

2FA for GeBIZ Foreign Suppliers

2FA stands for Two-Factor Authentication. 2FA adds an extra layer of security by requiring a secondary verification step, reducing the risk of unauthorized access. This extra step ensures that even if login credentials are compromised, unauthorized access is prevented without the second factor.

From September 2024, you can download Time-Based One Time Password (TOTP) authentication applications, such as Microsoft or Google Authenticator, to enhance your account security with 2FA.

Please take note that you will be required to complete the setup of 2FA by **31 December 2024** to avoid disruptions to your account access and activities.

What is covered in this User Guide?

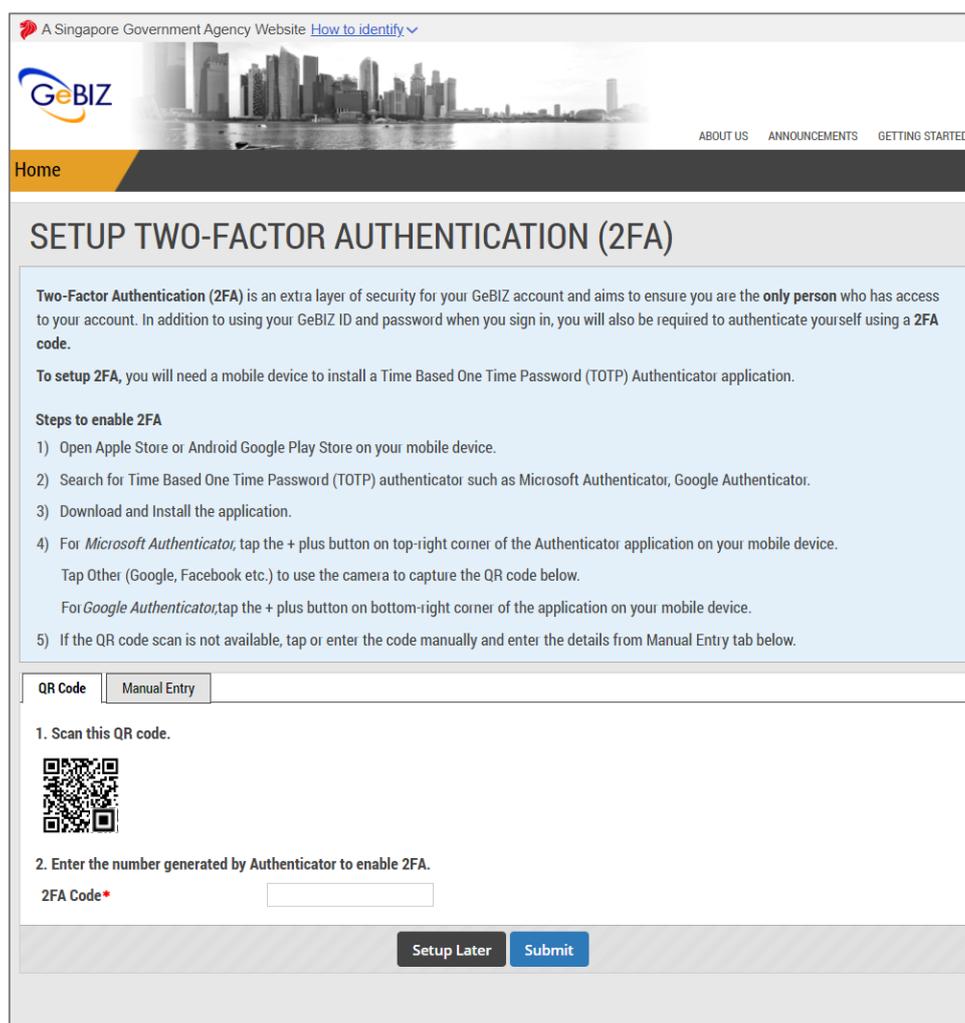
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Setup of 2FA

1. For new users, after completing your account registration, you will receive an email containing the instructions to set up your new password and log in to your GeBIZ account.

For existing users, please log in to your GeBIZ account.

