Authlogics Self Service Portal User Guide

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Introduction

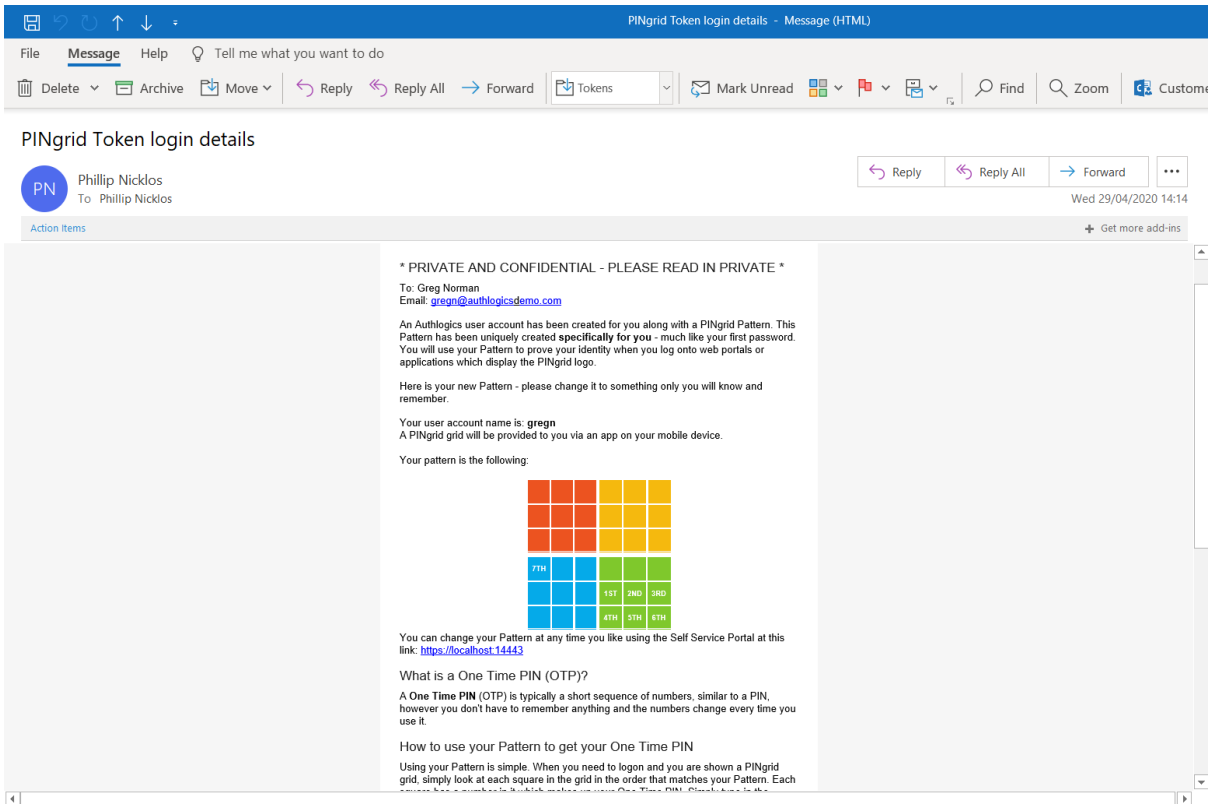
The Authlogics Self Service Portal is a simple website which allows you to do simple tasks yourself without having to get help from the IT team. You can:

- Setup your own mobile phone, tablet or PC so that it can be used as a multi-factor token – add up to 10 of them.
- Update your PINgrid pattern, PINpass PIN code and answer the PINphrase security questions.
- Change your Mobile / Cellular phone number.
- Even reset and unlock your network (Active Directory) password.

Tip: Some of these features may have been disabled by your IT team.

Your Welcome

When you are first enabled to use Authlogics, you should receive a welcome email (or print-out) containing your initial logon information and a link to the Self Service Portal. If you do not have the welcome information, please contact your IT team.



