



**HYPERSECU®**

# Using HyperFIDO™ with Salesforce

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# What is HyperFIDO™?

The HyperFIDO™ U2F security key is designed to quickly and easily secure online accounts with any service compatible with FIDO, including GitHub, Facebook, Google Account services such as Gmail, and more. FIDO promotes convenience while increasing protection by reducing reliance on vulnerable static passwords, meaning you are no longer required to create long complicated passwords. HyperFIDO does all the work for you with a single press of a button.

This document will demonstrate how to register and use your HyperFIDO U2F security key with a Salesforce Account or Salesforce Enterprise Account.

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**NOTE:** This document is up to date with Salesforce account procedures on the date of publication. However, Salesforce reserves the right to make changes to their procedures and services at any time.

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## Requirements

Before you register your HyperFIDO security key, you will need:

- The latest version of any web browser compatible with FIDO U2F:
  - Google Chrome (recommended)
  - Opera
  - Mozilla Firefox Quantum (60.0 or above) with FIDO U2F enabled. See *Setting Up FIDO U2F with Firefox* on page 4.
  
- A valid account with Salesforce
- HyperFIDO™ U2F security key

# Getting Started

If you are using a Mac or Windows operating system with Google Chrome browser, no additional setup or configuration is required before you can begin registering and using your HyperFIDO security key.

If you are using Mozilla Firefox and/or a Linux operating system, some additional setup may be required.

- For Firefox, see *Setting Up FIDO U2F with Firefox* on page 4.
- For Linux operating systems, see *Setting Up FIDO U2F with Linux* on page 5.

Once your browser and/or operating system is configured for FIDO U2F, you can begin by enabling two-factor authentication on your account.

## Setting Up FIDO U2F with Firefox

To use HyperFIDO with Mozilla Firefox, you will need to enable `security.webauth.u2f` in the browser's configuration settings.

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**NOTE:** You must be using Firefox Quantum (60.0) or higher. Enabling this feature requires accessing the configuration settings in the browser. Make sure you are familiar with this process before attempting to do so.

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1. Open Firefox and type `about:config` into the browser's address bar.
2. In the search bar, search for `webauth` and locate **security.webauth.u2f** under Preference Name.
3. Double click on **security.webauth.u2f** to change the value from `false` to `true` in order to enable the feature.

The screenshot shows the Firefox about:config search interface. A search bar at the top contains the text 'webauth'. Below the search bar is a table of search results. The first row is highlighted in blue and shows 'security.webauth.u2f' with a status of 'modified', a type of 'boolean', and a value of 'true'. The other three rows show 'security.webauth.webauthn' (default, boolean, false), 'security.webauth.webauthn\_enable\_softtoken' (default, boolean, false), and 'security.webauth.webauthn\_enable\_usbtokens' (default, boolean, true).

Preference Name	Status	Type	Value
<b>security.webauth.u2f</b>	<b>modified</b>	<b>boolean</b>	<b>true</b>
security.webauth.webauthn	default	boolean	false
security.webauth.webauthn_enable_softtoken	default	boolean	false
security.webauth.webauthn_enable_usbtokens	default	boolean	true

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**IMPORTANT:** Mozilla Firefox may not support all services and web applications that use FIDO U2F. It is recommended you use Google Chrome web browser in order to have the most complete support for FIDO U2F.

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## Setting Up FIDO U2F with Linux

Depending on your Linux operating system, you may be required to add a rules file in order to use your HyperFIDO security key. You can either automatically download and install the rules file or manually install it.

### Automatically Download and Install the Rules File

1. From your terminal, execute:

```
$ sudo curl
https://hypersecu.com/downloads/files/configurations/70-u2f.rules
> /etc/udev/rules.d/70-u2f.rules
$ sh -c /etc/udev/rules.d/70-u2f.rules
```

2. Restart your computer.

### Manually Download and Install the Rules File

If you are unable to execute the commands, you can manually download and install the rules file.

