

Managing Your Account

This book covers managing your account via <https://auth.firehawk-systems.com>

- [Requesting An Account](#)
- [Setting up Two-Factor Authentication](#)

Requesting An Account

If you wish to use Firehawk-Systems' services, please follow this procedure.

Sending a request

Initial account creation must be performed manually by a Firehawk-Systems administrator. Approval and creation of an account may take 1-2 days.

Requests must be sent to accounts@firehawk-systems.com

Request Template

From your personal email account, send an email with the recipient, subject and body as shown below

To: accounts@firehawk-systems.com

Subject: REQUEST - Firehawk-Systems Account

Hello Firehawk-Systems,

I would like to request a account for the following purpose(s)

<2-4 sentences explaining reason for request and desired access scope>

Please create the account with the following details:

Username: <your preferred username>

First Name: <anything>

Last Name: <anything>

Email: (leave blank to use the sender address of this email)

I understand that my request may be denied for any reason, and that once my request is approved,

I must complete activation within 48 hours or my account may be disabled until I send another request.

Account Setup

Within 1-2 days, you will receive a email response. If you request is approved, the response will contain a link to Authentik, the identity management solution used by Firehawk-Systems.

When clicking on links, always ensure the sender is who you expect. Response will come from support@firehawk-systems.com

Sample Response

**Re: REQUEST - Firehawk-Systems Account**

**Support** (September 12, 2026 2:52 PM)
To: "The Firehawk" <firehawk@firehawk-systems.com>

Hello myuser, and welcome to Firehawk-Systems!

Good news, your request has been approved!

Your account has been created with the following details

Username: myuser
First Name: My
Last Name: User
Email: myuser@example.com

Your temporary password is: gu3l3naew1xoo2il4uShahC1eiGeeshoh7

Please login and change your password by clicking here:

auth.firehawk-systems.com

Firehawk Systems

 <https://auth.firehawk-systems.com/>

If you are stuck, please follow the instructions here:



knowledge.firehawk-systems.com

Requesting An Account | BookStack

If you wish to use Firehawk-Systems' services, please follow this procedure. Sending a request Initi...

 <https://knowledge.firehawk-systems.com/books/managing-your-account/page/requesting-an-account>

Thank you for using Firehawk Systems.
Kind Regards,
Support Team.

On 12/9/26 14:24, The Firehawk wrote:

...

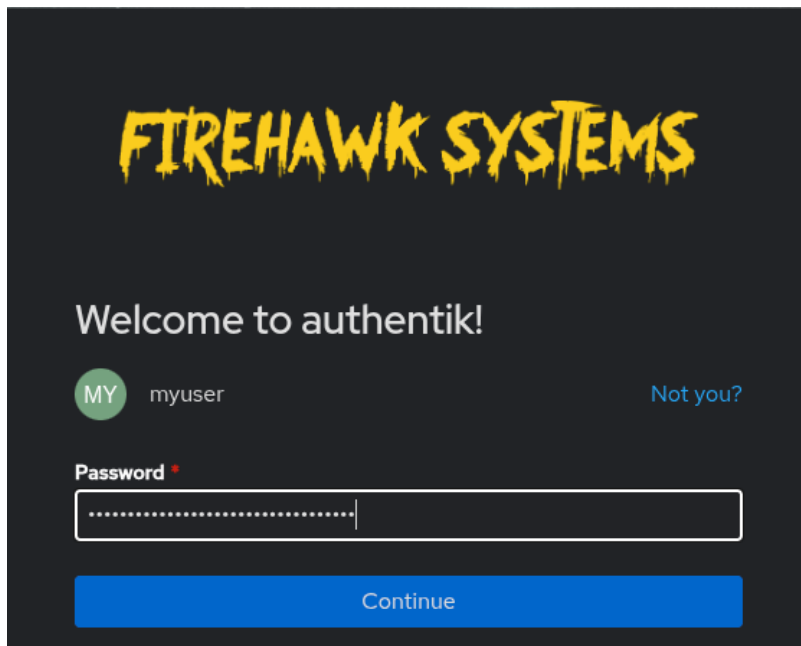
Hello Firehawk-Systems,

I would like to request a account for the following purpose(s)