2. After logging in, you will see the following setup screen to enable 2FA. Please note that the setup screen will be visible from **2 September 2024**.



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GeBIZ

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SETUP TWO-FACTOR AUTHENTICATION (2FA)

Two-Factor Authentication (2FA) is an extra layer of security for your GeBIZ account and aims to ensure you are the **only person** who has access to your account. In addition to using your GeBIZ ID and password when you sign in, you will also be required to authenticate yourself using a **2FA code**.

To **setup 2FA**, you will need a mobile device to install a Time Based One Time Password (TOTP) Authenticator application.

Steps to enable 2FA

- 1) Open Apple Store or Android Google Play Store on your mobile device.
- 2) Search for Time Based One Time Password (TOTP) authenticator such as Microsoft Authenticator, Google Authenticator.
- 3) Download and Install the application.
- 4) For *Microsoft Authenticator*, tap the + plus button on top-right corner of the Authenticator application on your mobile device. Tap Other (Google, Facebook etc.) to use the camera to capture the QR code below.
For *Google Authenticator*, tap the + plus button on bottom-right corner of the application on your mobile device.
- 5) If the QR code scan is not available, tap or enter the code manually and enter the details from Manual Entry tab below.

QR Code Manual Entry

1. Scan this QR code.

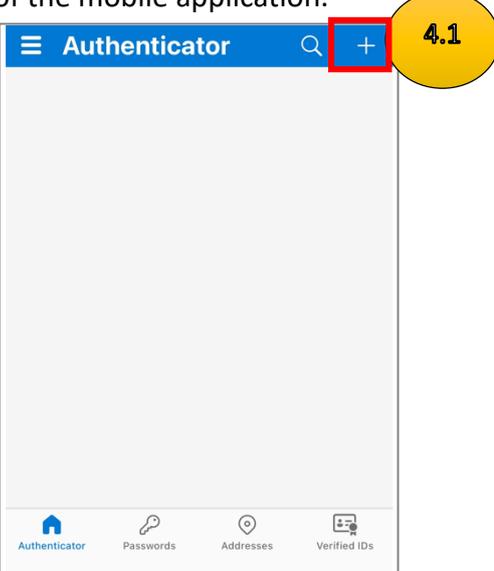
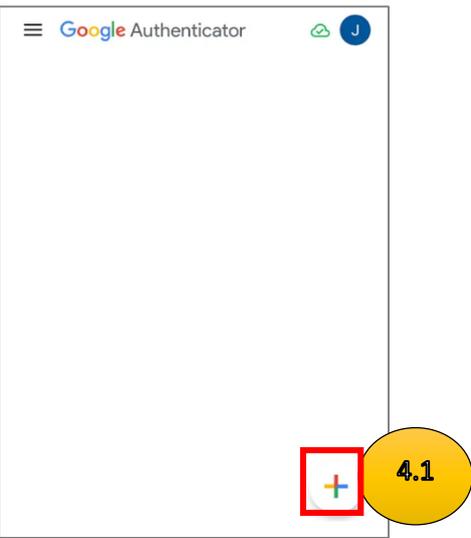
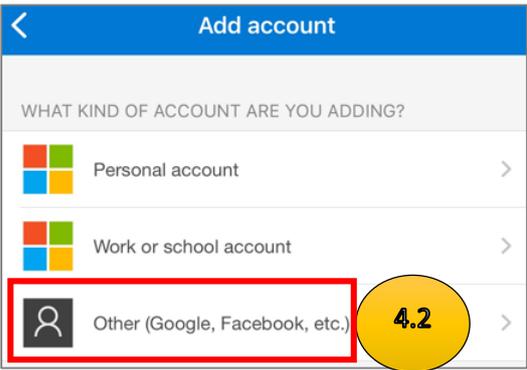
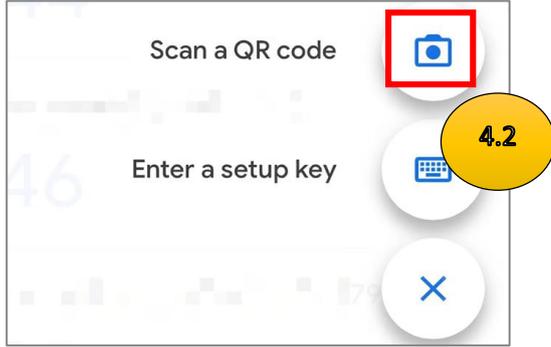


