



# User Guide

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## About this guide

When you log in to a Beeline Enterprise, you'll automatically encounter Beeline's robust identity and access management (IAM) solution that includes industry-leader Auth0®. This guide explains how to log in and authenticate yourself to a Beeline platform and how to manage the IAM features of your Beeline account.

### Audience

This guide is intended for all Enterprise users who work for or in organizations that have migrated to Auth0®—whether you're a client user, a contractor, program office user, or a supplier.

### Supported releases

This guide supports the following releases:

- Beeline Q3 2024

### Changes to this guide

The following changes were made to this guide in support of the current release.

| Date and release | Description   |
|------------------|---|
| Q3 2024          | Updates to MFA and password sections                              |
| Q3 2023          | Updates to include Welcome page and email changes                 |
| April 2023       | Content restructured to match Beeline's authentication experience |

### Supported Web browsers

Enterprise runs on several operating systems with several compatible Web browsers, and is supported on a variety of desktop, mobile devices, and tablets. View Beeline's [Web Browser Support Policy](#) to get details.

### Feedback and system support

Release notes, documentation, and communications about Enterprise releases are important for your company's adoption of new product features.

If you have questions or general feedback on new or existing features, or if you need technical assistance with any Enterprise features, go to the [Beeline website](#). Next from the Navigation ribbon, select the Support menu, and then select the type of assistance you'd like.

When you create a ticket with a question or a request for technical assistance, be sure to include the product name (Beeline Authentication Experience) in your description. Doing so helps ensure your ticket is quickly routed to the correct team.

## Your Enterprise authentication experience



**Auth0**

Keeping your Enterprise account and identity secure and your login experience easy are top priorities. That's why Enterprise enhanced its already robust identity and access management (IAM) solution to include Auth0 authentication.

**TIP:** To learn more about Auth0, visit their [website](#).

### What is authentication and authorization?

Authentication verifies who you are before you can log, and authorization determines what you can view or edit after you log.

Enterprise combines its own security framework and authorization processes with Auth0 authentication to seamlessly ensure you can access the right resources at the right times for the right reasons when you have the right privileges without interference.

When you access an Enterprise site for the first time or when you revisit an Enterprise site, you encounter quick and secure authentication and authorization—just like you do when you log in to an app on your smartphone.

### About your Beeline experience

Logging in to Enterprise requires you to use one of these login options. How you log in to Enterprise varies based on the company you work for and their Beeline platform setup.

- Single sign-on (SSO)—discover how on page [5](#)
- Beeline Identity—find out more and get steps on page [6](#).
- Beeline Identity with multifactor authentication (MFA)—learn more and get steps on page [8](#)

### What's in it for you?

Whether you're a client, a contractor, a program office user, or a supplier, you experience simple fast authentication and authorization and easy access to Enterprise.

- Simplifies and enriches your login and authentication experience with confidential Identity Management.
- Combines your multiple Enterprise credentials under a single Beeline Identity.
- Easy secure access to the Enterprise data you need.

## Logging in to Enterprise with SSO

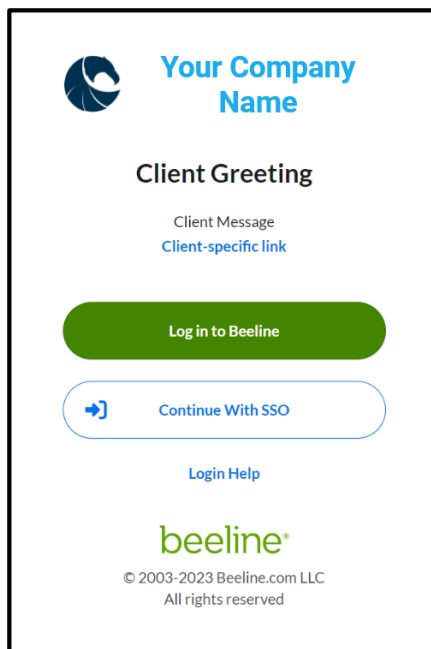
If you work for a company that uses a single sign-on (SSO) provider with Enterprise, you'll have just one set of credentials (a username/password combination) to remember—whether you're a client user, a contractor, a program office user, or a supplier.

