

For Customers and Partners

Guide to Setting Up 2-Step Verification in Box

Ver4.0

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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)

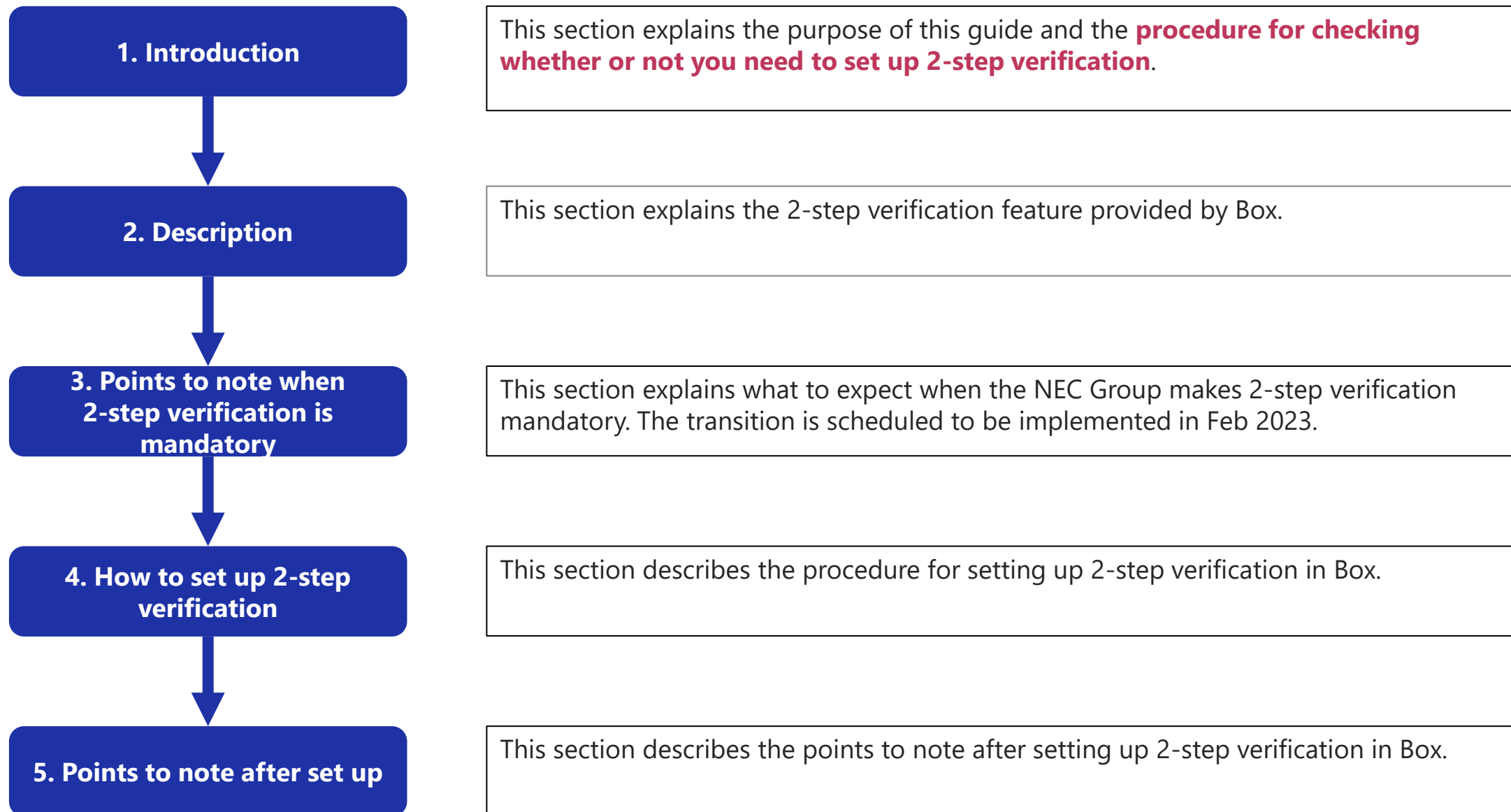
^{*1} If you log in using single sign-on (SSO), you do not need to set up 2-step verification.

^{*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



1.3. 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.