2. Enter the number generated by Authenticator to enable 2FA.

2FA Code*

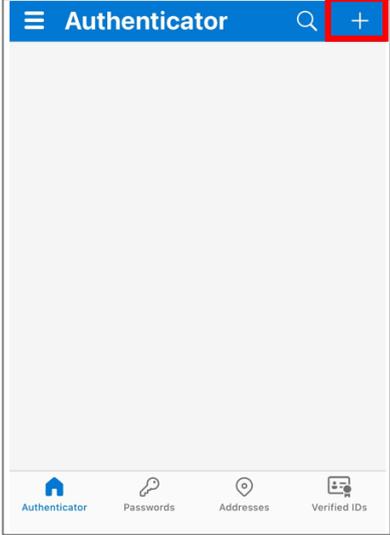
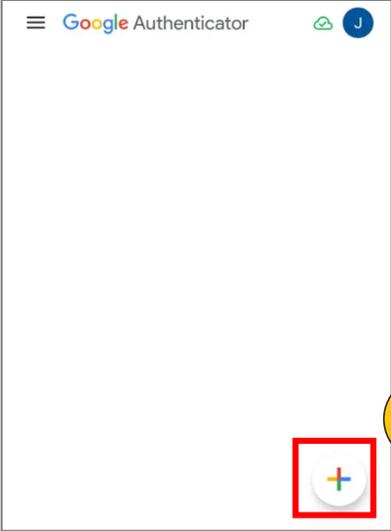
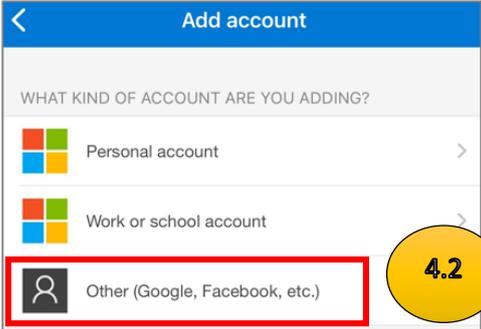
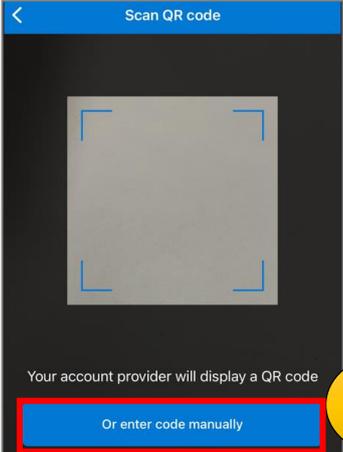
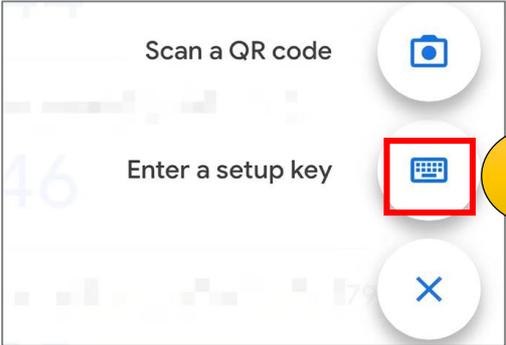
Setup Later Submit

3. Download and Set Up TOTP Authentication Application (Microsoft Authenticator/Google Authenticator) on your mobile device from the Apple App Store/Google Play Store.
4. Open the TOTP authentication application on your mobile device. You have two options: (A) Scan the QR Code and (B) Manual Entry to complete 2FA set up.

