



## Fact Sheet 12 – CARS Multi Factor Authentication

### COMCAR MFA:

To ensure the security of your data, COMCAR has created an MFA requirement for all Bookers and Passengers using the CARS Online Booking Portal. All users are required to use an Authenticator App such as Microsoft or Google Authenticator to access the online portal.

### Instructions to set up MFA:

When you first log in to the COMCAR Online Booking Portal, you will be prompted to set up MFA. Simply follow the steps below:

1. **Download or open the Authenticator app** of your choice on your mobile device (Microsoft Authenticator, Google Authenticator, etc.). The apps can be found at the relevant app store.
2. **Open the app and select 'Add Account'**. In Microsoft Authenticator this is represented by a + symbol near the top of the screen. In Google Authenticator, the
  - a. + symbol is on the bottom right.
3. In **Microsoft Authenticator**, choose 'work or school account'. If **Google**, proceed to next step.
4. Choose '**Scan a QR code**'
5. On your internet browser, **navigate to the [COMCAR Online Booking Portal](#)** and enter your log-in details.
6. **Scan the QR code.**
7. **Enter the 6-digit code** provided by the Authenticator into the Portal Log-In page.

For further information, [Google](#) and [Microsoft](#) have detailed instructions on how to set up your Authenticator app.

### For more information:

COMCAR Client Liaison

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