1. Download the rules file from [hypersecu.com/downloads/70-u2f.rules](https://hypersecu.com/downloads/70-u2f.rules)
2. Copy the file to `/etc/udev/rules.d/`
3. Restart your computer.

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**NOTE:** If you already have the rules file from another U2F vendor, add the following into the current rules file and restart your computer:

```
# HyperSecu HyperFIDO
KERNEL=="hidraw*", SUBSYSTEM=="hidraw", ATTRS
{idVendor}=="096e|2ccf", ATTRS{idProduct}=="0880", TAG+="uaccess"
```

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# Enabling 2FA for Users

You must enable two-factor authentication before users can register a HyperFIDO U2F security key with their account. Enabling 2FA will require you to first enable it as a requirement for all users accessing the custom Salesforce domain, then add the requirement to all users who will be accessing the domain.

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**NOTE:** You must have a Salesforce developer account. Only developers can enable two-factor authentication for your users. You can sign up for a developer account at [developer.salesforce.com](https://developer.salesforce.com).

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## Enabling 2FA as a Requirement for Users

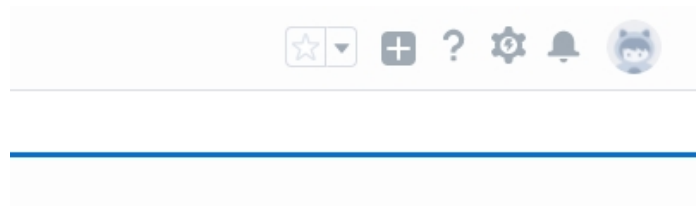
Once you have a developer account, you must create a custom Salesforce domain and enable two-factor authentication as a requirement.

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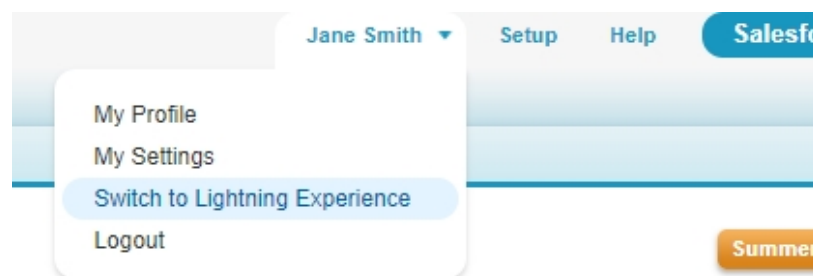
**TIP:** Use the Quick Find search bar to quickly navigate menu options in the sidebar.

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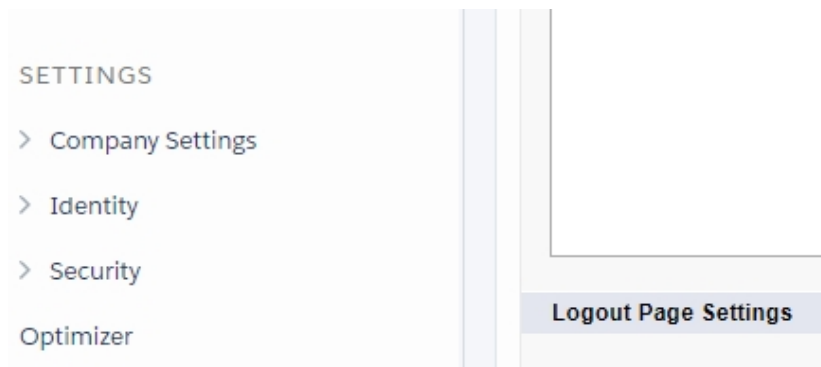
1. Ensure your interface is set to Lightning Experience. With Lightning Experience, your user profile will appear as a user icon on the upper right toolbar.



