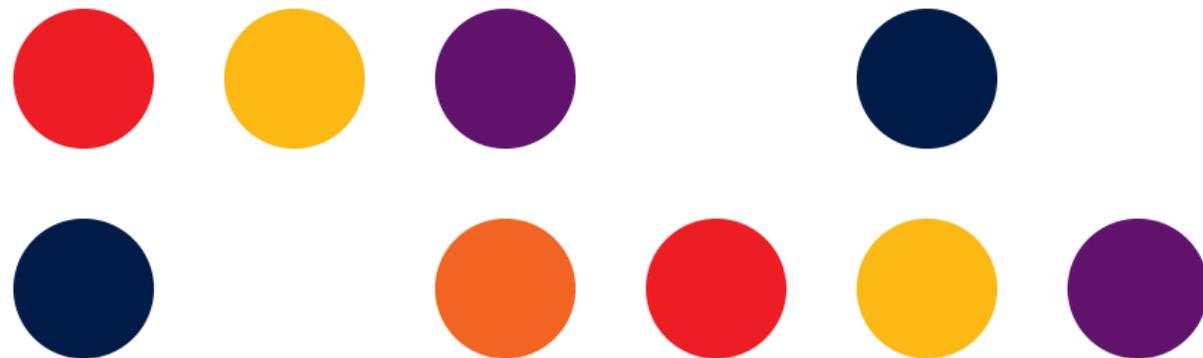


BizPhone with Webex Enabling Multi-factor authentication

July 2025



Enabling multi-factor authentication integration in Control Hub



- To add an extra layer of security for Webex users in our organization, we are enabling multi-factor authentication (MFA) in Control Hub. Users will have to enter a passcode from an authenticator app on their mobile devices to sign in to Webex.
- When MFA is enabled, Webex users will have to use a time-based, one-time password (TOTP) authenticator app, such as Duo (*recommended – free for both iOS and Android), Windows Authenticator, or Google Authenticator. The authenticator app provides a TOTP token for users to authenticate themselves to Webex.

Before you begin

- You will need to download the authenticator app.
 - ✓ Find the app, download and install it.