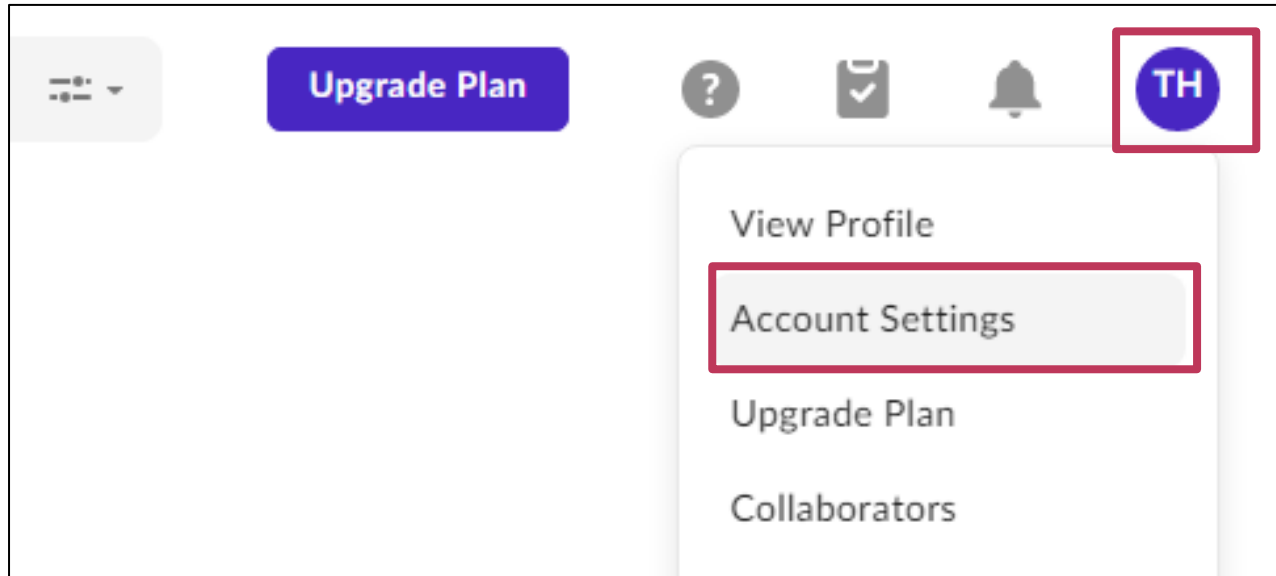
- ◆ Box offers the following three ways to log in. If you log in using a password, you will need to set up 2-step verification.
- ◆ To check your present login verification method, follow the procedure described in [1.4. How to check your login verification method](#) in the next slide.

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

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**.



1.4. 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).

2-Step Verification

2-Step Verification can help protect your account from unauthorized access by requiring you to enter an additional code when you sign in. [Learn more](#)

2-Step Verification

Set up

When only the Set Up button is displayed and the 2-step verification method is not displayed

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](#).**

Authentication

Because you are using Single Sign On (SSO), you will need to create a unique password to use external applications that do not support SSO.

Current Password

No Password Created
[Create Password](#)

When the 2-step verification section is not displayed

Account Details

Account Type: Enterprise Governance

Account ID

Storage Used

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

2-Step Verification can help protect your account from unauthorized access by requiring you to enter an additional code when you sign in. [Learn more](#)

2-Step Verification

Type	Status
Authenticator App	● Enabled

When a 2-step verification method is displayed

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.

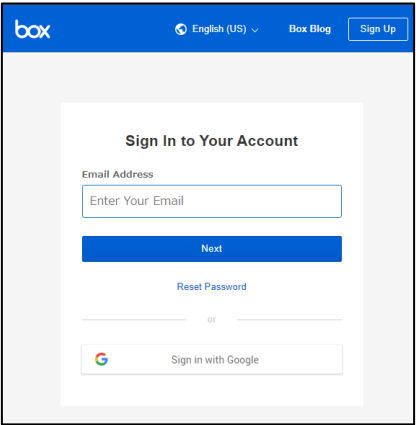
Authentication method	Mobile device	Description
Authenticator apps	Required	<ul style="list-style-type: none">• This is the authentication method recommended by Box.• Authentication is carried out with a one-time password generated by the authenticator app.• Authenticator apps such as Microsoft Authenticator, 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	<ul style="list-style-type: none">• 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	<ul style="list-style-type: none">• Authentication code is sent to the account's representative email address (the email address used to log on)



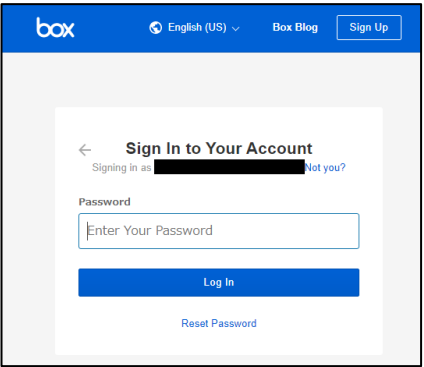
Check your company and organization rules regarding the use of privately owned mobile devices for business purposes.

