or App Store.
3. Using the Ahsay Mobile app, go to 2FA and scan the QR Code by tapping Add.
4. Once QR code is detected, tap OK to register your mobile device.
5. On the Ahsay Mobile app setup your recovery phone number by tapping on the account then Enter recovery phone number.
6. Select your country code and enter your phone number then tap Send SMS verification code.
7. Enter the verification code sent to your mobile device and click OK to finish the setup.

[Alternative steps] If you cannot scan the QR Code:

- a. Click Not able to scan QR code? Click here to pair with TOTP secret key link and click Show Secret Key.
- b. On the Ahsay Mobile app tap Not able to scan QR code?, enter the Username and Secret Key then tap Connect.
- c. On AhsayOBM or AhsayACB enter the one-time passcode and display name (same as the username on the Ahsay Mobile app) and click OK to finish the setup.

For more information, check our [User Guides](#) for the full version of the Ahsay Quick Start guides:

- [AhsayOBM / AhsayACB](#) Quick Start Guide for Windows – Chapter 7.2: Login with 2FA using Android or iOS mobile device
- [AhsayOBM / AhsayACB](#) Quick Start Guide for macOS – Chapter 6.3: Login with 2FA using Android or iOS mobile device

How do I add another mobile device?

1. Open AhsayOBM or AhsayACB, go to Profile > Authentication and click Add.
2. Using the Ahsay Mobile app, go to 2FA and scan the QR Code by tapping Add.
3. Once QR code is detected, tap OK to register your mobile device.
4. On the Ahsay Mobile app setup your recovery phone number by tapping on the account then Enter recovery phone number.
5. Select your country code and enter your phone number then tap Send SMS verification code.
6. Enter the verification code sent to your mobile device and click OK to finish the setup.

[Alternative step] If you cannot scan the QR Code:

- a. Click Not able to scan QR code? Click here to pair with TOTP secret key link and click Show Secret Key.
- b. On the Ahsay Mobile app tap Not able to scan QR code?, enter the Username and Secret Key then tap Connect.
- c. On AhsayOBM or AhsayACB enter the one-time passcode and display name (same as the username on the Ahsay Mobile app) and click OK to finish the setup.

For more information, check the full version of [Ahsay Mobile User Guide for Android and iOS - Chapter 6.3: 2FA - Two Factor Authentication](#)

Login using Ahsay Mobile App

Login on AhsayOBM or AhsayACB using Ahsay Mobile app.

How do I login using Ahsay Mobile app?

1. Open AhsayOBM or AhsayACB.
2. Click Approve request in Authenticator App from “**Name of Mobile device**” link.
3. Accept the login request on Ahsay Mobile app.
4. [Optional step] If push notification is not working:
 - a. Click Authenticate with one-time password link.
 - b. Input the one-time password generated from Ahsay Mobile app.

For more information, check our [User Guides](#) for the full version of the Ahsay Quick Start guides:

- [AhsayOBM / AhsayACB](#) Quick Start Guide for Windows – Chapter 7.2.3: Subsequent logins with 2FA
- [AhsayOBM / AhsayACB](#) Quick Start Guide for macOS – Chapter 6.3.3: Subsequent logins with 2FA