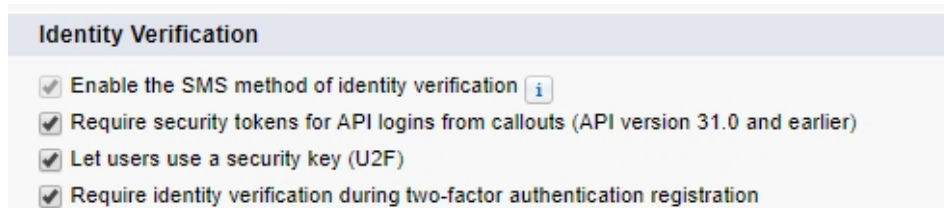
If your profile appears as your profile name instead, then you are currently using Salesforce Classic. Switch to Lightning Experience by clicking on your profile name and selecting **Switch to Lightning Experience**.



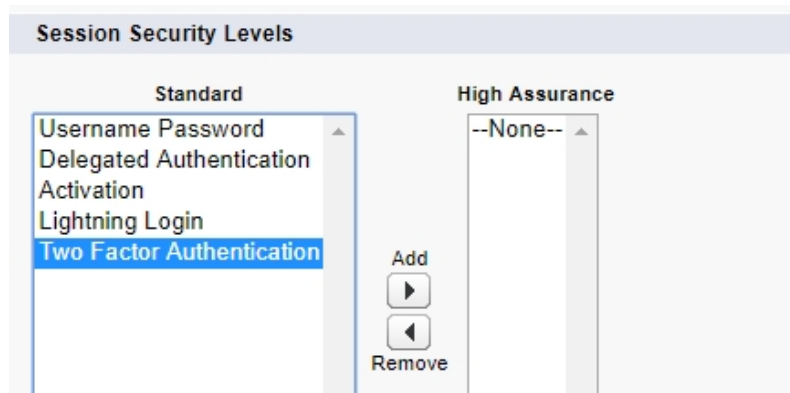
2. Click the gear icon on the upper right toolbar and click **Setup**.
3. On the left sidebar, navigate to Settings.



4. Click **Company Settings**, then click **My Domain**.
5. Follow the instructions on screen to set up a custom My Domain.
6. Once your custom My Domain has been created, click **Security**, then click **Session Settings**.
7. Under Identity Verification, enable **Let users use a security key (U2F)**.



8. Under Session Security Levels, select **Two Factor Authentication** and click **Add**.



9. Click **Save**.

## Assigning the 2FA Requirement to Users

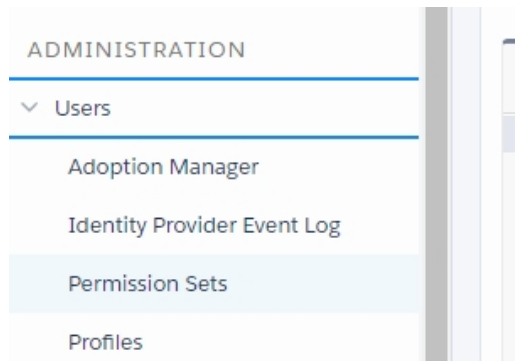
Once two-factor authentication has been enabled as a requirement, you must assign the requirement to all users.

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**TIP:** Use the Quick Find search bar to quickly navigate menu options in the sidebar.

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1. Click the gear icon on the upper right toolbar and click **Setup**.
2. On the left sidebar, navigate to Administration.
3. Click **Users**, then click **Permission Sets**.



4. Click **New** and enter a label for the permission set. Add an optional description if desired.

5. In the **License** drop down menu, select **None**.

6. Click **Save** to continue.
7. Under System, click **System Permissions**.



System	
Settings that apply across all apps, such as record and user management <a href="#">Learn More</a>	<b>System Permissions</b> Permissions to perform actions that apply across apps, such as "Modify A" <b>Service Providers</b> Permissions that let users switch to other websites using single sign-on.