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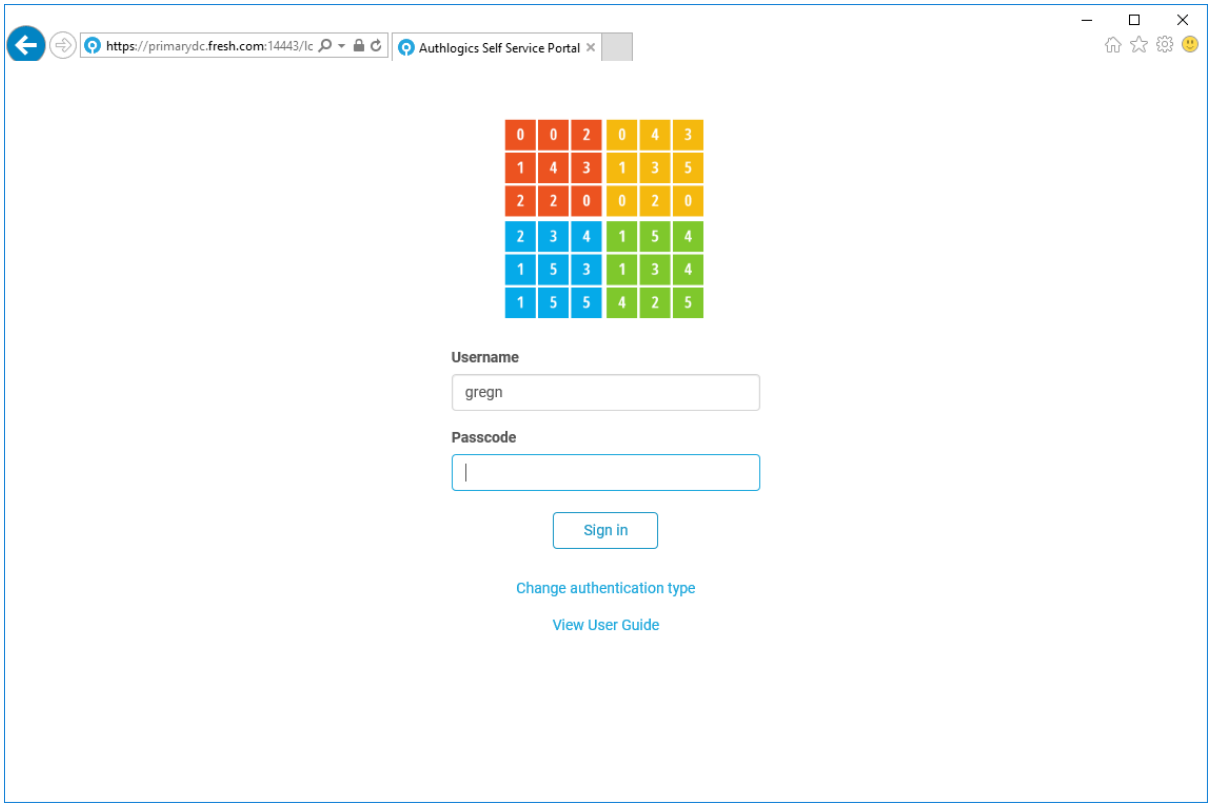
Your first logon

Click the link in your welcome email to access the Self Service Portal.

Enter your Username and Passcode and click ***Sign in***.

Tip: You can get your login details by using the information in the welcome email.



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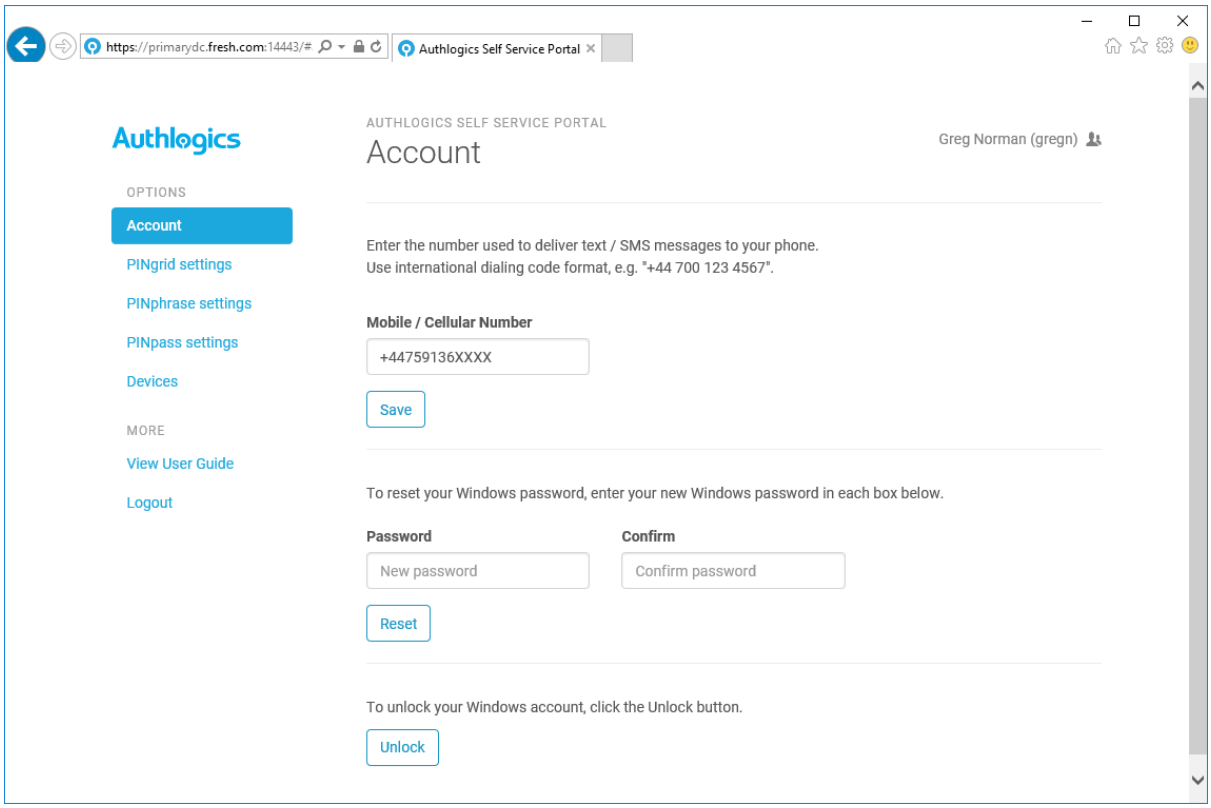
Updating your account

