

Authlogics Self Service Portal User Guide

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TABLE OF CONTENTS

| | |
|----------------------------------------------------|----|
| Introduction | 3 |
| Your Welcome..... | 3 |
| Your first logon..... | 4 |
| Updating your account..... | 5 |
| Changing your phone number..... | 5 |
| Resetting your password | 6 |
| Unlocking your account..... | 7 |
| Changing your PINgrid pattern..... | 8 |
| Setting your PINphrase answers | 9 |
| Changing your PINpass PIN code..... | 10 |
| Setup your own mobile device..... | 11 |
| Installing the app from the Google Play Store..... | 11 |
| Running the app for the first time..... | 12 |
| Adding your device to your account | 13 |

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.

The screenshot shows an Outlook Web App interface with a selected email titled "PINgrid Token login details" from administrator@authlogicsdemo.com. The email content includes a warning about confidentiality, a congratulatory message, and instructions for setting a PINgrid pattern. A 6x4 grid is shown with the first row containing "4th", "1st", "2nd", and "3rd".

*** PRIVATE AND CONFIDENTIAL - PLEASE READ IN PRIVATE ***

Congratulations Nikola, an Authlogics user account has been created for you along with a PINgrid Pattern. This Pattern has been uniquely created specifically for you - much like your first password. You will use your Pattern to prove your identity when you log onto web portals or applications which display the PINgrid logo.

Here is your new Pattern - please change it to something only you will know and remember.

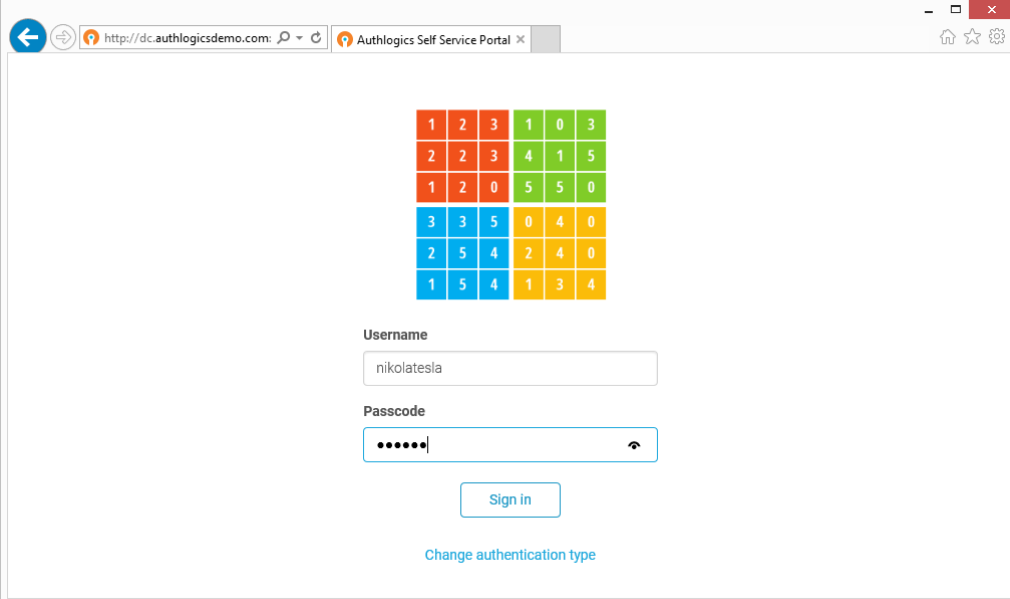
Your user account name is: **nikolatesla**
A PINgrid grid will be provided to you via an app on your mobile device.

| | | | | | |
|--|-----|-----|-----|-----|--|
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | 4th | 1st | 2nd | 3rd | |
| | 5th | | | | |
| | 6th | | | | |

You can change your Pattern via the Self Service Portal at any time you like using the following link: <http://dc.authlogicsdemo.com/14000/>

