

Compano Online Software

Authentication Compano Online Software

Version 5.9

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1 Introduction

As of Compano software version L05, a new, more secure *login method* is used. This login method uses a separate authentication server that verifies users' login credentials. This manual describes the authentication procedure and which authentication options can be used to log in to a Compano application.

1.1 Concepts

COS Environment	Compano Online Software Stand-alone Compano application running a certain software version. The environment can be a <i>Production</i> , <i>Acceptance</i> , or <i>Test</i> environment. A newly developed software version first goes to a <i>test</i> ¹ environment in which extensive testing can be carried out. After the software version passes all these tests, it goes to an <i>acceptance</i> environment. In this environment, the software can be tested by users. If the software version is accepted, it is forwarded to the <i>production</i> environment where it is used by end users.
Authentication	Authentication technology provides access control for software applications by verifying that a user's credentials match the credentials in an authorized user database or data authentication server. In addition, authentication ensures that systems, processes and company information are secure. There are several authentication options to verify users' identity, for example: username/password, Google Authentication, Microsoft Authentication.
SSO	<i>Single Sign-on</i> is an authentication method that allows you to securely log in to multiple applications or websites with just 1 set of credentials. You no longer have to remember different usernames and passwords.
2FA	Two-factor authentication (2FA), also referred to as <i>Two-step verification</i> or <i>Dual-factor authentication</i> , is a security process in which users two different Deploy authentication factors to self-verify. 2FA provides a higher level of security than authentication methods where the user provides only one factor, usually a password or passcode. The second authentication factor usually consists of a security token (SMS or authenticator code).

¹ A test environment is *not* available for all Compano customers.



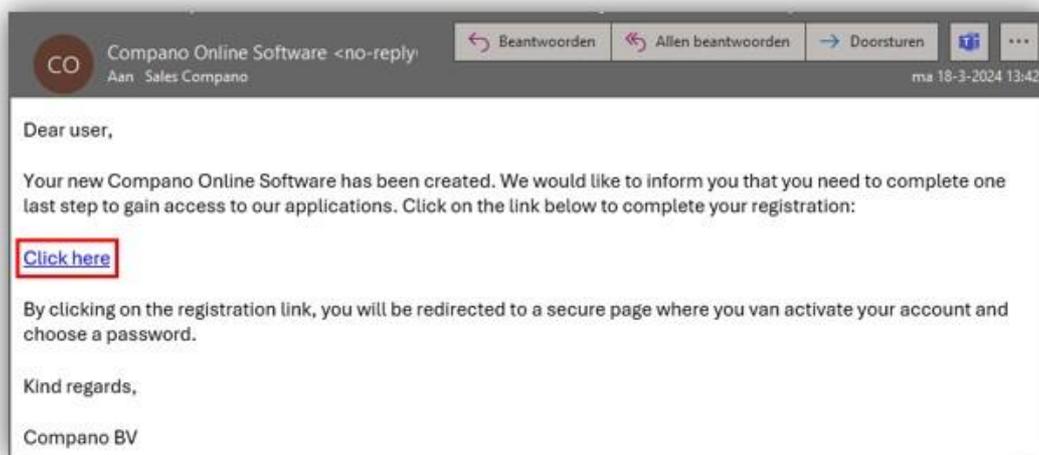
2 New login method

As of Compano software version L05, a new, more secure login method is used. Among other things, the requirements for a secure password have been tightened, which means that you will have to register a new login account. You can choose the password for your new account.

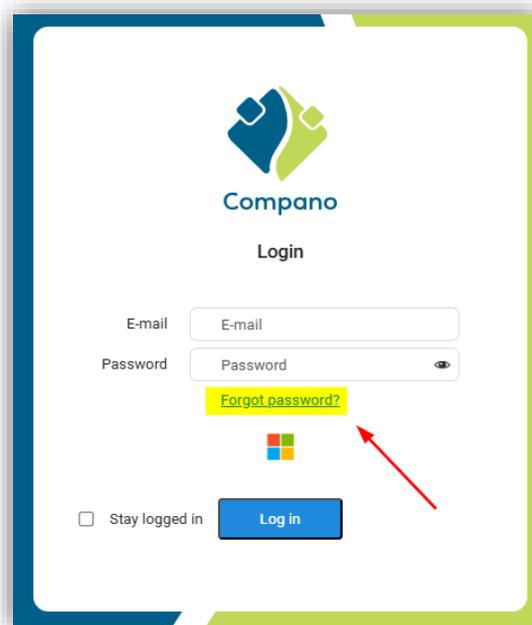
Note: The *language* of the authenticator app's UI depends on your browser settings; so, if your browser UI language is set to English, the login UI will be displayed in English.

2.1 First time login

When you have recently been given access to Compano Online Software as a new Compano customer or user, you will receive an e-mail (from **no-reply@compano.com**) with the request to register a new login account:



Important: You will have 24-hours as of receiving this e-mail to register your login account. Should you fail to do so, you can request a new registration e-mail by visiting <https://start.compano.com> and clicking the link *Forgot password?*





To register for a login account:

1. Use the [Click here](#) link in the email to go to the next screen where you choose a new password:

Compano

Finish creating your account

You are almost ready, pick a password to finalize your account.

