Mirai Translator® Two-Factor Authentication User Guide

Mirai Translate Inc. Confidential

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1. Summary

This guide describes how to sign in to Mirai Translator® using two-factor authentication.

1.1. Guarantee

The product described in this guide is subject to ongoing development and improvement. The product is guaranteed to operate based on the latest guide. If the product is operated based on an older guide, its operation will not be covered by this guarantee.

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- The official name of Windows is Microsoft Windows Operating System.

2. About Two-factor Authentication

2.1. What is two-factor authentication?

Two-factor authentication allows you to sign in to and use Mirai Translator® more securely by authenticating you with an authentication code in addition to your email address and password.
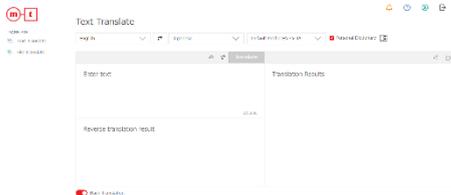
	Two-factor Authentication	
Authentication by email address/password	**Authentication by authentication code**	**Sign in**

2.2. What is a TOTP one-time password?

Mirai Translator® performs two-factor authentication using a one-time password generated by the time-based one-time password (TOTP) method. The TOTP method has the following features.

TOTP Method *Features*

- The TOTP method issues a new one-time password ("authentication code") at regular intervals. This password is generated using a time synchronized method.
- The authentication code is obtained using a software token application ("authentication app").
- The authentication code is applicable for use with RFC6238 compliant applications.

2.3. Recommended Authentication Apps

The following authentication apps are recommended for use with Mirai Translator®. The next chapter will describe the specific setup procedures for each device and authentication app.

OS	Authentication App	Download URL
Android	Google Authenticator	Google Play Store (https://play.google.com/store/apps/details?id=com.google.android.apps.authenticator2&hl=ja)
	Microsoft Authenticator	Google Play Store (https://play.google.com/store/apps/details?id=com.azure.authenticator&hl=ja)
iOS	Google Authenticator	App Store (https://apps.apple.com/jp/app/google-authenticator/id388497605)
	Microsoft Authenticator	App Store (https://apps.apple.com/jp/app/microsoft-authenticator/id983156458)

OS	Authentication App	Download URL
Windows	Authenticator (Chrome plugin)	chrome web store (https://chrome.google.com/webstore/detail/authenticator/bhghoamapcdpbohphigoooaddinpkbai?hl=ja)
	WinAuth	WinAuth (https://winauth.github.io/winauth/)
Mac OS	OTP Manager	App Store (https://apps.apple.com/jp/app/otp-manager/id928941247?mt=12)
	Authenticator (Chrome plugin)	chrome web store (https://chrome.google.com/webstore/detail/authenticator/bhghoamapcdpbohphigoooaddinpkbai?hl=ja)

⚠️   These download URLs are current as of the time this guide was written. Please note that these download URLs may not be up to date depending on the situation of the authentication app provider.

3. Setup Procedures

3.1. Two-factor authentication setup procedures

This section describes the specific setup procedures for each device and authentication app.

Android: Google Authenticator

Step 1

Download Google Authenticator

1. Access Google Play Store on your Android device.

2. Search for "Google Authenticator" and install.

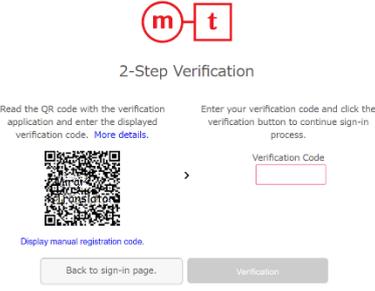**Step 2**

Authentication by email address/password

1. Access Mirai Translator®.

2. Sign in with your email address and password.

Step 3

Set up Mirai Translator® two-factor authentication

1. The screen will display a QR code if two-factor authentication is not set up.

2. Proceed to the next step with this screen open.

Step 4

Set up Google Authenticator

1. Launch Google Authenticator on your Android device.

2. Select "Scan QR Code" and scan the Mirai Translator® QR code.

Step 5

Two-factor authentication by authentication code
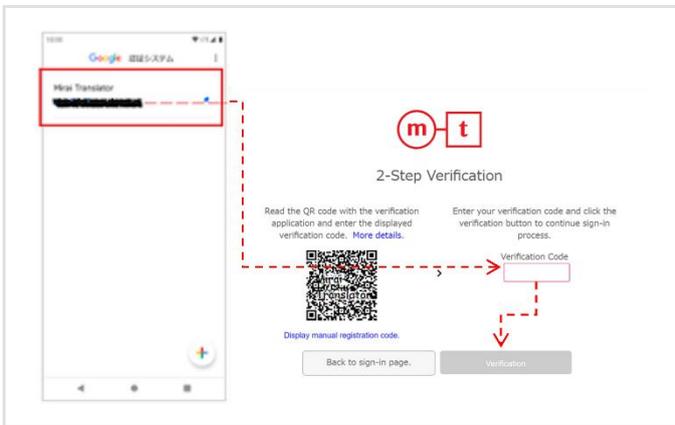
1. Enter the authentication code displayed on Google Authenticator in the Mirai Translator® two-factor authentication screen and authenticate.