Your first logon

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



The screenshot shows a web browser window with the URL <http://dc.authlogicsdemo.com> and the page title "Authlogics Self Service Portal". The main content area features a grid of numbers in colored boxes:

| | | | | | |
|---|---|---|---|---|---|
| 1 | 2 | 3 | 1 | 0 | 3 |
| 2 | 2 | 3 | 4 | 1 | 5 |
| 1 | 2 | 0 | 5 | 5 | 0 |
| 3 | 3 | 5 | 0 | 4 | 0 |
| 2 | 5 | 4 | 2 | 4 | 0 |
| 1 | 5 | 4 | 1 | 3 | 4 |

Below the grid is a login form with the following fields and elements:

- Username:** A text input field containing "nikolatesla".
- Passcode:** A text input field containing six dots and a cursor.
- Sign in:** A button with the text "Sign in".
- Change authentication type:** A link with the text "Change authentication type".

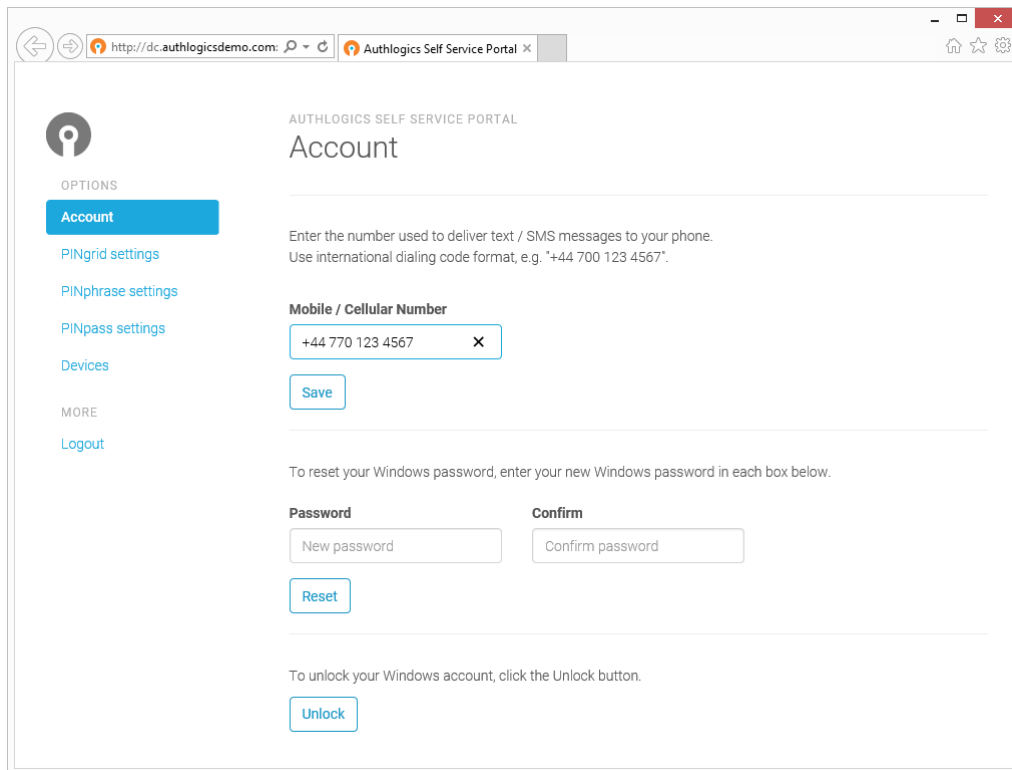
Enter your Username and Passcode and click **Sign in**.

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

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.



The screenshot shows a web browser window with the URL <http://dc.authlogicsdemo.com> and the page title "Authlogics Self Service Portal". The page content is titled "AUTHLOGICS SELF SERVICE PORTAL" and "Account". On the left, there is a navigation menu under "OPTIONS" with "Account" selected, and other options like "PINgrid settings", "PINphrase settings", "PINpass settings", "Devices", and "Logout". The main content area has a heading "Account" and a sub-heading "Mobile / Cellular Number". Below this, there is a text input field containing "+44 770 123 4567" and a "Save" button. Further down, there is a section for resetting the Windows password, with two input fields labeled "Password" (containing "New password") and "Confirm" (containing "Confirm password"), and a "Reset" button. At the bottom, there is a section for unlocking the Windows account, with an "Unlock" button.