Password

Confirm password

Password requires:
8 characters
1 capital letter
1 special character
1 digit

Confirm

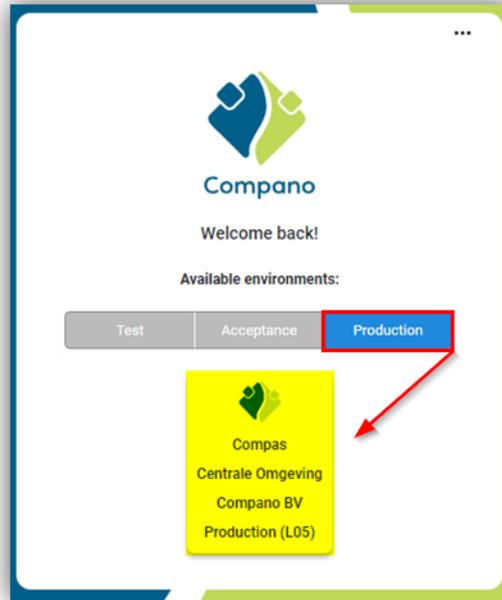
- a. Password: Type a new password. Please note the password requirements!
 - b. Confirm password: Type the new password again.
2. Click *Confirm*. You will now see the following confirmation:

Compano

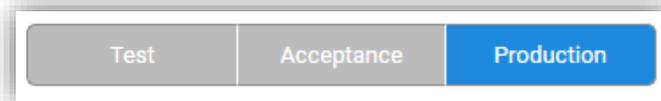
Account registratie voltooid

Account successfully created.
Welcome to Compano Online
Software! You will be redirected
to the login page.

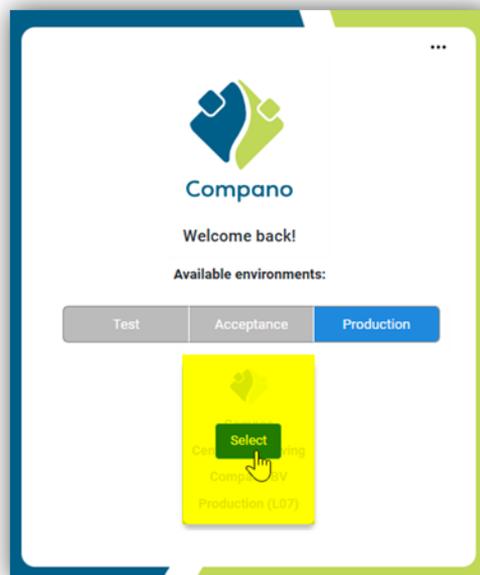
3. You will now be redirected to the *environment overview* where you can choose from the Compano environments you have access to:



4. Available environments: Note: The login application distinguishes between *Production*, *Acceptance*, or *Test* environments that you have access to. Therefore, first select the *type of environment* you want to log in to:



- a. Production: Your production environment; this is your 'live' environment
 - b. Acceptance: Your acceptance environment, formerly the prerelease environment.
 - c. Test: Your staging environment. Please note that this environment is not available to all Compano customers.
5. Environment tile: After selecting *Production*, *Acceptance*, or *Test*, click on (one of) the environment tile(s) to log in:





6. You will now be logged in to the selected environment.

2.2 Subsequent Log-ins

Note: After registration and logging in for the first time, the [Click Here](#) link in the registration email no longer works.

From now on, you can log in to your Compano application(s) via the following URLs:

Shared Compano environment:

<https://start.compano.com>

Private Compano area:

[https://\[company name\].compano.com](https://[company name].compano.com)

The link gives access to the following login page:

Compano

Standard login with e-mail/password

Login

E-mail

Password

[Forgot password?](#)

Alternative login with Microsoft

Stay logged in

Log in

2.2.1 Login with password

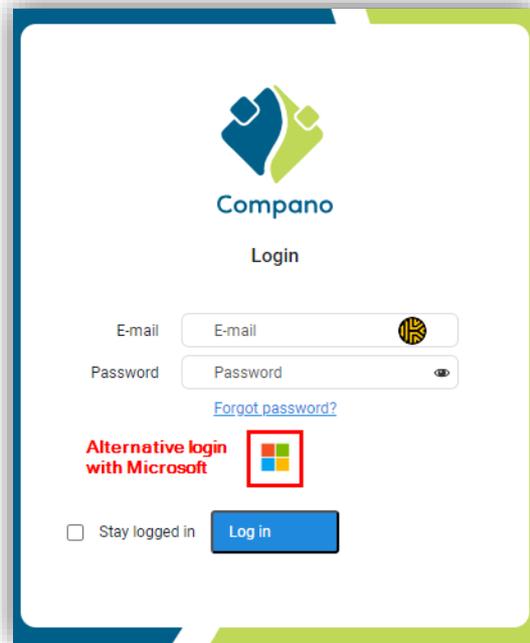
For the standard login method, use the e-mail address and password with which you have registered yourself; See the paragraph: [FIRST TIME LOGIN](#).

2.2.2 Login with Microsoft

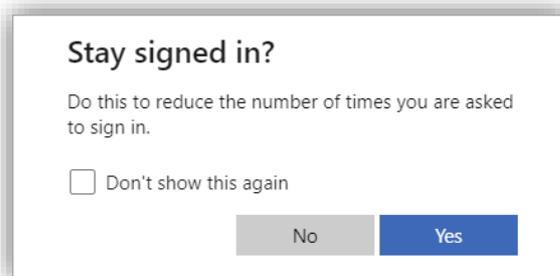
Alternatively, if your Compano user account was created with an e-mail address which is also linked to a Microsoft account², you can also log in with *Microsoft Authentication*.

