For Customers and Partners
Guide to Setting Up 2-Step Verification in Box

Ver4.0
Feb. 10, 2023

Corporate DX Strategy Office, Corporate Transformation Division,
NEC Corporation
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1. Introduction
1.1. About this guide

◆ This guide provides an overview and an explanation about how to set up the 2-step verification required for customers, partners, and others when logging in to Box to access files and folders owned by the NEC Group.

◆ To access the Box files and folders owned by the NEC Group, you must set 2-step verification as the method to log in to Box.\(^1\)

  ■ To improve the security of information shared with customers and partners, we do not allow access to accounts that use only a password when logging in.\(^2\)

◆ If you have been invited to collaborate on Box files and folders owned by the NEC Group, you will not be able to access these unless 2-step verification is turned on for your account.\(^{(*1)}\)

\(^{*1}\) If you log in using single sign-on (SSO), you do not need to set up 2-step verification.

\(^{*2}\) The NEC Group plans to make 2-step verification mandatory in Feb 2023, after which time we will no longer allow access by accounts that use only a password when logging in.

⚠️ When 2-step verification is turned on, you will be prompted to complete 2-step verification when you log in to Box.

- You will also be required to complete 2-step verification when logging in to your organization’s tenant.
1.2. Structure of this guide

1. Introduction
   This section explains the purpose of this guide and the procedure for checking whether or not you need to set up 2-step verification.

2. Description
   This section explains the 2-step verification feature provided by Box.

3. Points to note when 2-step verification is mandatory
   This section explains what to expect when the NEC Group makes 2-step verification mandatory. The transition is scheduled to be implemented in Feb 2023.

4. How to set up 2-step verification
   This section describes the procedure for setting up 2-step verification in Box.

5. Points to note after set up
   This section describes the points to note after setting up 2-step verification in Box.
1.3. Who needs to set up 2-step verification?

If you use a password to log in to Box, you need to set up 2-step verification.

- Box offers the following three ways to log in. If you log in using a password, you will need to set up 2-step verification.
- To check your present login verification method, follow the procedure described in 1.4. How to check your login verification method in the next slide.

<table>
<thead>
<tr>
<th>Present login verification method</th>
<th>Description</th>
<th>Need to set up 2-step verification</th>
</tr>
</thead>
<tbody>
<tr>
<td>Verification using a password</td>
<td>Verification using an email and password only</td>
<td>Yes</td>
</tr>
<tr>
<td>Single sign-on (SSO)</td>
<td>Those linked to the verification platform of their organization</td>
<td>No</td>
</tr>
<tr>
<td>2-step verification</td>
<td>Those who have already set up 2-step verification</td>
<td></td>
</tr>
</tbody>
</table>

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1.4. How to check your login verification method (1/2)

Follow this procedure to confirm whether or not you need to set up 2-step verification.

(1) While logged in to Box, click your profile icon in the upper-right corner of the window, and then click **Account Settings**.
How to check your login verification method (2/2)

(2) Under the Account tab, check the 2-step verification section (located between the Authentication and the Account Details sections).

**Password authentication**
When only the Set Up button is displayed and the 2-step verification method is not displayed
→ [Set up 2-step verification following the procedure in 3. Points to note when switching to a 2-step verification is mandatory and 4. How to set up 2-step verification.]

**Single Sign-On (SSO)**
When the 2-step verification section is not displayed
Your tenant uses SSO for authentication.
No action is needed.

**2-step verification**
When Authenticator App, SMS Text Message or Email is displayed
Your account has already been set up for 2-step verification.
No action is needed.
2. Description

This section describes the 2-step verification feature provided by Box.
2.1. How 2-step verification is carried out in Box

Select one of the following two available 2-step verification methods. Box **recommends using authenticator apps.**

- You can **select one** of the following methods provided by Box for authentication.
  - Depending on your tenant configuration, some of the methods might not be available.

