

# Login to Ratsupport.com with added Security



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# The Reason Why

- **My website Members Only Area(MOA) has had a number of hackers try to get in. I have been able to stop them but now is the time to up my game and put more security on my site. I am going to use 2 Factor Authentication 2FA. This will keep the hackers away for a long time. I realize it puts another step into the already hard process, but I feel it is necessary as I don't have the time or ability to track them each and every day.**
- **This action will insure those who login to my Members Only Area are who they say they are and you will be allowed to do or get what you want.**

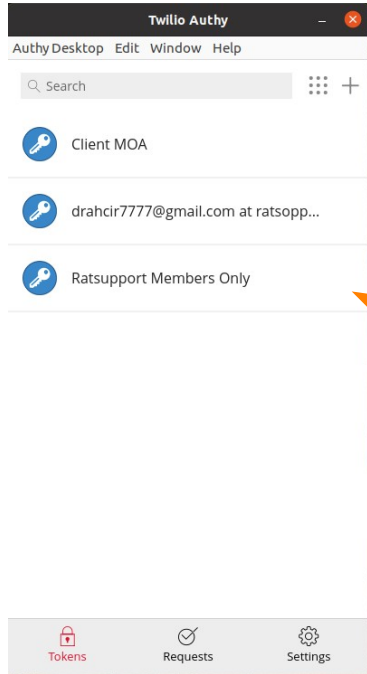
# Discussion

- **An ongoing problem with my website, is that hackers keep trying to get into my Members Only Area.**
- **I am determined to stop them, therefore I have upped my security and now require 2 Factor Login's.**
- **I am very sorry if this causes a problem for you. It is necessary to keep all information safe, especially the Members Only Area.**

# More Discussion

- **I am going to try to create a presentation that covers both the current users and any new users that choose to join my Members Only Area.**
- **I hope to make this clear enough to even help those who forget their passwords and how to fix that problem.**
- **Please feel free to comment on any part of this document as it is necessary so I can keep this as useful as possible.**

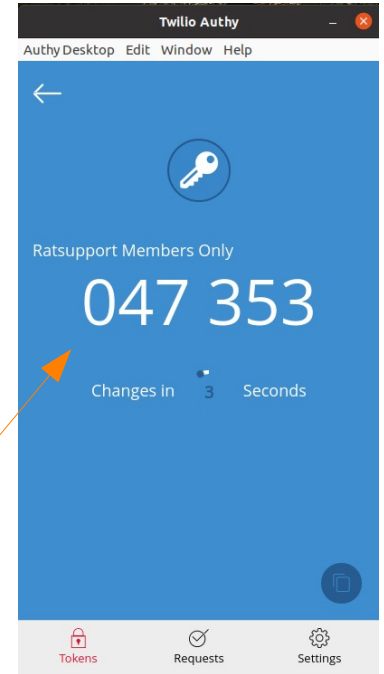
# Before you Login or Register



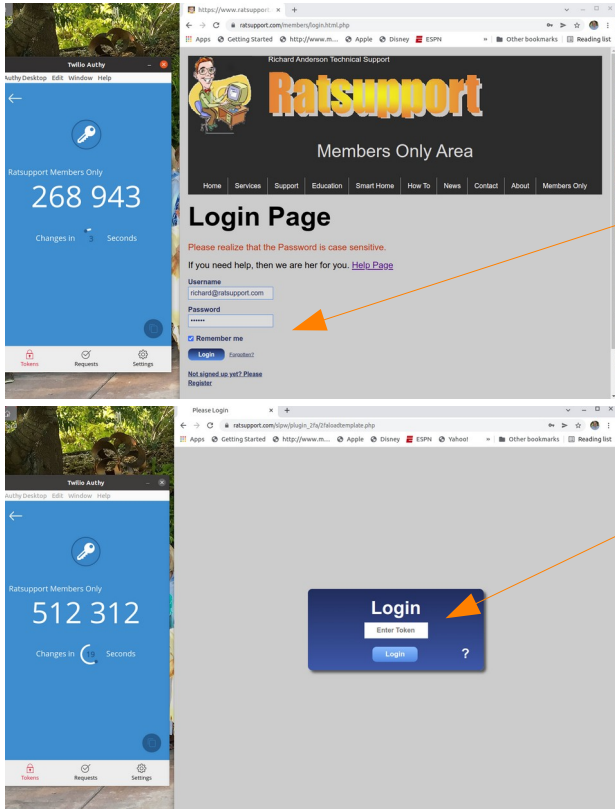
Before I try to login to the MOA of Ratsupport.com I start up my Authentication App and in this case I use the Authy App because it works on all my devices.

When you start it up it looks like this, and as you can see I have more than one login in the app.

I click on the Ratsupport Members Only listing and the app starts to display the Tokens (numbers). They last for 30 sec each and then a new one is generated.



