

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 you IT helpdesk. You can:

- Add and manage your own mobile/cell phone, tablet or PC so that it can be used as a Multi-Factor token – you can 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.
- Reset and unlock your network (Active Directory) password.

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

Your Welcome

When you are first enabled to use Authlogics, you may 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.

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

To: Greg Norman
Email: gregn@authlogicsdemo.com

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: **gregn**
A PINgrid grid will be provided to you via an app on your mobile device.

Your pattern is the following:

| | | | |
|-----|-----|-----|-----|
| | | | |
| | | | |
| 7TH | 1ST | 2ND | 3RD |
| 4TH | 5TH | 6TH | |

You can change your Pattern at any time you like using the Self Service Portal at this link: <https://localhost:14443>

What is a One Time PIN (OTP)?
A One Time PIN (OTP) is typically a short sequence of numbers, similar to a PIN, however you don't have to remember anything and the numbers change every time you use it.

How to use your Pattern to get your One Time PIN
Using your Pattern is simple. When you need to logon and you are shown a PINgrid, simply look at each square in the grid in the order that matches your Pattern. Each



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.

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

Username

Passcode

[Sign in](#)

[Change authentication type](#)

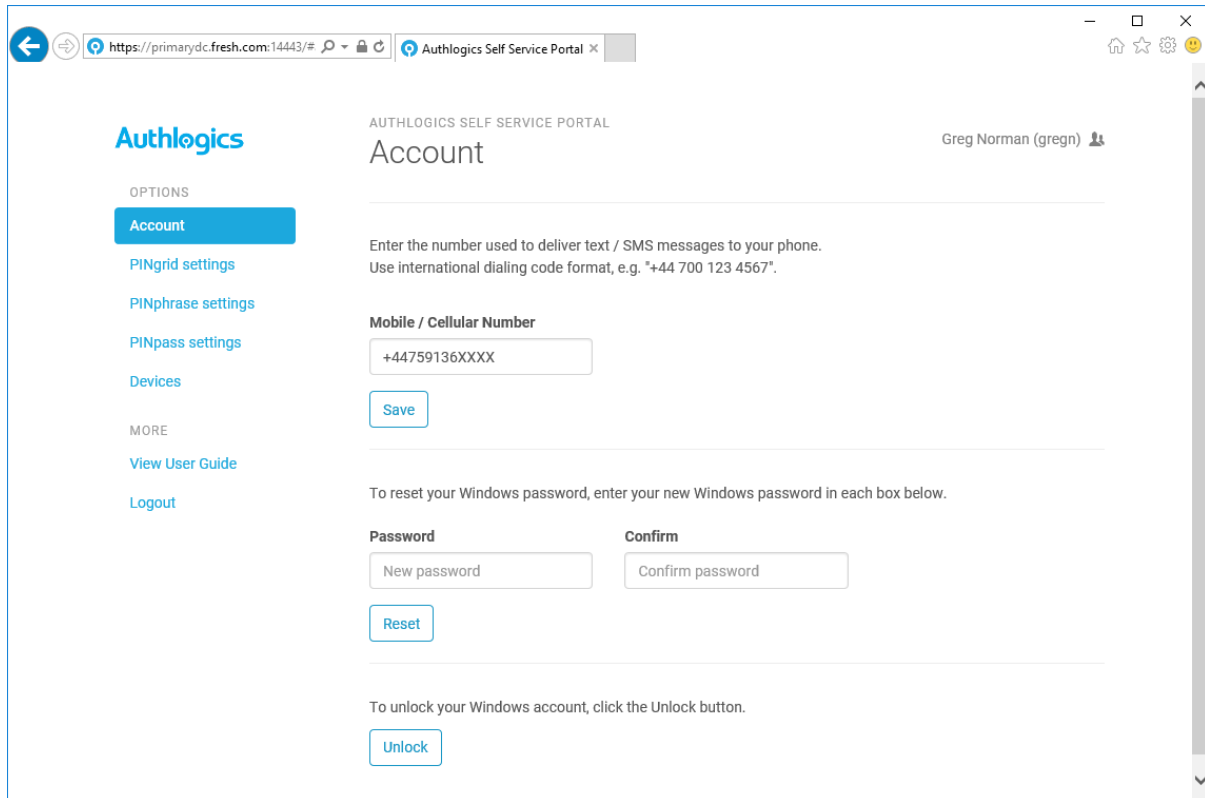
[View User Guide](#)