To sign in via Microsoft:

1. Click on the Microsoft icon:

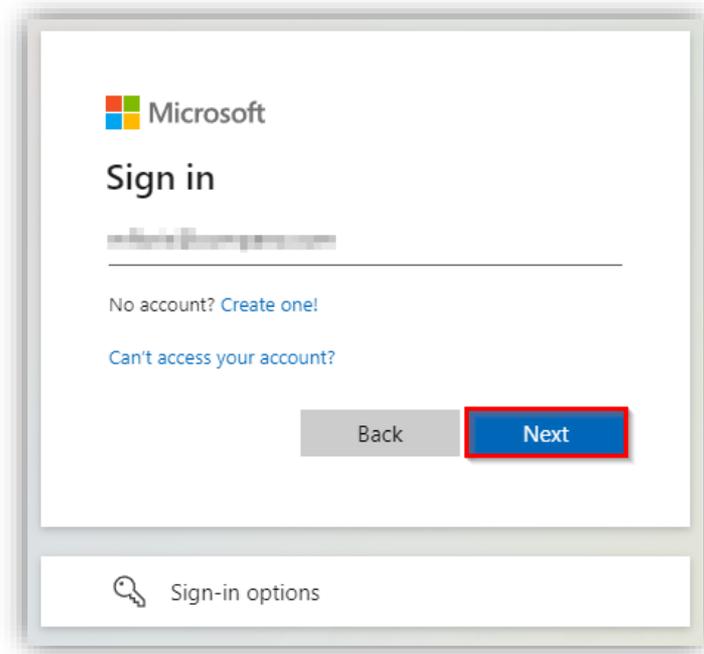


Stay logged in: The *Stay logged/signed in* and corresponding *Don't show this again* options are dependent on user settings which can only be handled by the Windows system administrator of your company and might thus not work as intended.

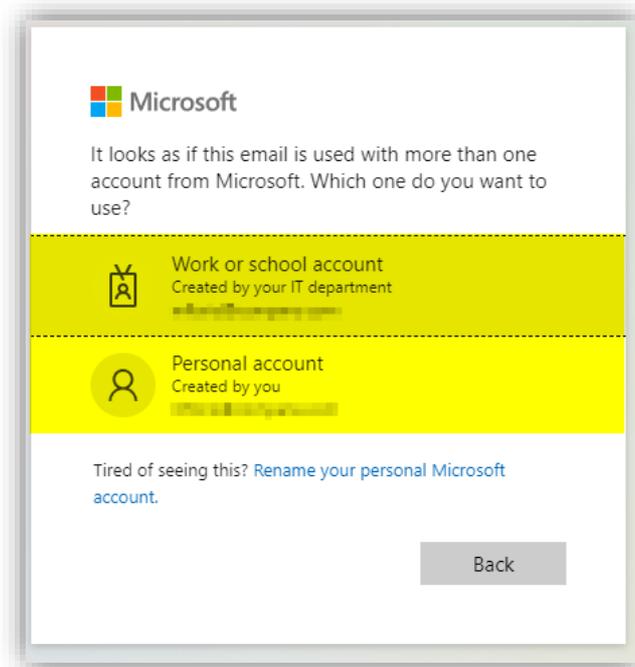


2. Type in the email address of your Microsoft account and click *Next*.

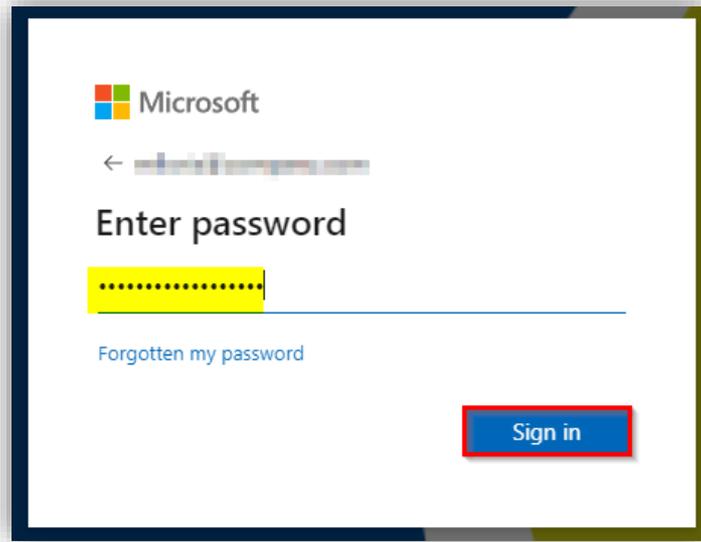
² Note: If you are not sure whether your user account in Compano was created with a Microsoft account, please check with the Administrator of your organization's Compano software.



3. Then choose whether it's a Work/School account or a Personal account:



4. Next, type in your password for this account:



5. You will then be redirected to the Compano login page.

2.3 Single Sign-On

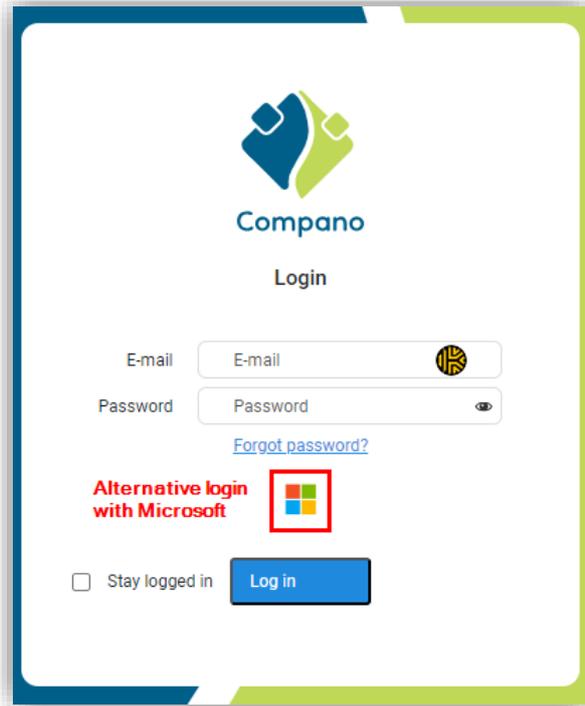
For some Compano customers, a so-called Single Sign-On has been set up. This means that the login details you use at work are also valid for the Compano application.