<table>
<thead>
<tr>
<th>Authentication method</th>
<th>Mobile device</th>
<th>Description</th>
</tr>
</thead>
</table>
| Authenticator apps        | Required     | • **This is the authentication method recommended by Box.**
  • Authentication is carried out with a one-time password generated by the authenticator app.
  • Authenticator apps such as Microsoft Authenticator, Google Authenticator, Authy, Duo, or LastPass must be installed on your smartphone in advance.
  (If your company or organization only allows the use of only certain authenticator apps, those are the ones you should use.) |
| SMS text messages         | Required     | • Sends a one-time password to a mobile phone using the short message service (SMS).
  • You might not be able to receive one-time passwords depending on the area you are in or the carrier you are using. |
| Email                     | Not Required | • Authentication code is sent to the account's representative email address (the email address used to log on) |

Check your company and organization rules regarding the use of privately owned mobile devices for business purposes.
2.2. How to log in to Box with 2-step verification

After logging in with your email address and password, you will be prompted to enter a one-time password.

Verification using an authenticator app

Verification using SMS text messages

Verification using Email

1. **Enter your email address**
2. **Enter your password**
3. Log in using the one-time password sent to your mobile phone
4. Log in using the one-time password sent to your email address
2.3. Timing of 2-step verification in Box

The timing at which 2-step verification is carried out is the same as for verification using a password.

- The timing at which 2-step verification (one-time password entry) is required remains unchanged.
  - After you log in, Box does not log out during the session.
  - After a long period of no activity, you will be logged out and you must log back in again at next use.

- The session duration depends on the settings configured in your tenant.
  - If you are using your company’s tenant, check with the administrator for information about session duration.
  - If you are using an Individual Plan (free account) and the Admin Console is available, you can go to Enterprise Settings, click the Security tab, and then click Session Duration for All Users.
    - If the Admin Console is not available (the Admin Console button is not displayed in the lower left of the Web window), the session duration is 14 hours.
2.4. What happens if 2-step verification is not set

You will not be able to access the Box files and folders owned by the NEC Group.*

*After the 2-step verification becomes mandatory in Feb 2023

- If you have not set up 2-step verification by the time it becomes mandatory, the Box files and folders owned by the NEC Group will not be displayed under All Files but instead will appear under Action Required.
- If you have set up 2-step verification (from the Set Up button or Account Settings), the files and folders will then be displayed under All Files and become accessible.

For instructions on how to set up 2-step verification, refer to 4. How to set up 2-step verification.

• Action Required is displayed above files and folders that can be accessed
  • These cannot be accessed until 2-step verification is set up

After 2-step verification has been set up, the files and folders can be accessed.
3. Points to note when 2-step verification is mandatory

This section describes the points to note when 2-stage verification becomes mandatory in Feb 2023.
3.1. Overview

◆ This section explains the points that should be noted when the NEC Group makes 2-step verification mandatory when logging in to Box.
◆ The transition to mandatory 2-step verification is scheduled to be completed in Feb 2023.

This change applies to all customers and partners who have been invited to collaborate on NEC Group files and folders in Box and who presently use a password as their verification method.*1

*1 This does not apply to users who use SSO or have already set up 2-step verification as their login verification method. For details, see [1.3. Who needs to set up 2-step verification?].
3.2. Email request from Box to set up 2-step verification

If you need to set up 2-step verification, you will receive an email from Box before the mandatory transition.

- Before 2-step verification becomes mandatory, Box will send emails to applicable users requesting them to set up 2-step verification. Three emails in total will be sent at the following times:
  1. Approximately one month prior to the transition date
  2. One week prior to the transition date
  3. One day before the transition date

Sample of email from Box about required action

- The notification email will be in the language set by the user. (For example, the text will be in English for users whose language is set to English; French for users whose language is set to French.)
- The email will be sent from: noreply@box.com
- To set up 2-step verification, click the **Set Up** button. (Refer to **4. How to set up 2-step verification** for setup instructions.)
- A notification email will be sent on each of the three scheduled times to anyone who needs to configure 2-step verification.
  - If you set up 2-step verification after receiving the first notification e-mail, you will not receive the second and third notification emails.
3.3. If 2-step verification cannot be set up by the transition date

2-step verification can be set up even after the transition date.