SSO is an authentication method that authorizes you to log in (using a single set of login credentials) to a session once and gain secure access to multiple related applications and services during that session without logging in again.

With SSO, you don't need to keep track of multiple passwords or log in to each application or service you use. SSO increases your productivity because you login once and then easily move between multiple applications to get your work done.

**TIP:** If you work for a company that uses SSO, your Enterprise login credentials are not managed by Beeline. If you have issues with your login credentials, contact your program office or your Security department.

- To log in to Enterprise using SSO, follow these steps from any supported browser.
  1. Navigate to the URL for your Enterprise site. Your company's **Welcome** page displays.



**TIP:** If you work for a company that has SSO users and non-SSO users, you'll see both **Log in to Beeline** and **Continue With SSO**.

2. Select **Continue With SSO**, and then follow your company's process for logging in.

You're logged in to Enterprise, your default dashboard displays and you're ready to go.

## Logging in with your Beeline Identity

If you're working for a company that does not require single sign-on (SSO) with Enterprise, you log in with the email address and password associated with your Enterprise account. That email address and password combination are your Beeline Identity.

If you received an email from Enterprise, it includes your username (which is the email address you use with your Enterprise account), instructions and convenient links for setting up your password. Just follow the steps in the email the first time you log in.

If you didn't receive an email from Enterprise with login information, your program office will give you an email address to use for your Enterprise account. You'll need to use the **Forgot Password** link to create a password the first time you log in to Enterprise.

**TIP:** If you're logging in with your Beeline Identity, you're not using single sign-on!

- To log in using your Beeline Identity, follow these steps from any supported browser.
  1. Navigate to the URL for your Enterprise site. Your company's **Welcome** page displays.
  2. Select **Log in to Beeline**. The **Log in to Beeline** page displays.
  3. In the **Email** box, enter the email address associated with your Enterprise account.
  4. Select **Continue**.
  5. In the **Password** box, enter the password associated with your Enterprise account.
  6. Select **Continue**.

You're logged in to Enterprise, your default dashboard displays and you're ready to go.

## Logging in with your Beeline Identity and MFA

The company you work for may require an extra layer of security to verify your identity, and you may need to log in to Enterprise with your Beeline Identity and multifactor authentication (MFA). Using MFA requires you to verify your identity using more than one method before you're logged in.

The first time you log in to Enterprise using MFA, you need to enroll with Enterprise's authentication layer provider, which is Auth0. For step-by-step instructions, go to [Logging in with MFA and enrolling with Auth0](#).

In case you don't have the device on which you installed the MFA app, you can use a secondary verification method to log in with MFA. Currently, you can use either your email or a recovery code as an alternate verification choice. To learn how, go to [Using your email to verify your identity with MFA](#) or to [Using a recovery code with an MFA login](#).

### Supported MFA apps

You must use a Time-Based One-Time Password (TOTP) authentication app as MFA to log in to Enterprise with your Beeline Identity. You can use any TOTP app that conforms to the Internet Engineering Task Force (IETF) request for comments (RFC) 6238 standards.

A TOTP is a six-digit code generated from the authentication app. You'll use that code as a second step when you log in to Enterprise with your Beeline Identity.

You can use a browser extension installed on your laptop device or a mobile app.

### Web browser extension examples

- Apple® Safari® built-in Two-Factor Authenticator
- Google® Chrome® Authenticator with Authenticator.cc
- Microsoft® Edge® with Authenticator.cc
- Mozilla® Firefox® with Authenticator.cc

### Mobile app examples

- Microsoft® Authenticator
- Google® Authenticator
- Twilio Authy®
- Auth0 Guardian
- Cisco® Duo
- LogMeIn LastPass® Authenticator

**TIP:** Some authentication apps supply a browser extension you can install on a laptop device.

## Logging in with MFA and enrolling with Auth0

The first time you log in to Enterprise using your Beeline Identity and multifactor authentication (MFA), you need to enroll with Enterprise authentication layer provider, which is Auth0. You only need to set up MFA once.

