Account Activation & 2 Factor Authentication

Account Activation
When a person first creates an Athletics Ireland account. They will automatically get emailed an activation link.

Club/County Users - Two Factor Authentification
When Cub Roles are assigned, the permissions are automatically given and 2 factor authentication is automatically enabled on that account. The first time a person attempts to log in to the platform they will be asked to download Google Authenticator and scan the QR Code on screen to log in to their account.

If a Club role has been assigned to an email address that doesn't already have an Athletics Ireland account. They will also automatically get an invitation/activation email..

Trouble Shooting - Activation Links
- If a person has either forgot their password - Go to User Management and enter in the email of the person you are assisting and click reset activation
- If the person has not received the automatic email with the activation link. Go to User Management and enter in the email of the person you are assisting and click send activation email. Alternatively you can copy and paste the activation link and email it to them directly.

Trouble Shooting - 2 Factor Authentication
A person will need their two factor authentication reset if they have a new phone. We advise that accounts should not be shared as the authentication can only be synced to one phone. Often times, if a person's codes aren't being accepted it's because the time on their authenticator app/phone and the device they are logging in on (PC) aren't the same. This should always be checked first if a person is having issues. To reset 2FA go to User Management and enter in the email of the person you are assisting, click edit and then Reset TFA.. The next time the person attempts to log in they will be prompted to scan the QR code on screen and set up their authentification. All instructions will appear on screen for them during the process.