

# Improved AAC Booking System Security with 2 Factor Authentication

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The internet has brought us many advantages but it has also become another avenue for unscrupulous and even criminal types to attack us. AAC is tightening security practices to protect our members and our club operations.

For 2 years our booking system administrators have used 2 Factor Authentication when accessing the booking system. This is to protect financial data and member privacy. The time has come to extend this to all members. 2 Factor Authentication (2FA) simply means that you need to provide 2 different things to be allowed to do something online. Typically this is something you know (eg a password) and something you have (eg access to your email or mobile phone). You probably use 2 Factor Authentication when you bank online or use other online facilities with personal or financial information.

From 2024, instead of your member number and surname, you will need to provide a password followed by a one-time verification code. Initially this will be sent via email but then you can choose to receive this code by email, SMS or authenticator app.

## How does it work?

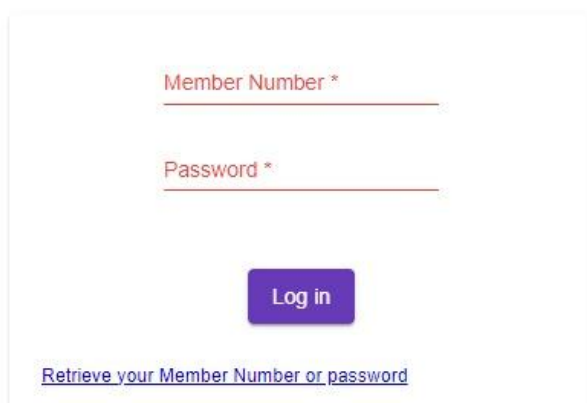
### **Make sure your contact details are up to date in the booking system**

You can easily do that before November1 by logging on to the booking system and going to menu **Members** -> **View My Details**. Update the **Mobile** and/or **Email** fields and click **Update**.

If you can't log on after November1, contact your Booking officer or IT support person for assistance.

### **Get a password (the first time you log in, or if you have forgotten it)**

1. Go to your club's booking system login page.
2. Press **Retrieve your Member Number or password**.



Member Number \*

Password \*

Log in

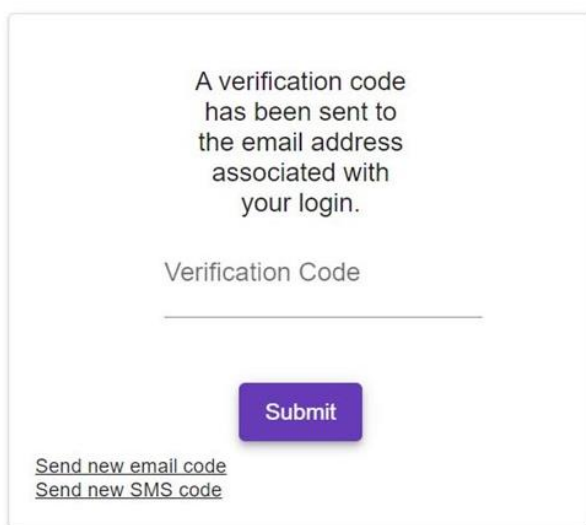
[Retrieve your Member Number or password](#)

3. Under Get a new Password, enter your email address and member number and press **Get a New Password**. (There is also provision to retrieve your member number if necessary.)
4. If your member number and email address match what is in the booking system, you will receive an email with a link to enter your new password. Click on that link to continue logging in. (It's a one-time link, so it doesn't work if you click on the old email a 2nd time. Also it only lasts for one hour.)

### Logging in

1. Enter your member number and password and press **Log in**.
2. Initially the verification code will be sent to your email address.

The next screen will ask for a verification code. If you would like a code sent to your mobile this time, press **Send new SMS code**. (This will be different to the code initially sent to email.)



A verification code has been sent to the email address associated with your login.

Verification Code

Submit

[Send new email code](#)  
[Send new SMS code](#)

Press within the **Verification Code** field and type the code that was sent to your email. Then press **Submit**.

You should now be logged in.