Provided the correct redirect has been set up, you can log in via the URL:

[https://\[customername\].compano.com](https://[customername].compano.com)

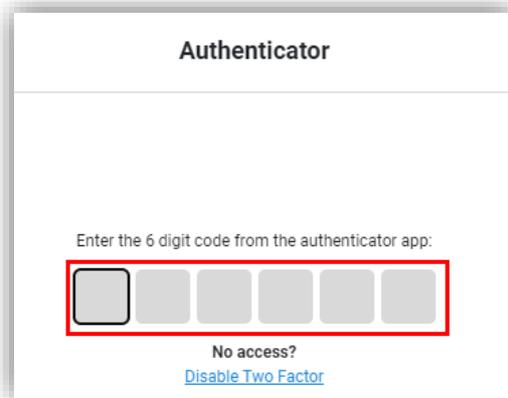
If Single Sign-On has been set up for your organization, you will be *redirected directly from* the login URL to the environment overview. There you can choose the Compano environment you want to log in to.

Alternatively, the URL can <https://start.compano.com> be used. Single sign-on is not automatic, you will have to click on the Microsoft icon to continue:

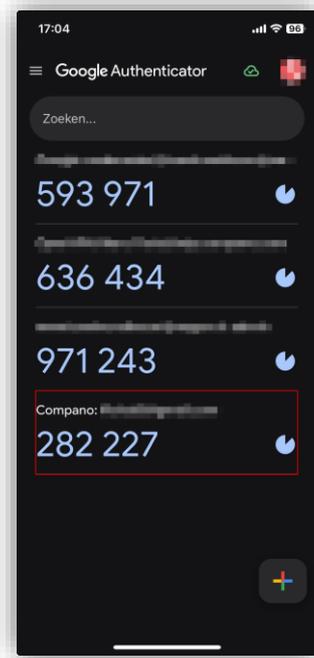


2.4 Two-factor authentication

If two-factor authentication is enabled (or enforced by your organization), you will need to enter an additional login code:



This 6-digit code is generated by an *Authenticator app* from Google or Microsoft, for example:



These *Authenticator apps* can be downloaded for both Android and Apple devices from the Google Play store or Apple's App store.



Google Authenticator app

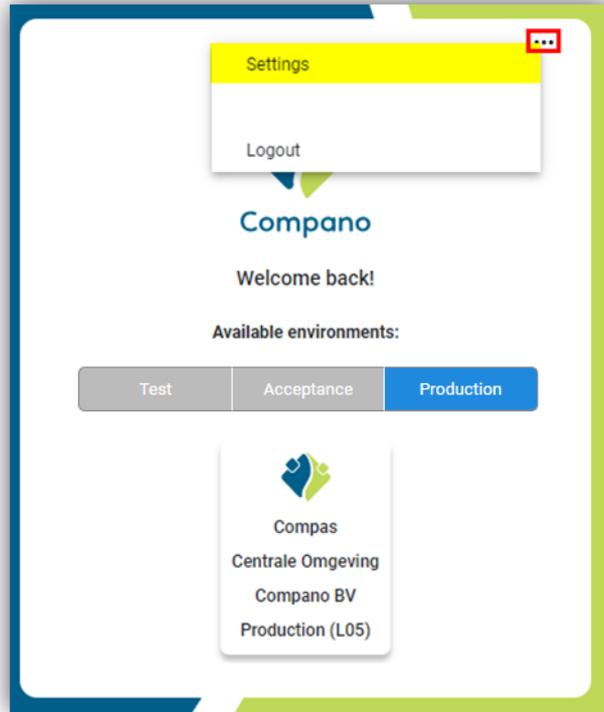


Microsoft Authenticator app

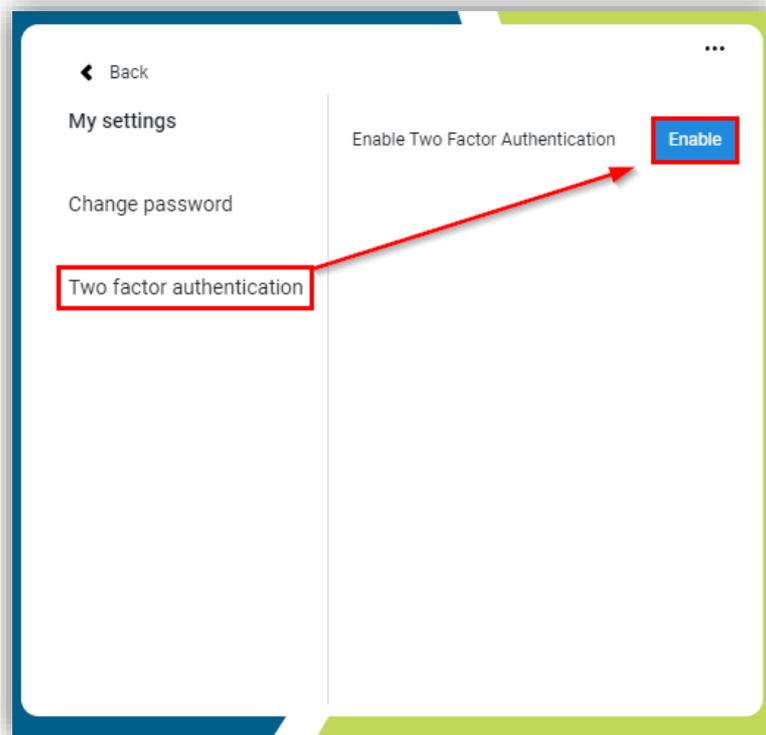
2.4.1 Enable two-factor authentication

To use two-factor authentication, you must first enable it:

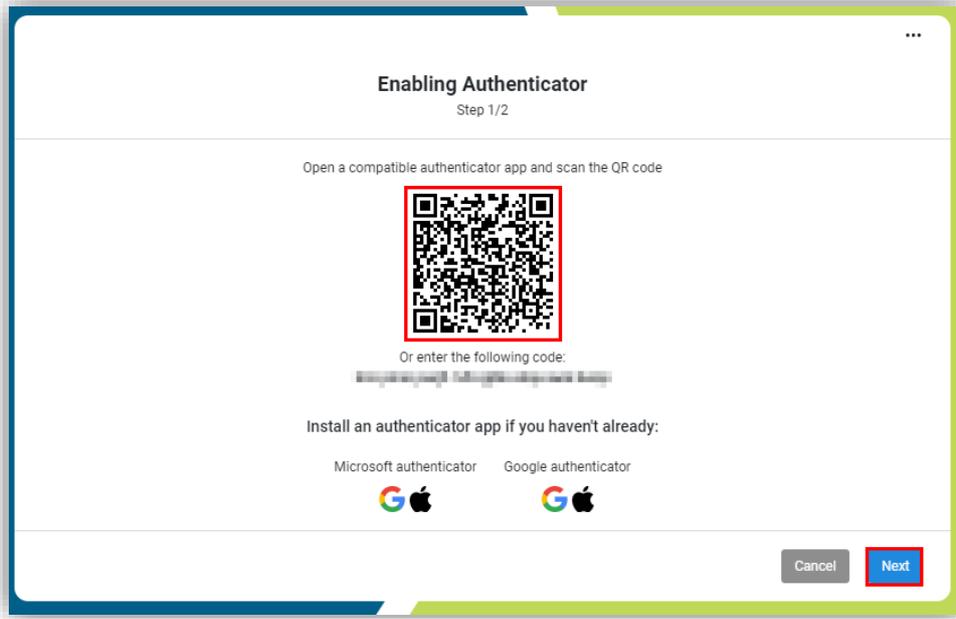
1. Login via <https://start.compano.com> or [https://\[company name\].compano.com](https://[company name].compano.com).
2. Click on the ellipsis-menu (•••) at the top right and choose the Settings option:



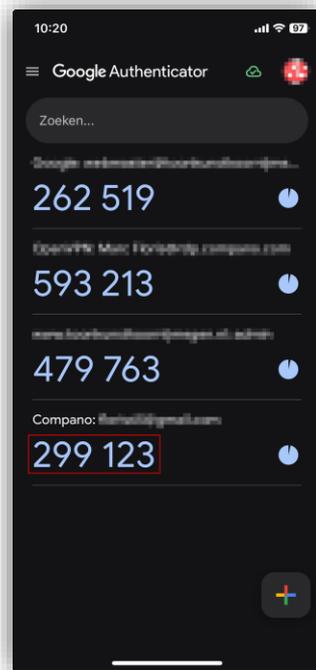
3. Click on *Two Factor login* and then on *Enable*.



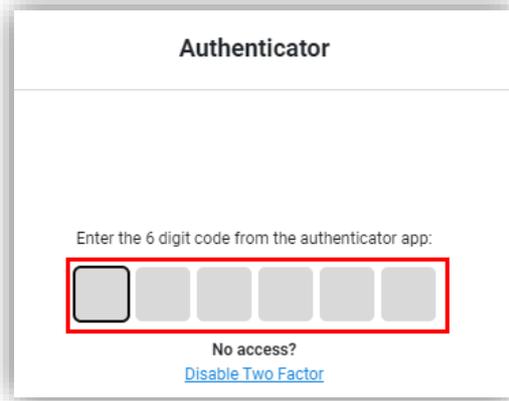
4. Confirm your choice by scanning the QR code with the Authenticator app of your choice (Google or Microsoft) and click *Next*.



5. Open the Authenticator app on your mobile device and find the relevant 6-digit code:



6. Type this code into the authenticator fields, as shown below:

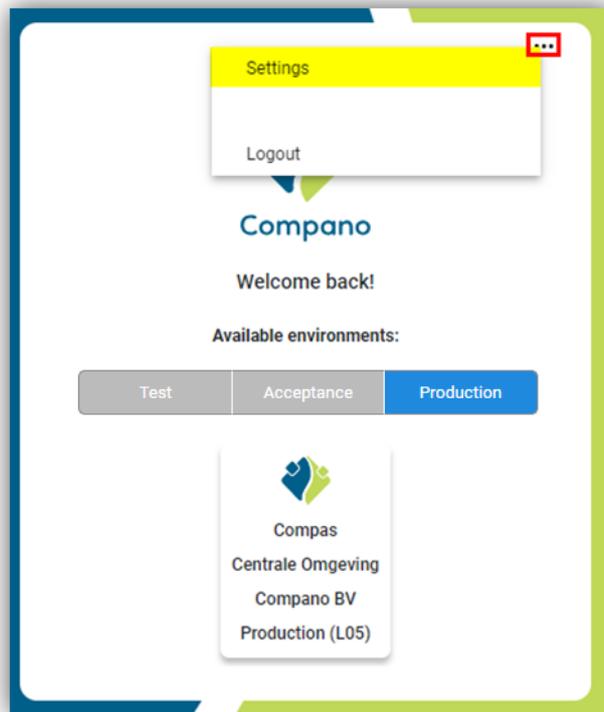


Two-factor authentication is now enabled, and each time you log in, you'll be asked for a confirmation code via the Authenticator app.