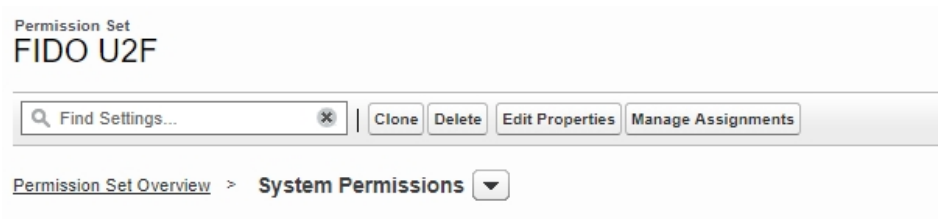
8. Click **Edit**.
9. Find **Two-Factor Authentication for User Interface Logins** and check the box to enable the option.

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**TIP:** Options under Permission Sets are listed in alphabetical order.

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10. Click **Save**.
11. Click **Manage Assignments**.



12. Click **Add Assignments**, then select all applicable users and click **Assign**.
13. Click **Done**.

# Registering Your HyperFIDO™ Security Key

Before you register your HyperFIDO™ U2F security key, you must have two-factor authentication enabled on your Salesforce account. If you are a regular user and do not have two-factor authentication enabled, you must contact your system administrator. If you are a system administrator, follow the procedures *Enabling 2FA for Users* on page 6. to enable two-factor authentication for your users.

Once two-factor authentication is enabled, you're ready to register your HyperFIDO security key. The procedure for registering your security key differs depending on if you have an existing account or not:

- If you are a first time user, see *Registering HyperFIDO™ for First Time Users* on page 10..
- If you have an existing account, see *Registering HyperFIDO™ for an Existing Account* on page 10..

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**NOTE:** Only one security key can be registered at a time per account.

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## Registering HyperFIDO™ for First Time Users

If you're a first time user, you will need to have an account created for you by an administrator. Once your account has been created, you will receive an email with a link where you can set up your account and register your HyperFIDO security key.

If you already have an existing account, see *Registering HyperFIDO™ for an Existing Account* on page 10.

1. Follow the link provided in the email to verify for your account and follow the instructions to create a password.
2. If Salesforce requests you to use their authentication app, click **Choose A Different Verification Method**.
3. Choose **Use a Universal Second Factor (U2F) Key** from the list of authentication methods available.
4. Insert your HyperFIDO security key and press the button when prompted to register the key.

## Registering HyperFIDO™ for an Existing Account

If you have an existing account, you can add a HyperFIDO security key through your user settings.

If you do not have an existing account or are a first time user, see *Registering HyperFIDO™ for First Time Users* on page 10..

1. Sign in to your account using your username and password.
2. Navigate to your user settings and access **Advanced User Details**:
  - If you're using the Lightning Experience interface:
    - a. Click on your profile icon and click **Settings**.
    - b. Under My Personal Information on the sidebar, click **Advanced User Details**.
  - If you're using the Salesforce Classic interface:
    - a. Click on your profile name and click **Settings**.
    - b. Under Personal on the sidebar, click **Advanced User Details**.

App Registration: One-Time Password Generator	<a href="#">[Connect]</a> <a href="#">i</a>
App Registration: Salesforce Authenticator	<a href="#">[Disconnect]</a> <a href="#">i</a>
Security Key (U2F)	<a href="#">[Register]</a> <a href="#">i</a>

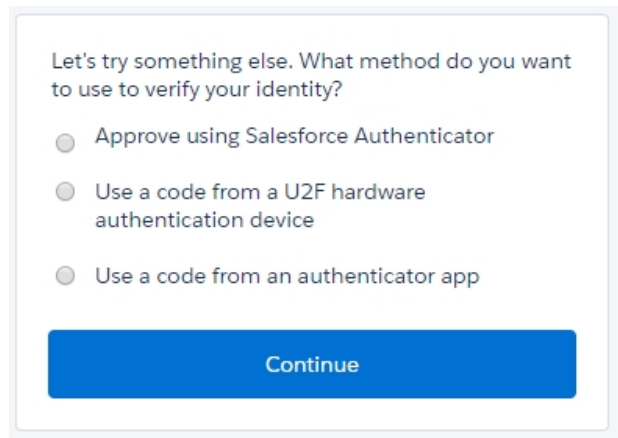
3. Beside the **Security Key (U2F)** option, click **Register**.
4. Sign in again if required, then insert your security key and press the button when prompted to complete registration.

