



DATA SHEET

SMS Inbox

Silo Workspace extension enabling SMS two-factor authentication for site access

The Challenge

Many of the websites analysts need to access utilize two-factor authentication (2FA) - via phone number and corresponding email - to validate logins. Over time, these same sites and services have come to block inauthentic (e.g., VoIP) phone numbers as a second authentication method.

This is a challenge for organizations that must maintain a high level of digital investigation tradecraft, but value access to these publicly available information (PAI) sources. For example, an analyst might work under stringent policies that do not allow personal mobile phones in the facility - in addition, using a personal number is a tradecraft risk. The organization could procure and manage numerous mobile phones for 2FA use, but this quickly becomes a significant administrative burden.

The Solution

SMS Inbox provides an out-of-the-box Online Identity, enabling access to content behind authentication gates without exposing your identity or risking your investigation. You access SMS Inbox from within the Silo platform, ensuring a seamless and persistent workflow, while leveraging all Admin provisioning and oversight capabilities.

- Provides access to legitimate mobile phone numbers not attributable to your organization or Authentic8
- Each number comes with a validated, mainstream email account ready for use that can be further seasoned
- Access through an intuitive UI within Silo to manage multiple phone numbers and map numbers to their uses
- Includes Admin controls to provision numbers to specific users and SMS message logging for full auditability.

The Benefits

The SMS Inbox extension gives organizations with strict security requirements the flexibility they need to enable analysts without breaking protocol.

- Improves verification acceptance compared to VoIP numbers
- Maintains analyst and organizational anonymity tradecraft
- Streamlines analysts' workflows within Silo for Research and eliminates the need for a physical phone



Silo Workspace is the digital investigation platform that protects, masks, and accelerates direct engagement at the source. With isolated multi-app workspaces, a global managed attribution network, integrated capture and analysis tooling, and enterprise-grade controls, Silo is your unified workspace to enter the threat environment.

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