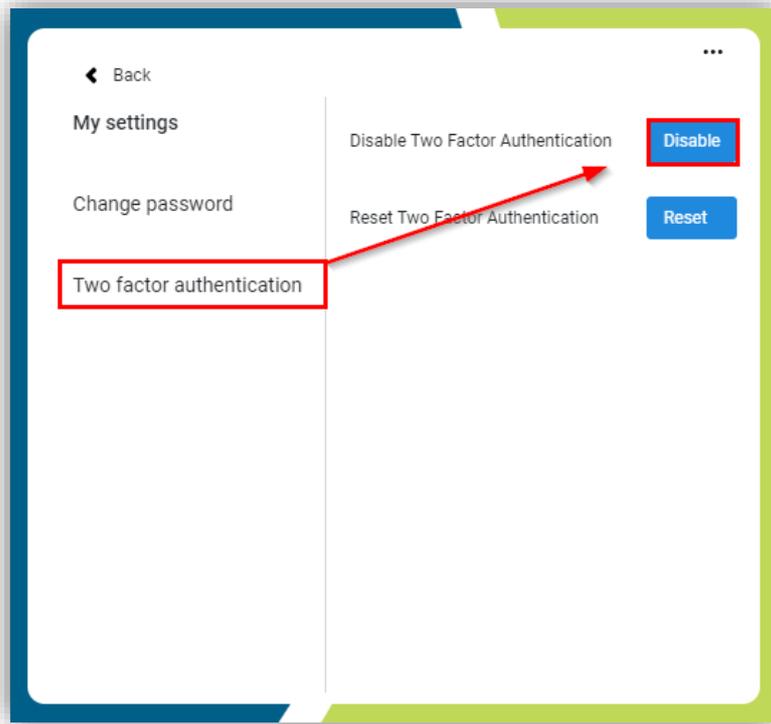
2.4.2 Disable two-factor authentication

To disable two-factor authentication:

1. Login via <https://start.compano.com>.
2. Click on the 3-dot menu at the top right and choose the Settings option:



3. Click on *Two Factor login* and then click on *Disable*.

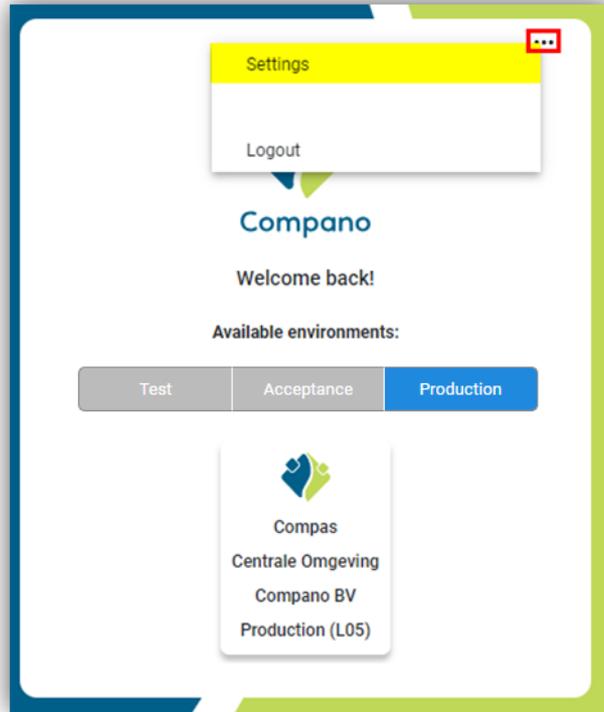


4. Two-factor authentication is now disabled.

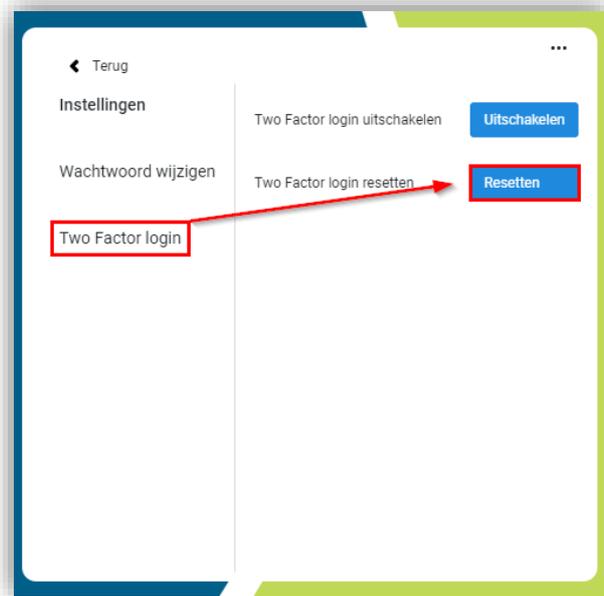
2.4.3 Reset two-Factor Authentication

If you change your mobile device, you can reset the Two-factor authentication to allow for a new Two-factor registration on your new mobile device:

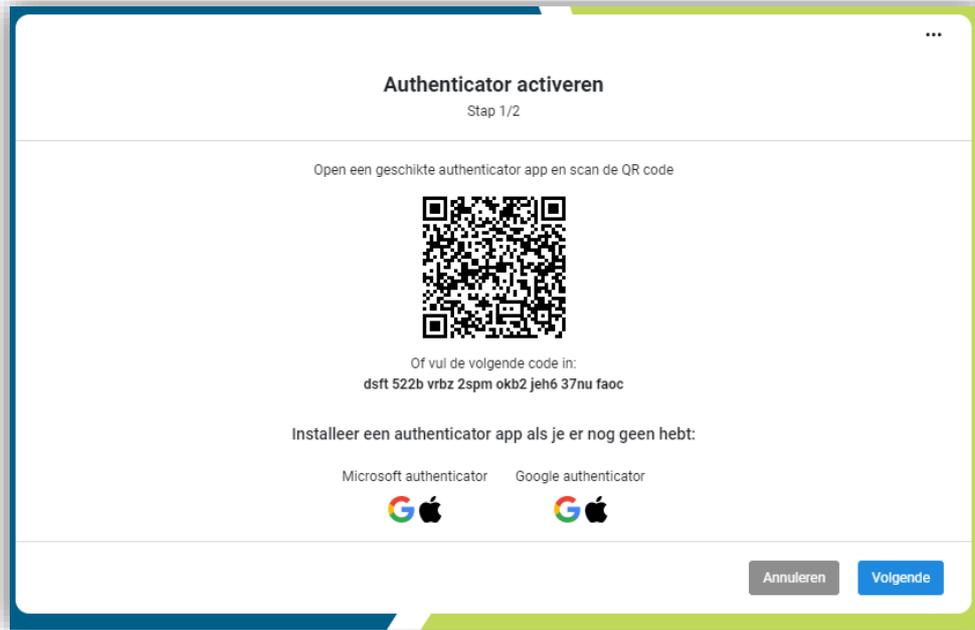
1. Login via <https://start.compano.com>.
2. Click on the 3-dot menu at the top right and choose the Settings option:



3. Click on *Two Factor login* and then click on *Reset*.



4. You will now see the QR code with which you can set up the Authenticator app on your mobile device:

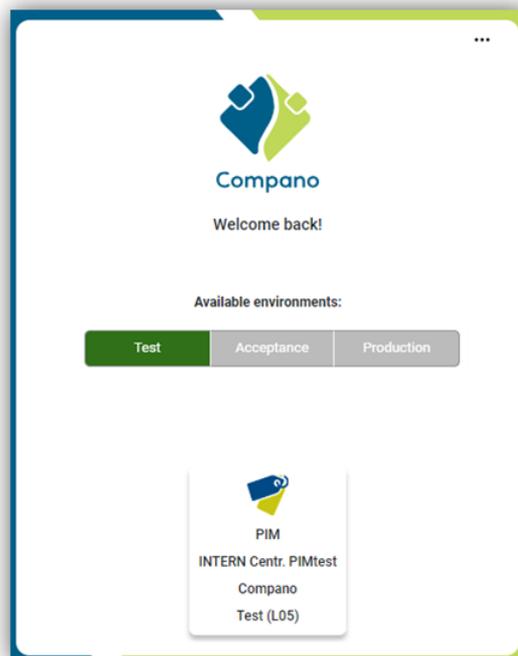


2.4.4 Lost Two-Factor authentication

If you no longer have access to your Two-Factor authenticator app, for example because your mobile device is broken or lost, please contact Compano support and have them disable the Two-Factor Authentication for your account.

2.5 Selection of the environment

After logging in, the user-interface will show the *environments* which are available for your login account, for example:



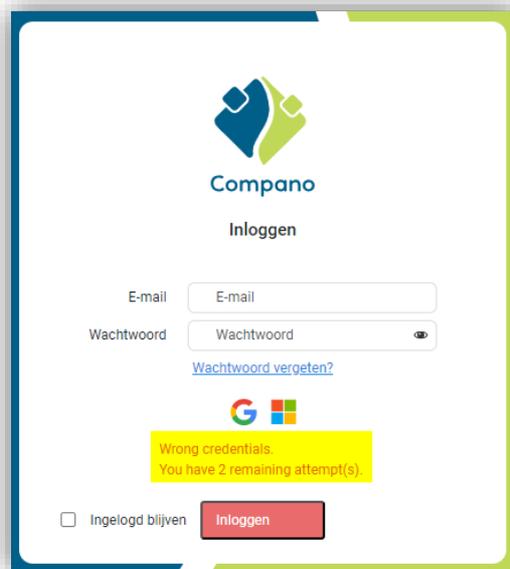
Available environments:

Once authenticated, first choose from which *type* of COS environments that you can access, including:

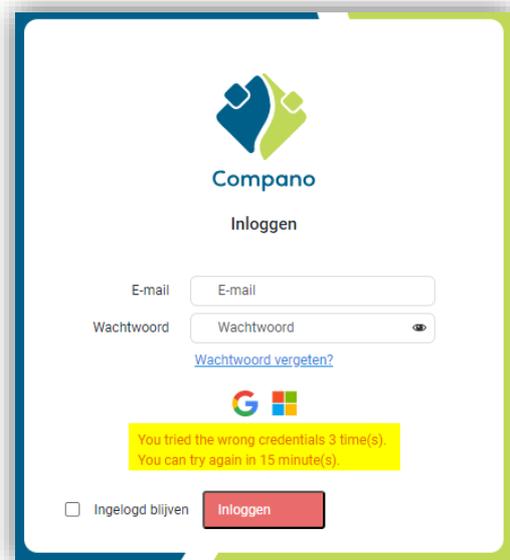
- *Production Environments*
- *Acceptance environments*
- *Test Environments*