◆ If you do not set up 2-step verification by the transition date, you will not be able to access the NEC files and folders in Box as shown in the following image.

You can configure 2-step verification settings from the **Set Up** button as shown in the figure on the left or from **Account Settings**. (For setup instructions, refer to 4. How to set up 2-step verification.)

◆ Refer to Section 4 of this manual for information on advanced preparations required for 2-step verification.
4. How to set up 2-step verification

This section describes the procedure for setting up 2-step verification in Box.
## 4.1. Advanced preparation

<table>
<thead>
<tr>
<th>2-step verification method</th>
<th>Advanced preparations</th>
</tr>
</thead>
</table>
| Authenticator apps        | • This is the authentication method recommended by Box.  
                           |   • A mobile device, such as a smartphone, is needed to install the authenticator app.  
                           |   • Install the authenticator app on your mobile device. |
| SMS text messages         | • A feature phone, smartphone, or other mobile device that can receive text messages via SMS is needed. |
| Email                     | • Allow you to receive email to the email address you are using to log on. |

*1 Check the rules of your company and organization regarding the business use of privately owned mobile devices.  
   If you do not have a mobile device for business use or you cannot bring your mobile device to your work area, select email-based 2-step verification.

*2 You can use authenticator apps such as Microsoft Authenticator, Google Authenticator, Authy, Duo, or LastPass. Refer to the following Box Support article for information on the authenticator apps that can be used.  
   • NEC does not specify which authenticator app must be used. Choose according to your own policy and environment. If your company or organization only allows the use of certain authenticator apps, those are the ones you should use.

*3 You cannot use the same phone number for more than one account.
4.2. Open the 2-step verification setup window

You can open the 2-step verification setup window in three ways.

1. From **Account Settings**
   
   (1) While logged in to Box, click your user icon in the upper right corner of the window and then click **Account Settings**
   
   ![Account Settings Interface]

   (2) On the **Account** tab, click the **Set Up** button in the **2-step Verification** section.

2. From **Action Required**
   
   This method can be selected after the transition date.
   
   Click the **Set Up** button next to the file or folder for which 2-step verification needs to be set up to enable access.

   ![Action Required Interface]

3. From the **Action Required Email** from Box
   
   This method can be selected by those who receive the action required email prior to the transition date.
   
   Click **Set Up** in the request mail.

   ![Action Required Email Interface]
4.3. Select a verification method

- Select a 2-step verification method and click **Next**.
- For details on verification methods, refer to **2. Description**.
4.4. Authenticator app settings

- If you select **Authenticator App** as the 2-step verification method, configure the settings using the following procedure.
  - If you select **SMS Text Message**, go to Section 4.5.
  - If you select **Email**, go to Section 4.6.

(1) **Scan the QR code in the authenticator app or manually enter the secret key.**

* For details on how to scan the QR code or enter the secret key, refer to the Help section of the authenticator app.

(2) **Enter the six-digit code displayed in the authenticator app.**

(3) **Click the Submit button to complete the settings.**

Backup code is supported for 2-Step Verification. Please see [here](#) for details.
4.5. SMS text messages

◆ If you select **SMS Text Message** as the 2-step verification method, configure the settings using the following procedure.

- If you select **Authenticator App**, go to Section 4.4.
- If you select **Email**, go to Section 4.6.

1. Select the applicable country, enter the phone number of the mobile phone where the message is to be sent, and then click Continue.

   - Select the country
   - Enter the mobile phone number
   - Omit hyphens
   - Click Continue

2. Enter the six-digit code sent to the mobile phone and then click **Continue** to complete the settings.

   - Enter the six-digit code
   - Click Continue

**Backup code is supported for 2-Step Verification. Please see here for details.**

- You might not be able to receive the code depending on the area you are in or the carrier you are using.
- If you cannot receive the code, click Cancel and select Authenticator App as the 2-step verification method.
4.6. Email

◆ If you have selected **Email** as your 2-Step Verification method, follow the steps below.
  - If you select **Authenticator App**, go to Section 4.4.
  - If you select **SMS Text Message**, go to Section 4.5.

