

# Multi-Factor Authentication (MFA)

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Multi-Factor Authentication (MFA) is a security measure that will help verify your users' identity and safeguard their personal information. This security feature is automatically enabled on all GiveSmart Events locations where a user has the option to 'Add a Card'. There are no steps or settings to configure for admin.

## Multi Factor Authentication Trigger Locations

Users will be prompted with the MFA email verification when adding a card on file in the following locations:

- My Info
- Item Description Page (Only if there is no card on file and **Card Required to Bid** is enabled)
- Self Checkin
- Credit Card **Campaign Link** (in SMS and email messages)

## User Experience

The screenshot displays a user profile for 'Nancy Green' with the phone number 555-908-5214. The user's bid count is 0. A button labeled 'Add Card On File' is visible. Below the button, a message states: 'You have agreed to the DevDevTerms and Conditions.' The page includes a navigation bar with 'HOME', 'ITEMS', 'DONATE', 'PAY', and 'MY INFO' (the active page). The footer contains the text: 'Hosted By: DevDev', 'Powered By: GiveSmart, the premier mobile bidding and fundraising platform.', and links for 'Privacy Policy', 'Terms of Use', and 'Terms and Conditions'.

1. User selects add card on file from one of the following locations:

- o My Info

**MY INFO**

**Kirsten Primozic**  
555-555-0111  
Bidder: 0  
ID:  
Business Address: 7

**Ticket** [Edit](#)

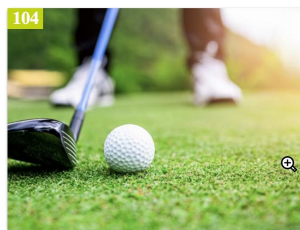
**Gold Dinner Ticket**  
who would you like to sit with?  
just testing for delete  
just testing  
testing adding a question to a ticket type  
post purchase  
1  
delete

**Raffle Details**

**#162 New Raffle**  
4  
For questions about items, item redemption, donations or payment, please contact the organization directly.

[Add Card On File](#)

- o Item Description Page



Golf foursome

**\$110**

current bid

2 Bids

**Credit card required to bid.**

*Additional payment options may be available at checkout.*

[Add Credit Card](#)

[★ Watch This Item](#)

- o Self Checkin

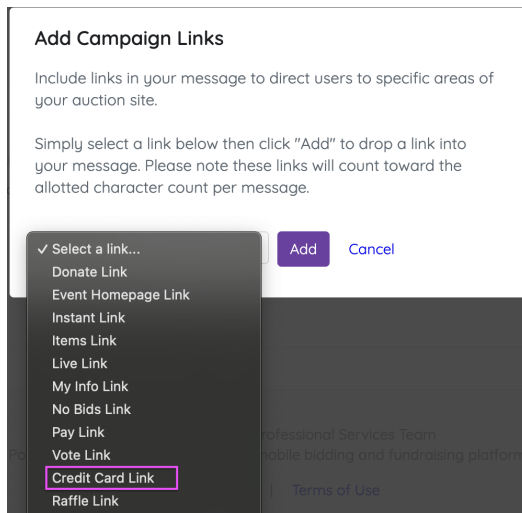
**Check In**  
Stephanie Hann

Confirm Info      Add Card      Complete

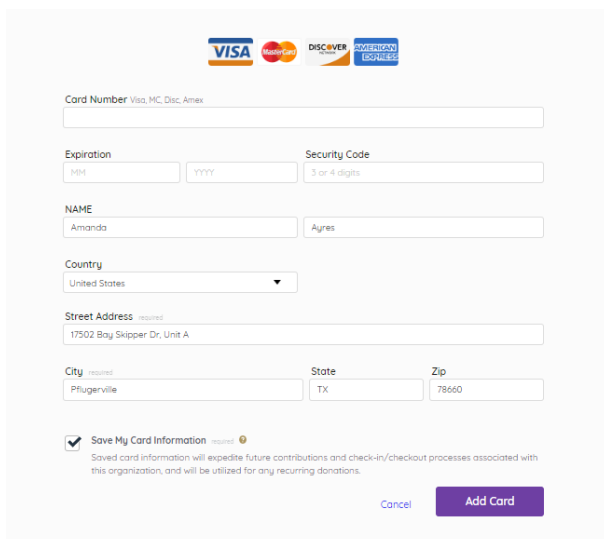
Please add a card to expedite your checkout process.

[Add New Card](#)      [Complete Check In](#)

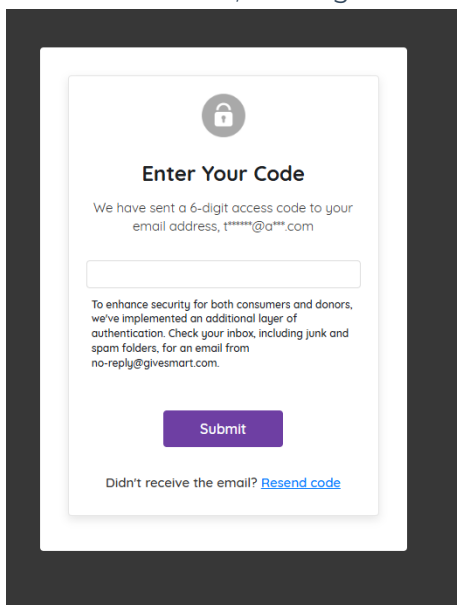
- o SMS/Email 'Credit Card' Campaign Link



2. Enters credit card information.



3. Selects 'Add Card', which generates an email with a 6-digit code to be sent.




- o **Email on file:** an email is generated automatically.
- o **No email on file:** a popup will appear prompting them to add one. Once entered and submitted, the email will be generated.

**Please enter your email**

This is the email you'll use to authenticate your account.