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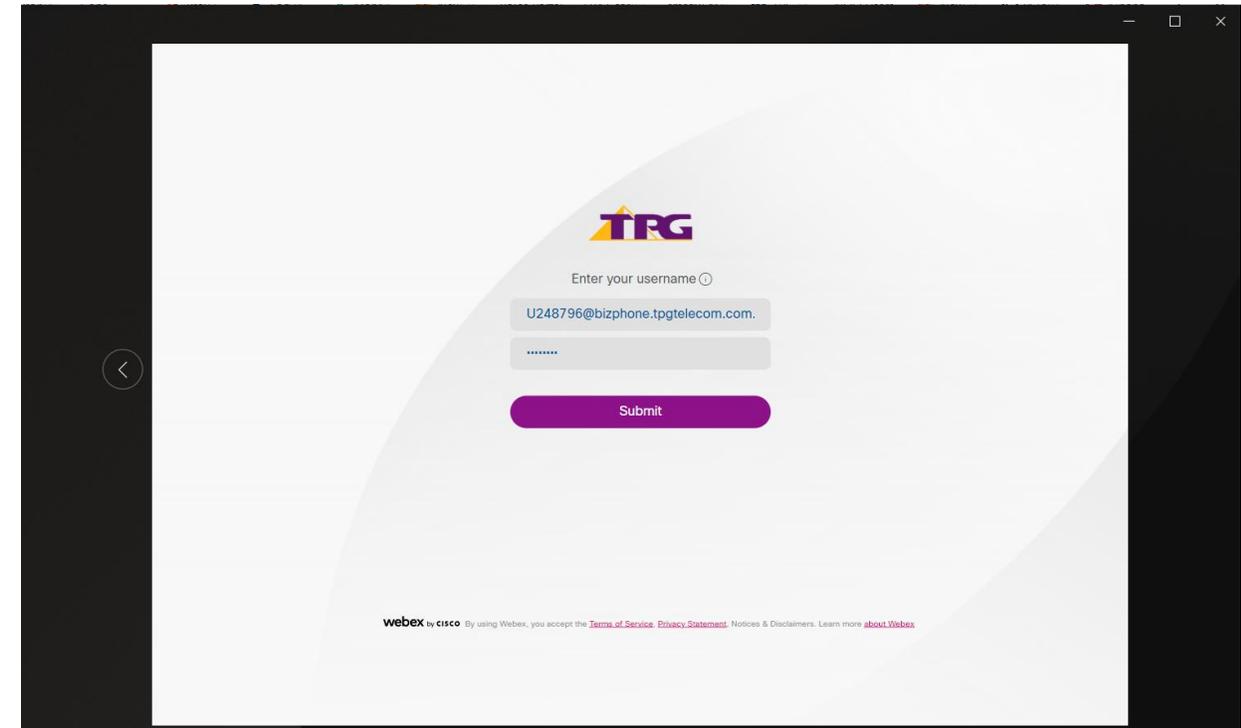
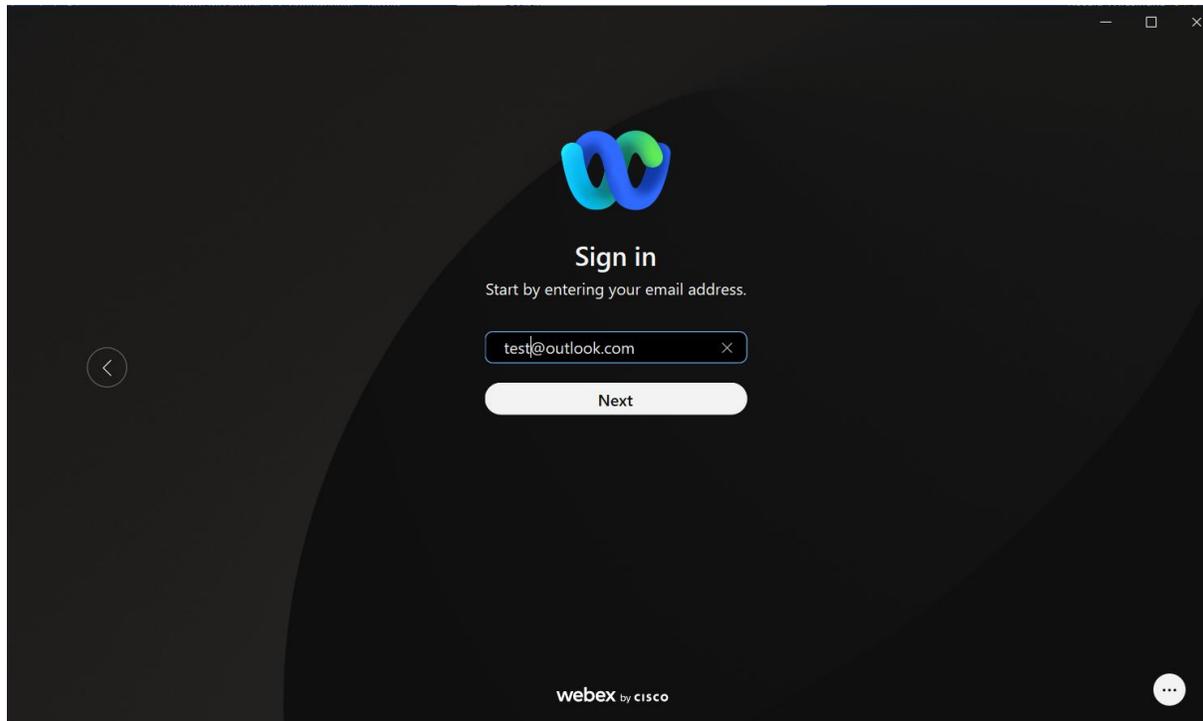
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Signing in to your BizPhone App