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:

To enter your new Windows password in each box below.

✗ Not previously compromised

Password

Confirm

If you choose a good password:

To enter your new Windows password in each box below.

✓ Not previously compromised

Password

Confirm

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

Your Password was updated successfully.

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.

To unlock your Windows account, click the Unlock button.

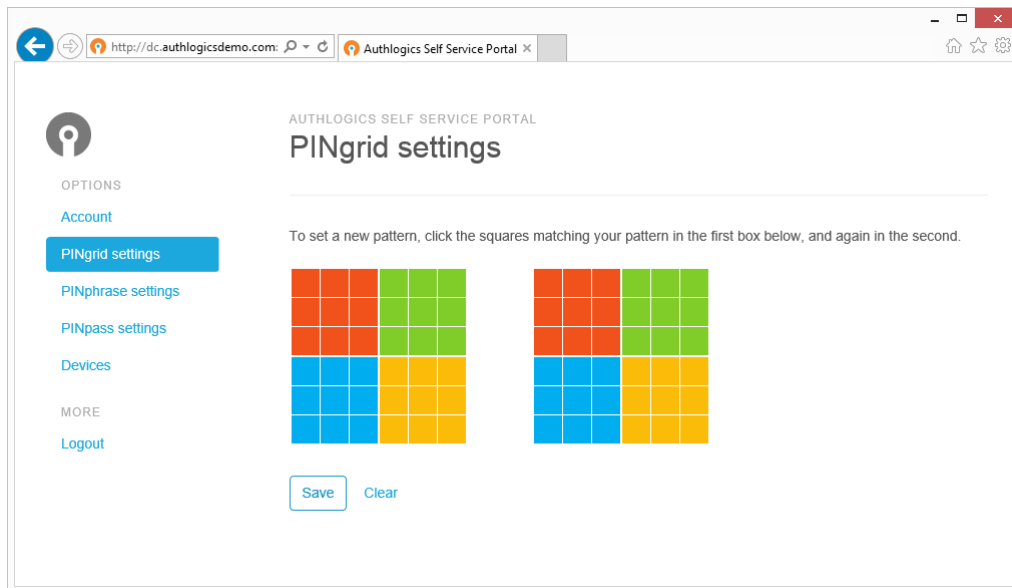
Unlock

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

Your account was unlocked successfully.

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.

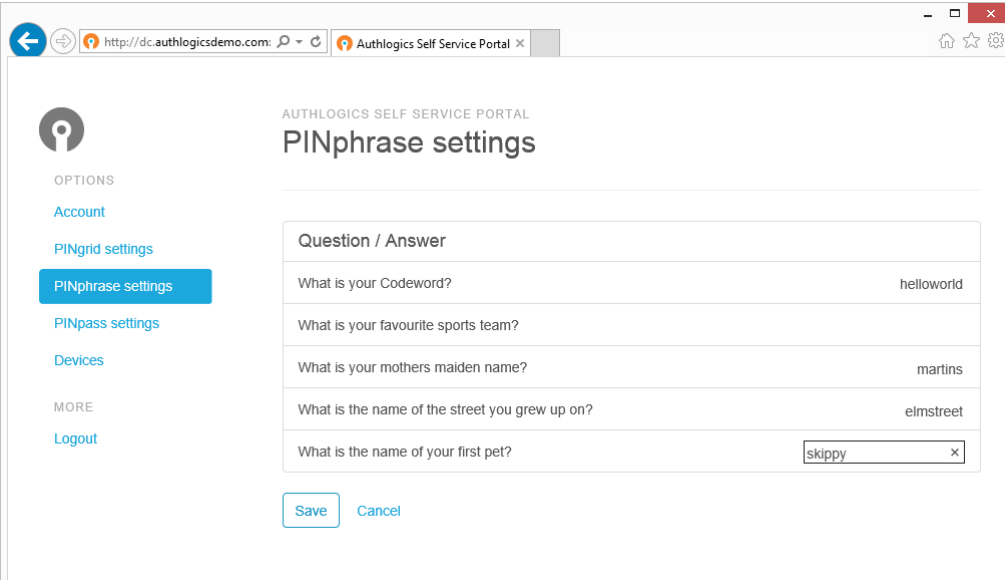
Click **Save** to apply the changes, and if successful, the following message will be displayed:

Your Pattern was updated successfully.