First-time Password Change

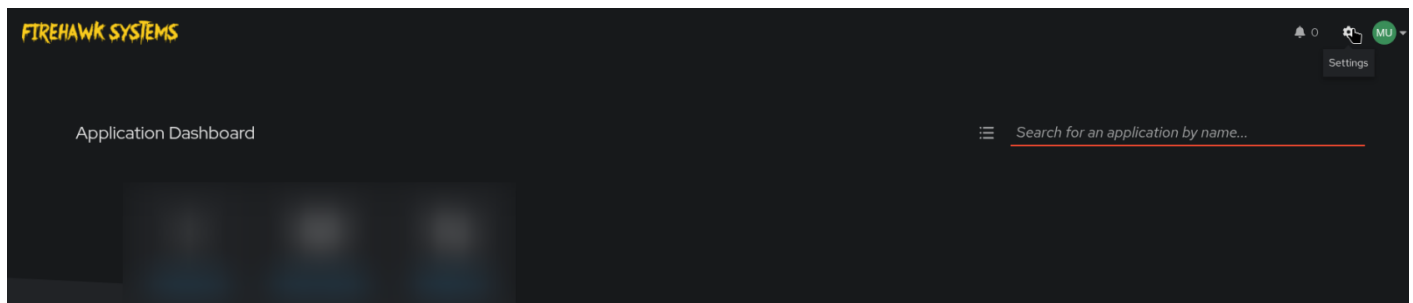
Unless you sent a PGP key with your request email, the temporary password is NOT safe. You MUST change it

Click on the <https://auth.firehawk-systems.com> link in the email, it will bring you to Authentik login page. Login with the username/password provided in the email.



The image shows the Authentik login page for Firehawk Systems. At the top, the "FIREHAWK SYSTEMS" logo is displayed in a yellow, stylized font. Below the logo, the text "Welcome to authentik!" is shown. Underneath, there is a user selection area with a green circle containing "MY" and the text "myuser" next to it. To the right of this is a link that says "Not you?". Below the user selection, there is a "Password" field with a red asterisk indicating it is required. The password input field is a white rectangle with a white border and a white cursor. At the bottom of the login area is a blue button labeled "Continue".

Once logged in, you'll see the dashboard. Click on the settings icon in the top-right.



The image shows the Authentik dashboard. At the top left, the "FIREHAWK SYSTEMS" logo is visible. In the top right corner, there are icons for notifications (a bell), a search icon, and a user profile icon labeled "MU". Below the user profile icon is a "Settings" button. The main area of the dashboard is titled "Application Dashboard". On the right side of the dashboard, there is a search bar with the placeholder text "Search for an application by name...".

You'll likely land on the "User details" section. From there, click on "Change password"



The image shows a "Change your password" section. It features a blue button labeled "Change password". A white mouse cursor icon is pointing at the button.

Enter you new password:

It is strongly recommended to use a random, generated password saved in your password manager

FIREHAWK SYSTEMS

Change password

Password *

Password (repeat) *

Continue

Once successful, you'll be returned to the User details screen.

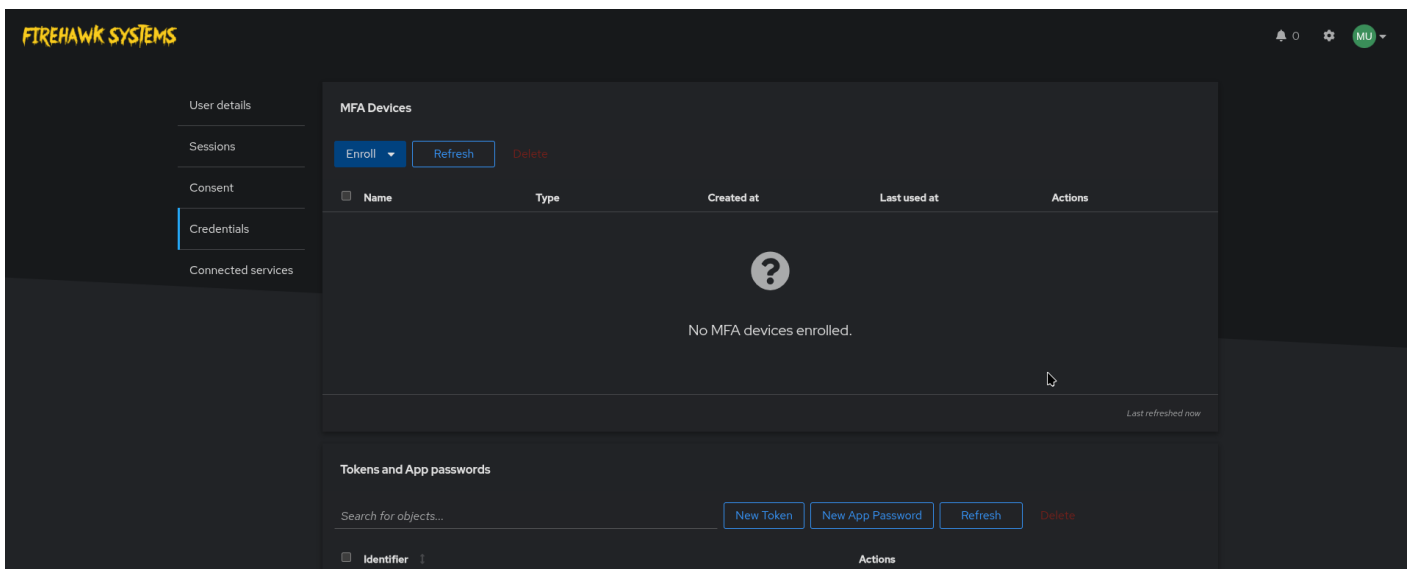
You have completed your first-time account setup