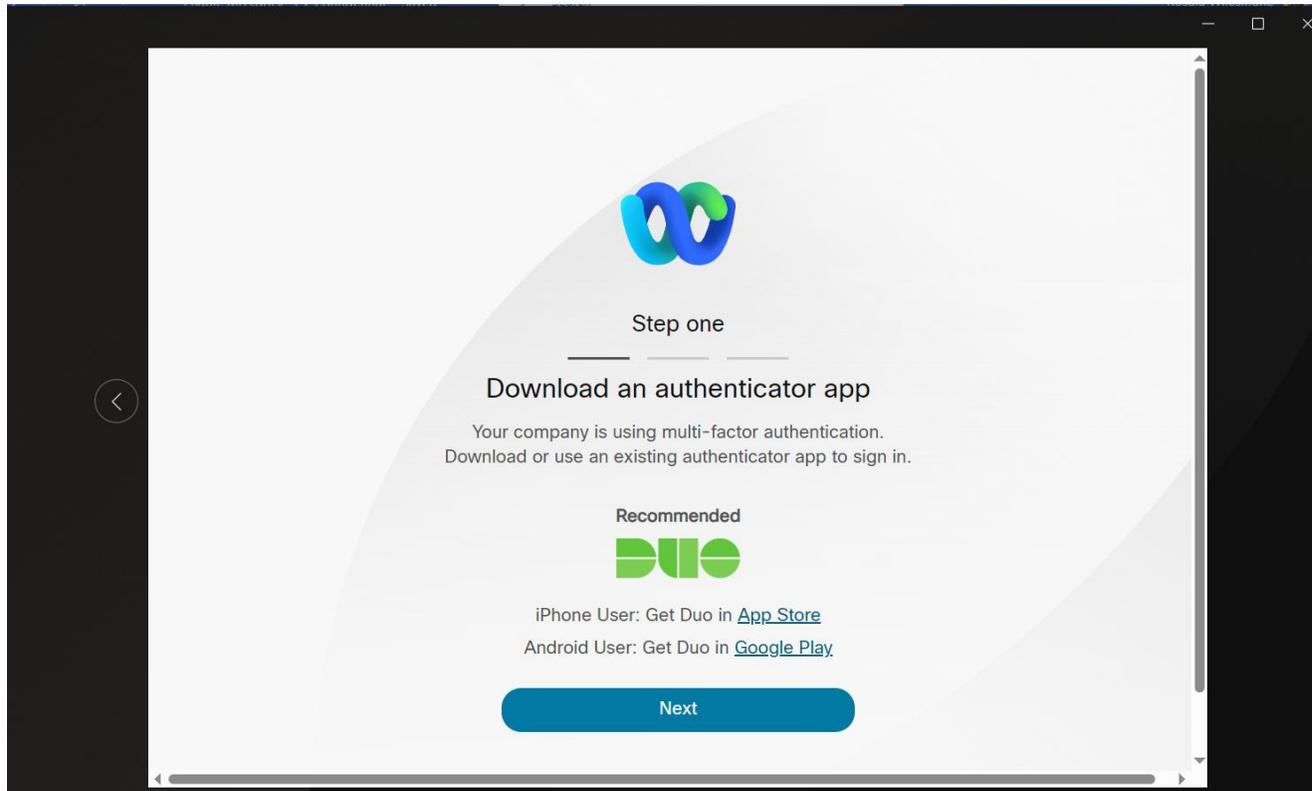


- Run the BizPhone (with Webex) App and login with your email address, user ID and password as usual.



Signing in to your BizPhone App (cont...)

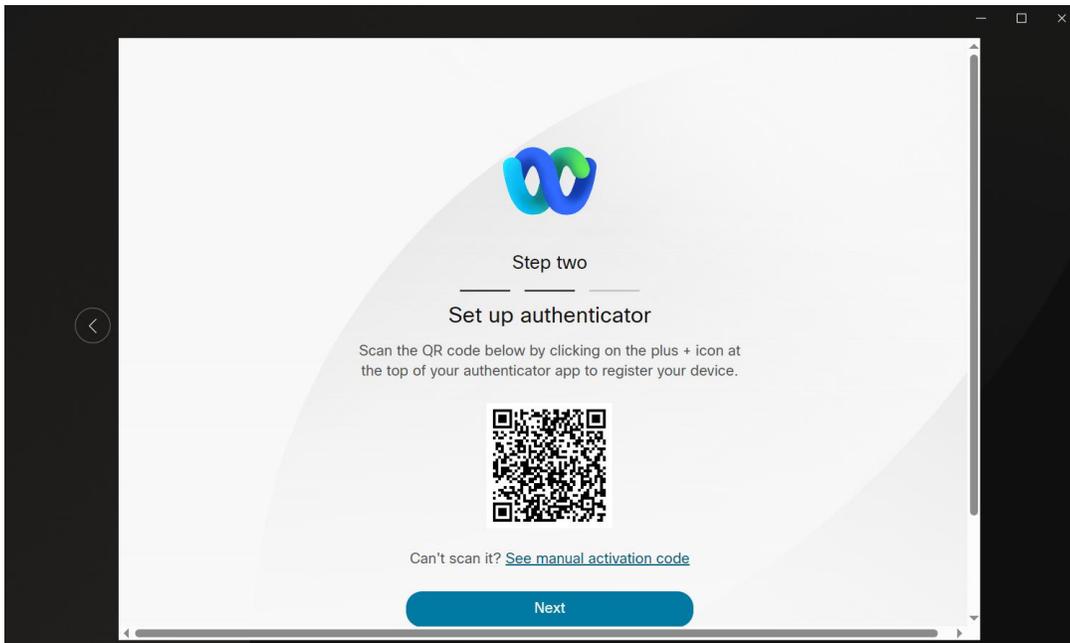
- Download an authenticator app if you do not have one, or use your existing app to sign in. When you click next in the BizPhone (with Webex) App, it will show you a QR code.