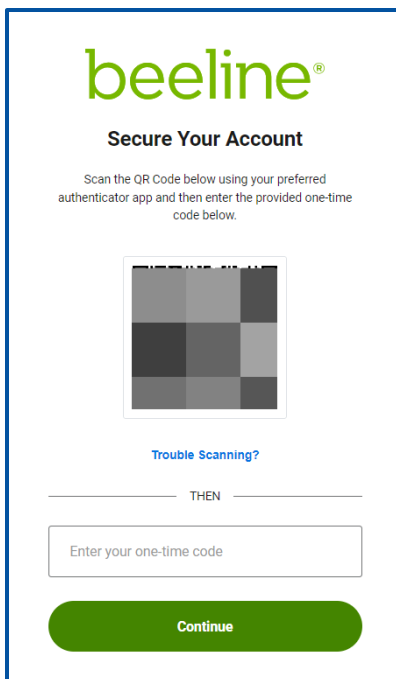
This topic shows a desktop browser extension in example graphics.

### Prerequisites

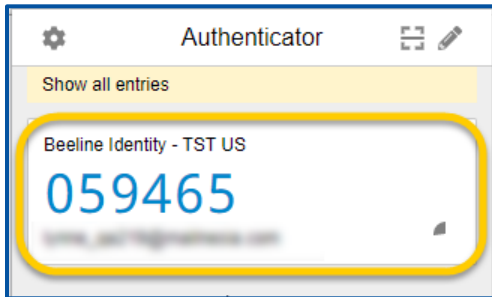
- Install one of the authentication apps on your preferred device before you get started. You can get a list of examples MFA apps on page [7](#).
- Ensure the clock on your device is set to the correct time. Otherwise, you may notice that authentication codes are continually rejected.

➤ To log in with your Beeline Identity and MFA and enroll with Auth0, follow these steps from any supported browser.

1. Navigate to the URL for your Enterprise site. Your company's **Welcome** page displays.
2. Select **Log in to Beeline**. The **Log in to Beeline** page displays.
3. In the **Email** box, enter the email address associated with your Beeline account.
4. Select **Continue**.
5. In the **Password** box, enter the password associated with your Beeline account.
6. Select **Continue**. A **Secure Your Account** page displays.
7. Open the authentication app on your device, and then scan the Quick Response (QR) code that displays in the **Secure Your Account** page in Beeline.



8. From the authentication app on your device, get the one-time code.



9. In the **Enter your one-time code** box in the **Secure Your Account** page in Enterprise, enter the code generated by the authentication app you're using.

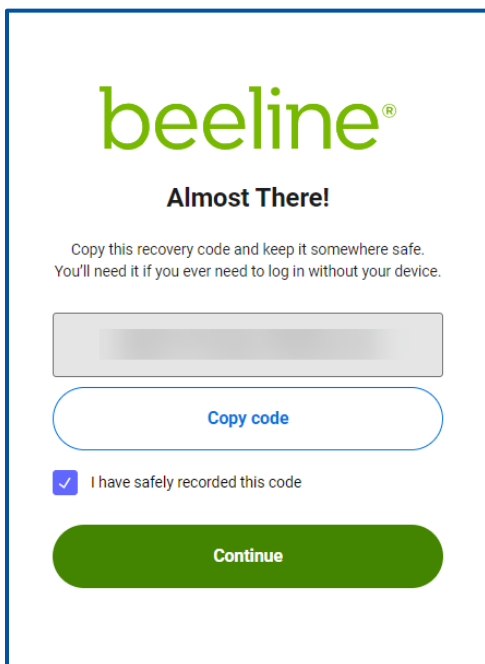
**TIP:** If the code expires before you enter it, simply wait for a new one to be generated.

10. Select **Continue**. An **Almost There** page displays showing you a 24-character alphanumeric recovery code and instructions about the code.

**Caution:** It's important to record the recovery code generated for you. If you don't have the device on which you installed the authentication app and you need to log in to Beeline, you need your recovery code to verify your identity.

11. Select **Copy code**, and then record the recovery code in a secure location.

12. Select the **I have safely recorded this number** checkbox on the **Almost There** page.



13. Select **Continue**.

Your default Enterprise dashboard displays, and you're enrolled with Auth0. The next time you log in to Enterprise with MFA, you won't need to enroll with Auth0.