Option A: Scan the QR Code	
Using Microsoft Authenticator 	Using Google Authenticator 
<p>4.1) Tap + plus button on top-right corner of the mobile application.</p> 	<p>4.1) Tap + plus button on bottom-right corner of the mobile application.</p> 
<p>4.2) Tap on Other (Google, Facebook, etc.) to enable your mobile phone's camera</p> 	<p>4.2) Tap on Scan a QR code to enable your mobile phone's camera</p> 

- 4.3) Ensure that you are in the **Setup Two-Factor Authentication (2FA): QR Code tab** on GeBIZ page.
- 4.4) Scan your mobile phone’s camera at the QR code displayed on GeBIZ page.
- 4.5) Enter the code generated by the TOTP authentication application.
- 4.6) Click **Submit** button to complete the setup.



Option B: Manual Entry	
Using Microsoft Authenticator	Using Google Authenticator
<p>4.1) Tap + plus button on top-right corner of the mobile application.</p>  <p>4.1</p>	<p>4.1) Tap + plus button on bottom-right corner of the mobile application.</p>  <p>4.1</p>
<p>4.2) Tap Other (Google, Facebook, etc.) followed by Tap enter code manually.</p>  <p>4.2</p>  <p>4.2</p>	<p>4.2) Tap Enter a setup key</p>  <p>4.2</p>

4.3) Enter **Account Name** and **Key** information found on GeBIZ screen.

OTHER ACCOUNT

Account name

Secret key

Finish

4.3

4.3) Enter **Account Name** and **Key** information found on GeBIZ screen.

< Back Enter account details

Account name

Your key

Type of key

Time based

Add

4.3

- 4.4) Ensure you are in the **Setup Two-Factor Authentication (2FA) tab: Manual Entry tab** on GeBIZ page.
- 4.5) Enter displayed account name and setup key on GeBIZ page into Authenticator app, as Step 4.3.
- 4.6) Enter code generated by the TOTP authentication application.
- 4.7) Click **Submit** button to complete the setup.

The screenshot shows the GeBIZ website header with the logo and navigation links. The main heading is "SETUP TWO-FACTOR AUTHENTICATION (2FA)". Below this is an explanatory paragraph about 2FA and a list of steps to enable it. The "Manual Entry" tab is selected. The form contains three steps: 1. Enter account name (with "GeBIZ" entered), 2. Enter this setup key (with "A040 462A DD... CZ" entered), and 3. Enter the number generated by Authenticator to enable 2FA (with an empty field). A "Submit" button is at the bottom right. Annotations include yellow circles with numbers 4.4, 4.5, 4.6, and 4.7, and a red box around the "Manual Entry" tab. An orange callout box points to the account name and setup key fields with the text "Enter the account name and setup to your authentication app".

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SETUP TWO-FACTOR AUTHENTICATION (2FA)

Two-Factor Authentication (2FA) is an extra layer of security for your GeBIZ account and aims to ensure you are the **only person** who has access to your account. In addition to using your GeBIZ ID and password when you sign in, you will also be required to authenticate yourself using a **2FA code**.

To setup 2FA, you will need a mobile device to install a Time Based One Time Password (TOTP) Authenticator application.

Steps to enable 2FA

- 1) Open Apple Store or Android Google Play Store on your mobile device.
- 2) Search for Time Based One Time Password (TOTP) authenticator such as Microsoft Authenticator, Google Authenticator.
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For *Google Authenticator*, tap the + plus button on bottom-right corner of the application on your mobile device.
- 5) If the QR code scan is not successful, you can enter the code manually and enter the details from Manual Entry tab below.

QR Code **Manual Entry**

1. Enter account name.
GeBIZ

2. Enter this setup key.
A040 462A DD... CZ

3. Enter the number generated by Authenticator to enable 2FA.
2FA Code*

Set Up Later **Submit**

Postpone setup of 2FA

If you do not have access to a mobile device or are unable to install the TOTP authentication application at the moment, you can choose **Set Up Later**.

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SETUP TWO-FACTOR AUTHENTICATION (2FA)

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- 5) If the QR code scan is not available, tap or enter the code manually and enter the details from Manual Entry tab below.