# What my Screen looks like



I position my browser and Authy windows side by side and this enables me to see the login to the MOA and the Tokens.

When I complete the initial login properly then the Token Screen will show and I can enter the token into the field and click the Return (Enter) key on my keyboard.

# Current Users

- The next few slides will discuss the Login Process for Ratsupport.com Members Only Area.
- By the way, it is **FREE !!**
- **Important !** You will need to do some things before you try to login to the Members Only Area. You will have to install one app to your phone, tablet or computer for Authentication. I have tried with success **Google's**(phone, tablet), **Authy's**(multiple devices, Linux ), **Microsoft's**(phone, tablet) and even SafeToken app (works on my Kindle Fire HD).
- There are many that will work.
- These apps create a Token(number) every so often and the Tokens keep changing over time. This will insure no person can get this login info.

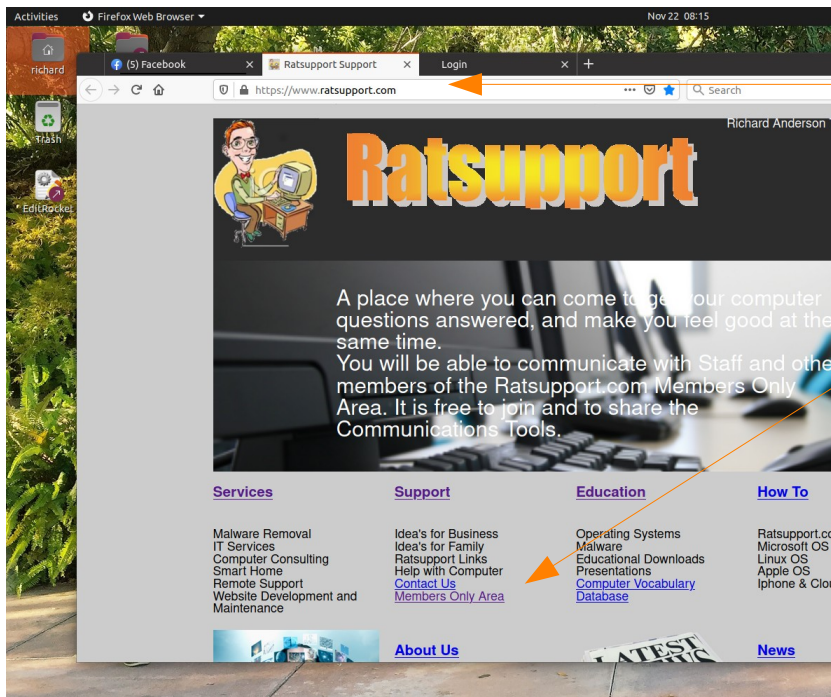


# Current Users

Notice that I have used Mozilla Firefox as my browser and have entered the URL of <https://www.ratsupport.com>.

To enter the Members Only Area one must select that area. One way, is to use the link on the home page of Ratsupport.com.

There is also a link at the bottom of the page and you could select the link that states Join the Members Only Area.



# Current Users

Richard Anderson Technical Support

## Ratsupport

Members Only Area

Home Services Support Education Smart Home How To News Contact About Members Only

### Login Page

Please realize that the Password is case sensitive.

Username  
richard@ratsupport.com

Password  
\*\*\*\*\*

Remember me

Login [Forgotten?](#)

[Not signed up yet? Please Register](#)

[Login with Facebook](#)

Home Services Support Education Smart Home How To News Contact About Members Only

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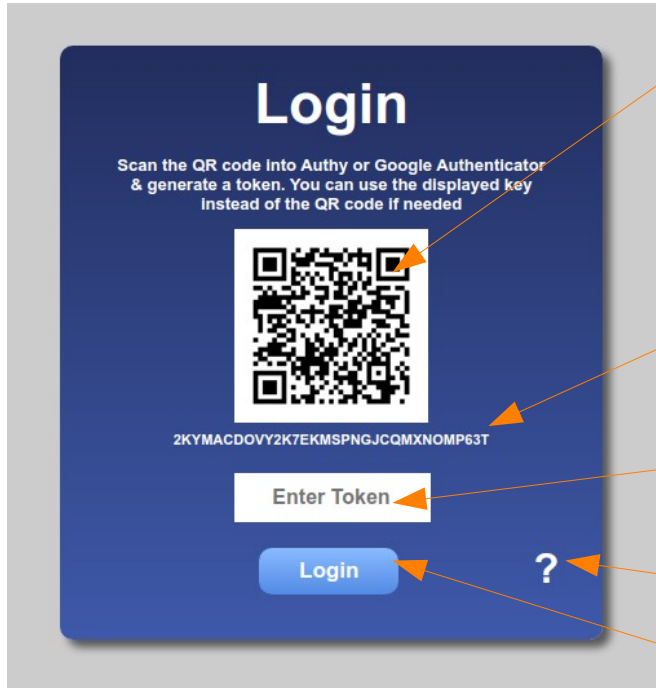
If this the first time to login since I put 2FA on the system, you have to install an Authentication app on either your phone, tablet or computer. You will need to set it up first so you can use it. (Google search to find instructions)

You should login to Members Only Area normally by putting your email address and password into the appropriate fields.