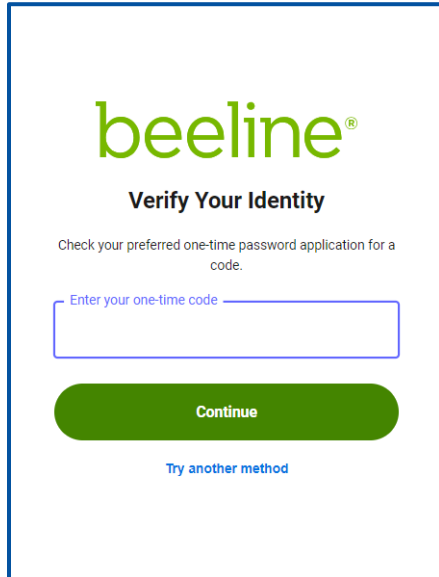
## Logging in with MFA after you've enrolled with Auth0

If you use multifactor authentication (MFA) and you've already enrolled with Auth0, you just need to verify your identity with one of the MFA apps. You can get a list of authentication apps on page [7](#) and find out how to enroll on page [8](#).

This topic shows a desktop browser extension in example graphics.

### Prerequisites

- Install one of the authentication apps on your preferred device before you get started.
  - Ensure the clock on your device is set to the correct time. Otherwise, you may notice that authentication codes are continually rejected.
- To log in with your Beeline Identity and MFA after you've enrolled with Auth0, follow these steps from any supported browser.
1. Navigate to the URL for your Enterprise site. Your company's **Welcome** page displays.
  2. Select **Log in to Beeline**. The **Log in to Beeline** page displays.
  3. In the **Email** box, enter the email address associated with your Beeline account.
  4. Select **Continue**.
  5. In the **Password** box, enter the password associated with your Beeline account.
  6. Select **Continue**. A **Verify Your Identity** page displays.



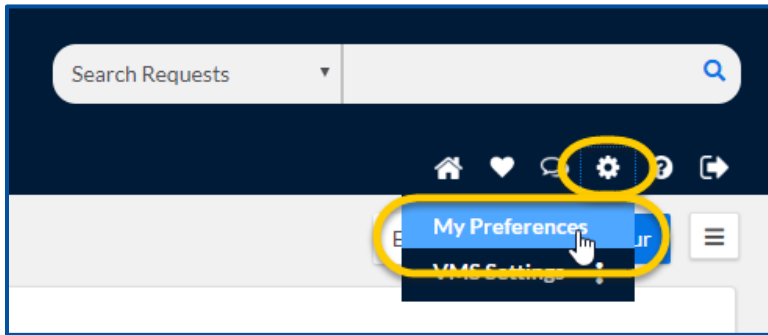
7. Open the authentication app on your device so you can view the one-time code.
8. In the **Enter your one-time code** box in the **Verify Your Identity** page in Beeline, enter the code generated by the authentication app you're using.  
**TIP:** If the code expires before you enter it, simply wait for a new one to be generated.
9. Select **Continue**. You're logged in to Enterprise, your default dashboard displays and you're ready to go.

## Resetting your MFA information

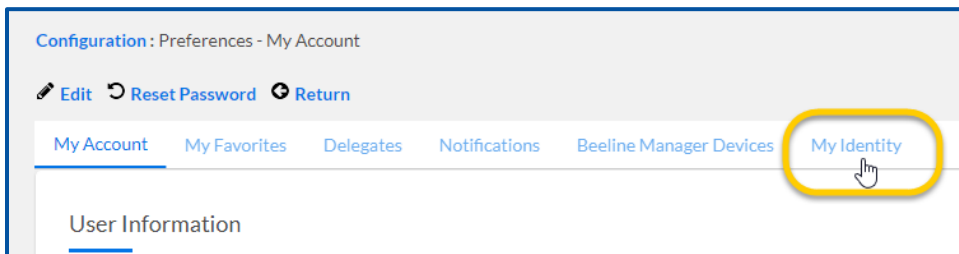
Every now and then you may get a new device from which you want to log in to Enterprise. When you do, you need to reset the MFA information associated with your Enterprise account.

➤ To reset your MFA information, follow these steps from your default Enterprise dashboard.