Changing your phone number

To change your Mobile / Cellular phone number, reset your password or unlock your account, select ***Account*** from the menu.



To change your phone number, enter your new number and click ***Save***, and if successful, the following message will be displayed:

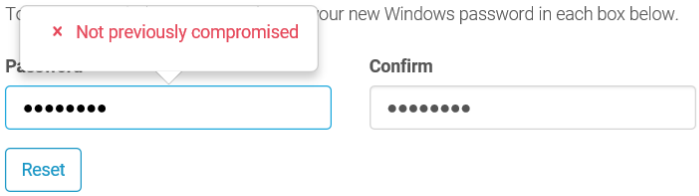
Your Mobile / Cellular phone number was updated successfully.

Resetting your password

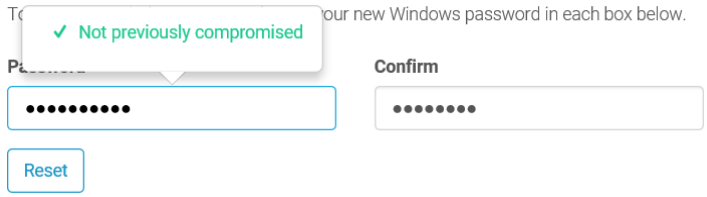
To reset your network password simply enter your new password in both password boxes.

A popup balloon may appear which help guide you through choosing a new password which meets the company policy and is secure. Once all the items in the balloon have green ticks you know your new password is safe to use.

If you choose a bad password:



If you choose a good password:



Click ***Reset*** to save the new password, and if successful, the following message will be displayed:

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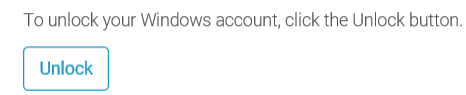
Unlocking your account

If your network account has been locked out you can unlock it yourself instead of waiting for your IT team to do it for you.

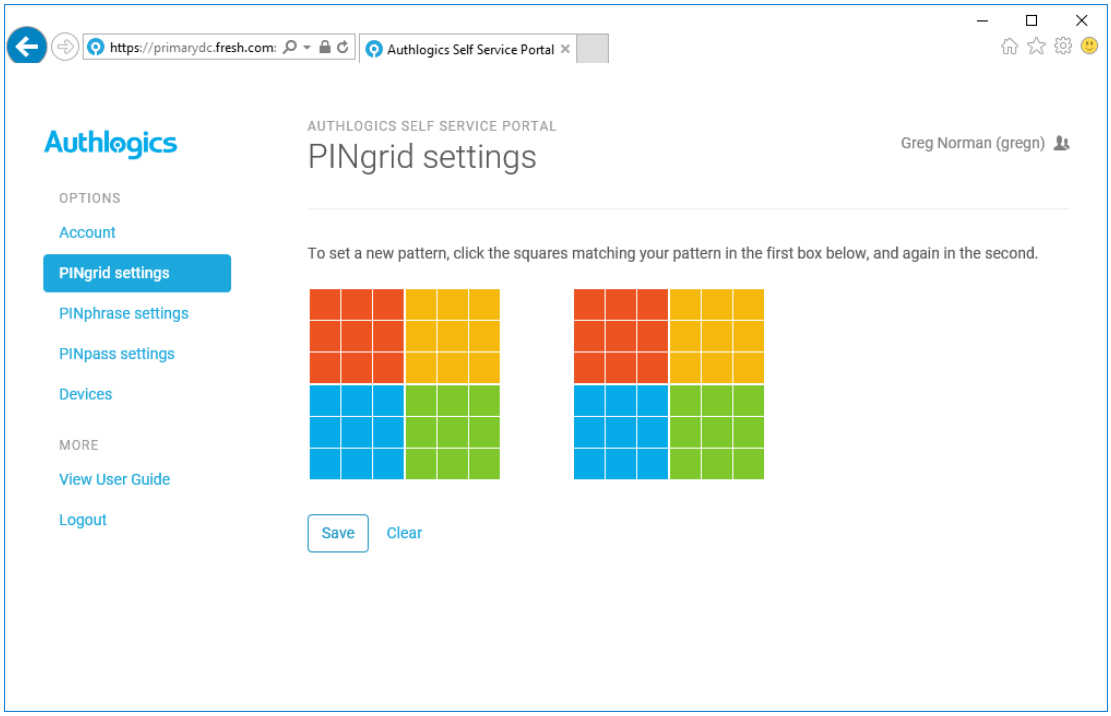


Simply click ***Unlock***, and if successful, the following message will be displayed:

Changing your PINgrid pattern

To change your PINgrid pattern, select ***PINgrid settings*** from the menu.