Setting up Two-Factor Authentication

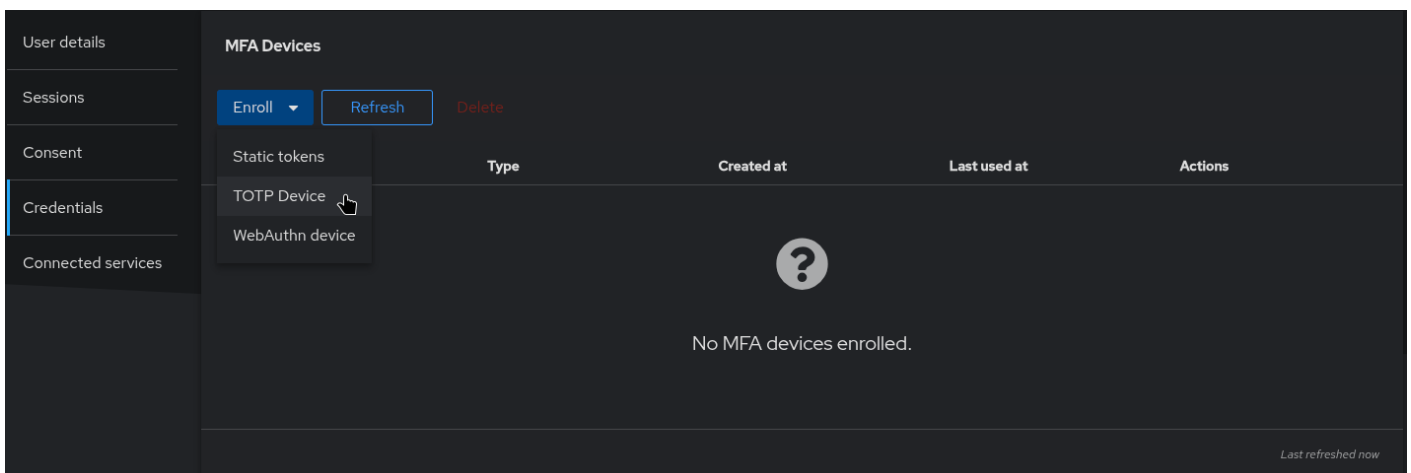
Setting up TFA on your Firehawk-Systems account is **STRONGLY** recommended, and in some cases may be required

Log in into your Authentik account as created in <https://knowledge.firehawk-systems.com/books/managing-your-account/page/requesting-an-account>

Click on the settings icon in the top-right and navigate to Credentials.



Click on Enroll. If you have a YubiKey and know how to use, select "WebAuthn device". Otherwise, select "TOTP Device"



As the instructions on the page suggest, scan the QR code with any Authenticator App that supports TFA/TOTP. Our recommendation is the Bitwarden App. See here for setting up a account: <https://knowledge.firehawk-systems.com/books/bitwarden/page/account-setup>

When the code has been scanned, your app will generate a 6-digit code which you should enter and click "Continue"

FIREHAWK SYSTEMS

Set up Two-Factor authentication

MU myuser

[Not you?](#)



 Copy TOTP Config

 Copy Secret

Please scan the QR code above using the Microsoft Authenticator, Google Authenticator, or other authenticator apps on your device, and enter the code the device displays below to finish setting up the MFA device.

TOTP Code *

Type your TOTP code...

Continue

If successful, you will be returned to the Settings page

You have completed your Two-Factor Authentication setup