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.

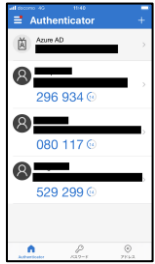
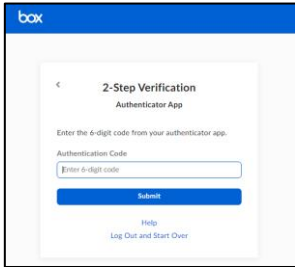


Enter your email address



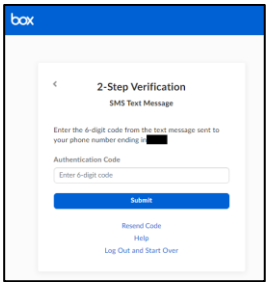
Enter your password

Verification using an authenticator app



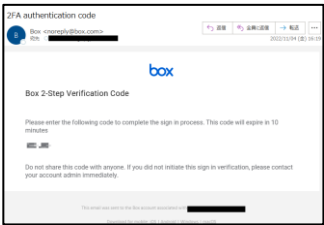
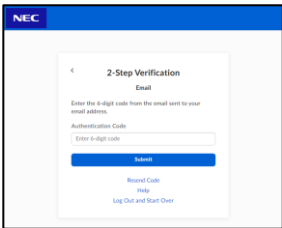
Log in using the one-time password sent to your authenticator app

Verification using SMS text messages



Log in using the one-time password sent to your mobile phone

Verification using Email



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.

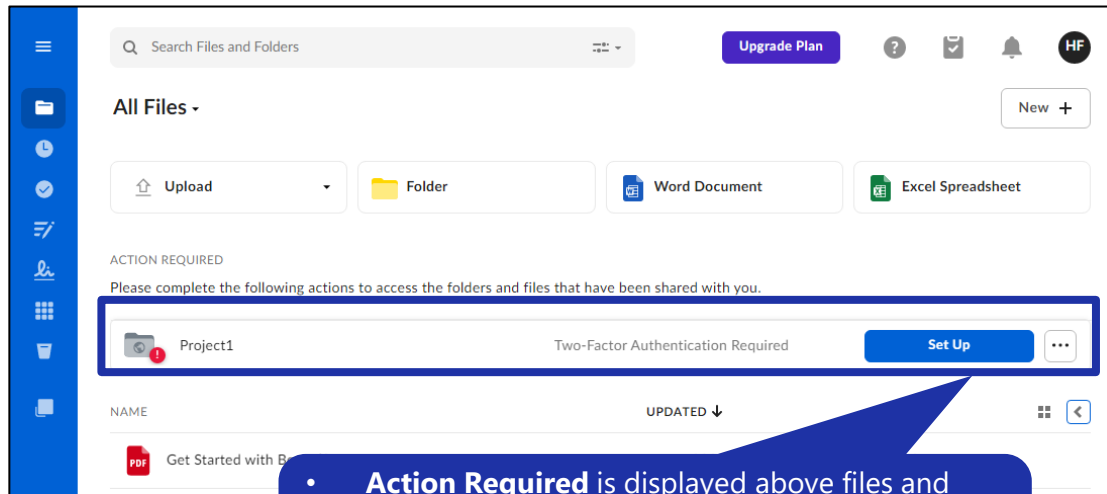
- ◆ The session duration depends on the settings configured in your tenant.
 - If you are using your company's tenant, check with the administrator for information about session duration.
 - If you are using an Individual Plan (free account) and the Admin Console is available, you can go to **Enterprise 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

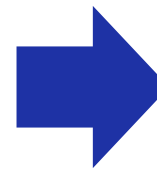
You will not be able to access the Box files and folders owned by the NEC Group.*

