



Grimaldi Software Engineering

# MFA USER GUIDE

Version 1.1

3<sup>rd</sup> Feb 2026



GRIMALDI GROUP

## Introduction and Purpose

The aim of this short guide is describing how to login access to the Grimaldi Application on Internet.

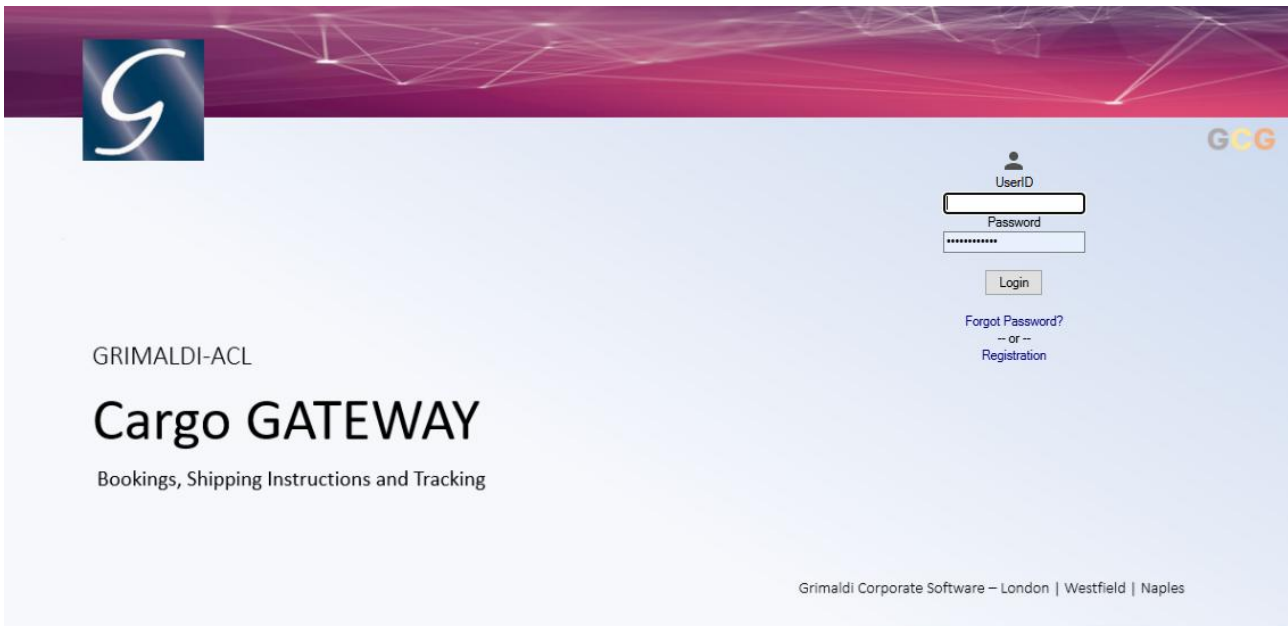
The implementation of the **Multi-Factor Authentication (MFA)** system is driven by **cybersecurity** requirements. Adding a second verification factor, protects your account and corporate data from unauthorized access, ensuring that the user's identity is verified more accurately.

### STEP 1. Initial Login

Via your web browser, please type the following URL directly in the address bar.  
<https://www.grimaldi-eservice.com/GCG/>