1. Select the **Settings** gear, and then select **My Preferences**.

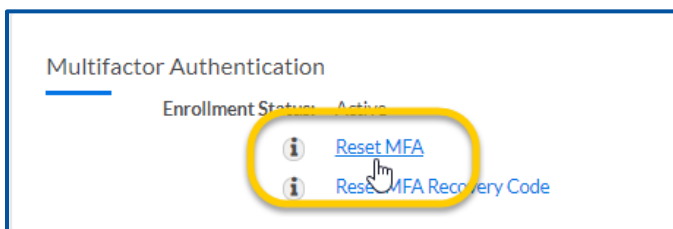


2. Select **My Identity**.



A **Beeline Identity** page displays showing details about your **Beeline Identity** and your multifactor authentication status.

3. In the **Multifactor Authentication** section, select **Reset MFA**.



A **Reset User MFA** warning displays prompting you to confirm updating the MFA enrollment.

**Caution:** You cannot undo resetting your MFA enrollment.

4. Select **OK**. Your MFA information and your Auth0 enrollment are removed from Enterprise.
5. Remove the existing MFA entries in your browser extension or on your mobile app because they're no longer usable.

The next time you log in to Enterprise, you'll need to enroll with Auth0. Find out how to enroll on page [8](#).

## Using your email to verify your identity with MFA

If you use multifactor authentication (MFA) and you don't have the device on which you installed an authentication app, you can use your email to verify your identity after you've enrolled with Auth0. This topic explains using your email as an alternate verification choice so you can log in to Enterprise with MFA.

- To use your email for MFA verification to log in to Enterprise, follow these steps from any supported browser.
  1. Navigate to the URL for your Enterprise site. Your company's **Welcome** page displays.
  2. Select **Log in to Beeline**. The **Log in to Beeline** page displays.
  3. In the **Email** box, enter the email address associated with your Enterprise account.
  4. Select **Continue**.
  5. In the **Password** box, enter the password associated with your Enterprise account.
  6. Select **Continue**. A **Verify Your Identity** page displays.

7. Select **Try another method**. An **Other Methods** page displays.
8. Select **Email**. An email with an authentication code is sent to the email address you use with Beeline, and a **Verify Your Identity** page displays in Beeline.
9. Navigate to your email account.
10. Locate and open the email with this subject line: *Your authentication code*.
 

**TIP:** If you can't find the email, select **Resend** on the **Verify Your Identity** page to generate another email.
11. Copy the code from your email.
12. Paste the code in the **Enter the code** box in the **Verify Your Identity** page in Beeline.
13. Select **Continue**.

You're logged in to Enterprise, your default dashboard displays and you're ready to go.

## Understanding MFA recovery codes

Multifactor authentication (MFA) recovery codes are single-use codes. That means one person (you) can use a generated recovery code only once. After you use that specific code, you cannot use that specific code again.

Because MFA recovery codes are single-use codes, a new code is generated for you after you use a specific code. Each time you use a recovery code for verification, you must enter the most recent code generated in Enterprise and recorded by you.

For example, a recovery code is generated for you when enroll with Auth0, it displays in an **Almost There** page in your Beeline platform with instructions to record the code in a secure location. For details, go to page [9](#).

Assume the code generated for you when enrolled was ZBA987. The first time you need to use a recovery code to verify your identity, you'll enter ZBA987.

After you use that specific code ( ZBA987 ), you cannot use it again. And a new recovery code is automatically generated for you.

## Using a recovery code with an MFA login

If you use multifactor authentication (MFA) and you don't have the device on which you installed an authentication app, you can use a recovery code to verify your identity after you've enrolled with Auth0. This topic explains using a recovery code as an alternate verification choice so you can log in to Beeline with MFA.

- To use a recovery code for MFA verification to log in to Beeline, follow these steps from any supported browser.
  1. Navigate to the URL for your Enterprise site. Your company's **Welcome** page displays.
  2. Select **Log in to Beeline**. The **Log in to Beeline** page displays.
  3. In the **Email** box, enter the email address associated with your Enterprise account.
  4. Select **Continue**.
  5. In the **Password** box, enter the password associated with your Enterprise account.