QR Code Manual Entry

1. Scan this QR code.



2. Enter the number generated by Authenticator to enable 2FA.

2FA Code*

Set Up Later Submit

If you accidentally navigate away while still logged in to GeBIZ website, navigate to locate the “Set Up” button on the alert banner below the menu.

The screenshot displays the GeBIZ user interface. At the top, there is a header with the GeBIZ logo and navigation links: ABOUT US, ANNOUNCEMENTS, GETTING STARTED, and RSS. Below this is a secondary navigation bar with links: Home, Opportunities, Supplier Directory, GeBIZ Mall, and My Stuff. A welcome message 'WELCOME 123' and 'MESSAGES LOGOUT' are visible on the right.

A prominent red-bordered alert banner is highlighted, containing the following text:

Enhanced Security: Implementation of 2FA for GeBIZ ID Accounts WEF 02 Sep 2024

Starting 02 Sep 2024, foreigners without Singpass must set-up Two-Factor Authentication (2FA) for added security. Please take note that you will be required to complete the 2FA set up by 31 Dec 2024 to avoid disruptions to your account access and activities. You may refer here for the [User Guides](#) and [FAQ](#) for 2FA onboarding.

A blue button labeled 'Setup 2FA' is located at the bottom of the alert banner.

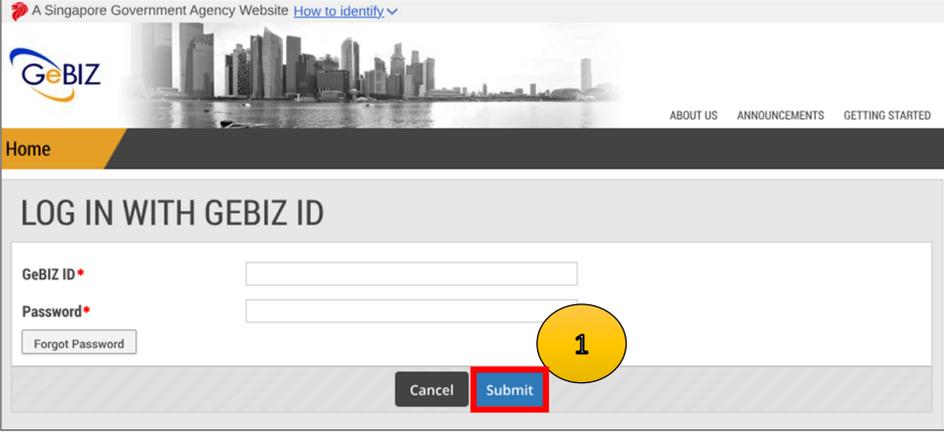
Below the alert banner, the user's login information is shown: 'Last Login on 14 Aug 2024, 16:31:25 PM (GMT: +0800)', 'Supplier Name: Supplier 00024400K', and 'Trading Partner Ref. No. 00024400K'.

The main section is titled 'MY DASHBOARD' and includes a 'CUSTOMISE' button. It features four data cards:

Watchlist	Responses	GeBIZ Mall	New Messages (0)
0 Opportunities in Watchlist	1 Saved Responses	0 (GeBIZ Mall) Offers pending for Acceptance	

Reset of 2FA

1. Log in using your GeBIZ ID.



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GeBIZ

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LOG IN WITH GEBIZ ID

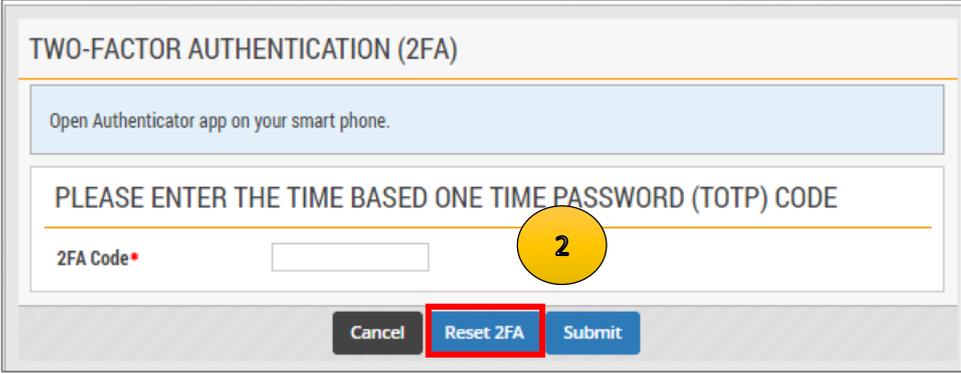
GeBIZ ID*

Password*

[Forgot Password](#)