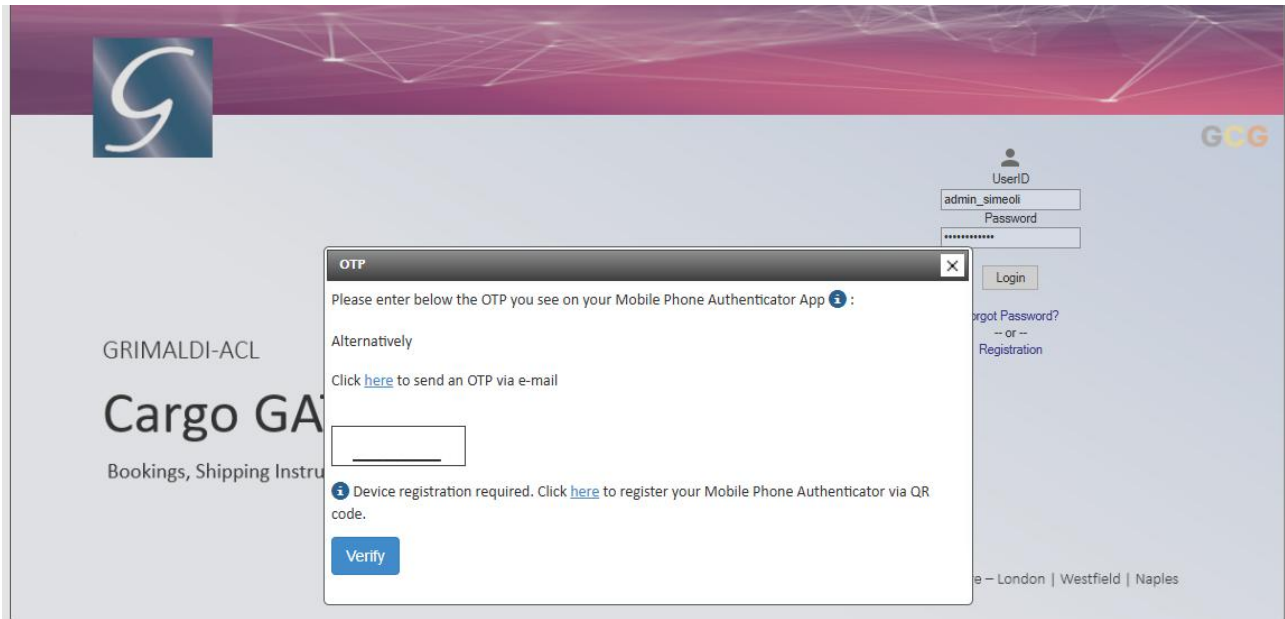
insert your UserID and password

Click on the LOGIN button below.



The screenshot shows the login interface for the Grimaldi Cargo Gateway. On the left, there is a logo with a stylized 'G' and the text 'GRIMALDI-ACL' and 'Cargo GATEWAY' with the subtitle 'Bookings, Shipping Instructions and Tracking'. On the right, there is a login form with fields for 'UserID' and 'Password', a 'Login' button, and links for 'Forgot Password?', '- or -', and 'Registration'. The top right corner features the 'GCG' logo. The footer contains the text 'Grimaldi Corporate Software - London | Westfield | Naples'.

**Note:** The MFA verification page will be displayed the first time you log in, or in any case 7 days after your last login.



## STEP 2. Selecting an Authentication Method

At this stage, you have to choose a method for receiving or generating your **OTP (One-Time Password)** code. There are two available modes:

### Option A: Authenticator App (Recommended Method)

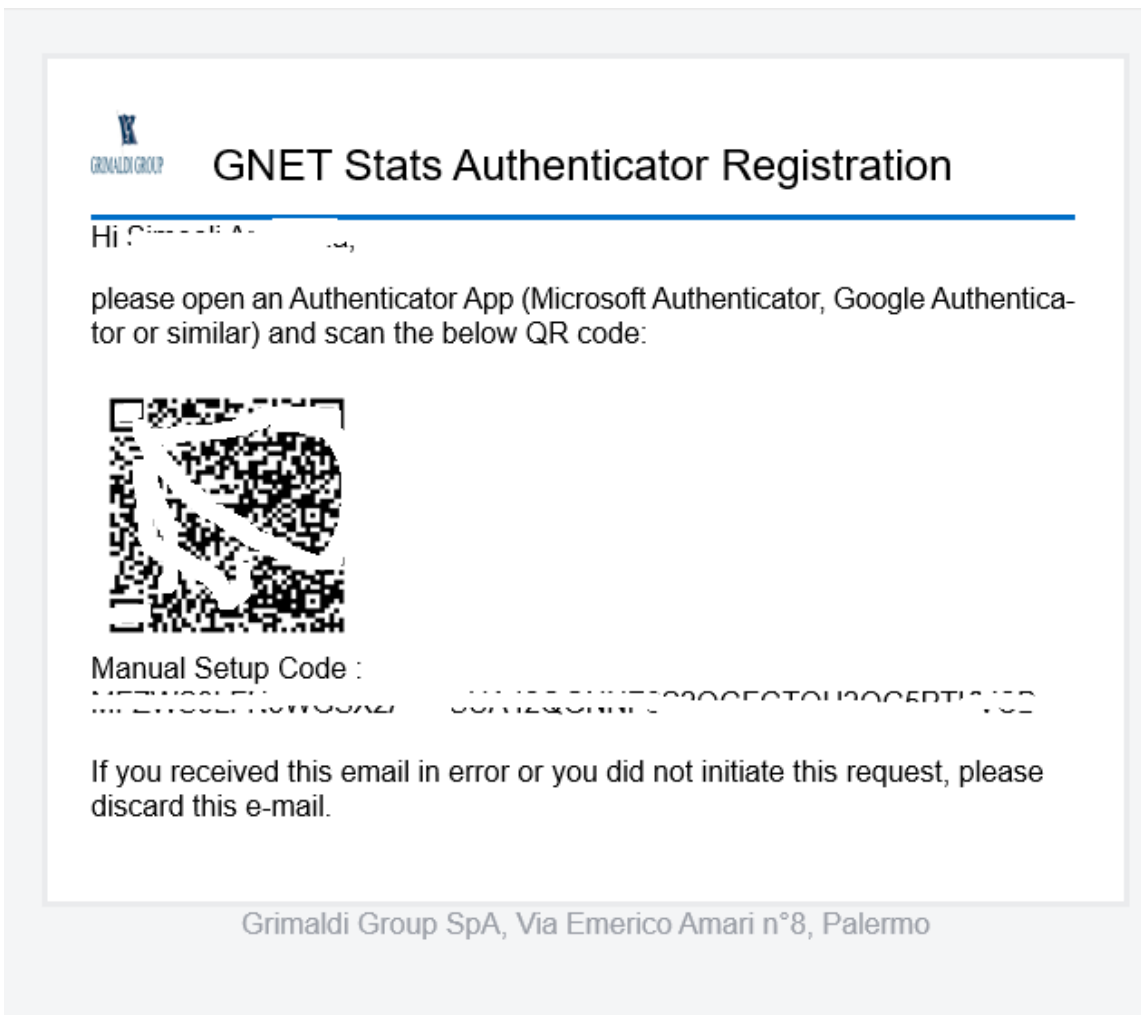
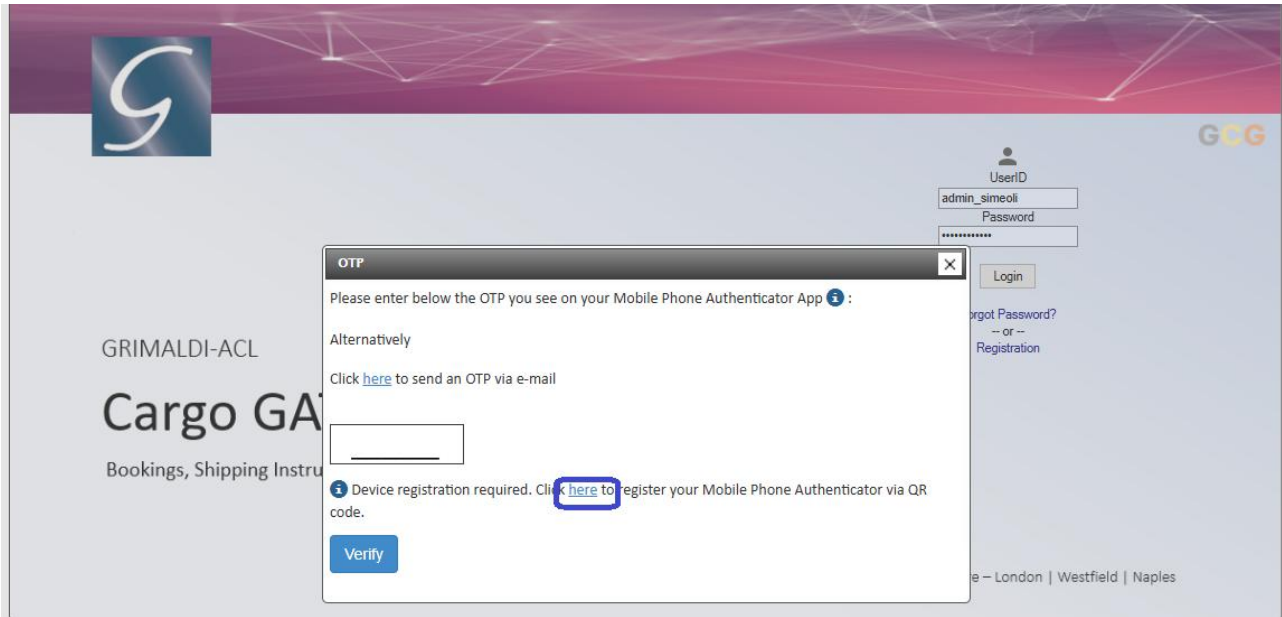
This mode involves registering an Authenticator account (e.g., Microsoft Authenticator, Google Authenticator) associated with the user and the specific Grimaldi web application.