**Submit**

4. User copies the 6-digit code and enters in the validation popup.



**Enter Your Code**

We have sent a 6-digit access code to your email address, t\*\*\*\*\*@a\*\*\*.com

To enhance security for both consumers and donors, we've implemented an additional layer of authentication. Check your inbox, including junk and spam folders, for an email from no-reply@givesmart.com.

**Submit**

Didn't receive the email? [Resend code](#)

## The Importance of MFA for You and Your Donors

With a commitment to balancing ease of use with the highest level of security our customers and donors expect, Multi-Factor Authentication (MFA) security measure is enabled for all GiveSmart customers. This next level of protection enforces even more security for your donors' identity and safeguards their personal information when completing payments on the GiveSmart platform.

### **What This Means for You**

Multi-Factor Authentication (MFA) will be enabled on all sites in your Events account. No additional action is needed on your part.

### **What This Means for Your Donors**

When adding a card on file on Event sites, donors will be prompted to verify their identity through a one-time code sent to their email. At this time, SMS authentication is not available but will

be included as an option at a later date.

## FAQs

If being checked in to an event, does the guest have to authenticate when swiping a card?

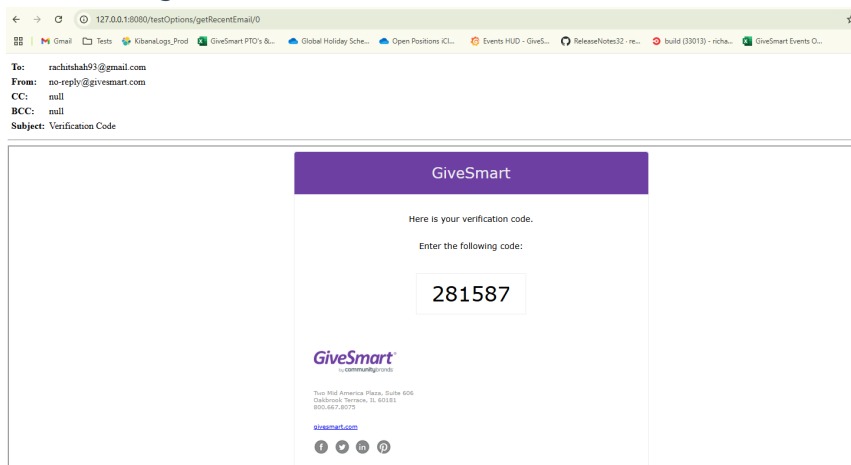
- No, when a volunteer or admin swipes a card with a volunteer during the checkin process, the MFA verification email step is not necessary.

When an admin is adding a card on behalf of a guest, will the MFA authentication email be triggered?

- No, when a volunteer or admin enters a card on file on behalf of a guest, MFA is not required.

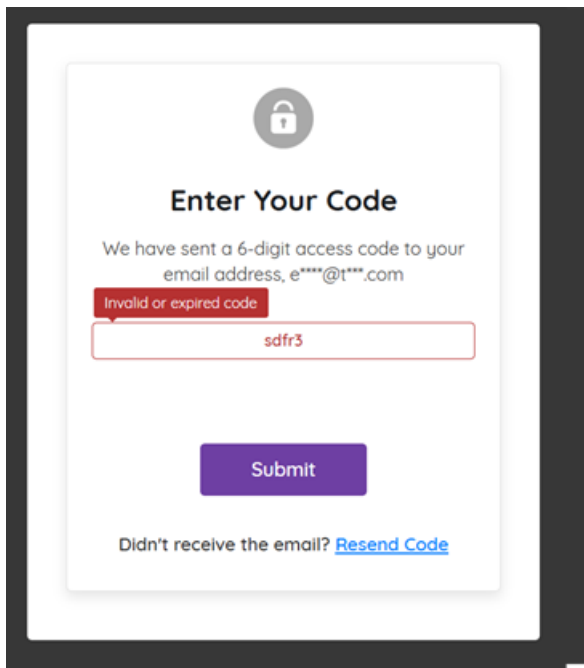
What does the MFA email verification look like?

- The verification code email will be sent from [noreply@givesmart.com](mailto:noreply@givesmart.com), and will contain the following information.



What happens if the user enters an incorrect code?

- If the code is entered incorrectly, the code is removed, the box turns red, and a message will appear prompting them to enter a valid code.



## Can a user resend a code if the code has expired?

- Yes, a user can simply click the Resend Code link located at the bottom of the verification popup.

## Why is multi-factor authentication important?

- By enabling this additional step in the card adding process, this protects your organization from fraudulent credit card attempts on your payment forms.
- To learn more about card testing, [click here](#).

## The donor didn't receive the email, where should they look?

- The email will be received from [no-reply@givesmart.com](mailto:no-reply@givesmart.com) which might have been caught in their spam filter. Please instruct the donor to search their spam file before resending the message.
- If still not received, verify the email on file by clicking their initials in the top right corner > Click Profile > Verify email on file. Updated if necessary.

## Is there an option to receive the MFA via SMS (text message)?

- At this time, SMS authentication is not available but will be included as an option at a later date in 2025.

## Can our organization opt out of MFA?

- No, given the sophistication of threat vectors in today's era and across every industry, implementing MFA is essential for ensuring the security of your organization and protecting your donors' card information.

## Where can a user view/update the email on their account?

- Users can update the email on their account by clicking on their initials in the top right

corner of an Events site > select Profile from the dropdown > update the email and save.

Is there a location where I can see users who didn't enter the code?

- No, we do not track users who did not enter the code.

If a user is prompted to enter an email via the popup, is the email entered saved to their profile?

- No, at this time the email entered on the popup is not saved to the user's profile.
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