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.



The screenshot shows a web browser window with the URL `http://dc.authlogicsdemo.com` and the page title "Authlogics Self Service Portal". The main heading is "AUTHLOGICS SELF SERVICE PORTAL PINphrase settings". On the left, there is a navigation menu with "OPTIONS" and "MORE" sections. Under "OPTIONS", the items are "Account", "PINgrid settings", "PINphrase settings" (highlighted in blue), "PINpass settings", and "Devices". Under "MORE", there is "Logout". The main content area contains a table with the following questions and answers:

| Question / Answer | |
|------------------------------------------------|-------------------------------------|
| What is your Codeworld? | helloworld |
| What is your favourite sports team? | |
| What is your mothers maiden name? | martins |
| What is the name of the street you grew up on? | elmstreet |
| What is the name of your first pet? | <input type="text" value="skippy"/> |

At the bottom of the table, there are two buttons: "Save" and "Cancel".

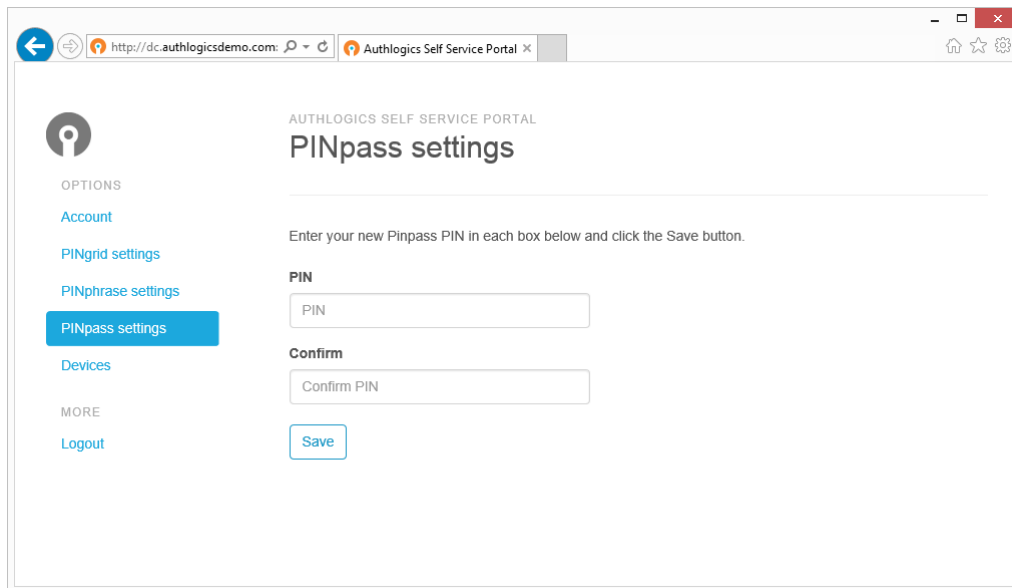
Tip: Spaces are not counted as a letter, so multiple word answers will be treated as a single word.

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

PINphrase answers have been successfully updated.

Changing your PINpass PIN code

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



The screenshot shows a web browser window with the URL `http://dc.authlogicsdemo.com` and the page title "Authlogics Self Service Portal". The main heading is "AUTHLOGICS SELF SERVICE PORTAL PINpass settings". On the left, there is a navigation menu under "OPTIONS" with items: "Account", "PINgrid settings", "PINphrase settings", "PINpass settings" (highlighted in blue), "Devices", and "MORE" with a "Logout" link. The main content area contains the instruction: "Enter your new Pinpass PIN in each box below and click the Save button." Below this are two input fields: "PIN" and "Confirm" (with the label "Confirm" above it). A "Save" button is located below the "Confirm" field.

Enter your new PIN code in both PIN boxes.

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

Your PIN was updated successfully.