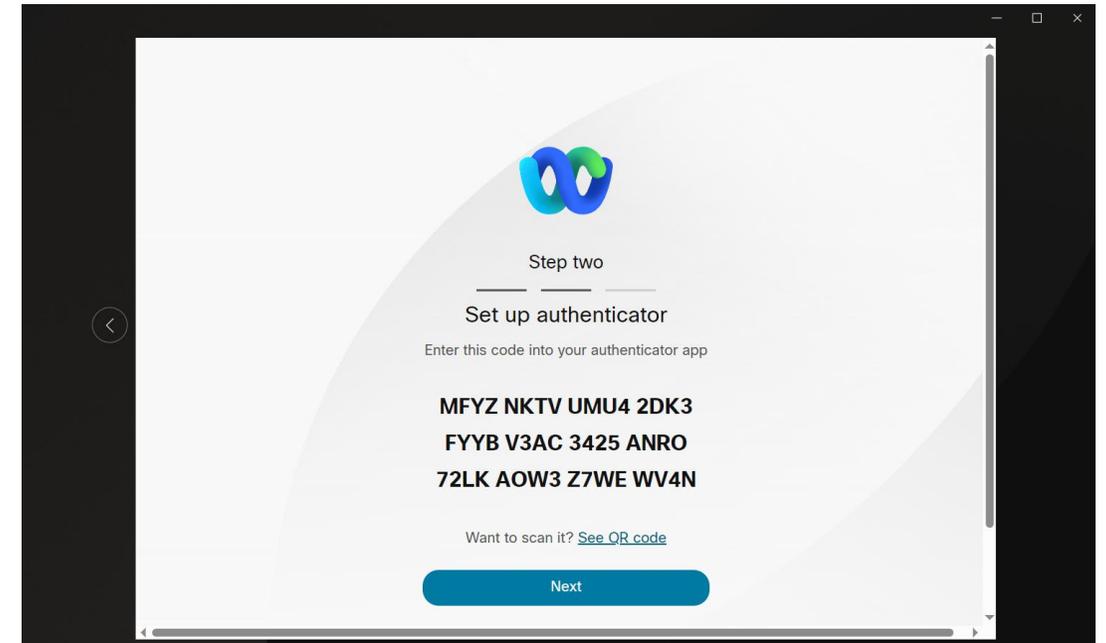
Signing in to your BizPhone App (cont...)

- Open your authenticator app and add a new account. You can use the QR code or Manual Activation to register your device. Please refer to the next page [Adding your account to your authenticator app](#) for detailed instructions.