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 the 'Authlogics SELF SERVICE PORTAL' 'Account' page for user 'Greg Norman (gregn)'. The left sidebar lists 'Account' as the selected option under 'OPTIONS', along with 'PINgrid settings', 'PINphrase settings', 'PINpass settings', 'Devices', and 'Logout' under 'MORE'. The main content area includes instructions to enter a mobile/cellular number for text/SMS delivery, a text input field containing '+44759136XXXX', and a 'Save' button. Below this, there are instructions to reset a Windows password, with two input fields for 'New password' and 'Confirm password', and a 'Reset' button. At the bottom, there are instructions to unlock a 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

Pa..... Confirm

.....

Reset

If you choose a good password:

To enter your new Windows password in each box below.

✓ Not previously compromised

Pa..... Confirm

.....

Reset

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:

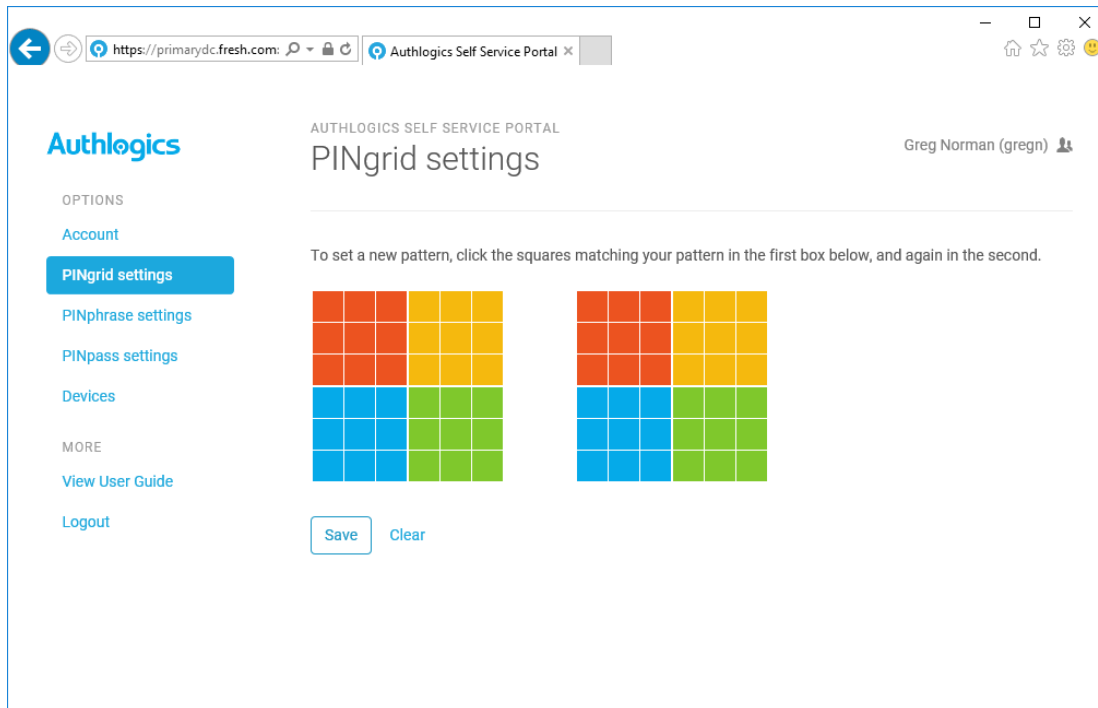
Your account was unlocked successfully.