On the first grid, click the squares you will use for your new pattern. Then click the same squares on the second grid to confirm your new pattern.



Click ***Save*** to apply the changes, and if successful, the following message will be displayed:

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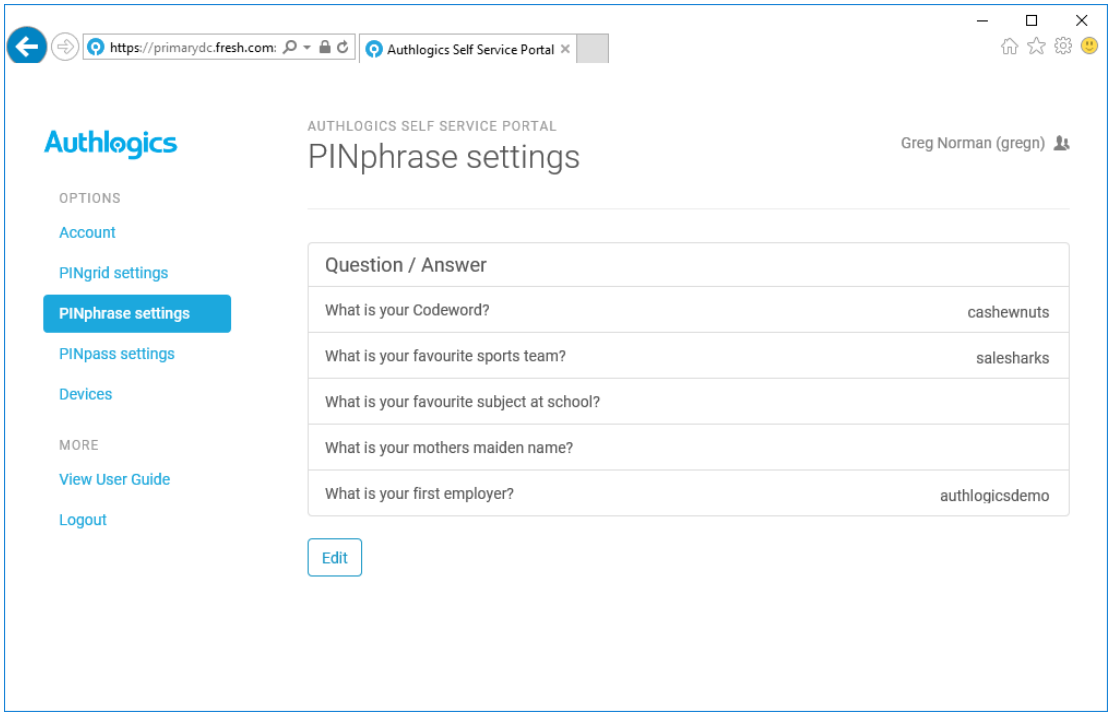
Setting your PINphrase answers

To answer the PINphrase questions provided by your IT team, select ***PINphrase settings*** from the menu.

To add or update your answers, click ***Edit.*** Highlight the question you wish to answer and type in your answer.

Tip: Spaces are not counted as a letter, so multiple word answers will be treated as a single word.



Click ***Save*** to apply the changes, and if successful, the following message will be displayed:

PINphrase answers have been successfully updated.