You can then confirm access via the authenticator app on your mobile device (whether corporate or personal).

**Procedure:** Click "here" (see the link in the Blue rectangle in the image below) to start the configuration procedure:

**Configuration:** This setup is required only once. You will receive an email with a QR code, to the address you provided at the time your account was created in the Grimaldi application. Please open your Authenticator APP on your mobile device. Via the settings menu of the authenticator scan the QR code to create an entry associated to the Grimaldi Platform (ie GNET, Atlas Gateway, GCG, etc).

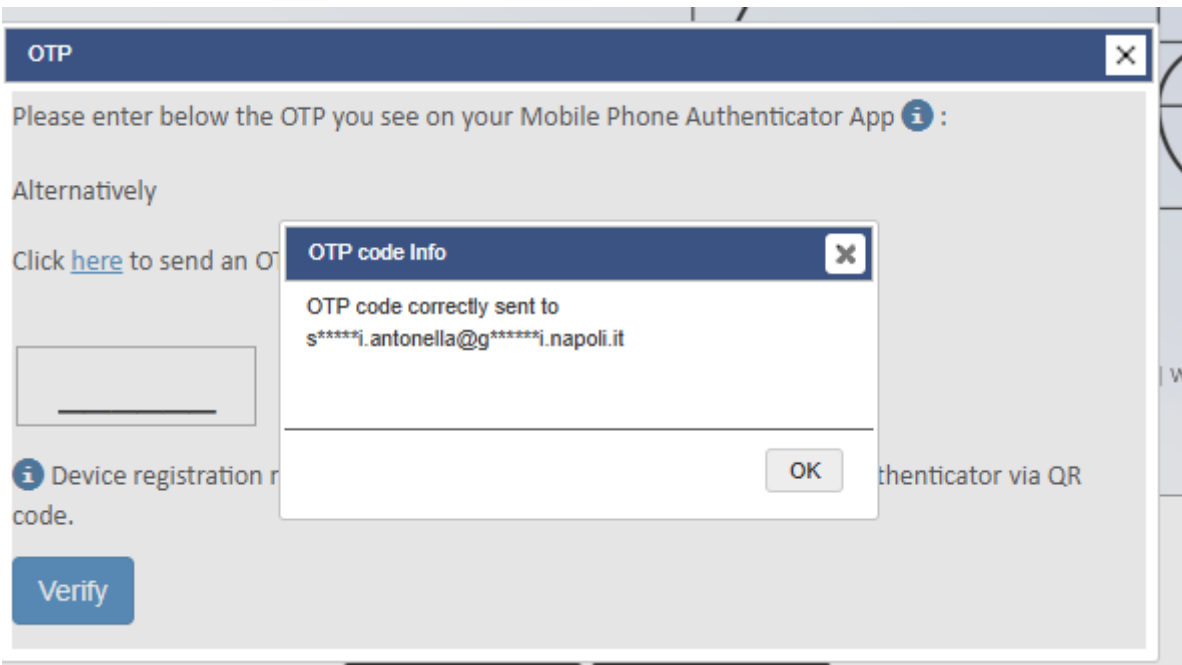
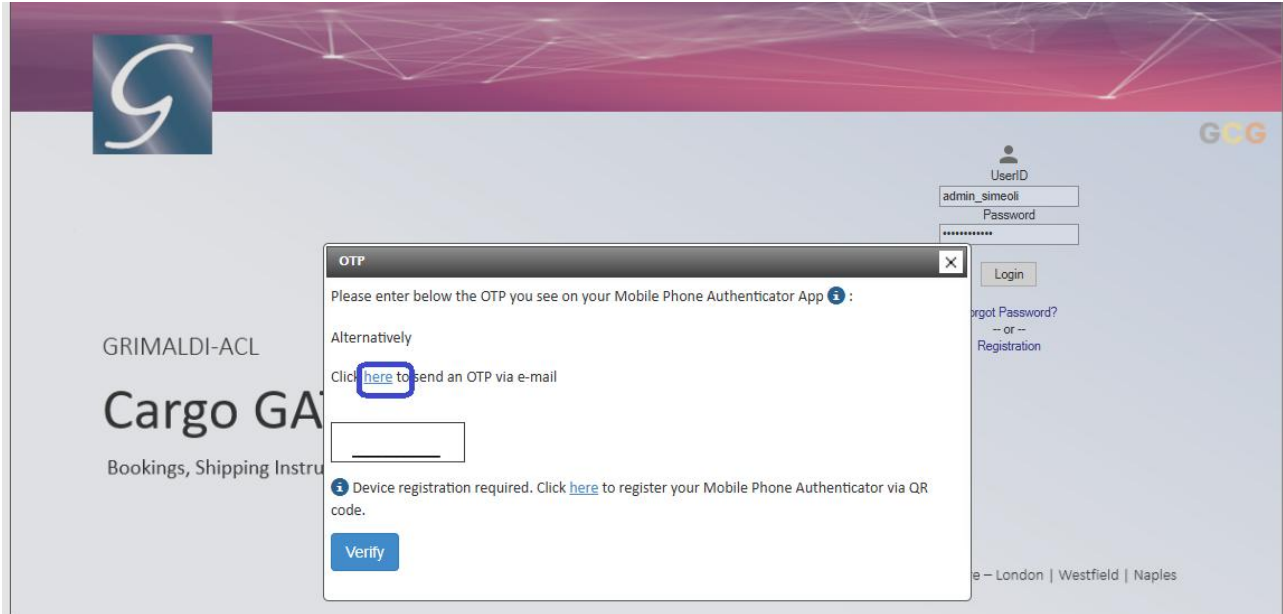
When the configuration is complete, the authenticator shows you the 6 digits number to be entered in the box highlighted in the red rectangle:



### Option B: Receive OTP via Email

Alternatively, you can choose to receive the temporary code directly in your mailbox.

**Procedure:** Click the "here" link to have an OTP sent via e-mail.





## GNET Stats Authentication OTP

Hi Simona, [View Profile](#)

Your One-Time Passcode is:

**284860**

If you received this email in error or you did not initiate this request, please discard this e-mail.

Grimaldi Group SpA, Via Emerico Amari n°8, Palermo

### STEP 3. Verification and Access

1. Retrieve the OTP code (from your app or your email).
2. Insert the OTP code into the provided field.
3. Select the **Verify** button to complete the login.



The screenshot shows a web application interface for "GRIMALDI-ACL Cargo GA". The page features a header with a logo and a navigation bar. A modal dialog titled "OTP" is open, prompting the user to enter a one-time password from their mobile authenticator app. The dialog includes a text input field, a "Verify" button, and a message about device registration. In the background, a login form is visible with fields for "UserID" (containing "admin\_simeoli") and "Password", along with a "Login" button and links for "Forgot Password?", "or", and "Registration".

GRIMALDI-ACL  
**Cargo GA**  
Bookings, Shipping Instru

OTP

Please enter below the OTP you see on your Mobile Phone Authenticator App :

Alternatively  
Click [here](#) to send an OTP via e-mail

Device registration required. Click [here](#) to register your Mobile Phone Authenticator via QR code.

Verify

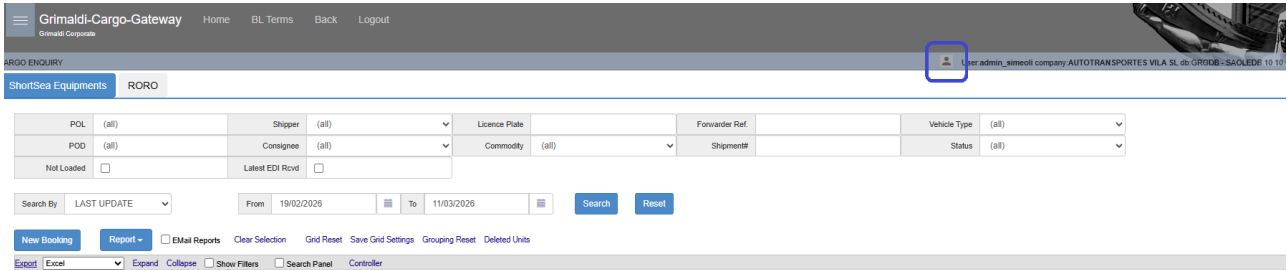
UserID  
admin\_simeoli  
Password  
.....  
Login  
Forgot Password?  
-- or --  
Registration

London | Westfield | Naples



## Changing the email address associated with the user

Select the icon highlighted below:



Enter your UserID, password and the new email address and select the “Save” button:

MY PROFILE

General

(Current password need to be entered every time you want to Save your profile)

UserID

Current Password

New Password

Re-enter New Password

User Name

E-Mail

The password is expected to be minimum 10 characters long of which:  
at least one UPPER CASE letter  
at least one lower case letter  
at least one digit number

Special characters are not allowed in password (%,&!,@,\$, etc.)  
It is recommended for security reasons, do not use the name or the surname in the password.