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

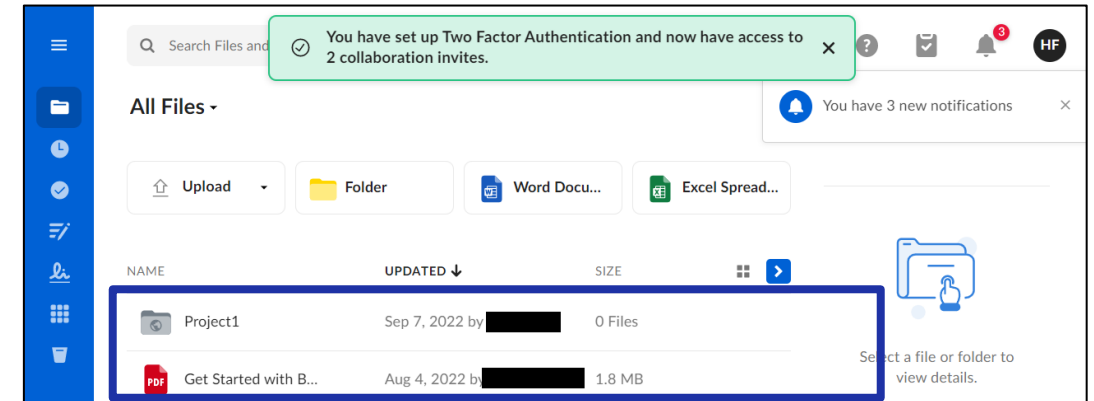
- ◆ If you have not set up 2-step verification by the time **it becomes mandatory**, the Box files and folders owned by the NEC Group will not be displayed under All Files but instead will appear under Action Required.
 - ◆ If you have set up 2-step verification (from the **Set Up** button or **Account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



Set up 2-step verification



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?](#)].

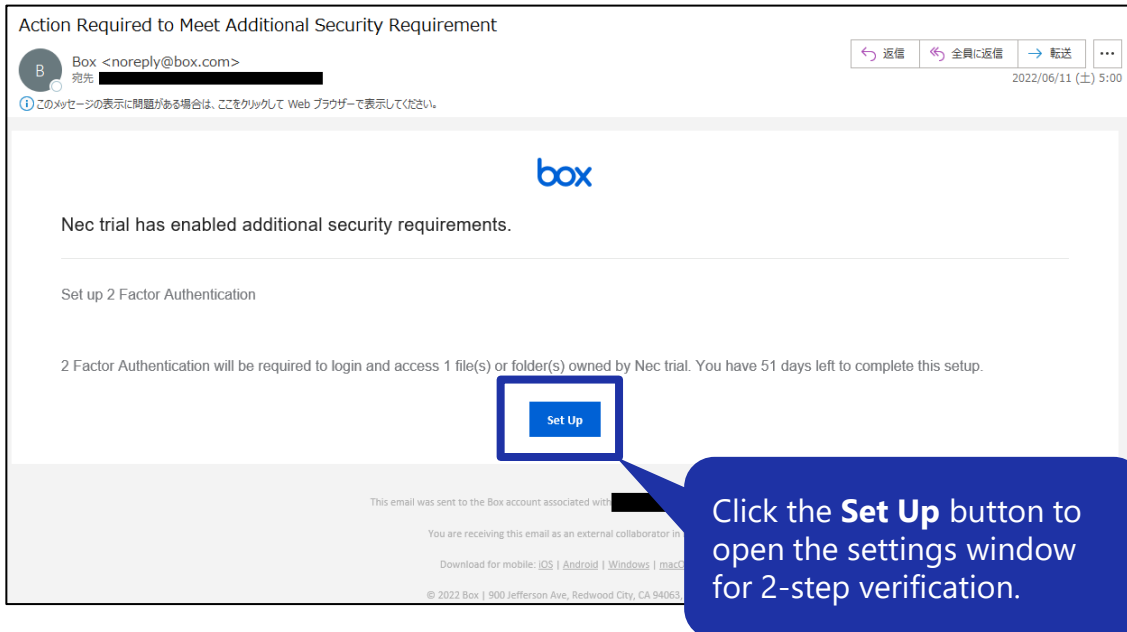
3.2. Email request from Box to set up 2-step verification