Step 6
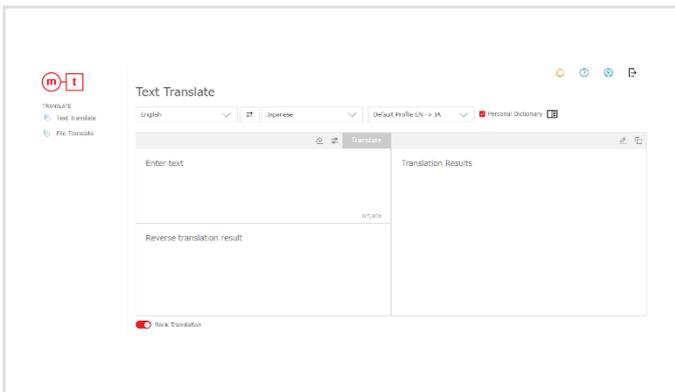
Complete sign in

1. Sign-in is complete when two-factor authentication is successful.

2. Use the translation service.

Android: Microsoft Authenticator

Step 1

Download Microsoft Authenticator

1. Access Google Play Store on your Android device.

2. Search for "Microsoft Authenticator" and install.

Step 2

Authentication by email address/password

1. Access Mirai Translator®.

2. Sign in with your email address and password.

Step 3

Set up Mirai Translator® two-factor authentication

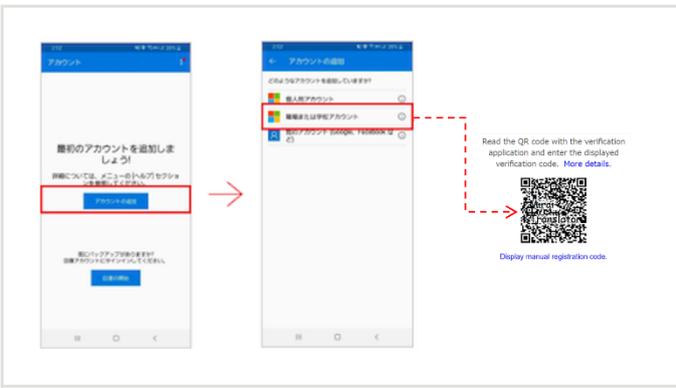

1. The screen will display a QR code if two-factor authentication is not set up.

2. Proceed to the next step with this screen open.

Step 4

Set up Microsoft Authenticator

1. Launch Microsoft Authenticator on your Android device.

2. Select "Work or school account" and scan the Mirai Translator® QR code.
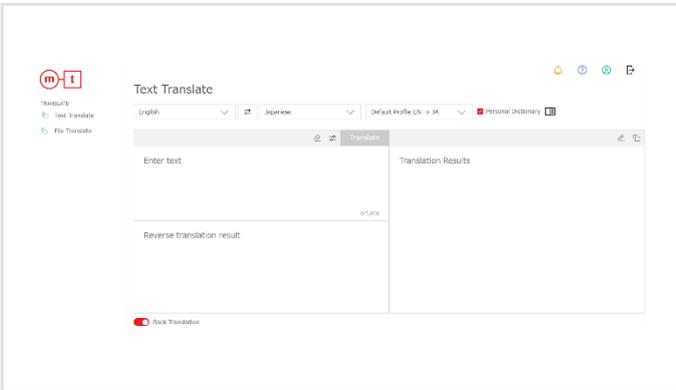
Step 5

Two-factor authentication by authentication code

1. Enter the authentication code displayed on Microsoft Authenticator in the Mirai Translator® two-factor authentication screen and authenticate.
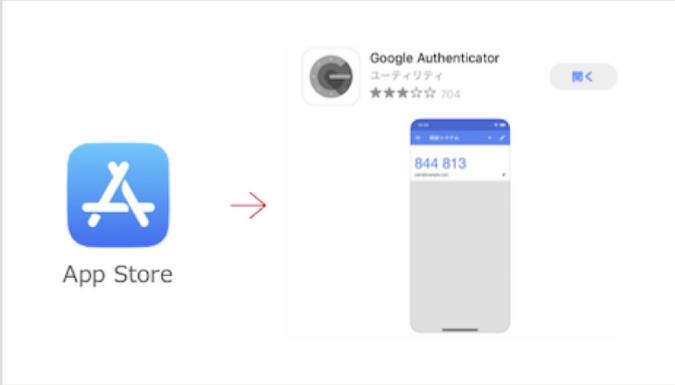
Step 6