① **Click Continue.**

② **You will receive an email from Box with an authorization code.**

③ **Enter the authorization code provided in the email and then click Submit.**

② **Enter the authorization code provided in the email**

③ **Click Submit.**
5. Backup Code
5.1. Backup code generation

Workaround for mobile device unavailability

- If you choose the **Authentication App** and **SMS** as your 2-Step Verification method, you may temporarily lose access to your Box when your mobile device is no longer available (theft, malfunction, airplane mode, loss of charge, etc.)

- Signing in to Box with a backup code is supported to avoid this situation.

- Follow these steps to generate backup codes and store them properly.
  - Three backup codes are generated at a time, so keep all three.

1. Click the user icon in the upper right corner of the screen and select "Account Settings".
2. Click "Generate Backup Codes".
3. Stored the generated backup code and click "Close".
5.2. Sign-in with backup code

- When required an authorization code, click "Use account backup code instead"
- Enter one of your stored backup codes and click "Submit"

**For authentication apps**

- 2-Step Verification
  - Authenticator App
  - Enter the 6-digit code from your authenticator app.
  - Authentication Code: Enter 6-digit code

**For SMS text message**

- 2-Step Verification
  - SMS Text Message
  - Enter the 6-digit code from the text message sent to your phone number ending in 0780.
  - Authentication Code: Enter 6-digit code
5.3. Backup Code Notes

◆ One backup code can only be used once.
  ■ Once you have used the backup code to sign in, it will be invalid and you will not be able to sign in again.
  ■ If you want to sign in again with your backup code, you must use another backup code that you have stored.

◆ If the backup code is regenerated, all previously generated backup codes will be invalidated.
  ■ Previously created backup codes are invalid regardless of whether they are used or not.
6. Points to note after set up

This section describes the points to note after setting up 2-step verification in Box.
6.1 If you can no longer log in to Box

◆ If you are locked out of your account due to a phone number change, or if you are unable to access your authorization code due to a mobile device malfunction or other reason, please sign in using your backup code. Please see here for details.

◆ If you are unable to sign in on your own due to loss of backup code, etc.
  ■ contact your tenant manager.
  ■ For Individual plan accounts (free accounts), Open a support ticket from Box Support.

[Blue box]
https://support.box.com/hc/en-us/requests/new

Click the here link.
*Log out if you are signed in

[Image]
Submit a request

Fill out the required fields and submit your request

Submit a request

We invite you to search our extensive self-help information on our Support site or start or join a conversation in our Community.

Please review our list of known issues prior to submitting a support case.

For information related to support of Box Drive on Apple's Silicon M1 chip please refer to this Community post.

Before you start, please read:

- You are submitting this request without having logged into the Box Support Site.
- As a result, your support case may see a longer delay before an agent is assigned.
- If you are able, please first sign in.

Your email address *
6.2. Other

◆ If you select **SMS Text Message** as your 2-step verification method, you might not be able to receive the authentication code depending on the area you are in or the carrier you are using.

◆ If you are unable to receive the code, switch to authentication using an authenticator app.
  
  Refer to [If you can no longer log in](#) to unlock your account and reset the 2-step verification method.
Appendix

◆ For details about Box's two-step verification, click the following link and refer to the relevant article in Box Support

## Revision history

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<thead>
<tr>
<th>Version</th>
<th>Details</th>
<th>Date</th>
</tr>
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<tbody>
<tr>
<td>1.0</td>
<td>First edition</td>
<td>July 25, 2022</td>
</tr>
<tr>
<td>2.0</td>
<td>Added Chapters 2 and 3</td>
<td>Nov 04, 2022</td>
</tr>
<tr>
<td>3.0</td>
<td>Added an explanation of email-based 2-step verification</td>
<td>Nov 25, 2022</td>
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<tr>
<td>4.0</td>
<td>Added description of backup code</td>
<td>Feb 10, 2023</td>
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