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.

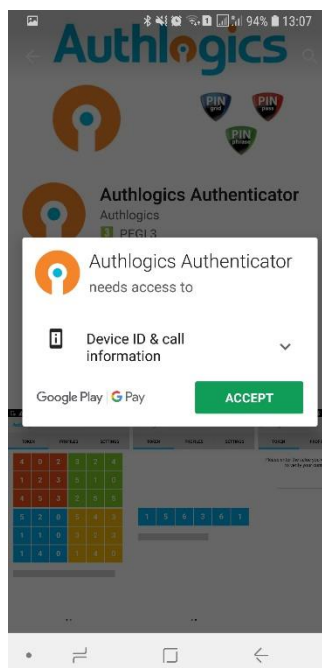
Installing the app from the Google Play Store

Open the **Play 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**.

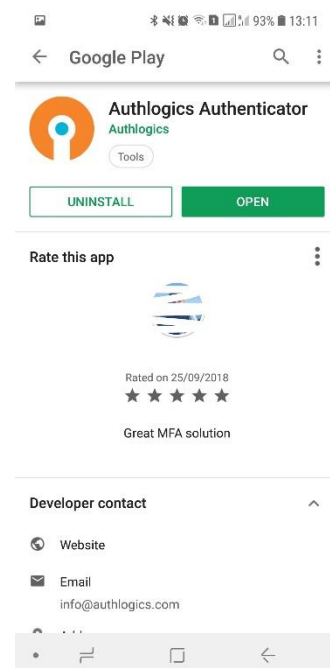
Step 1 - Tap **INSTALL** to begin.



Step 2 - Tap **ACCEPT** to grant access to the device.



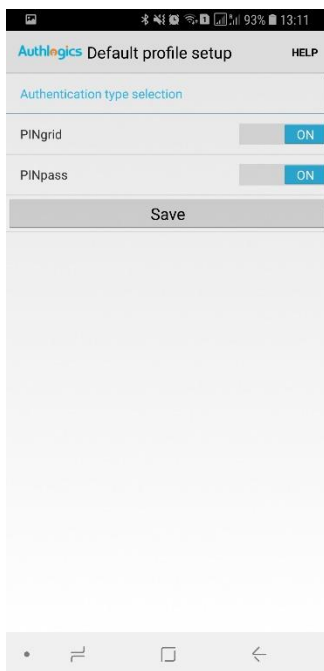
Step 3 - Tap **OPEN** when finished to launch the app.



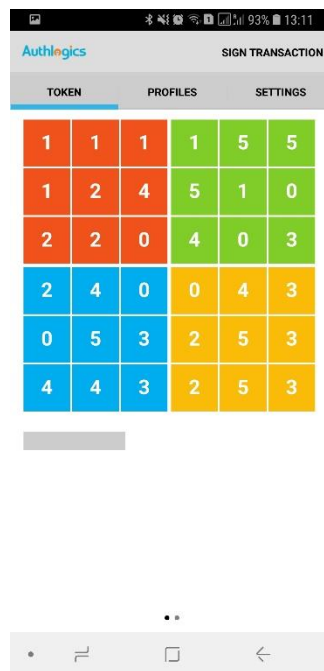
Running the app for the first time

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.

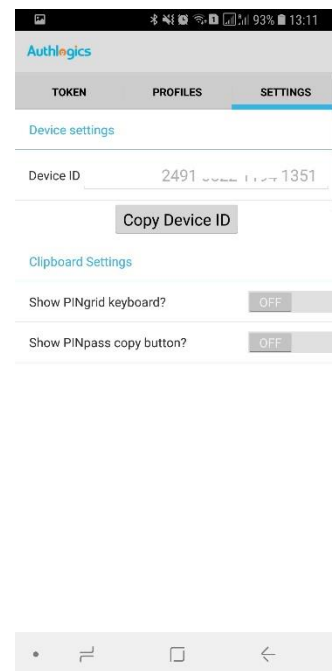
Step 1 - Enable PINgrid and/or PINpass and tap **Save** when done.



Step 2 - The app will load and is now working.