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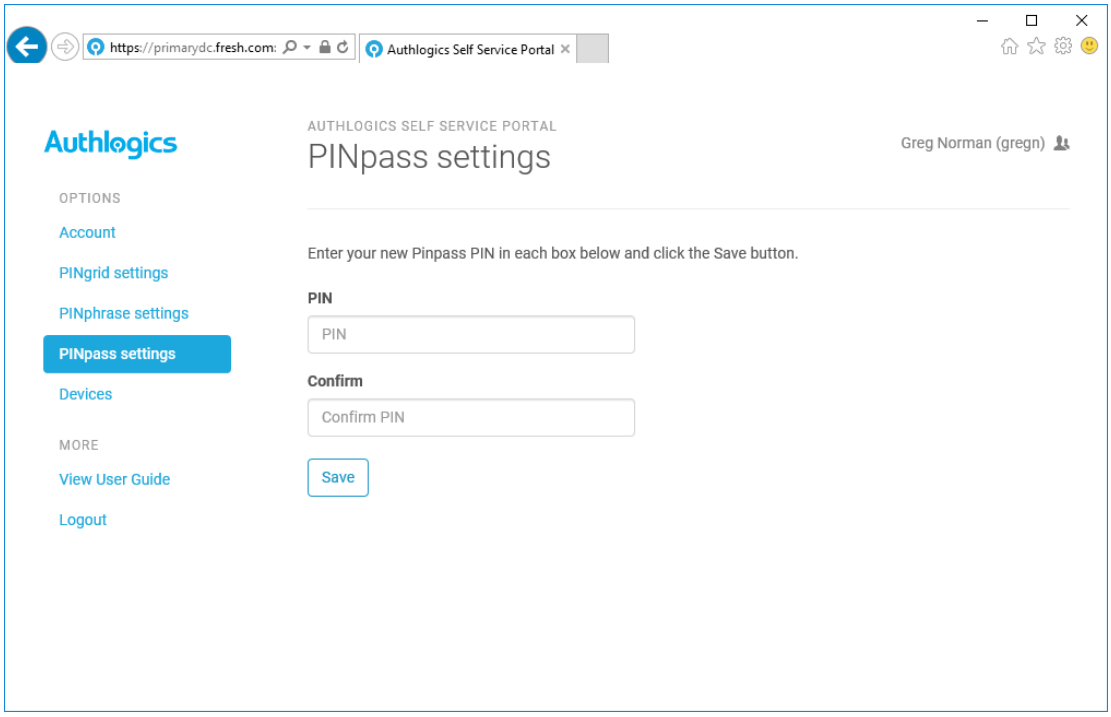
Changing your PINpass PIN code

To change your PINpass PIN code, select ***PINpass settings*** from the menu.

Enter your new PIN code in both PIN boxes**.**



Click ***Save*** to apply the changes, and if successful, the following message will be displayed:

Setup your own mobile device

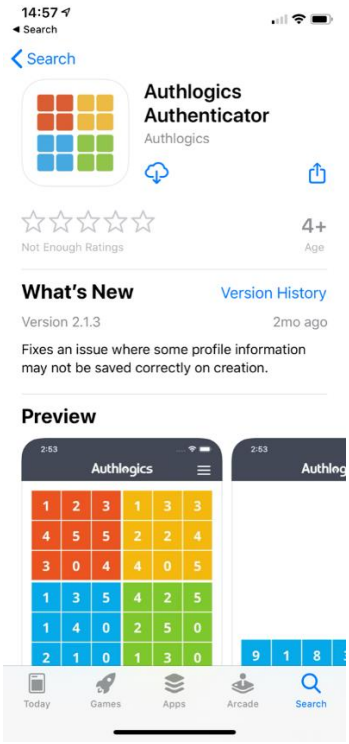
The first step is to install the ***Authlogics Authenticator*** app. The app is available on the following online stores as a free download:

Tip: When installing the Authlogics Authenticator app please ensure that the device's clock and time zone are correct otherwise you may not be able to logon with the app.

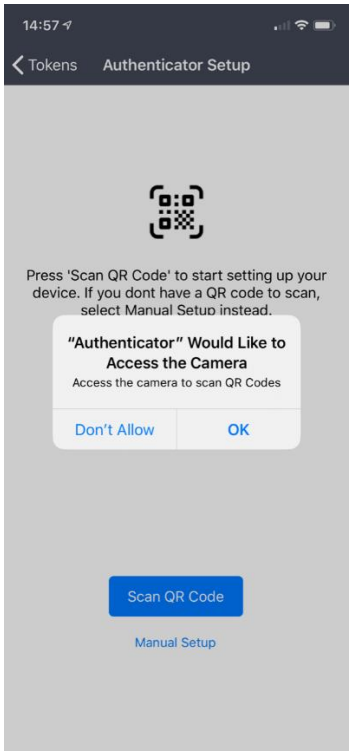
Installing the app from the Apple App Store

Open the **App Store** app and search for "**Authlogics Authenticator**". Tap INSTALL to begin. Tap ACCEPT to give the app access to your device, then the install will complete. When finished, tap OPEN.

Step 1 - Tap INSTALL to download and install the app.



Step 2 - Tap Open when installed to launch the app and select OK to allow access to the device's camera.