QR Code screen



Manual Activation Code screen

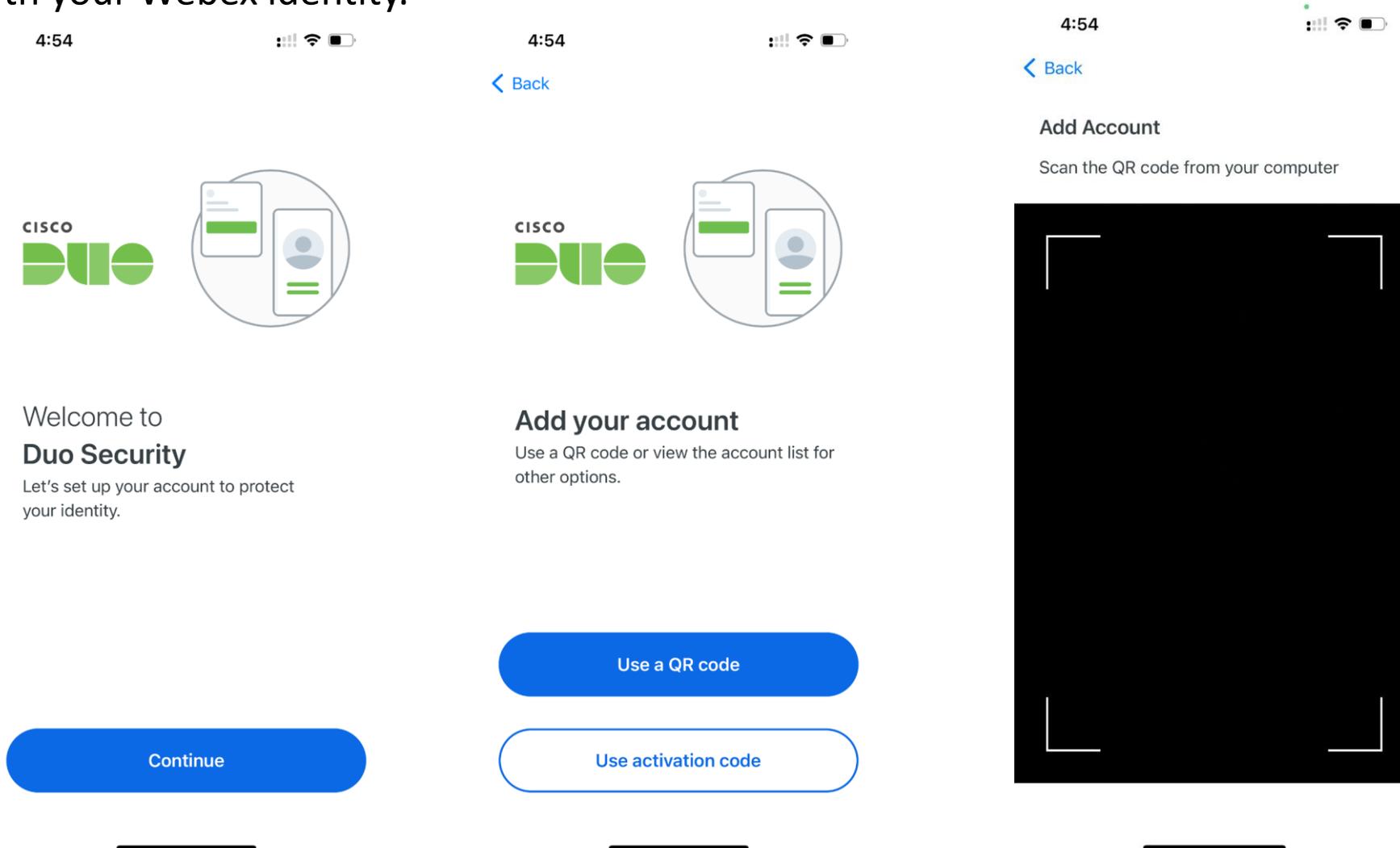


- Click **Next** on the Webex QR Code screen or Manual Activation code screen.
- Generate a new code with the authenticator app.
- Enter the code into the Webex login screen and click **Submit**.