6. Select **Continue**. A **Verify Your Identity** page displays.

7. Select **Try another method**. An **Other Methods** page displays.
8. From the **Other Methods** page, select **Recovery Code**. A **Verify Your Identity** page displays.
9. Take one of these actions:
  - If this is the first time you're using a recovery code for verification, type the recovery code generated for you when you enrolled with Auth0 in the **Enter your recovery code** box. Find out how to enroll on page [8](#) and learn about the recovery code on page [9](#).
  - OR
  - If you've already used a recovery code for verification, type the most recent code generated for you in the **Enter your recovery code** box.
10. Select **Continue**.
11. An **Almost There** page displays showing you a newly generated recovery code and instructions about the code.
12. Select **Copy code**, and then record the recovery code in a safe location.
13. Select the **I have safely recorded this number** checkbox.
14. Select **Continue**.

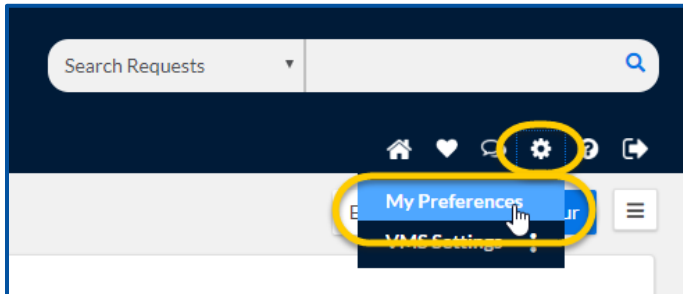
You're logged in to Enterprise, your default dashboard displays and you're ready to go.

## Resetting your MFA recovery code

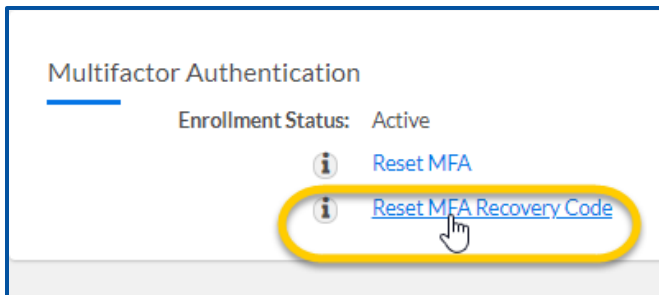
If you use MFA and you don't have the device on which you installed an authentication app, you can use a recovery code to verify your identity after you've enrolled with Auth0. If you inadvertently misplace or can't find your MFA recovery code, you can reset the most recently generated recovery code.

➤ To reset your MFA recovery code, follow these steps from your default dashboard.

1. Select the **Settings** gear, and then select **My Preferences**.



2. Select **My Identity**. A **Beeline Identity** page displays showing details about your **Beeline Identity** and your multifactor authentication status.
3. In the **Multifactor Authentication** frame, select **Reset MFA Recovery Code**.

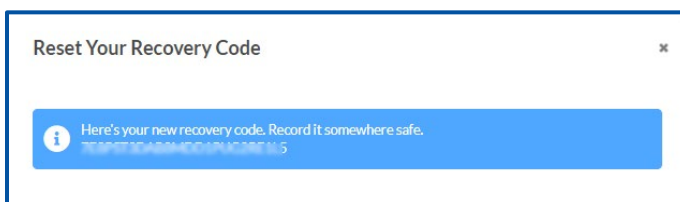


A **Reset Your Recovery Code** warning displays prompting you to confirm updating the MFA recovery code.

**Caution:** You cannot undo removing your recovery code.

4. Select **OK**.

The most recently generated MFA recovery code is erased. Plus, a **Reset Your Recovery Code** dialog displays showing you a newly generated recovery code.



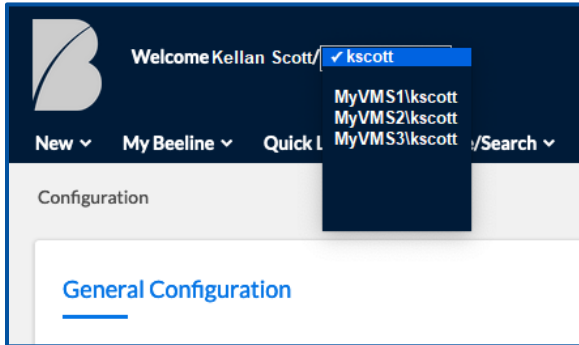
5. Record the recovery code in a safe location.
6. Select the **X** to close **Reset Your Recovery Code** dialog.