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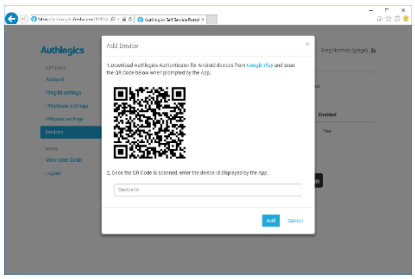
Running the app for the first time

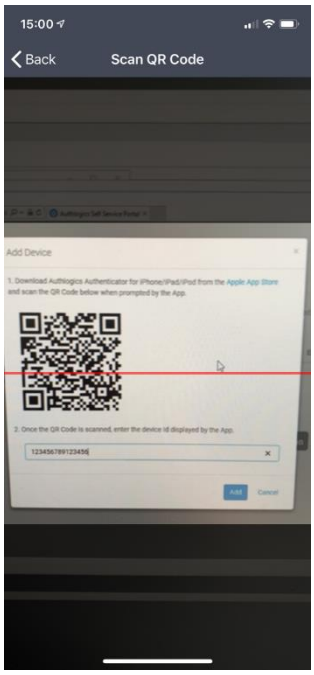
On the first run, the Authlogics Authenticator will ask you which authentication type you have been set up for, you will know this from your welcome email. Once loaded you will need to get your unique Device ID so you can add it into the Self Service Portal later.

Step 1 – Setup the authenticator by Scanning a QR Code or through a manual setup.

Step 2 – Open the SSP, select Add Device and select the appropriate device type (see Adding your device to your account).



Step 3 – Tap Scan QR Code and scan the QR Code.



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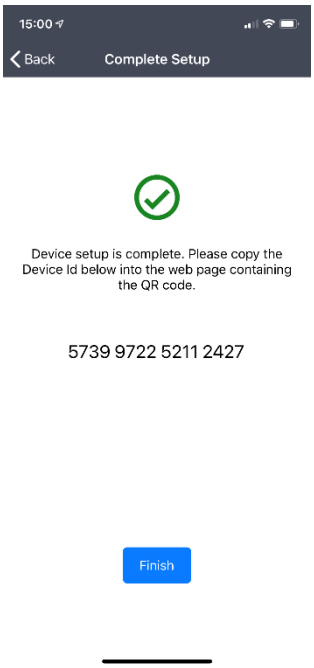
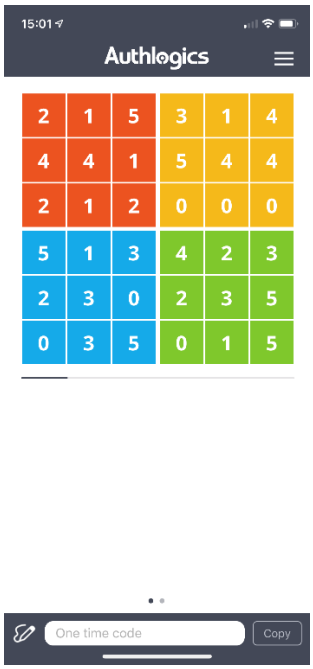
Step 4 – Setup is now complete. Add the displayed Id into SSP Device Id.



Step 5 –Tap Finish. Your device is now provisioned for use with Authlogics



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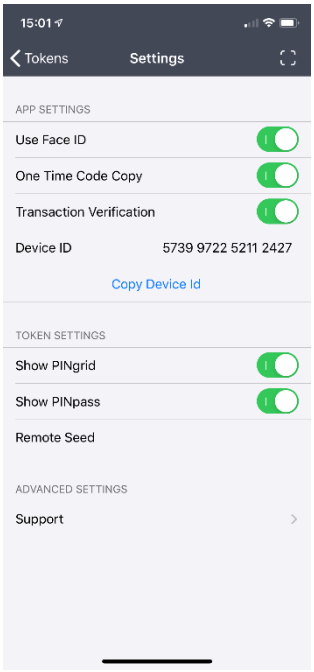
Configuring your App

Once installed, the App behaviour can be customised by modifying the settings. Select Settings and turn on or off:

- Biometrics
- One Time Code Copy
- Transaction Verification
- Show PINgrid
- Show PINpass