Complete sign in

1. Sign-in is complete when two-factor authentication is successful.

2. Use the translation service.
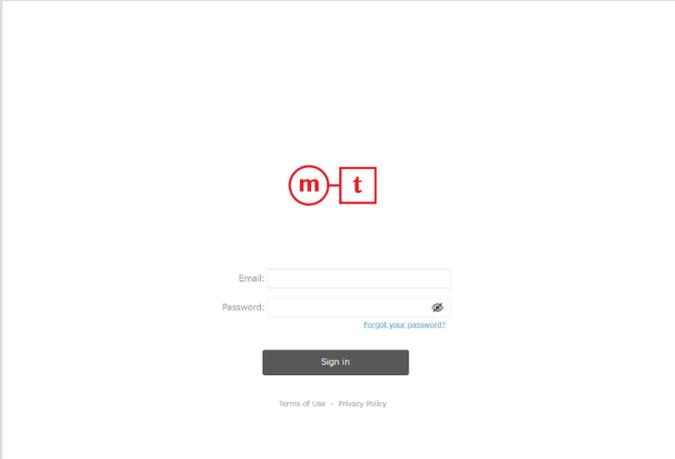
iOS: Google Authenticator

Step 1

Download Google Authenticator

1. Access the App Store from your iPhone or iPad.

2. Search for "Google Authenticator" and install.
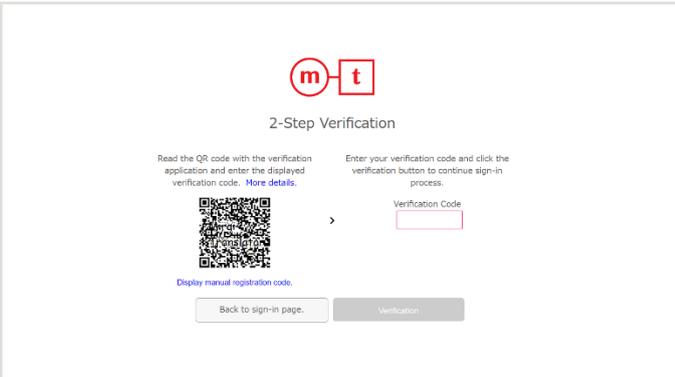
Step 2

Authentication by email address/password

1. Access Mirai Translator®.

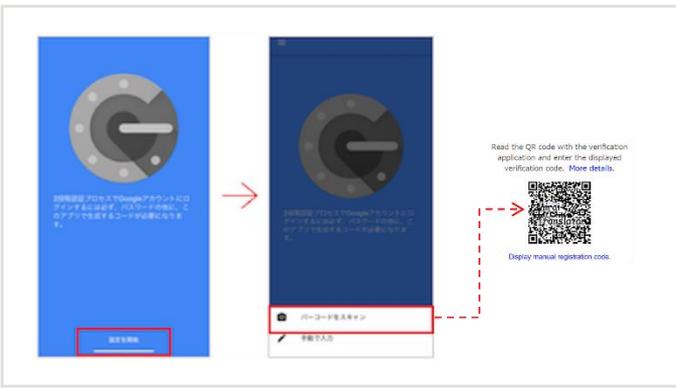2. Sign in with your email address and password.

Step 3

Set up Mirai Translator® two-factor authentication

1. The screen will display a QR code if two-factor authentication is not set up.

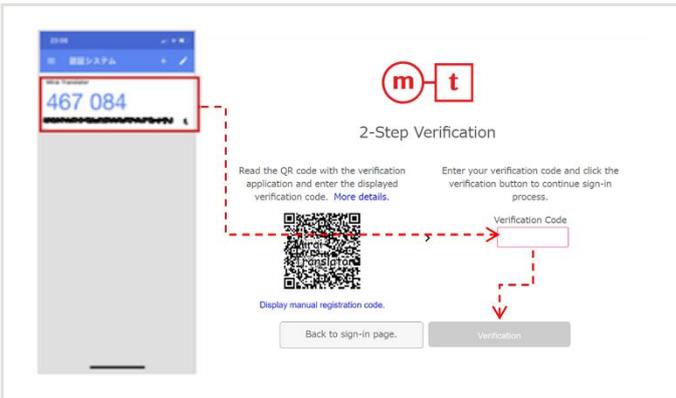2. Proceed to the next step with this screen open.

Step 4

Set up Google Authenticator

1. Launch Google Authenticator on your iPhone or iPad.

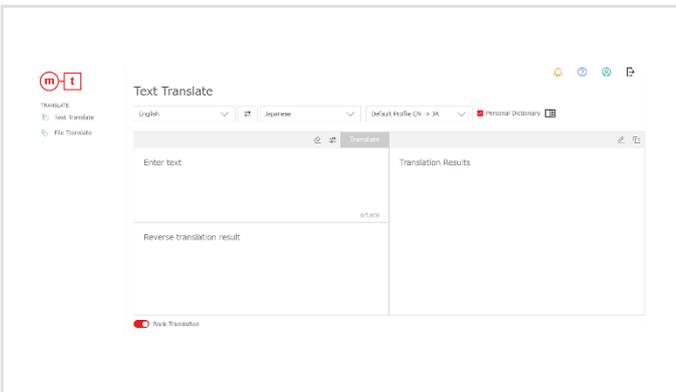2. Select "Scan Barcode" and scan the Mirai Translator® QR code.