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

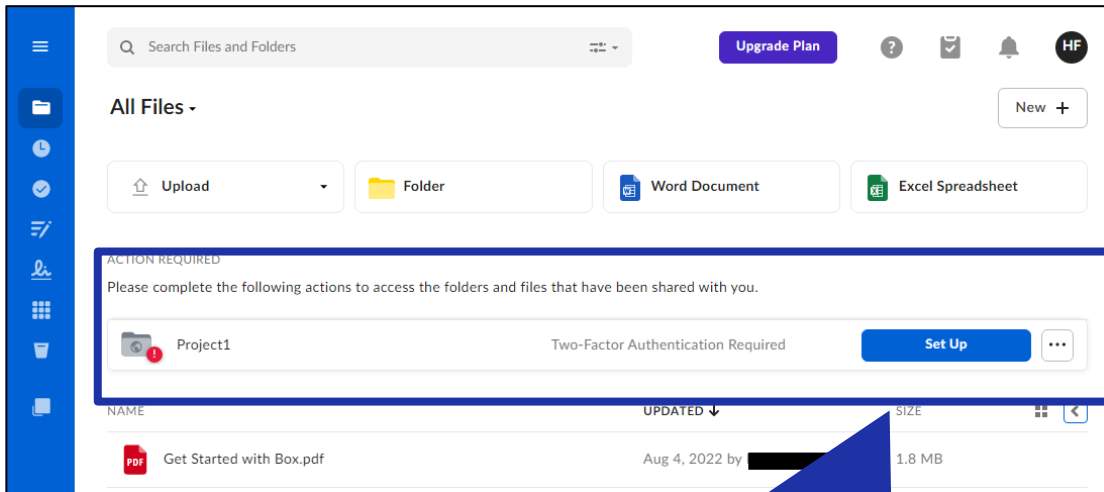


- ◆ The notification email will be in the language set by the user. (For example, the text will be in English for users whose language is set to English; French for users whose language is set to French.)
- ◆ The email will be sent from: noreply@box.com
- ◆ To set up 2-step verification, click the **Set 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.



NEC files and folders in Box cannot be accessed until the 2-step verification is set up.

- ◆ 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

2-step verification method	Advanced preparations
Authenticator apps	<ul style="list-style-type: none">• This is the authentication method recommended by Box.• A mobile device, such as a smartphone, is needed to install the authenticator app.^{*1}• Install the authenticator app^{*2} on your mobile device.
SMS text messages	<ul style="list-style-type: none">• A feature phone, smartphone, or other mobile device that can receive text messages via SMS is needed.^{*3}
Email	<ul style="list-style-type: none">• 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.
<https://support.box.com/hc/en-us/articles/360043697154-Multi-Factor-Authentication-Set-Up-for-Your-Account>
- 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

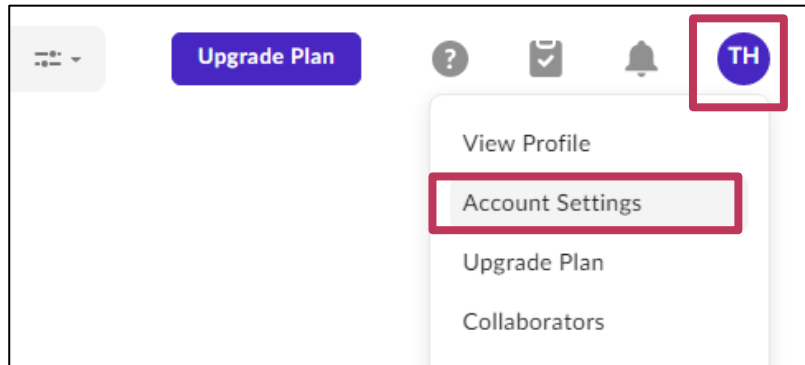
- You cannot use the same phone number for more than one account.

4.2. Open the 2-step verification set up window

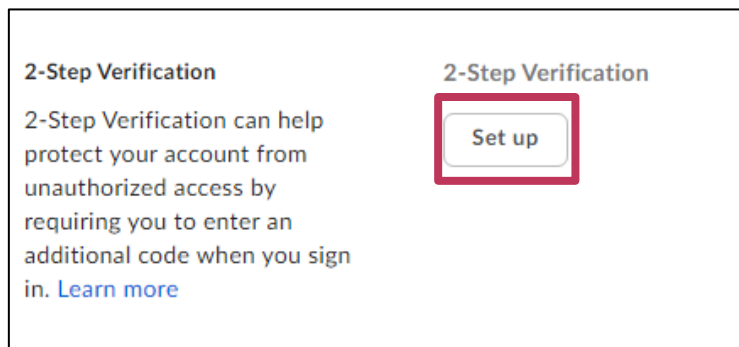
◆ You can open the 2-step verification set up window in three ways.

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**



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

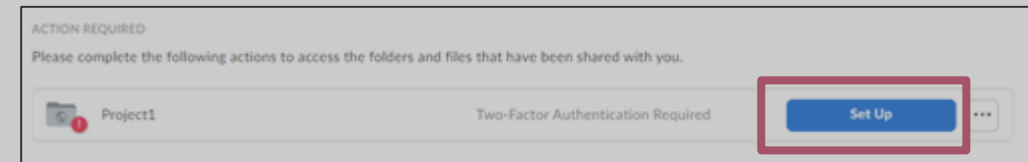


2. From **Action Required**

This method is currently not available

This method can be selected after the transition date.