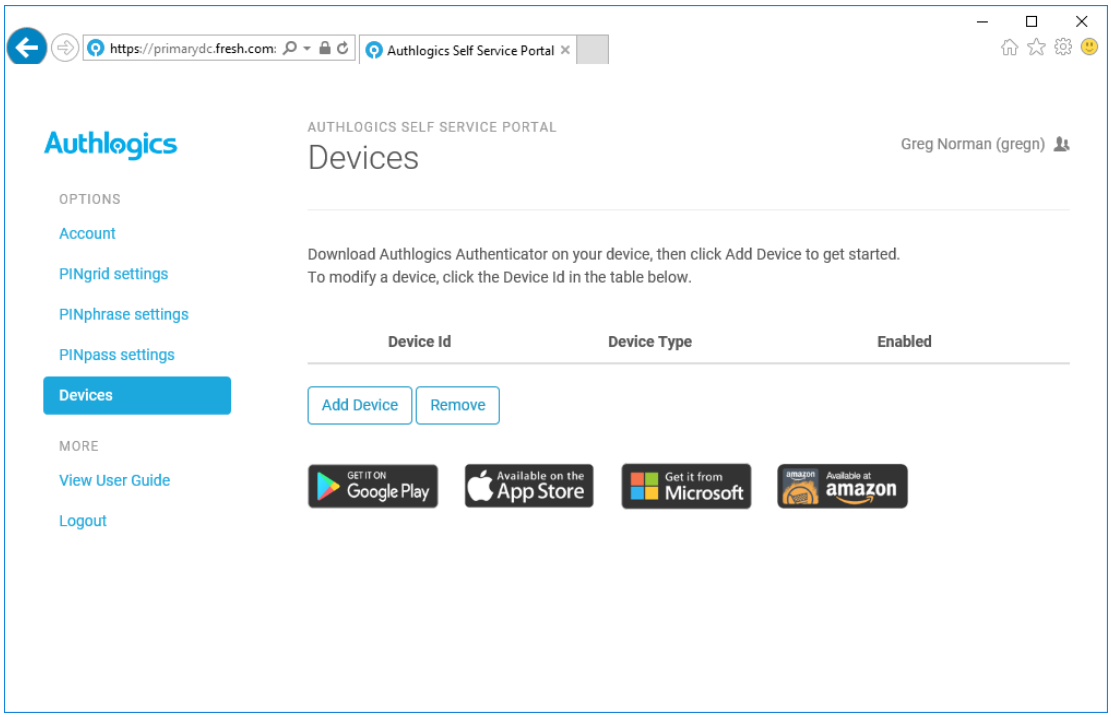


The Device Id can be accessed from within settings if required.

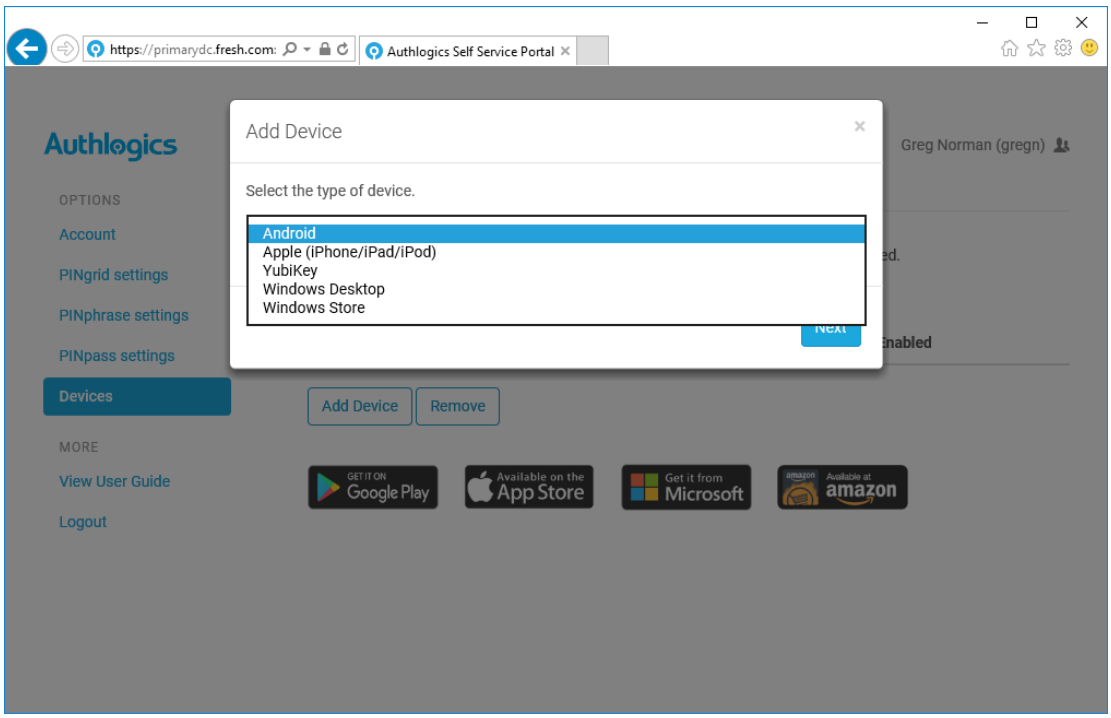
Adding your device to your account

To add a mobile device to your account, select ***Devices*** from the menu.

Click ***Add Device***



Choose the type of device you installed the app onto, e.g. Android.



