Plumbers, Gasfitters and Drainlayers Board

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Multi-Factor Authentication – Guide for practitioners

This guide explains what you will see in the Trade Login when Multi-Factor Authentication is introduced.

It also explains why the Board is introducing this extra security step and what you need to do to continue to access your account.

What is Multi-Factor Authentication?

Multi-Factor Authentication (MFA) is an extra security check used when you log in to the Trade Login. It helps confirm that the person accessing the account is you, not someone who has guessed, found, or stolen your password. Introducing MFA helps protect your personal information.

Instead of relying only on your password, MFA asks you to complete one more step by either entering a code sent to you by text message, or entering a code you get from an Authenticator App.

Why is MFA being introduced?

The Board is introducing MFA to add another layer of security to the Trade Login to help protect your personal and professional information and reduce the risk of someone else accessing your account if your password is compromised.

This will be particularly important when self-certification is introduced as practitioners will use the Trade Login to access online systems and records linked to registration, endorsements, and self-certification work.

Before you start

Please check that the mobile number in your Trade Login profile is:

- current and correct
- a mobile phone you have access to
- your own personal mobile number.

Each Trade Login account now needs a unique mobile number for verification. If the same mobile number is used for more than one practitioner account, those details will need to be updated, and separate personal mobile numbers entered for each practitioner.

What you will see when you log in

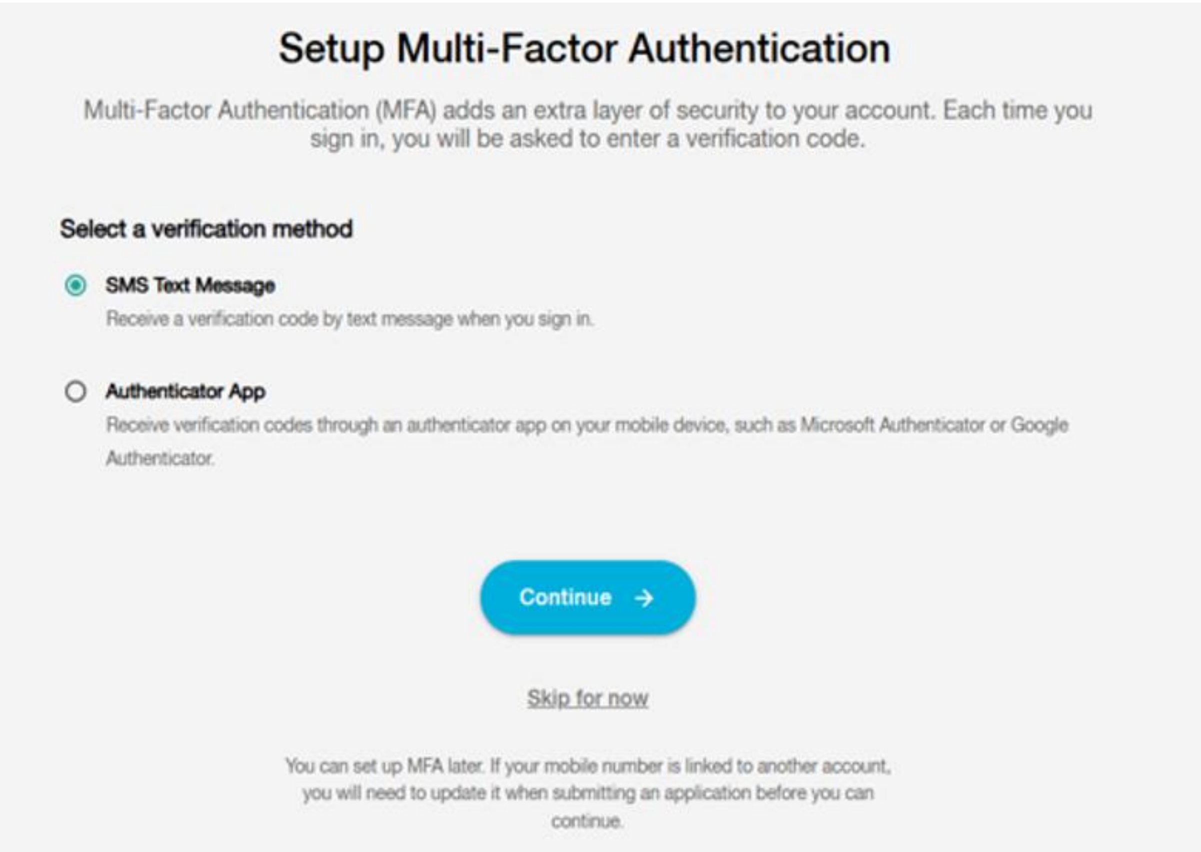
When you log in to the Trade Login, you will be asked to set up or complete MFA. The options shown to you will depend on the contact details recorded in your profile.

If you already have a personal mobile number recorded

You should see options for setting up MFA. You will be provided with two verification methods:

- SMS text message, or
- Authenticator app.