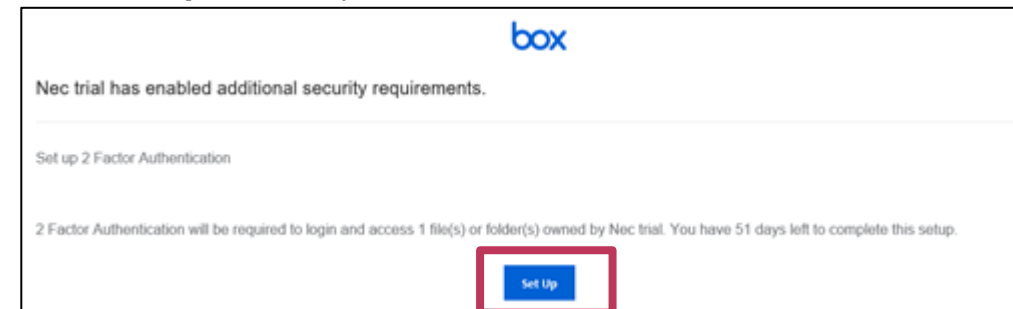
Click the **Set Up** button next to the file or folder for which 2-step verification needs to be set up to enable access.



3. From the **Action Required Email** from Box

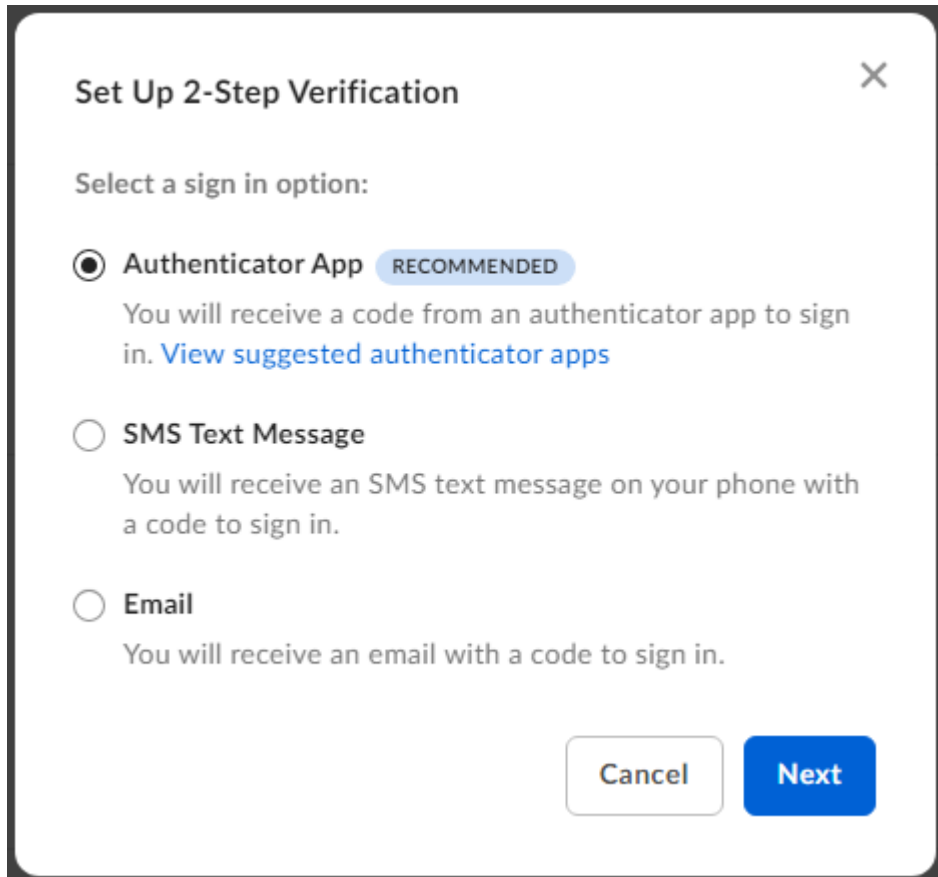
This method can be selected by those who receive the action required email prior to the transition date.

Click **Set Up** in the request mail.



4.3. Select a verification method

- ◆ Select a 2-step verification method and click **Next**.
- ◆ For details on verification methods, refer to [2. Description](#).



The screenshot shows a 'Set Up 2-Step Verification' dialog box with a close button (X) in the top right corner. The text 'Select a sign in option:' is displayed. There are three radio button options: 'Authenticator App' (which is selected and has a 'RECOMMENDED' badge), 'SMS Text Message', and 'Email'. Each option has a descriptive sentence below it. At the bottom, there are 'Cancel' and 'Next' buttons.