Step 5

Two-factor authentication by authentication code

1. Enter the authentication code displayed on Google Authenticator in the Mirai Translator® two-factor authentication screen and authenticate.
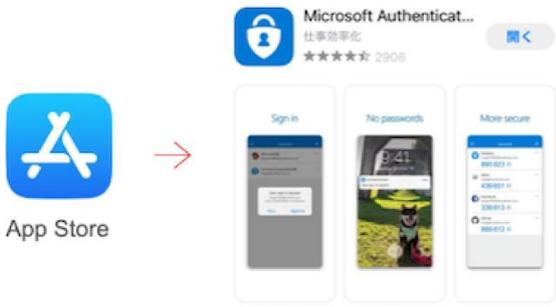
Step 6

Complete sign in

1. Sign-in is complete when two-factor authentication is successful.

2. Use the translation service.

iOS: Microsoft Authenticator

Step 1

Download Microsoft Authenticator

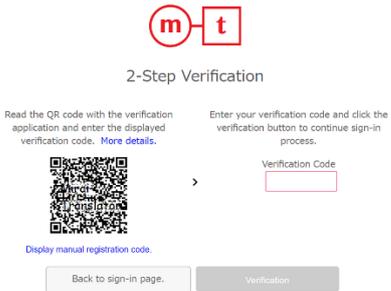|	
	1. Access the App Store from your iPhone or iPad. 2. Search for "Microsoft Authenticator" and install.

Step 2

Authentication by email address/password

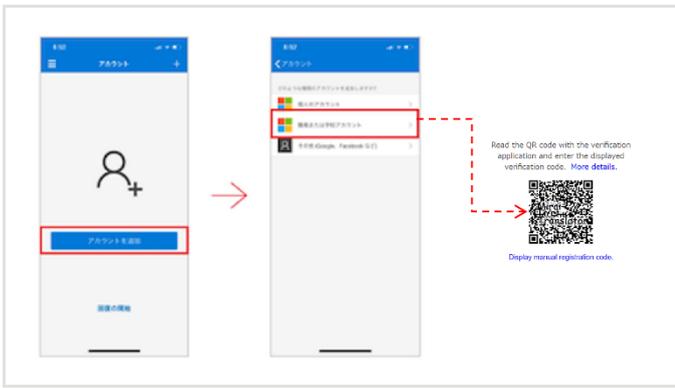|	
	1. Access Mirai Translator®. 2. Sign in with your email address and password.

Step 3

Set up Mirai Translator® two-factor authentication

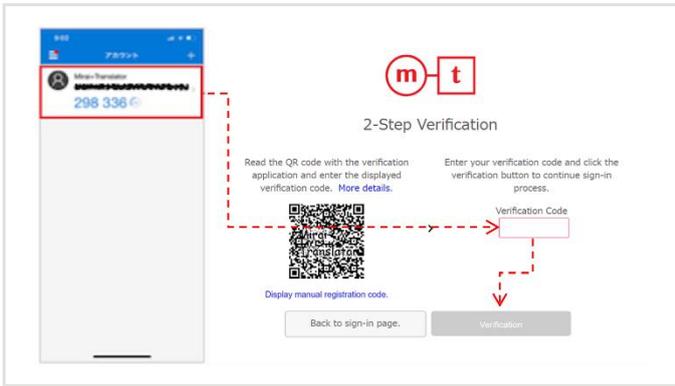|	
	1. The screen will display a QR code if two-factor authentication is not set up. 2. Proceed to the next step with this screen open.

Step 4

Set up Microsoft Authenticator

1. Launch Microsoft Authenticator on your iPhone or iPad.

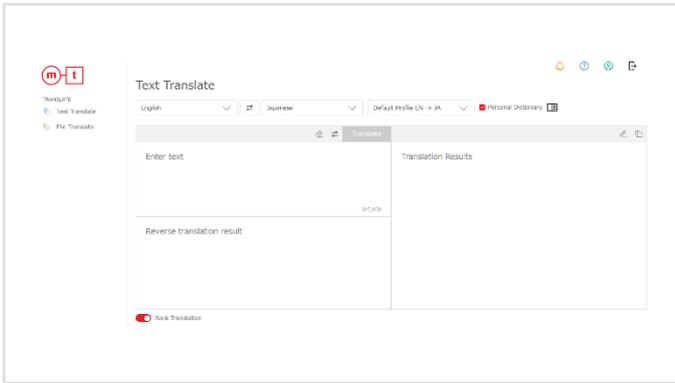2. Select "Scan Barcode" and scan the Mirai Translator® QR code.

Step 5

Two-factor authentication by authentication code

1. Enter the authentication code displayed on Google Authenticator in the Mirai Translator® two-factor authentication screen and authenticate.

Step 6

Complete sign in

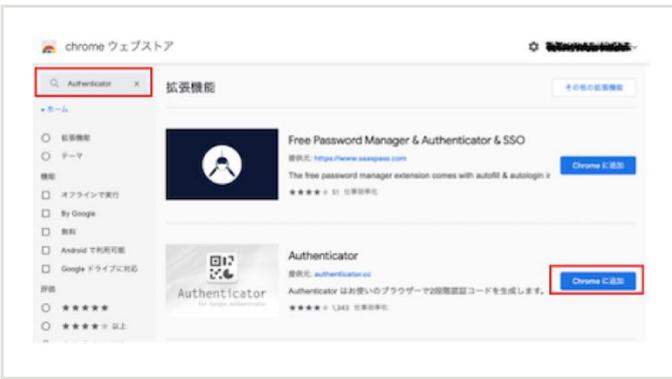
1. Sign-in is complete when two-factor authentication is successful.