## Changing your active user

As an MSP or a PMO, you often manage and use multiple Enterprise instances. When your **Beeline Identity** is tied to multiple users and after your organizations migrate to Auth0, you can easily change the user you're actively logged in as.

➤ To change the user you're actively using, follow these steps from your default dashboard.

1. Expand the list next to your username.



2. Then select the user you want to log in as. The username you're actively logged in as is updated in the upper left corner of your default **Dashboard**.

If you're user is in a different Enterprise site, you're automatically directed to your default dashboard in the Enterprise site you chose.

## Following Enterprise password standards

You must follow Enterprise passwords standards if you login to Enterprise using a Beeline Identity.

If you work for a company that uses a single sign-on (SSO) provider as part of their Enterprise setup, you do not need to follow Enterprise password standards.

**TIP:** If you work for a company that uses SSO, your Enterprise login credentials are not managed by Beeline. If you have issues with your login credentials, contact your program office or your Security department.

### Password standards and restrictions

Enterprise password standards require you to create a strong password to protect your Enterprise account from unauthorized access and to keep your sensitive personal Enterprise information safe. When you create a password so you can log in to an Enterprise site, it must meet the standards explained in [Table 1](#).

The more complex your password, the more protected your information. You may want to create a passphrase to improve the security of your password.

A passphrase is a string of unrelated words, which might be easier to remember. Here's an example:

bluekeymusicapple

Your password must have a minimum of 16 characters, and you cannot reuse your previous 3 passwords.

**TIP:** All characters are permitted. So, you can use any combination of characters you like.

Table 1 Beeline password standards and requirements

| Standard/Requirements       | Description   |
|-----------------------------|---|
| Breached-password detection | Detects login attempts using violated credentials.<br>Prompts the user to reset their password.   |
| Brute-force protection      | Limits the number of failed login attempts to 10 consecutive incorrect attempts. This feature is similar to a lockout threshold.<br><br>An email notification is sent to the user and the suspicious IP address is blocked for 30 days.<br><br>If the IP address is valid and you want to use it to log in, you must unlock your account using the link in the email you received or reset your password. |
| Minimum password length     | A password must be no less than 16 characters   |

| Standard/Requirements | Description  |
|-----------------------|--|
| Non-empty password    | A password cannot be blank.  |
| Password expiration   | You must change your Beeline Identity password every 365 days.   |
| Password history      | You cannot reuse any of the previous three passwords you created.  |
| Permitted characters  | All characters are allowed. Special characters (such as a caret, an ampersand, an asterisk, and others), lowercase letters (a–z), uppercase letters (A–Z), and numbers (0–9) are acceptable. |

## Resetting your Enterprise password

Occasionally you might need to update the password you use with your Beeline Identity. You can easily request a password reset any time after your Auth0 account is created, even if you didn't receive a Welcome email.

**TIP:** If you work for a company that uses SSO, your Enterprise login credentials are not managed by Beeline. If you have issues with your login credentials and/or need to reset your password, contact your program office or your Security department.

- To reset your Enterprise site password, follow these steps from any supported browser.
  1. Navigate to the URL for your Enterprise site. Your company's **Welcome** page displays.
  2. Select **Log in to Beeline**. The **Log in to Beeline** page displays.
  3. In the **Email** box, enter the email address you use with Enterprise.
  4. Select **Continue**.
  5. Select **Reset Password**. A **Reset Password** page displays.
  6. Confirm that the email address you use with Enterprise displays in the **Email** box.
  7. Select **Continue**. An email is sent to the account you use with Beeline.
  8. Navigate to your email account, find and open the email with this subject line: *Beeline Password Reset*. Next, select the **Reset My Password** link in the email. A **Change Password** page displays.
  9. Enter and confirm your new password.
  10. Select **Reset Password**. A message displays showing your password was successfully reset.
  11. Select **Back to Login**.

Your password is reset, and you can log in to Enterprise.