I will discuss how to recover your password, if you have lost it later. Please remember I require a new password every year.

# Current Users

After you put the proper username and password into the login fields and hit the Login Button you should see this on your screen.



This QR Code is used to associate ratsupport.com MOA to your phone, tablet or computer, depending on which Authentication app you choose, this is done only the first time when logging in.

Using the app you should scan the QR Code (the square image) with your phone or tablet.

If you put the Authy app on your computer, then copy and paste (might need to use ctrl-v to paste) the characters that are just below the QR code into your app.

The app will create a 6 digit number(Token) that gets entered into the Token field.

If you need help you can click on the ?.

Then hit the Login Button.

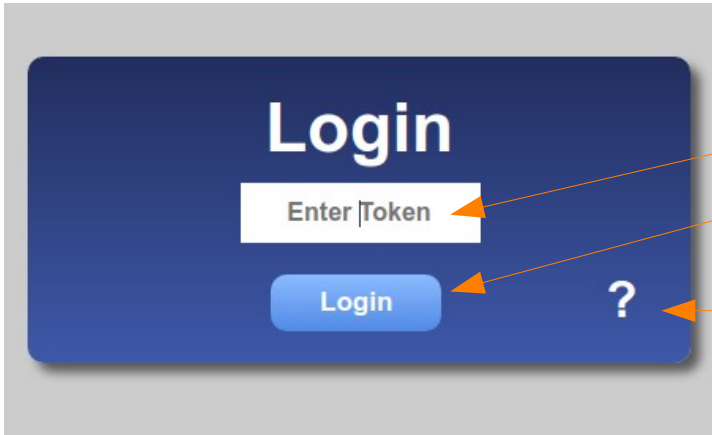
# Current Users

This is the normal 2FA screen for Token entry (number generated) by your app.

Just look at your app (on phone, tablet or computer) and get the Token (number) and enter it here, then hit the Login Button and you should get logged in to the Ratsupport Members Only Area.

If you are having problems you can click on the ? For help.

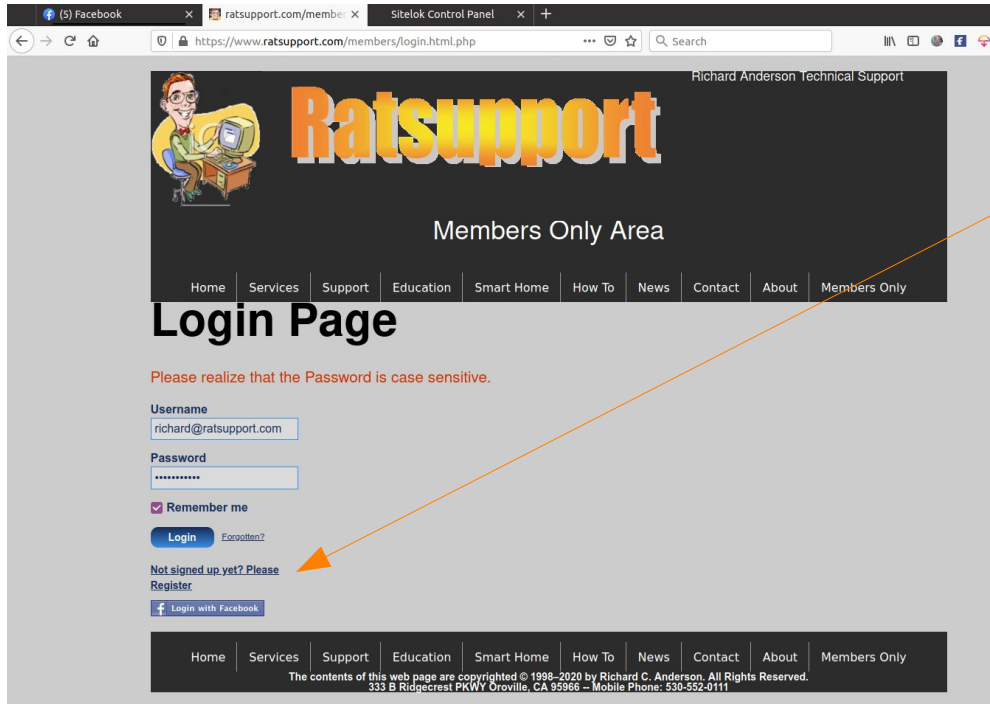
On my Linux machine I have Authy installed and it gives me the Token in the app on my computer screen.