Adding your account to your authenticator app

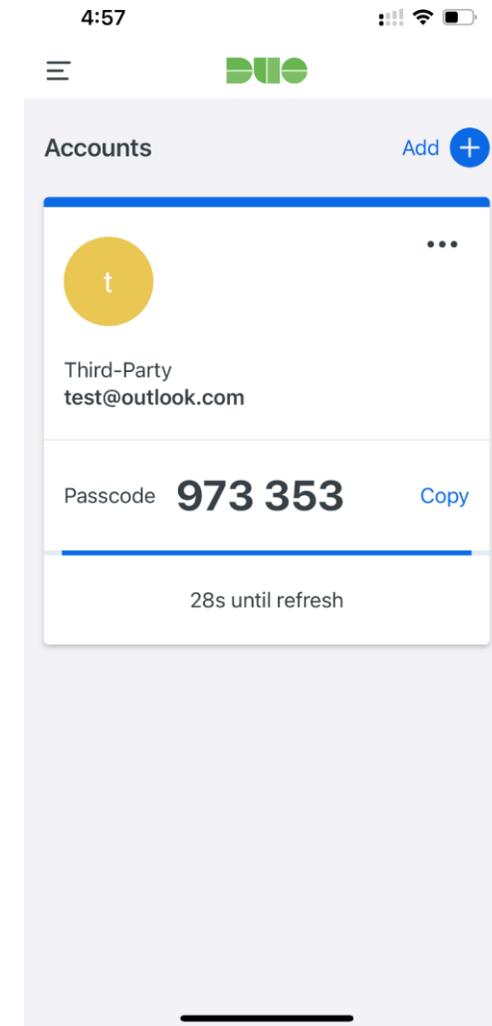
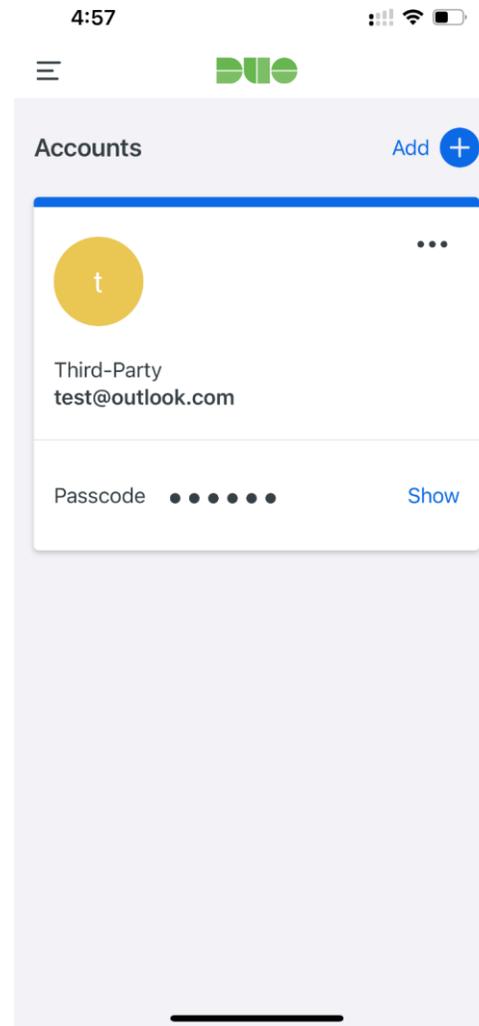
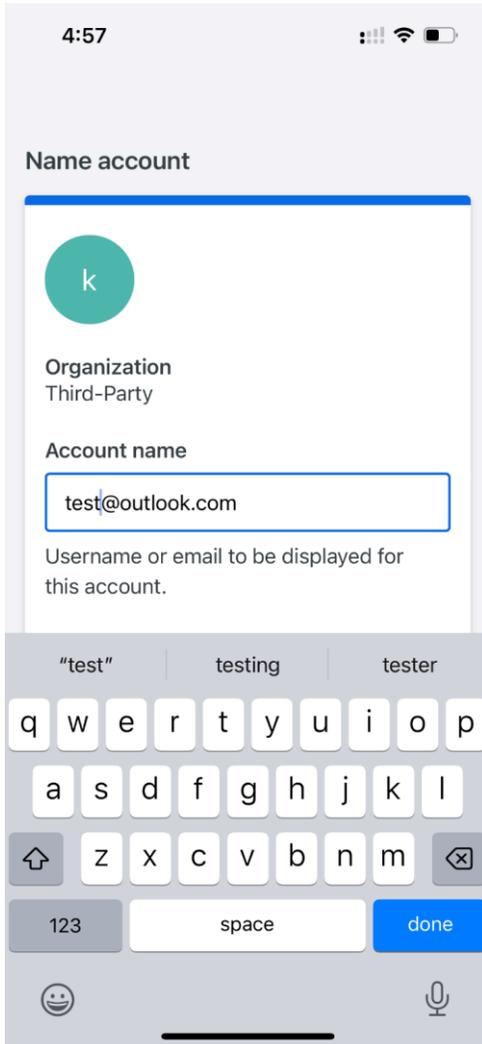
- Using QR Code

- Point your phone's camera at the QR Code when prompted. This links the new authenticator account with your Webex identity.