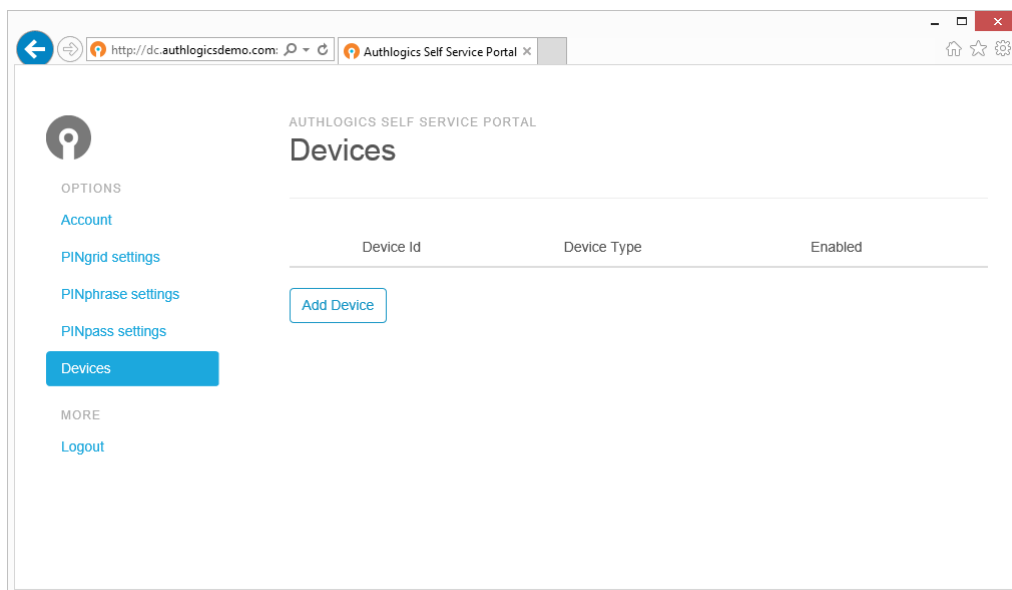


Step 3 - Tap **SETTINGS** from the menu to display your Device ID.