# Current Users

- You should now be logged into the Ratsupport Members Only Area.
- If you are having problems please contact me via email at [richard@ratsupport.com](mailto:richard@ratsupport.com) or text me if you have my phone number.

# New User



If you currently don't have login permission (registered) to the Members Only Area then, you will need to register and be approved. Please click on the Not signed up yet? Please Register Link.

This will give a page where you can fill in some basic information about you.

If you don't fill in the information you will not be approved.

You need to get an email telling you that you are approved before you can login for the first time

# New User

Hi,

Thank you for joining our members area. Your account requires approval but we will email you as soon as possible.

Once your account has been approved you can login using the following details.

Username: `postmaster@ratsupport.com`

Password: `S;9k0JKUCL`

If you have any questions please contact us.

Ratsupport Members Area

[support@ratsupport.com](mailto:support@ratsupport.com)



The above is an example of the email a new user will get. Please keep this email, because you will need this password for your first login. We strongly suggest that you change your password on your Edit Profile page of the Members Only Area. There are requirements for password, so please read the instructions on the page.

# New User

- **Please look at the Current User slides of this presentation for instructions on logging in for the first time after the registration process is completed.**



# Forgot My Password

If you don't remember your password then you can click on the Forgotten? Link and a new password will be sent to your registered email address (be sure to check spam/junk folder if you don't get answer in 5min).

Please look at the next slide for instructions on how to deal with this new password.

If you try to login 4 times and fail then you will be blocked for 10 min before you can try again. Look at bottom of the page where messages show up in Red.

Richard Anderson Technical Support

## Members Only Area

Home Services Support Education Smart Home How To News Contact About Members Only

### Login Page

Please realize that the Password is case sensitive.

Username  
richard@ratsupport.com

Password  
\*\*\*\*\*

Remember me

Login [Forgot?](#)

Not signed up yet? Please Register

[Login with Facebook](#)

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# Forgot My Password

Hi,

Here are your login details for Ratsupport Members Area. To activate your new password please click the link below.

Username: abuse@ratsupport.com  
Passphrase: RTabe3Yz

[Activate Now](#)

If you have any further questions or problems please email us at [support@ratsupport.com](mailto:support@ratsupport.com).

You can go to the Edit Profile tab of the Ratsupport.com Members Only Area and create your own new password.

Please use the following rules:

1. You can not use your old password so be sure to check for a message stating "That password has been already used"
2. You must have at least one number in your password.
3. You must have at least one Capital letter in your password.
4. You must have at least one Lower Case letter in your password.
5. You can use any or all of the following special char's. \* % ; @ - \_ . < > ?
6. Your password must be atleast 5 chrs and not more than 30 chrs.

If you hit the Forgotten? Link. you will be sent an Email to your registered email address.

This Email will look something like this.

Please see the new password.

If you want to use this new password, you must activate it first by clicking on the Activate Now link.

You can then login with new password normally

# MOA Things to Know

- It is important for you to have the email address [support@ratsupport.com](mailto:support@ratsupport.com) in your address book. Members only area uses this email address to send you emails. It is common for comcast to put email into their spam folder so you might have to login to comcast and look there.
- If you expect an answer or communication from MOA of Ratsupport.com and don't see it, Please look in your Spam (Junk) folder for it.

# MOA Things to Know

- **The Members Only Area has different tabs and information than the unprotected Ratsupport.com pages.**
- **Members Tab: is where information for and about the user is kept. If you have extra resources then a link will be put there in the block “Member Assets”.**
- **Messages Tab: is where the user can communicate to Ratsupport.com or other Members via a message application.**

# MOA Things to Know

- **Chat Tab:** is a standard chat application not unlike Facebook and others.
- **Share the Experience Tab:** is where information shared by members who send info to us for others to see.
- **Member Files Tab:** this is where a member or Ratsupport tech can place a file without having to send an email and the member has access to this file. Normally used to transfer files or presentations that are large to a member.

# MOA Things to Know

- **Education Tab:** this tab has links to many more presentations and information.
- **Specials Tab:** Members get special pricing and information.

# MOA Things to Know

- **Edit Profile Tab:** is where a member can change their password, change their information and link an image of them.
- **The reasons I use Mozilla's Firefox Browser and Thunderbird** is that I do most of my development on my Ubuntu Linux machine and Firefox tracks and shares across most of my devices so I don't have to make new links or contacts on each device.

# Happy Endings

A HAPPY ENDING



We hope this presentation was of some help.

If you have problems, please feel free to [contact us](mailto:Ratsupport.com) at Ratsupport.com and ask your questions or comment.