2. Use the translation service.

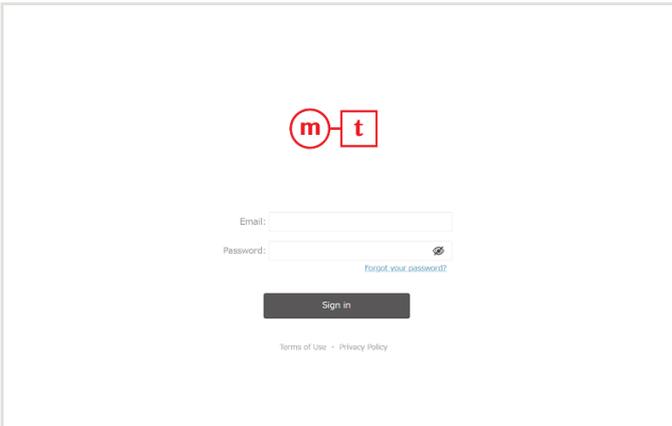*Windows/Mac OS: Authenticator (Chrome plugin)*

Step 1

Download Authenticator

1. Launch your Google Chrome browser on Windows or Mac OS and access the chrome web store (https://chrome.google.com/webstore/category/extensions).

2. Search for "Authenticator" and add it to your Google Chrome browser.
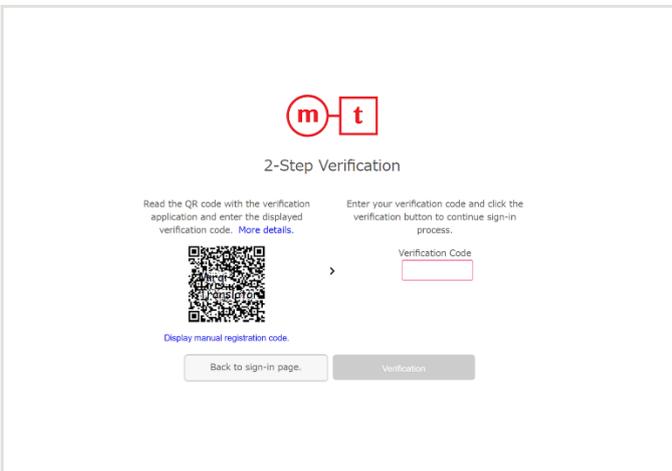
Step 2

Authentication by email address/password

1. Access Mirai Translator® from your Google Chrome browser.

2. Sign in with your email address and password.
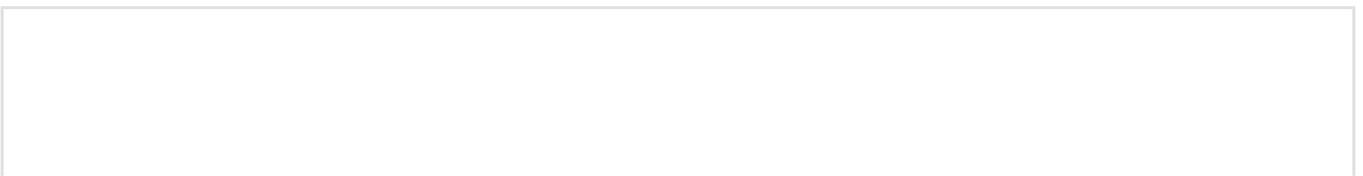
Step 3

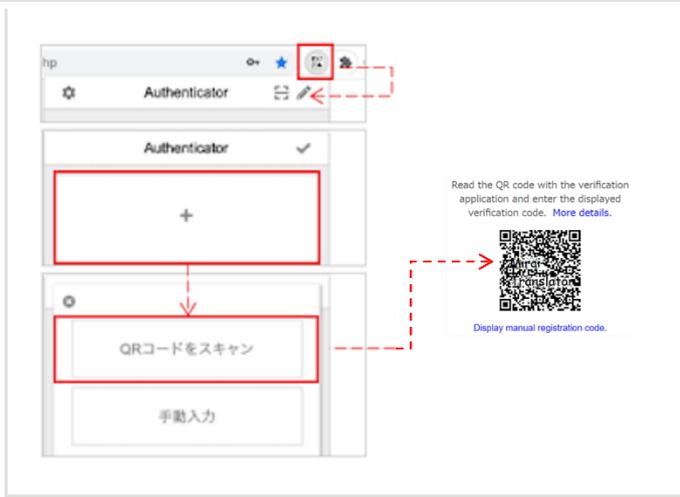Set up Mirai Translator® two-factor authentication

1. The screen will display a QR code if two-factor authentication is not set up.

2. Proceed to the next step with this screen open.
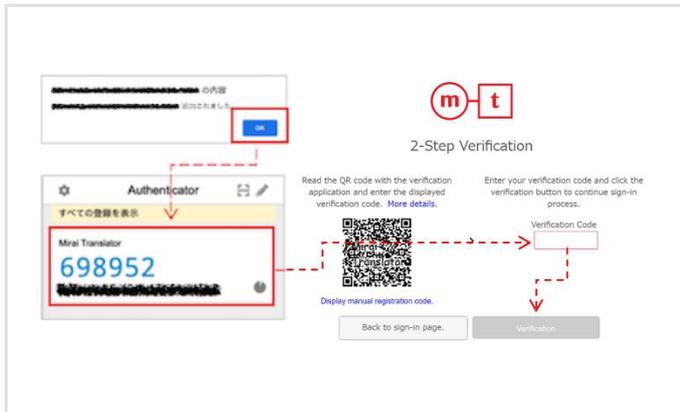
Step 4

Set up Authenticator

1. Launch Authenticator by clicking the icon at the top right of your Google Chrome browser and click the pencil icon.

2. Click "+" followed by "Scan QR Code" and place the selection window over the Mirai Translator® QR code.

Step 5

Two-factor authentication by authentication code

1. After verifying your registration details, click and copy the authentication code displayed in Authenticator (grant permission if access permission is requested).