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.

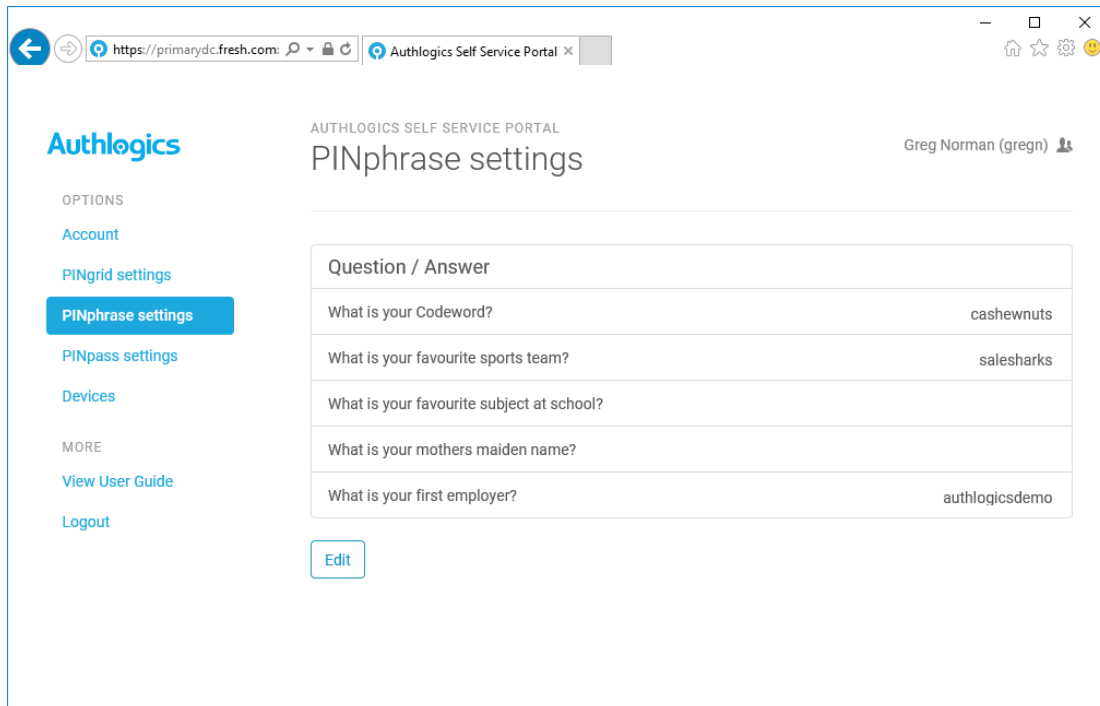


Setting your PINphrase answers

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.

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



The screenshot shows a web browser window with the URL <https://primarydc.fresh.com>. The page title is "AUTHLOGICS SELF SERVICE PORTAL" and the user is logged in as "Greg Norman (gregn)". The main heading is "PINphrase settings". On the left, there is a navigation menu with "PINphrase settings" highlighted. The main content area contains a table with the following data:

| Question / Answer | |
|---|----------------|
| What is your Codeword? | cashewnuts |
| What is your favourite sports team? | salesharks |
| What is your favourite subject at school? | |
| What is your mothers maiden name? | |
| What is your first employer? | authlogicsdemo |

Below the table is an "Edit" button.