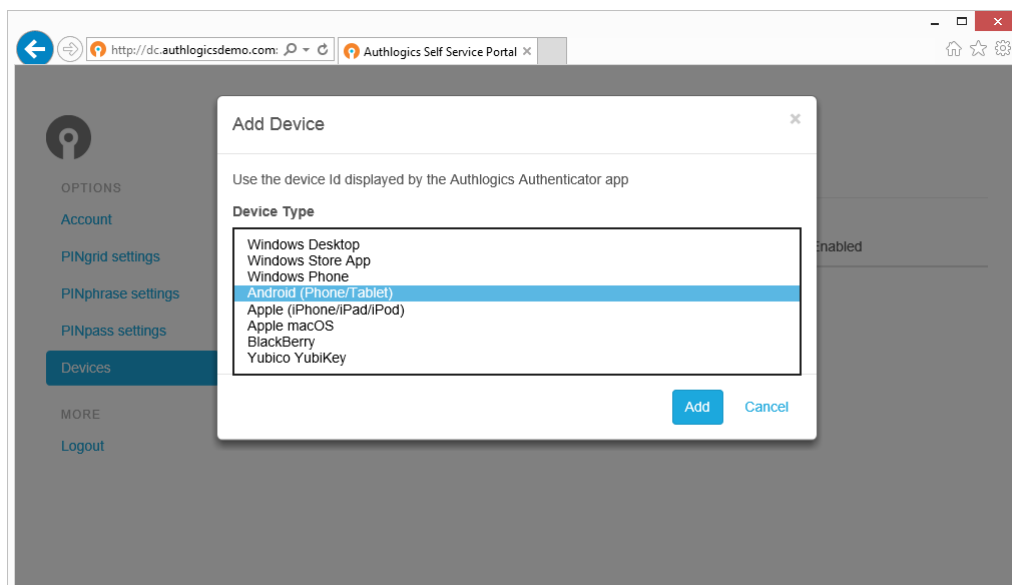


Adding your device to your account

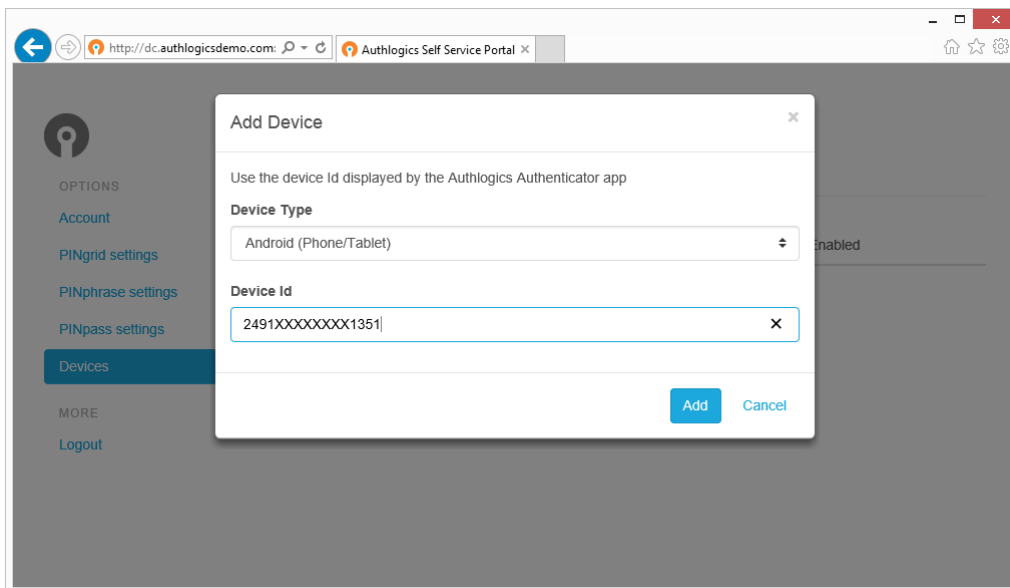
To add a mobile device to your account, select **Devices** from the menu.



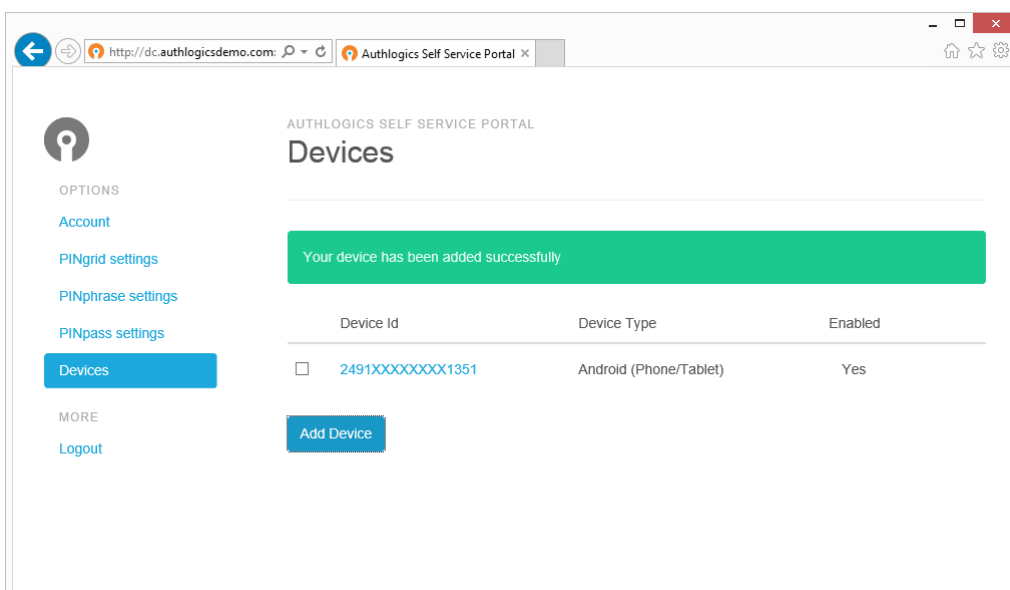
Click **Add Device**



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



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



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