2. Enter the authentication code in the Mirai Translator® two-factor authentication screen and authenticate.

Step 6
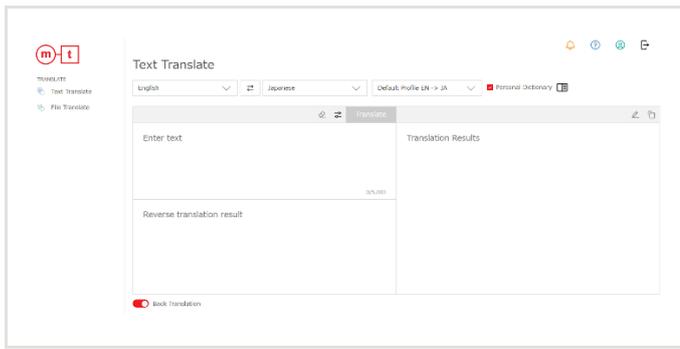
Complete sign in

1. Sign-in is complete when two-factor authentication is successful.

2. Use the translation service.

Windows: WinAuth

Step 1

Download WinAuth

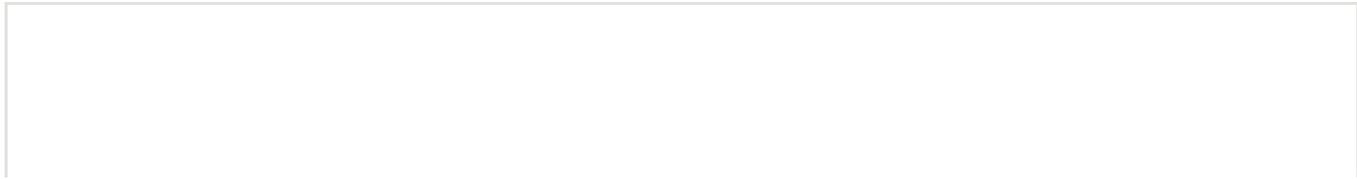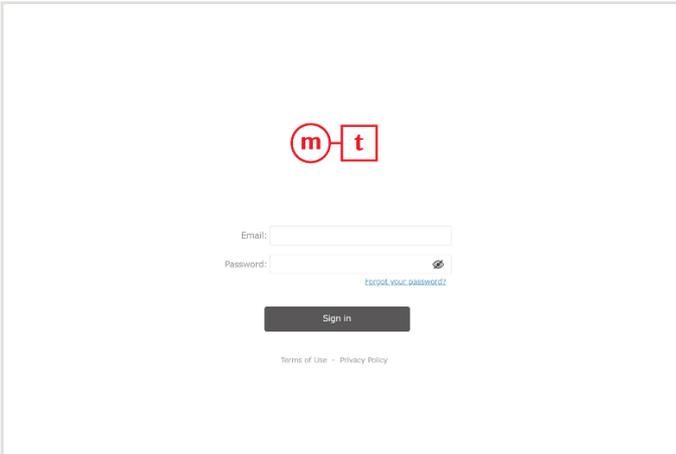1. Access the <u>WinAuth</u> website (https://winauth.github.io/winauth/) from Windows.

2. Download the latest version of WinAuth and launch "WinAuth.exe" in the zip file.

   *Requires the corresponding Microsoft.NET Framework

Step 2

Authentication by email address/password

1. Access Mirai Translator®.

2. Sign in with your email address and password.
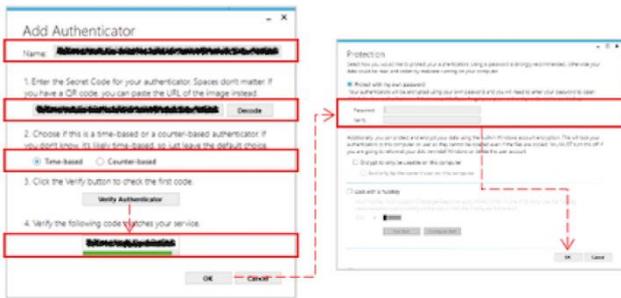
Step 3

Set up Mirai Translator® two-factor authentication

1. The screen will display a QR code if two-factor authentication is not set up.

2. Click "Show Manual Registration Key" at the bottom of the QR code and copy the displayed key.

3. Proceed to the next step with this screen open.

Step 4

Set up WinAuth

1. Launch WinAuth.

2. Perform the following operations for each WinAuth item to set up and save a password of your choice.

   ○ Name: Enter a registration name of your choice.

   ○ 1. Enter the manual registration key you copied in Step 3.

   ○ 2. Select "Time-based".