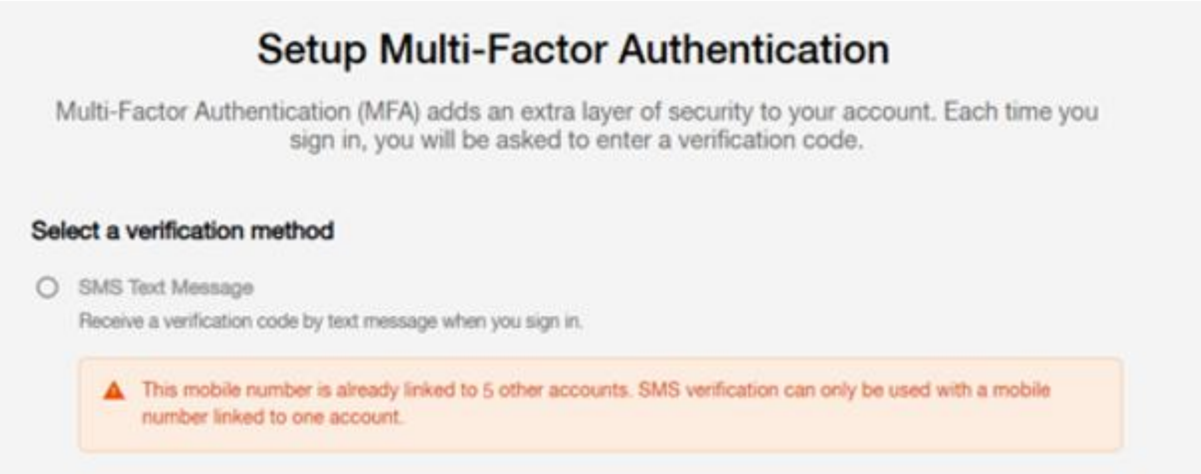
Example:



If you do not have a personal mobile number recorded

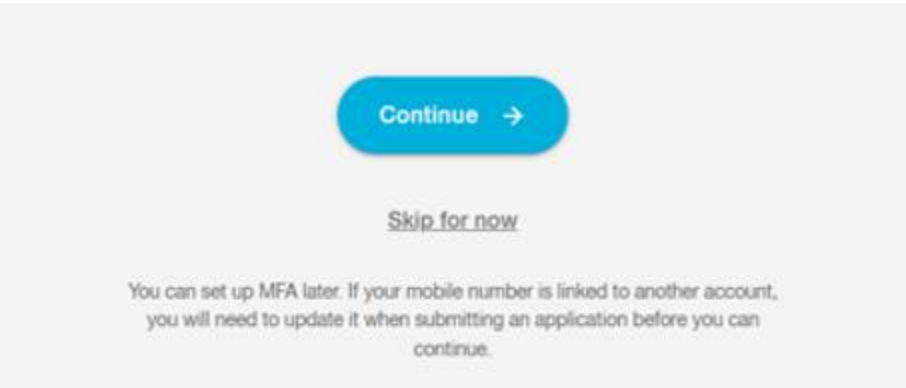
If your mobile number is missing, out of date, or is already being used for another practitioner's Trade Login account, you will not be able to use SMS verification.

Example:



You may initially be able to select **'skip for now'** and continue to Trade Login. However, this does not mean MFA is optional. You will need to provide your own unique mobile number before you can complete certain transactions, including starting a new application, applying for a self-certification endorsement or re-licensing.

Example:



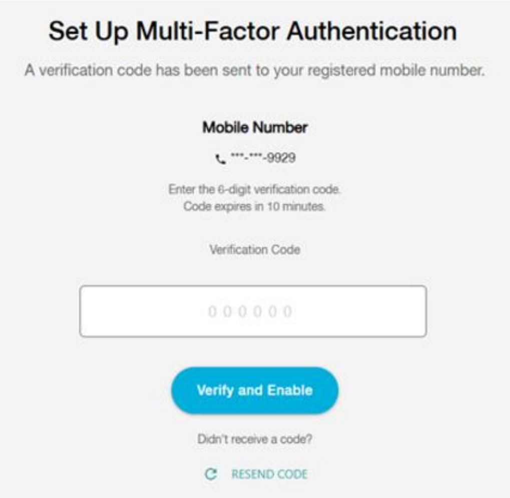
Option 1: Verify by SMS text message

If you choose SMS Text message for MFA, a verification code will be sent to the mobile number recorded in your Trade Login.

Once you receive the code, enter it in the space provided (see below) to verify your number and continue. Key steps:

1. Select SMS text message.
2. Check your phone for the verification code.
3. Enter the code.
4. Wait for the system to confirm your number has been verified.