# Using Your HyperFIDO™ Security Key

Once you've registered your HyperFIDO™ U2F security key, your Salesforce account will no longer be accessible when signing in without first inserting your security key, keeping it secure from remote hackers and other malicious attacks.

Using your HyperFIDO security key is simple. To use your key:

1. Sign in to your Salesforce account with your regular username and password.
2. If a different verification method is asked for and you wish to use your security key:
  - a. Click **Having Trouble?**, then click **Use a Different Verification Method**.
  - b. Choose **Use a code from a U2F hardware authentication device** and click **Continue**.



1. When prompted, insert your HyperFIDO security key into a USB port.
2. Press the button on your security key to finish signing in.

# Troubleshooting

Hypersecu Information Systems Inc is not responsible for any errors related to Salesforce services and operations. Please contact the support team for Salesforce in such cases.

## Security Key Won't Authorize

If your HyperFIDO™ security key will not authorize your sign in attempt, try the following options:

- Remove the security key and try the sign in process again. Ensure that the security key is not plugged in before you are prompted to authenticate by pressing the button.
- Ensure the security key you're using has been registered.
- Delete the security key and register it again.

## Accessing Your Account Without Your Security Key

If you're unable to use your security key, you can still access your Salesforce account if you have set up an alternate verification method. If you do not have an alternate verification method, you must contact your system administrator to grant you access to your account.

If you are a system administrator, you can grant access to user accounts. See *Granting Access to Locked Accounts* on page 13..

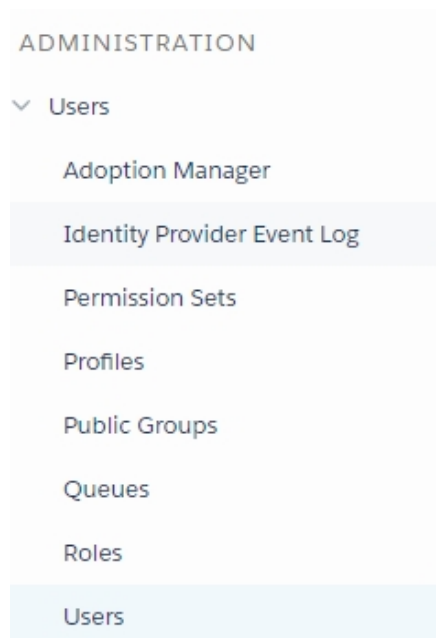
To use an alternate verification method:

1. Sign in with your username and password as usual.
2. Click **Having Trouble?** and select one of the alternate verification methods you would like to use.

## Granting Access to Locked Accounts

If you are a system administrator and a user is unable to access their account using any available two-factor authentication methods, you can assign a temporary verification code to their account that they can use to sign in and register a new HyperFIDO security key.

1. Click the gear icon on the upper right toolbar and click **Setup**.
2. Under Administration on the sidebar, click **Users** to expand the menu, then click **Users**.



3. Locate the user from the list of users and click on their name. **Do not** click Edit.
4. Beside the **Temporary Verification Code** option, click **Generate**.



5. Choose when you want the code to expire, then click **Generate Code**.
6. Save the code and click **Done**.

## Deleting a Security Key

If you need to delete a security key, you can do so through your account settings.

1. Sign in to your account using your username and password.
2. Navigate to your user settings and access **Advanced User Details**:
  - If you're using the Lightning Experience interface:
    - a. Click on your profile icon and click **Settings**.
    - b. Under My Personal Information on the sidebar, click **Advanced User Details**.
  - If you're using the Salesforce Classic interface:
    - a. Click on your profile name and click **Settings**.
    - b. Under Personal on the sidebar, click **Advanced User Details**.

3. Beside the **Security Key (U2F)** option, click **Remove**.

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**IMPORTANT:** Do not remove your security key unless you have an alternate verification method set up. Otherwise, you must contact your system administrator to regain access to your account.

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