Cancel Submit

2. Click **Reset 2FA** button.



TWO-FACTOR AUTHENTICATION (2FA)

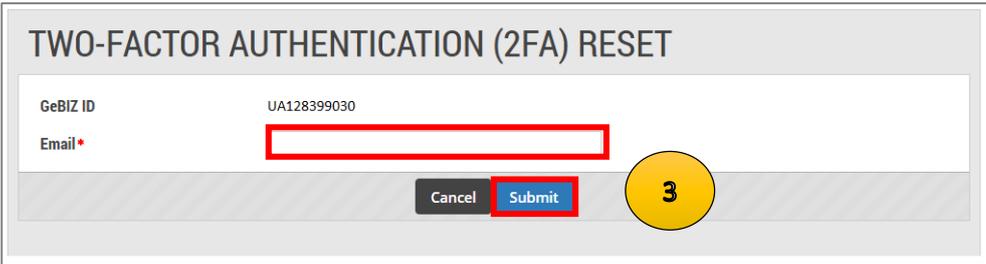
Open Authenticator app on your smart phone.

PLEASE ENTER THE TIME BASED ONE TIME PASSWORD (TOTP) CODE

2FA Code*

Cancel Reset 2FA Submit

3. Enter your registered email address, then click **Submit** button.



TWO-FACTOR AUTHENTICATION (2FA) RESET

GeBIZ ID UA128399030

Email*

Cancel Submit

4. In your email, click on the URL link and it will bring you to this [user guide](#).

From: GeBIZ <gebiz_apps@gebiz.gov.sg>

Sent: Friday, July 12, 2024 11:31 AM

Subject: GeBIZ: Two-Factor Authentication (2FA) Reset

Dear Sir/Madam,

You are receiving this email because the system has received a Two-Factor Authentication (2FA) reset request on your account on 12-Jul-2024, 11:30 AM.

Please click the URL link below to reset your 2FA.
This URL link will expire in 1 day(s) time.

<https://samplelinetoreset2FA/>

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If you need any clarification, please contact GeBIZ helpdesk at support@gebiz.gov.sg.

Yours sincerely,
GeBIZ Service Centre

Frequently Asked Questions (FAQ)

1. What is 2FA and why do I need it?

2FA stands for Two-Factor Authentication. 2FA adds an extra layer of security by requiring a secondary verification step, reducing the risk of unauthorized access. This extra step ensures that even if login credentials are compromised, unauthorized access is prevented with the second factor.

2. Is 2FA mandatory?

Yes, 2FA is mandatory for all GeBIZ users, and the setup process for GeBIZ foreign suppliers begins in September 2024. Please ensure that you set it up by 31 December 2024 to have uninterrupted access to your account. Early adoption is encouraged for enhanced security.

3. What if I cannot set up 2FA by 31 December 2024?

Users that have not completed the setup will not be able to log in to the system until they have completed the required setup. This can cause delays in performing transactions as you cannot log in to the system, so you are strongly advised to complete the 2FA setup before the deadline to avoid disruptions to your account access and activities.

4. Can I disable 2FA once it is enabled?

No, once 2FA is enabled, it cannot be disabled due to security reasons.

5. Can I use other authenticator apps other than Microsoft Authenticator app?

Besides Microsoft and Google Authenticator app, other authenticator apps such as 2FA Authenticator can be used to support Time-based as long as the app has a One-Time Password (TOTP). TOTP is a computer algorithm that generates a one-time password (OTP) using the current time as a source of uniqueness.

Contact Us

For any queries, please send your enquiry to support@gebiz.gov.sg or call our service desk at (65) 64827121.