Set Up 2-Step Verification

Select a sign in option:

☒ **Authenticator App** **RECOMMENDED**
You will receive a code from an authenticator app to sign in. [View suggested authenticator apps](#)

☐ **SMS Text Message**
You will receive an SMS text message on your phone with a code to sign in.

☐ **Email**
You will receive an email with a code to sign in.

Cancel **Next**

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.

Set Up 2-Step Verification

Authenticator App

Step 1

Using an authenticator app, scan the QR code or manually enter the secret key. [View suggested authenticator apps](#)

QR code

Secret key

U4YP C7AL ZNX5 LYG4 AYNA

Step 2

Enter the 6-digit code from your authenticator app.

Authentication Code

Enter 6-digit code

Click Submit

Back Submit

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**.

Click Continue

- 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.

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

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

Click Continue

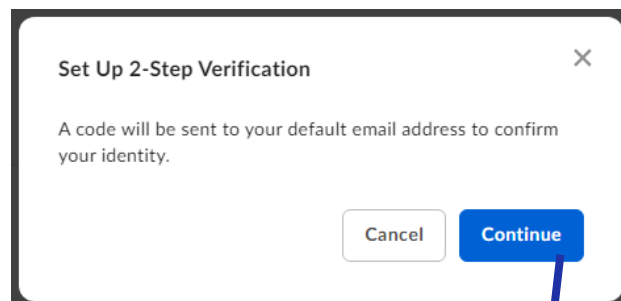


4.6. Email

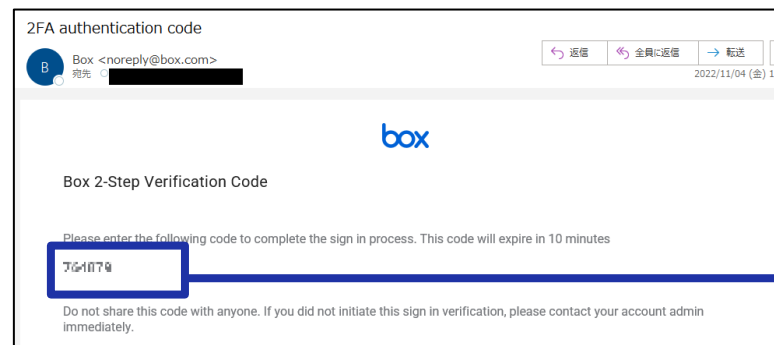
◆ If you have selected **Email** as your 2-Step Verification method, follow the steps below.

- If you select **Authenticator App**, go to Section 4.4.
- If you select **SMS Text Message**, go to Section 4.5.

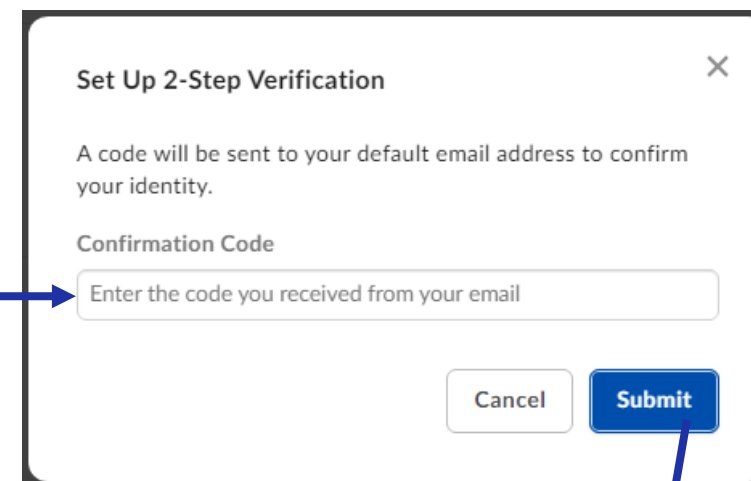
① Click Continue.



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.