### How do I set a preference for SMS or authenticator app?

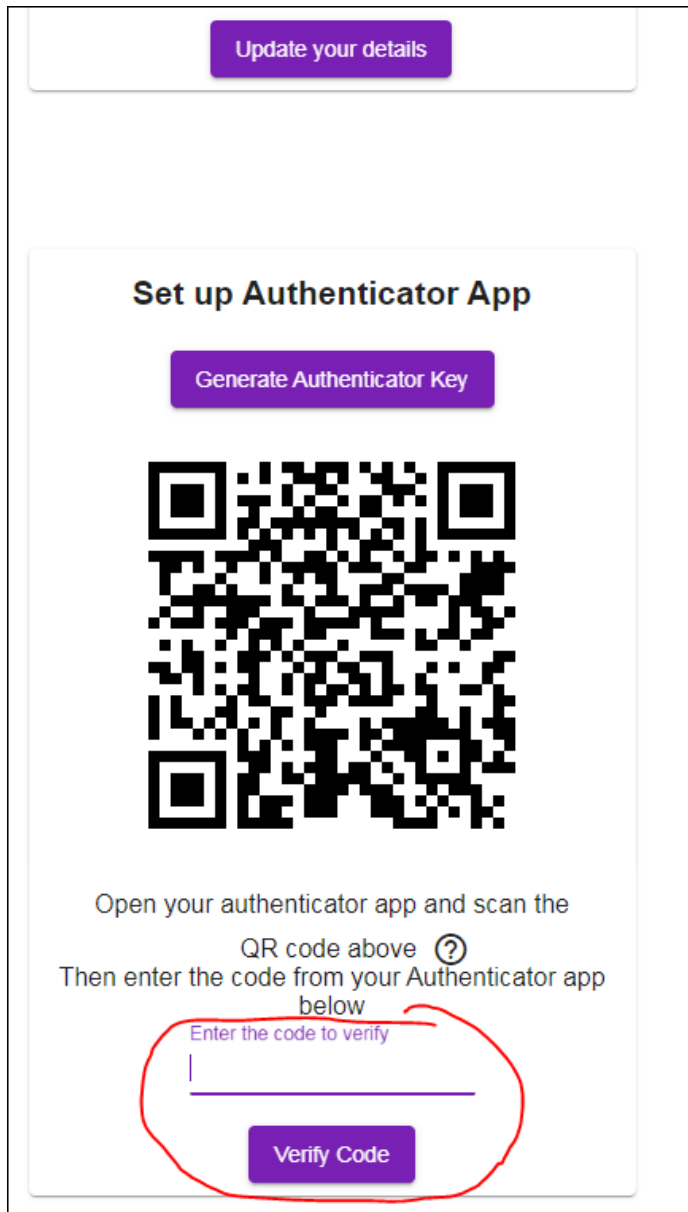
If you don't make a choice, your verification code will be sent to the email address registered in the booking system.

If you want to choose an authenticator app as your preference, make sure an authenticator app is installed on your mobile device. If you don't have an authenticator app already, try Google Authenticator. It may already be installed on some android phones. It can be downloaded from Google Play and Apple App Store. Instructions for using it are at <https://support.google.com/accounts/answer/1066447>

To change your preferred 2FA method,

1. Login using email authentication
2. Go to menu **Members/Login Security**
3. Use the pull-down to authenticator or SMS
4. If you choose SMS then you must supply your mobile phone number
5. Click to update your details

6. If you choose authenticator, open the app on your phone or other device. Use its functions to add a new key.
7. In CBDWEB, click Generate Authenticator Key. It should offer you a QR code to scan with your authenticator app. Scan it and then enter the verification code into CBDWEB and click Verify Code



Note that the code changes approx. every 30 secs

Once we turn on 2FA for the booking system, you will receive a verification code by your preferred means whenever you try to log on. You will need to enter the verification code to get in.

Remember, if you do nothing you should still be able to log on to the booking system using codes emailed to you.

### Can I change my password?

You can change your password while logged on by going to menu **Members/Manage Account**.

Or if not logged on you can use the **Retrieve your Member Number or password link on the login screen**

### Summary

1. Be prepared. Make sure your email address and mobile phone number are correct in the booking system
2. Make sure you can log on prior to needing to make bookings or payments
3. When the new system is turned on, log in, requesting a password and recording it securely
4. Use the verification code to complete the login. You will need to do this every time you log in
5. If you wish, change your password
6. If you wish, set your 2FA to SMS or authenticator app instead