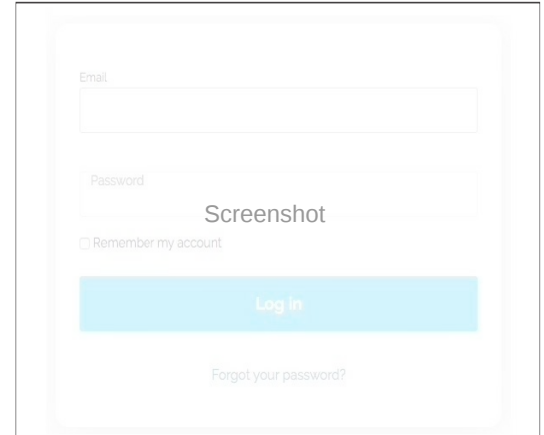


Tutorial

Moving to Email Address for Authentication



About Email-Based Authentication

In the new 5.26 version, the applications are moving from username to email address as the method of identifying and authenticating users. This change allows significant improvements to the underlying security and scalability of the Cloud Application and also lays the groundwork to robustly support third-party authentication systems such as Microsoft Active Directory, and to support more advanced authentication schemes such as Multi-Factor Authentication.

Over time, customers will be able to use these new accounts across almost all Safe Fleet applications and infrastructure.

i IMPORTANT: Existing Users Migrating to Email-Based Authentication

Before an existing user can access the application suite, a one-time migration of user accounts from the old system to the new is required.

Each user will need to provide a verifiable and unique email address. Users will also be asked to re-enter their passwords to be stored in the new system. SF stores passwords securely in a way that ensures even SF cannot read them. This means that passwords cannot be migrated automatically.

This process can be initiated by either the administrator or the user. In both cases, the system sends an email requesting the user to set a new password.

Once the migration is complete, users of this version will access a new **Login** screen where **Email** and **Password** are requested.

Other Implications of Email-Based Authentication

Email address

In v5.26, only non-migrated users can edit their email address. Migrated users can have the migration reverted if an email change is necessary. This functionality will be removed in a future release.

The Users Dialog

Within Fleet Settings, the **Users** dialog displays a new interface (see the image on next page).

The first change you may notice is the absence of User ID, but Email becomes a mandatory identification field and displays in the left column.

A new **Migrate** column indicates the status of the user with regard to the migration process required to gain access to the application suite:

- **Pending (1)** indicates that the user has not yet undergone migration. A clock icon displays on the left.
- **Migrated (2)** indicates that the process has been completed. A check mark icon displays on the left.

In the **Actions** column, on the far-right of the screen, a new **Migration** button appears between Edit and Delete. This button toggles its functionality and icon depending on the migration status:

- **Migrate (3)** allows user migration to Email-Based Authentication.
- **Revert Migration (4)** allows migrated users to revert the process.

NOTE: Editing Email

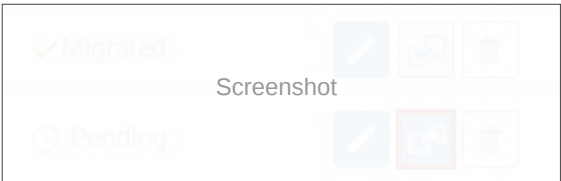
Remember that users already migrated to Email-Based Authentication can no longer edit their email address unless the migration is reverted.

Migrating Existing Users to Email-Based Authentication

To migrate an existing user to the new Email-Based Authentication protocol, find the user in the list located under the **Users** tab in **Fleet Settings**, as displayed in the image on [page 2 of this document](#). Then:

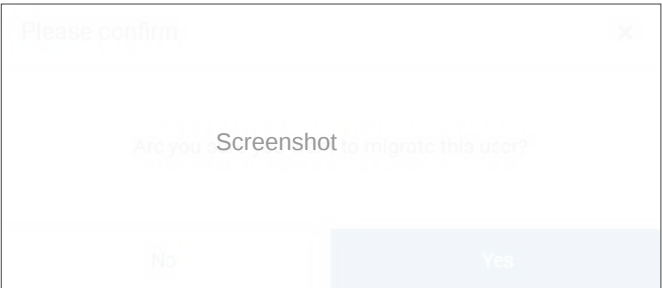
- 1. Click the **Migrate** to Email-Based Authentication button located in the **Actions** column (to the right of the **Users** dialog in **Fleet Settings**).

Notice that the user status is still showing **Pending**.



- 2. When the confirmation window displays, click **Yes**.

Once the migration is complete the users status will change to **Migrated**.



NOTE: Migration Confirmation

Users already linked to Email-Based Authentication will get a pop-up message confirming the migration. Users not previously linked to Email-Based Authentication will receive an email requesting a password reset. If you are new to Email-Based Authentication, follow the steps explained for [Password Reset on page 4](#).

TIP: Migrating Existing Users

It is recommended that admin users migrate other users in order to save time and improve effectiveness.

Reverting Migration and Changing Email

For an Email-Based Authentication user, the only way to change the email address is to revert the migration first. If you need to do so:

- 1. Click the **Revert Migration** button located in the **Actions** column (to the right of the **Users** dialog in **Fleet Settings**).