Example:

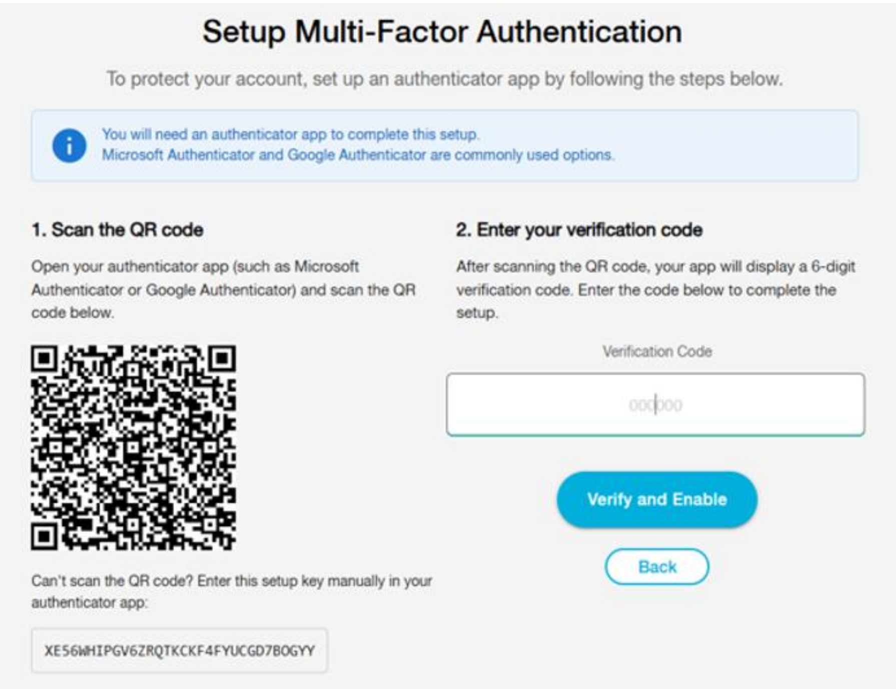


Option 2: use an Authenticator app

If you choose an Authenticator app for MFA, you can use an app such as Microsoft Authenticator or Google Authenticator. To set this up, you will need to scan the QR code shown in your Trade Login, or enter the set-up code into your app. The app will then generate a code for you to enter in Trade Login. Key steps:

1. Download the Microsoft Authenticator or Google Authenticator app.
2. Open your Authenticator app.
3. Scan the QR code shown in your Trade Login or enter the set-up code manually.
4. Enter the six-digit code from your app.
5. Select verify and enable to complete set-up.

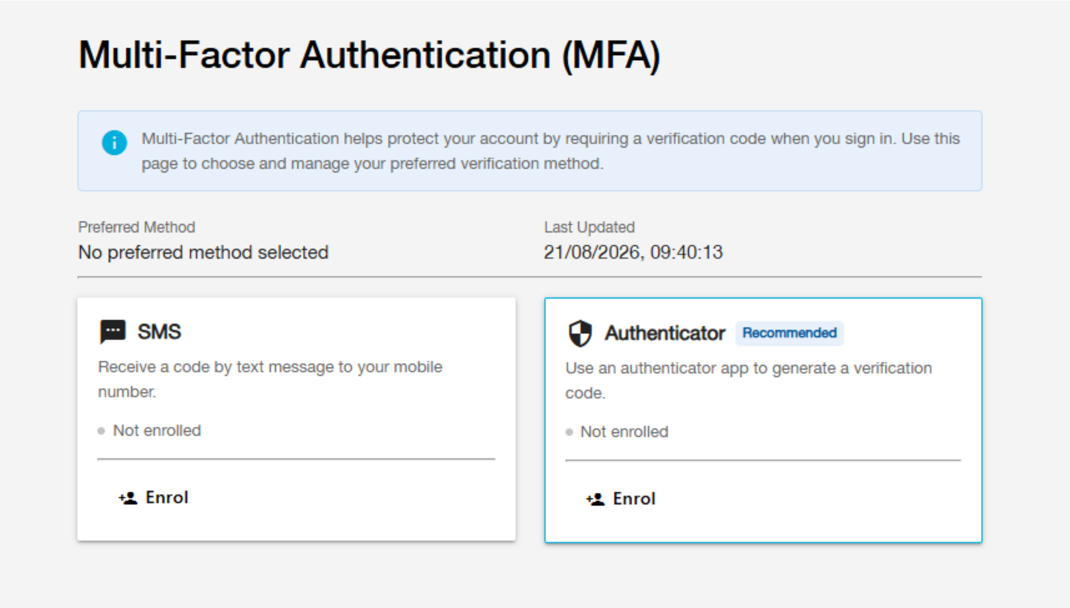
Example:



Managing MFA after set-up

After MFA is set up, you can manage your MFA method in your Trade Login by selecting your preferred method to verify – SMS or Authenticator. This may be useful if you change phones, change your mobile number, or need to update how you verify your login.

Example:



Need help?

If you have questions about MFA or cannot access your Trade Login, contact the Board on 0800 743 262 or email licensing@pgdb.co.nz.