Multi-Factor Authentication (MFA) Policy

Tribe User Guides



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Multi-Factor Authentication (MFA) Policy

Purpose

The purpose of this policy is to establish the requirements for Multi-Factor Authentication (MFA) to enhance security measures and protect user accounts on the Tribe platform. This policy ensures that all administrative accounts and other key accounts have access to an additional layer of security beyond just a password.

Scope

This policy applies to all users who have administrative or privileged access to the Tribe platform, as well as any other users where enhanced security measures are deemed necessary. This includes employees, contractors, and third-party partners.

Policy Statement

1. MFA Requirements

a. All administrative and privileged user accounts must enable MFA.

b. MFA is optional but recommended for standard users.

2. MFA Implementation

MFA is implemented using a second factor of authentication in addition to a password. SMS-based verification: A six-digit code is sent to the user's registered phone number, which must be entered to complete the login process.

3. User Responsibilities

a. Users must provide a valid phone number to enable MFA.

b. Users are responsible for ensuring the phone number is active and can receive SMS codes.

4. Enforcement

a. MFA setup for all newly created administrative accounts is recommended and where individual organisation policies dictate may be mandatory, as set by your company admin lead.

b. In cases where MFA is not set up for existing administrative accounts, an alert will be sent to remind the user.

5. MFA Dashboard

The following platforms and dashboards implement MFA:

- a. Admin User Dashboard
- b. Tribe iOS App
- c. Tribe Android App

6. Support and Documentation

a. Users experiencing issues with MFA can contact the Tribe support team for assistance using either the resolution centre or by emailing support@tribeproject.orgb. Tribe will maintain this MFA policy and review it annually.



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MFA Setup steps:

ł	Personal Profile Orr Security	Security Update your password and security settings
<u>ා</u> ද ළ	 Downloads Terms & Privacy Support Send Feedback Funding Providers 	Exep Authentication Step Authentication Area valid phone number to verify and enable 2-step authentication. Brane Number Hat Will send a 6 digit code to this number when you log in Inable I
	Log Out D	Your Login Details Your password has never been changed Change Your Password Change the email address you use to log in. Change Your Email Address

Within Profile > Settings, locate '2-Step Authentication', enter a valid and working mobile number that you have access to, and click on 'Enable'.

	유 Personal Profile 0ㅠ Security	Security Update your password and security settings
	Downloads Terms & Privacy Support Send Feedback Funding Providers	2-Step Authentication Enter a valid phone number to verify and enable 2-step authentication. Disabled Phone Number To add an extra layer of
		Step Authentication. Verify Phone Number We'll now send a 6 digit code via text message to your new phone number Send Code Keep your account
· ·		Your password was last changed: <i>Friday 21 August.</i> Change Your Password → Change the email address you use to log in. Change Your Email Address →
0	Log Out	1 Sessions You're only logged in on this computer.

You will see a prompt confirming them number you have entered, if this is correct, please click on 'Send Code', if it is not, please close and re-enter your number again.



Ś	A Personal Profile 0 m Security	Security Update your password and security settings
	🛓 Downloads	2.Step Authentication
	Terms & Privacy	Enter a valid phone number to verify and enable 2-step
	Support	authentication.
0	Send Feedback	Disabled Phone Number
٨	Funding Providers	security, please enable 2 Step Authentication. Verify Phone Number
88		
Ø		Now enter the code you have received. It might take a few minutes to arrive.
Ģ		Code
~		Didn't receive it? Try again.
[1][]		Confirm Code
		Your password was last
R		changed: Friday 21 August.
		Change the email address you use to log in.
		Change Your Email Address →
	Log Out 🕞	Sessions
		You're only logged in on this computer.

You should have received a 6 digit code via SMS text message, please enter this and click on 'Confirm Code'.

Ś	유 Personal Profile 0ㅠ Security	Security Update your password and security settings
© A	Downloads Terms & Privacy Usupport Support Send Feedback Funding Providers	2-Step Authentication 2-Step Authentication 2-Step Authentication 2-Step authentication is enabled for your phone number Phone Number You have an extra layer of security and are currently We'll send a 6 digit code to this number when you log in using 2-Step Authenticativ Verify Phone Number *
※ 合 い ビ 間		Your password was last
*	Log Out P	Changed: Friday 21 August. Change the email address you use to log in. Change Your Email Address → Session You're only logged in on this computer.

Once successful, you will receive a confirmation message, and the 2-Step Authentication panel will show as 'Enabled'.





Should your phone number change at any time, you can update it in the same place, following the same steps as noted.