2.6 Failed sign-in

When logging in with the wrong credentials, an error message is displayed:

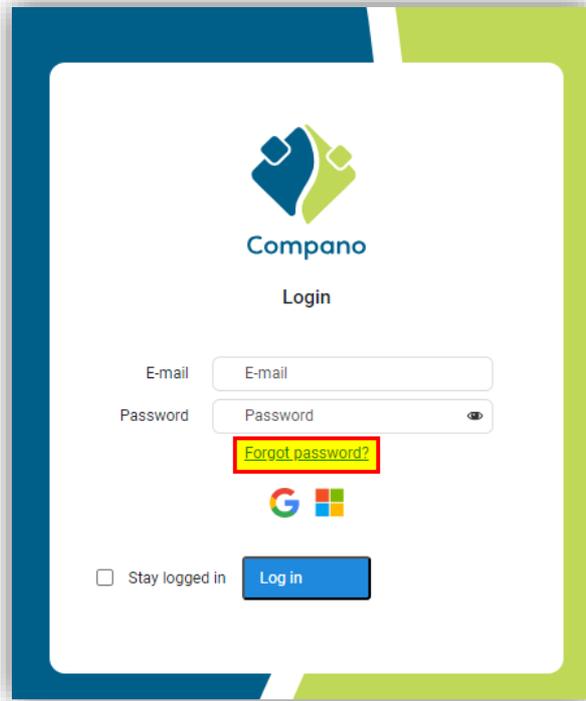


Remaining attempts: Multiple failed login attempts result in the following error message and an additional *login delay*.

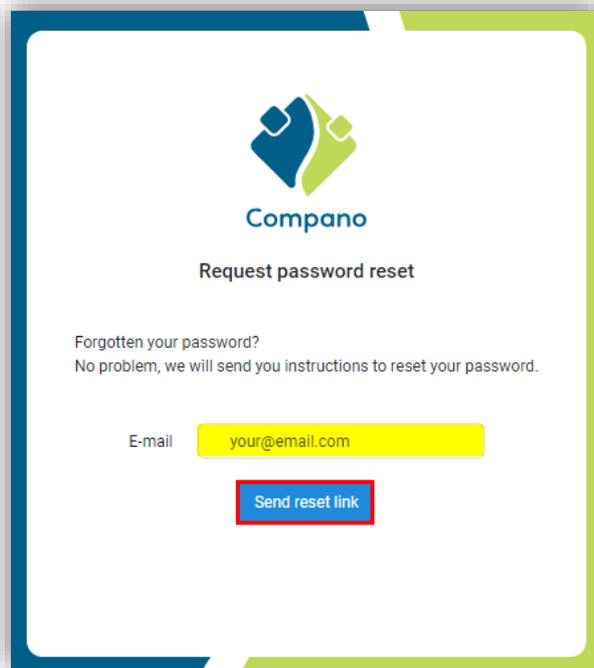


2.7 Password

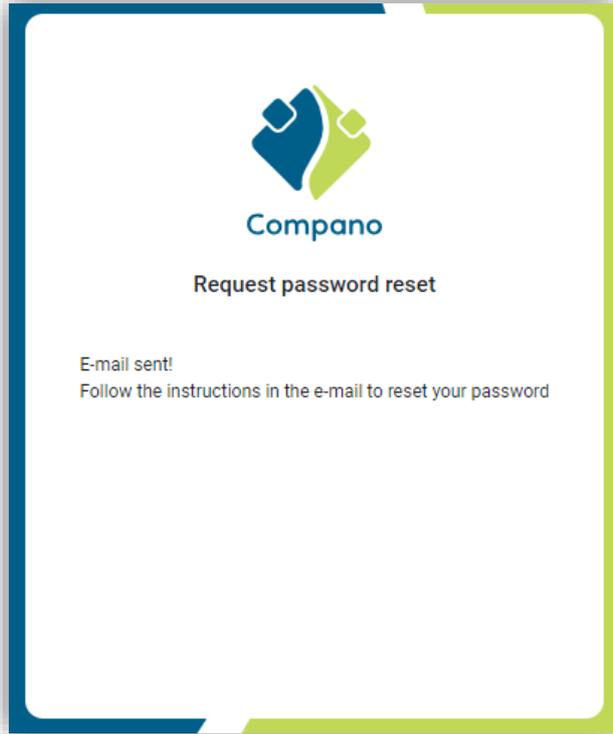
In the user interface, the message Forgot [password?](#) Link to reset your password:



If you click on the link, you can enter your email address. You will then receive an e-mail with which you can request a new password:



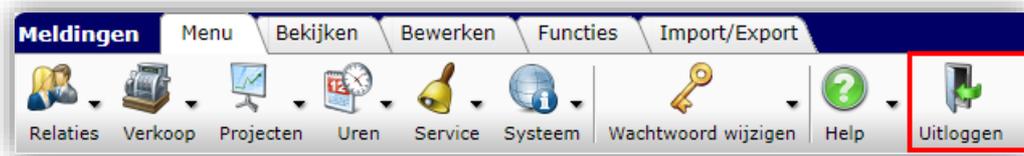
Note: The reset link will be sent to the email address you entered, provided that the email address belongs to a *known user*.



2.8 Logout

When you use the logout button in the application, you will be logged out and returned to the login screen:

1. Click Log out from the menu:



2. You will return to the login screen:




Compano
Login

E-mail

Password

[Forgot password?](#)

Stay logged in