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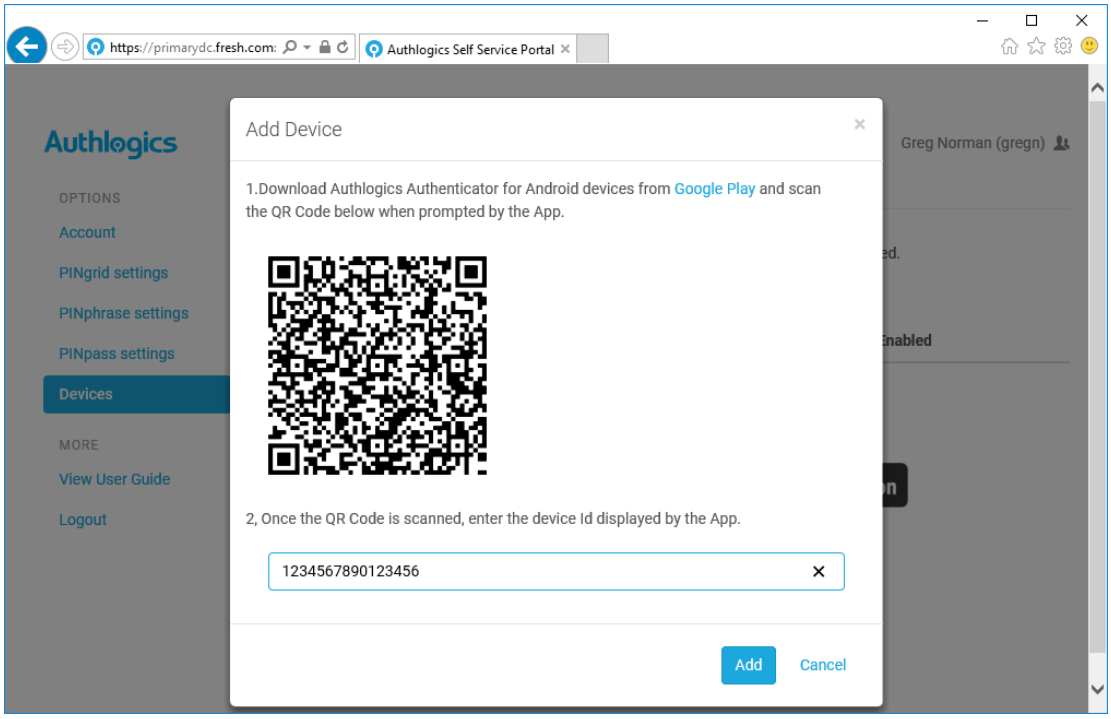
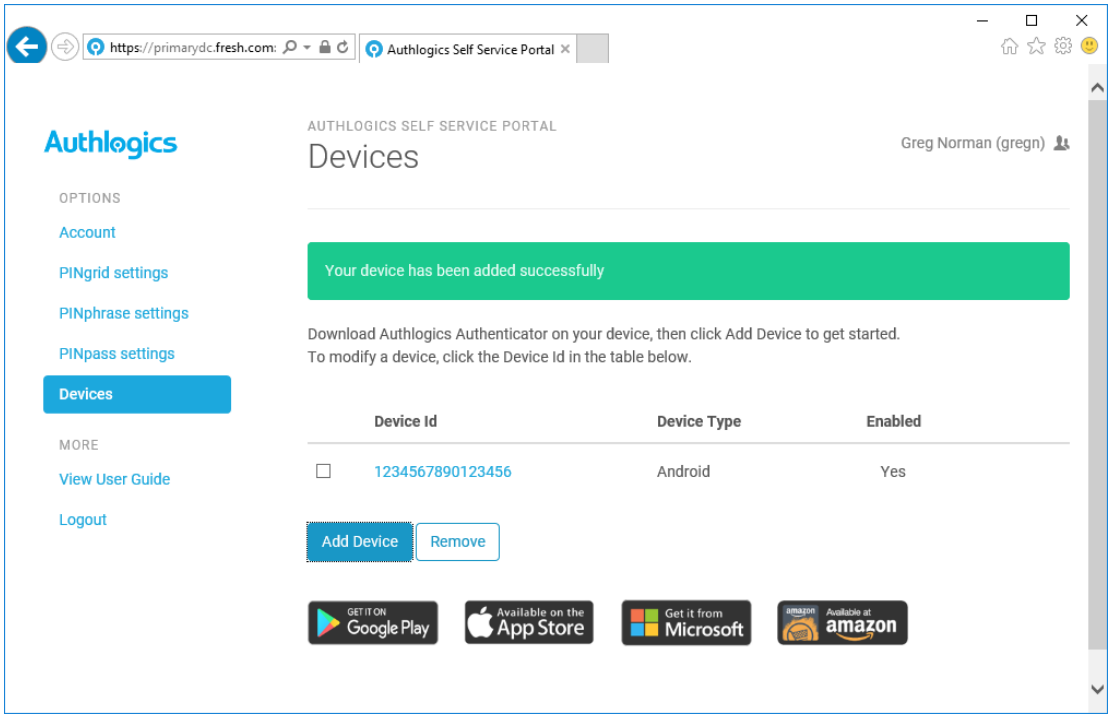
Enter the Device ID from App on the device and click ***Add.*** If successful, the new device will be visible under devices.

To apply the configuration to your mobile phone app, use the QR Scan option in the app and scan the QR code displayed in the Self service Portal.



Your device is now ready for use a multi-factor authentication token for your Authlogics account.



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