

## Two-Factor Authentication: How to Guide

To strengthen our security measures we are implementing two-factor authentication.

This guide is designed to walk you through the process of setting up two-factor authentication for the first time.

You will need a mobile device to active two-factor authentication.

### Step 1 – Install your chosen authenticator application

Download your chosen authenticator application:



Google Authenticator



Microsoft Authenticator



OTP by Redhat

### Step 2 – Log into the Account Management Portal.

When you [log-in to the Account Management Portal](#) you will be presented with the following screen, giving you instructions on how to set up two-factor authentication. This is a one-time activity.



The QR code shown here is for presentation purposes only. Please scan the actual QR code displayed on the Log In page.

## Step 3 – Use your authenticator app to scan the QR code



TOTSCo OTS Hub  
One Touch Switching Hub

You need to set up Mobile Authenticator to activate your account.

1. Install one of the following applications on your mobile:  
Google Authenticator  
Microsoft Authenticator  
FreeOTP
2. Open the application and scan the QR Code:

Unable to scan?

3. Enter the one-time code provided by the application and click Submit to finish the setup.  
Provide a Device Name to help you manage your OTP devices.

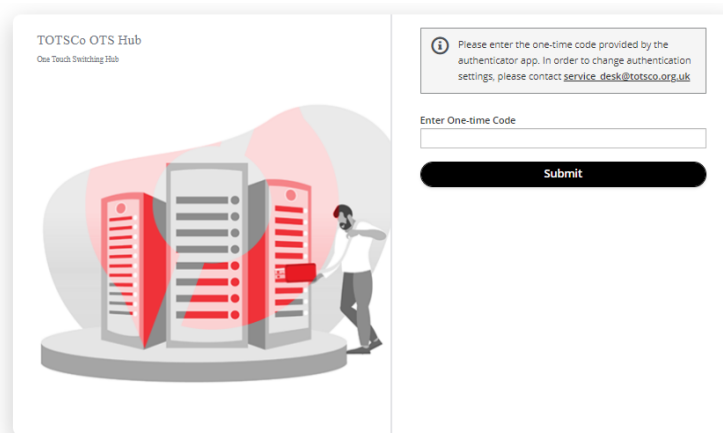
One-time code \*

Device Name

→ Submit

## Step 4 – Enter the one-time code provided by the authenticator app

After entering the code, you will be able to access the Account Management Portal.



TOTSCo OTS Hub  
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Please enter the one-time code provided by the authenticator app. In order to change authentication settings, please contact [service\\_desk@totsc.org.uk](mailto:service_desk@totsc.org.uk)

Enter One-time Code

Submit



Well done, two-factor authentication has been installed and now each time you log in you will simply open your authenticator app and enter the one-time code. You will then be able to access the Account Management Portal.

## Frequently asked questions

### **What if I have to change my mobile phone device? Do I need to set up two-factor authentication again?**

If you change your mobile phone you will need to reinstall your chosen authenticator application, following the steps above. If you have any challenges doing so, please contact the [service\\_desk@totsco.org.uk](mailto:service_desk@totsco.org.uk).

### **What if I can't access the portal using two-factor authentication?**

Please contact the [service\\_desk@totsco.org.uk](mailto:service_desk@totsco.org.uk).

### **What if I am restricted from downloading apps on my company device? Or I do not have a company mobile phone?**

Please contact the [service\\_desk@totsco.org.uk](mailto:service_desk@totsco.org.uk).