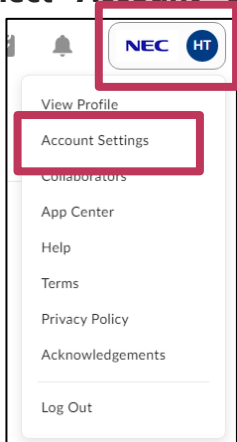
5. Backup Code

5.1. Backup code generation

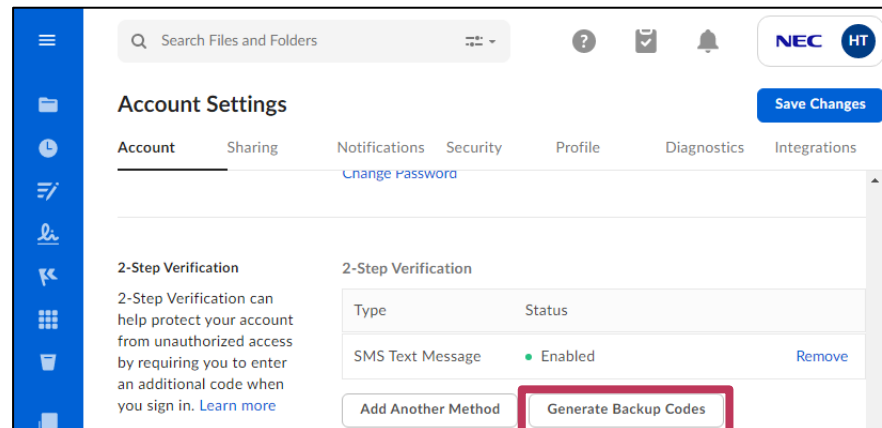
Workaround for mobile device unavailability

- ◆ 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.

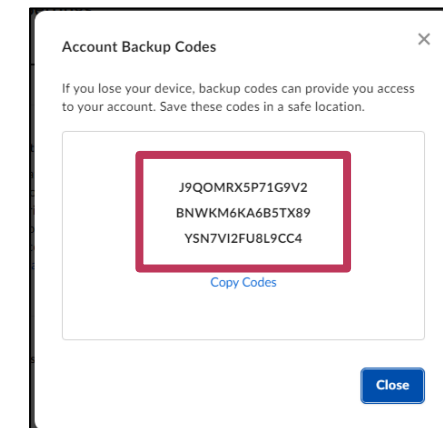
1. Click the user icon in the upper right corner of the screen and select "Account Settings".



2. Click "Generate Backup Codes"



3. Store 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

Submit

Use account backup code instead

Help

Log Out and Start Over

< **2-Step Verification**

Account Backup Code

Enter one of your account backup codes.

Backup Code

Enter account backup code

Submit

Use authenticator app instead

Help

Log Out and Start Over

For SMS text messagea

< **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

Submit

Resend Code

Use account backup code instead

Help

Log Out and Start Over

< **2-Step Verification**

Account Backup Code

Enter one of your account backup codes.

Backup Code

Enter account backup code

Submit

Use SMS text message instead

Help

Log Out and Start Over

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.

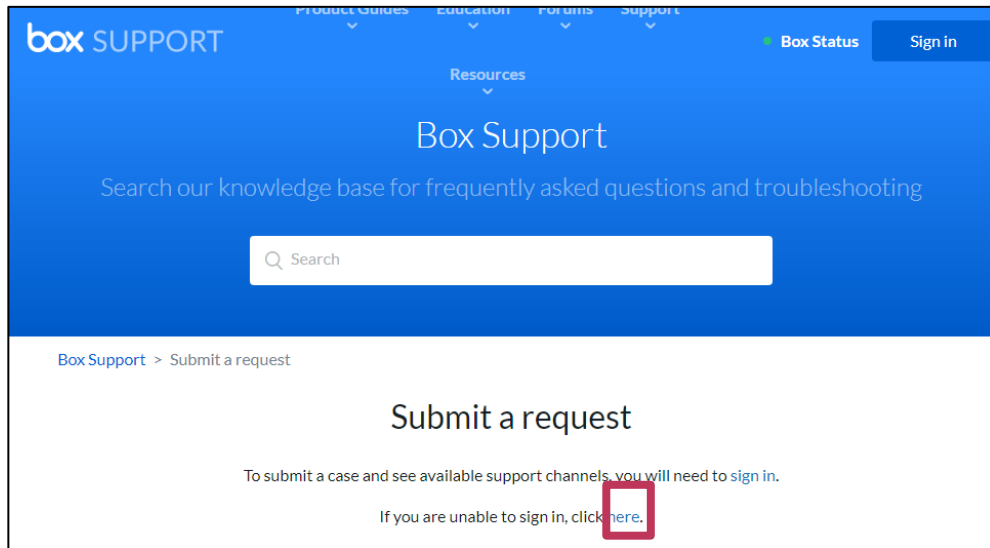
6.1 If you can no longer log in to Box

- ◆ 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.

<https://support.box.com/hc/en-us/requests/new>

Click the **here** link.

*Log out if you are signed in



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

- <https://support.box.com/hc/en-us/articles/360043697154-Multi-Factor-Authentication-Set-Up-for-Your-Account>

Revision history

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



Orchestrating a brighter world

NECは、安全・安心・公平・効率という社会価値を創造し、
誰もが人間性を十分に発揮できる持続可能な社会の実現を目指します。

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NEC