Adding your account to your authenticator app

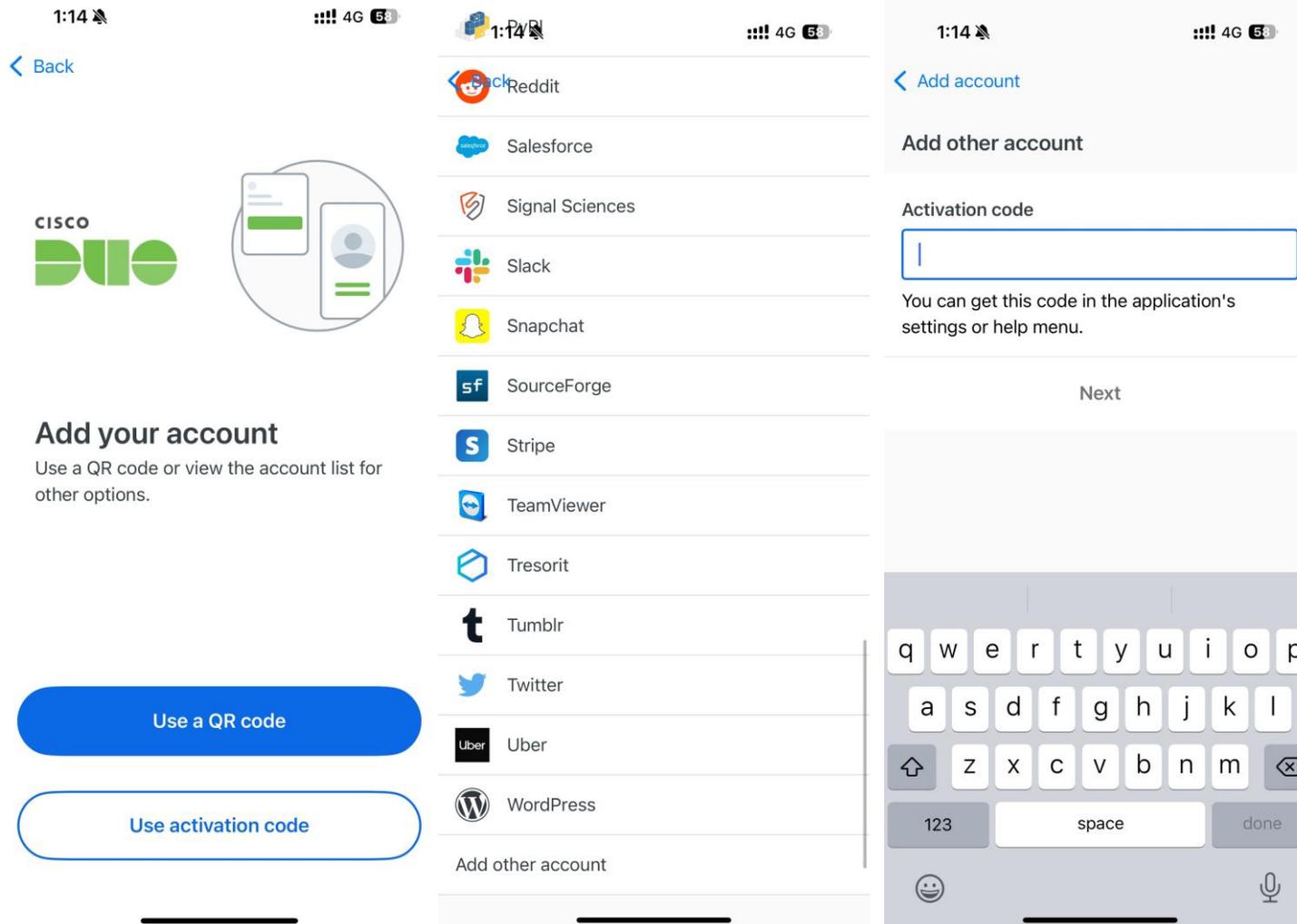
- Using QR Code (cont...)



Adding your account to your authenticator app

- Using Manual Activation code

- use the code displayed on the screen to links the new authenticator account with your Webex identity.



Reset Authenticator

- If a user gets a new mobile device or needs to reset the authenticator, use the “Reset Authenticator” link when prompted for a Webex MFA 6-digit passcode, so they can re-enroll with the authenticator app.