   ○ 3. Click "Verify Authenticator".

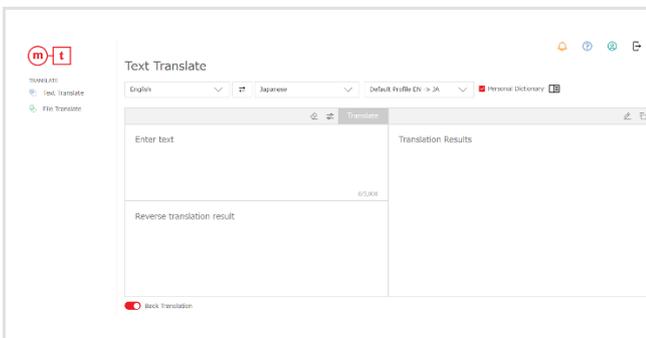   ○ 4. Confirm that the authentication code is displayed.

Step 5

Two-factor authentication by authentication code

1. Enter the authentication code displayed on WinAuth in the Mirai Translator® two-factor authentication screen and authenticate.
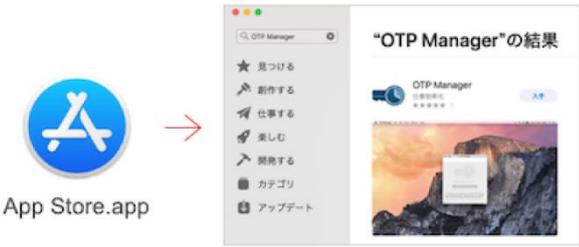
Step 6

Complete sign in

1. Sign-in is complete when two-factor authentication is successful.
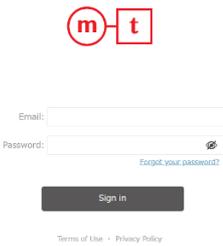
2. Use the translation service.

Mac: OTP Manager

Step 1

Download OTP Manager

1. Launch the App Store app from your Mac.
2. Search for "OTP Manager" and install.

Step 2

Authentication by email address/password

1. Access Mirai Translator®.
2. Sign in with your email address and password.

Step 3

Set up Mirai Translator® two-factor authentication

1. The screen will display a QR code if two-factor authentication is not set up.
2. Click "Show Manual Registration Key" at the bottom of the QR code and copy the displayed key.
3. Proceed to the next step with this screen open.

Step 4

Set up OTP Manager

1. Launch OTP Manager.

2. Perform the following operations for each OTP Manager item and save.

   ○ Issuer: Enter a registration name of your choice.

   ○ Username: Enter a username of your choice.

   ○ OTP Secret: Enter the manual registration key you copied in Step 3.

Step 5

Two-factor authentication by authentication code

1. Enter the authentication code displayed on OTP Manager in the Mirai Translator® two-factor authentication screen and authenticate.

Step 6
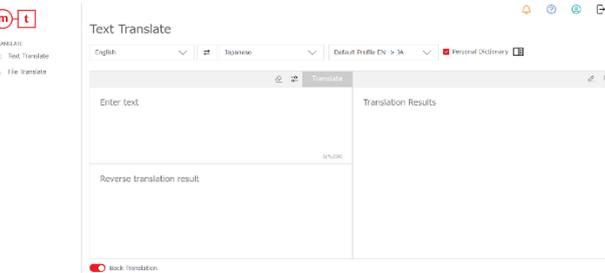
Complete sign in

1. Sign-in is complete when two-factor authentication is successful.

2. Use the translation service.

3.2. Sign-in procedure after two-factor authentication setup is complete

After you set up two-factor authentication, sign in to Mirai Translator® via the following steps.

Sign-in procedure after two-factor authentication setup is complete

Step 1

Authentication by email address/password

1. Access Mirai Translator®.

2. Sign in with your email address and password.

Step 2

Two-factor authentication by authentication code
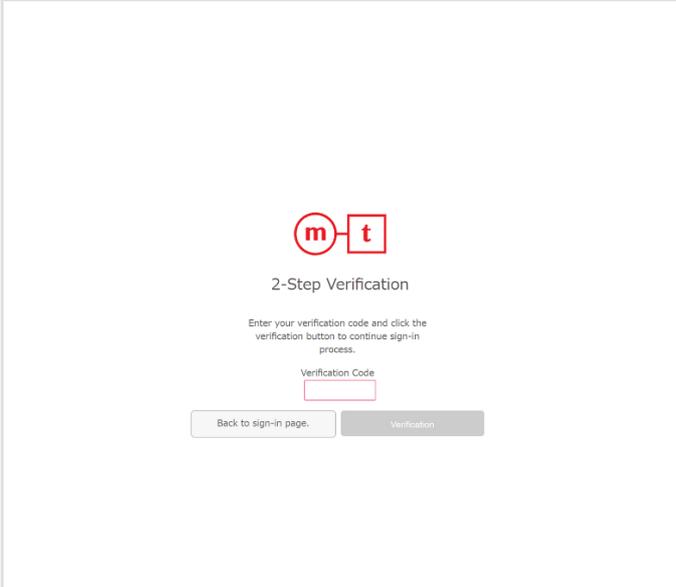
1. Enter the authentication code displayed on your authentication app and authenticate.
   * A QR code will not be displayed after the first time.

