



Using the BLUF Navigator app to protect your account

BLUF 4.3 introduces a new security option which uses the BLUF Navigator app on your phone to verify for your identity. This allows you to use your phone to verify your identity and log in to BLUF without having to remember a password. You can also use your phone to confirm whether you want to allow changes to your BLUF profile or account.

So, for example, if someone walks up to your computer while you are out of the room, and tries to edit your BLUF profile, a notification will arrive on your phone, and if you don't give them access, they won't be able to do anything.

Rather than having to remember a complicated password, you will be able to sign in to the BLUF website just using your email address, and confirming access in the app, after accessing it with your fingerprint or face.

What you will need

You need to have the BLUF Navigator app installed on your mobile phone. Navigator is available for both Android and iPhone. The app must be at least version 1.4.0. Older versions do not support use of the app for authentication. Check your app store for the latest updates.

Phone security

For Android phones, you must have one or more fingerprints registered on your phone.

For iPhones, you must either have a PIN set up in the Navigator app, or you must have one or more fingerprints registered for TouchID, or you must have your phone set up to use FaceID.

Setting up the app

Start the app on your device. If you have not used it before, you will need to follow the instructions to link it to your BLUF account. Do that first, then follow the rest of this guide.

Tap the BLUF logo at the top left of the screen to open the app menu, and then scroll all the way down to Settings, and tap that. You will see the Settings screen.

For iPhone users

If you have not done so already, you must set a PIN in the app. Tap the option 'Set a PIN for this app' and enter a code and tap Set PIN. Enter it again to confirm it, and tap Set PIN again.

Next, tap the option 'Require PIN, TouchID or FaceID on startup.' If you have a face or fingerprint registered, this will take precedence over the PIN.

Finally, at the bottom of the settings screen, tap 'Allow app to approve web logins.' You will see a confirmation message when it has been enabled.

For Android users

Tap to turn on the option labelled 'Require fingerprint on startup.' You do not need to set a PIN first, before turning this option on. Scroll to the bottom of the screen, and tap 'Allow app to approve web logins.' You will see a confirmation message when it has been enabled.

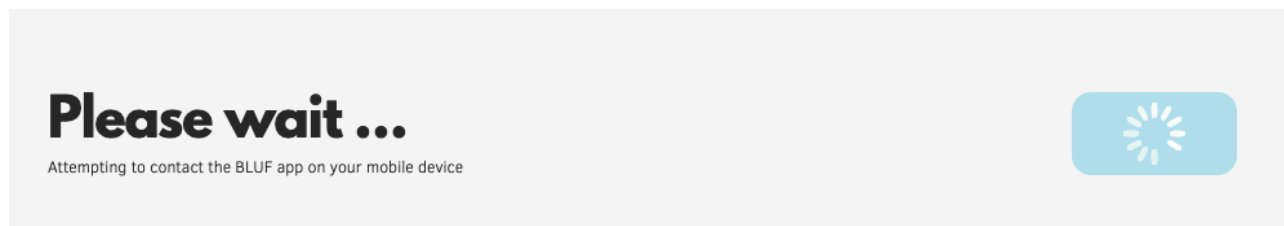
NOTE: on both iPhone and Android, if you later turn off the option to require security when the app starts, the option to approve logins with the app will be disabled automatically.

You can only have this option enabled on one device at a time. If you want to use a different device, turn the option off on your old one first, before you can enable it on a new one. If you lost your phone, you can contact the BLUF admin team to ask for it to be re-enabled.

Signing in to BLUF with your phone

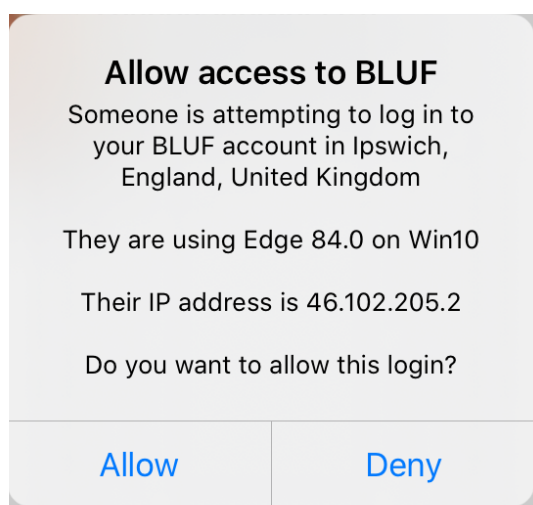
Once you have configured the app, using it is very simple. We recommend first opening the BLUF app on your mobile phone.

Next, go to the BLUF website and click the Login button. When the pop-up box appears, enter the email address that you use for your BLUF account, and then click the button with the mobile phone icon.



You will see a screen like the one shown here, which will update with the status of your request to log in. The process must be completed in three minutes.

Your mobile phone should show a notification alerting you to the login attempt. If the app is not running, tap the notification to open the app. If it is running, you should see a message like this, with a location, and information about the browser and IP address:



The computer screen will update and display the browser being used, and the IP address. Check that the information on your computer screen corresponds with that on your phone (the city information may not be 100% accurate), and just tap the Allow button.

In a few seconds, the screen on your computer will update, and you'll be signed in to the BLUF website.

If the notification does not appear on your phone, but the website indicates that it is trying to reach your mobile device, tap the menu in BLUF Navigator, and select Your account, which will retrieve any waiting requests for authentication.

If you fail to complete several requests before they run out of time, or deny multiple requests from the same IP address, the address will be automatically blocked for a period of time.

Protecting your profile with your phone

You can also use the app to protect your BLUF profile and account from unauthorised updates. When you have signed in to the website, go to the menu with your BLUF number, and select Settings, then Account.

If you have never used the Account page before, you will have to set up security questions and answers first.

Near the top of the page, you will see a section labelled *Profile Protection* with a tick box below it. Tick to enable protection, and then click the Update button at the bottom of the page. You may be asked to verify your identity.

In future, when the site needs to verify your identity, it will pop up a box asking you to check the app. As with logging in, the message should appear automatically, but if it does not, you can just tap the BLUF logo in the app and choose Your account from the menu to display it.

After confirming access in the app, you will need to click the OK button on the website to continue.

Useful tips

1. Even faster login

You can make it even faster to log in to the BLUF website by using a shortcut that starts the login request automatically. If your email address is me@somewhere.online, then you should type into the browser:

bluf.com/login/me@somewhere.online

and the confirmation request will appear on your phone. You can bookmark this address so you just select it one one click, and then on your phone, tap Allow, and you're logged in.

2. Other secondary identification

We recommend you configure other authentication methods as a backup. When you see a request to verify your identity using your phone, there will usually be a link to allow you to use Authenticator instead, which is the recommended alternative.

3. If you're changing your phone

If you're changing your phone, remember to turn this option off in the app first, as you can only have one phone set up for use in this way. If you forget, contact the BLUF team and ask them to reset your account.

4. It's secure

There may be no passwords involved, but the system we use is secure, with information protected using cryptography, so your phone can be sure the request it receives is from BLUF, and the BLUF server can be sure the response was sent only from your phone.

5. Use a good password

You may not need to use a password to log in to BLUF, but you should still make sure the one on your account is strong, and can't be easily guessed, as people can still use it to try to log in. We recommend you create a strong password using a password manager program like LastPass or 1Password.