Step 7

Complete sign in

1. Sign-in is complete when two-factor authentication is successful.

2. Use the translation service.

4. FAQ
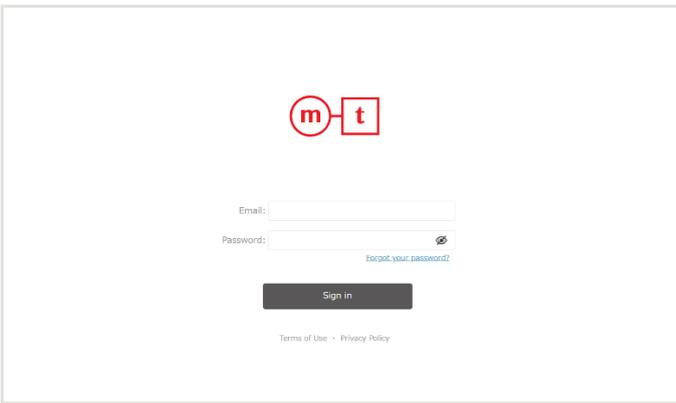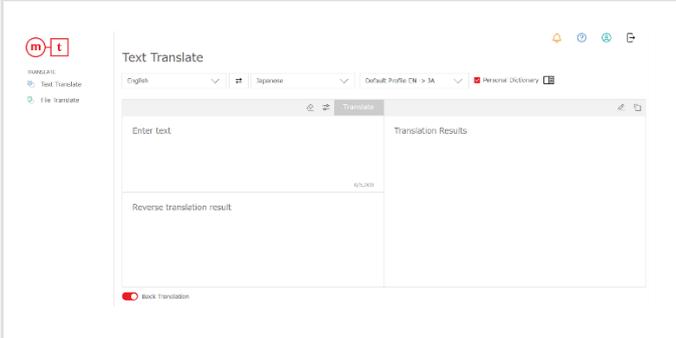
The following is a list of frequently asked questions about two-factor authentication and their answers.

1. I want to re-register using a different authentication app from the one I already registered.

Follow the steps below.

● Perform a "Two-Factor Authentication Reset" from the Mirai Translator® account settings screen.

● Sign out of Mirai Translator®.

● Follow the setup procedure for the new authentication app to set up two-factor authentication, and sign in to Mirai Translator®.

● Refer to the "Mirai Translator® User Manual" for details on "Two-Factor Authentication Reset" from the account settings screen.

● We recommend that you delete the Mirai Translator® settings from the old authentication app because the authentication code displayed on the old authentication app will no longer be applicable.

2. I was using a smartphone authentication app, but I broke/lost my smartphone.

Follow the steps below.

● Ask your system administrator to perform a "Two-Factor Authentication Reset".

● Your system administrator will perform a "Two-Factor Authentication Reset" from the user administration screen.

● Follow the setup procedure for the new authentication app to set up two-factor authentication, and sign in to Mirai Translator®.

● Refer to the "Mirai Translator® Administrator Manual" for details on "Two-Factor Authentication Reset" from the user administration screen.

3. I was using a smartphone authentication app, but I purchased a new smartphone without resetting two-factor authentication from the Mirai Translator® screen.

Follow the steps below.

● If you have your old smartphone on hand:

    ○ You can continue to use your old smartphone for your authentication app.

● If you do NOT have your old smartphone on hand:

    ○ Ask your system administrator to perform a "Two-Factor Authentication Reset".

    ○ Your system administrator will perform a "Two-Factor Authentication Reset" from the user administration screen.

    ○ Follow the setup procedure for the new authentication app to set up two-factor authentication, and sign in to Mirai Translator®.

● Refer to the "Mirai Translator® Administrator Manual" for details on "Two-Factor Authentication Reset" from the user administration screen.

4. *The administrator account can no longer sign in using two-factor authentication due to damage/loss/new device on which the registered authentication app is installed.*

Because you cannot conduct the required procedure yourself, contact the designated support desk (if you have your old smartphone on hand, you can continue to use it).

5. *Can I use a single smartphone to perform two-factor authentication registration for multiple Mirai Translator® user accounts?*

You can perform two-factor authentication registration for multiple user accounts using a single smartphone, but we do not recommend doing so for security reasons.

6. *Although I correctly entered the authentication code displayed on the authentication app after reading the QR code or entering the manual registration key, I am not able to sign in.*

If you do not perform two-factor authentication using the authentication code within a certain period of time after completing authentication using your email address and password, an authentication error will occur. After a certain period of time, you will be returned to the sign-in screen and the following error message will appear.

   An authentication error has occurred. Please try again. If you still cannot sign in, contact your administrator user.

7. *Can I sign in without using two-factor authentication?*

The use of two-factor authentication cannot be set on an individual user basis, because its use is determined on a contract basis. You will need to change the details of your contract separately.

8. *I read the QR code displayed on the screen with an RFC6238 compliant authentication app, but I cannot complete registration (the authentication code does not display, etc.).*

Check that the authentication app you are using is recommended.

5. Revision history

Version	Date	Revised sections	Revised contents
1	2020-07-10	-	• Original version
2	2022-04-15	-	• Changed screens due to sign in screen updates