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

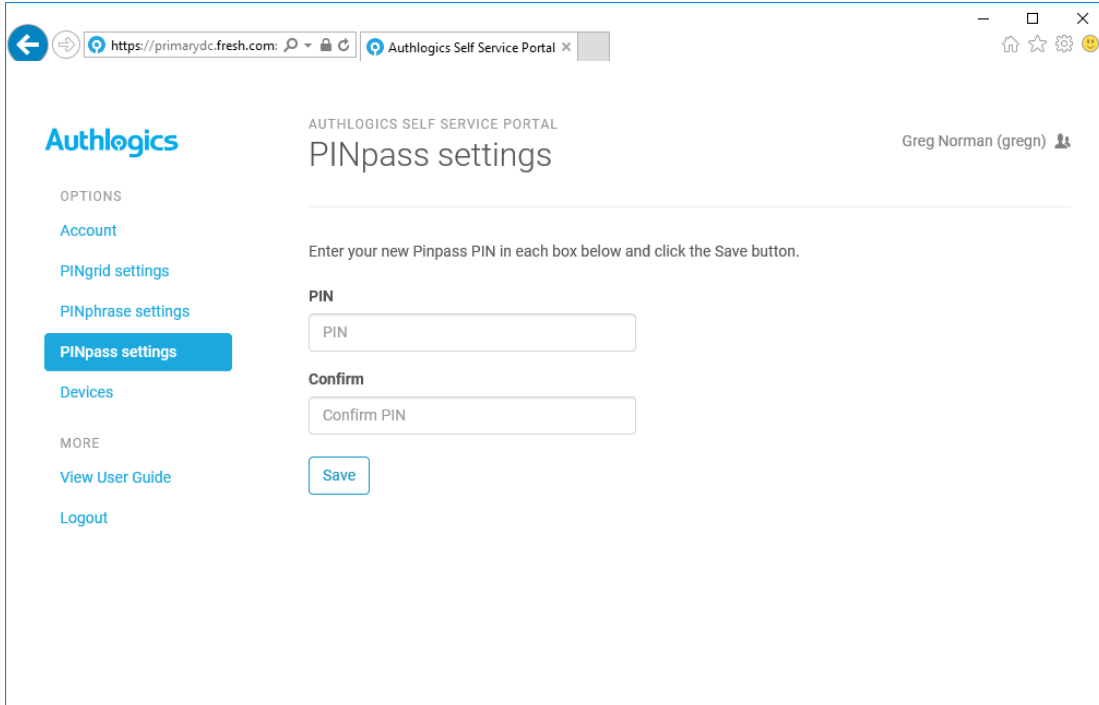
PINphrase answers have been successfully updated.



Changing your PINpass PIN code

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

Enter your new PIN code in both PIN boxes.



The screenshot shows a web browser window with the URL <https://primarydc.fresh.com> and the page title "Authlogics Self Service Portal". The page content includes the Authlogics logo, the user name "Greg Norman (gregn)", and a navigation menu with options like "Account", "PINgrid settings", "PINphrase settings", "PINpass settings" (highlighted), "Devices", "View User Guide", and "Logout". The main content area is titled "PINpass settings" and contains the instruction: "Enter your new Pinpass PIN in each box below and click the Save button." Below this instruction are two input fields: "PIN" and "Confirm PIN", followed by a "Save" button.

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

Your PIN was updated successfully.

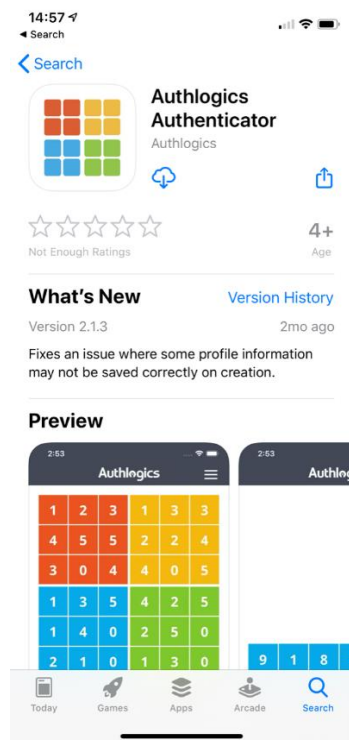


Setup your own device

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.

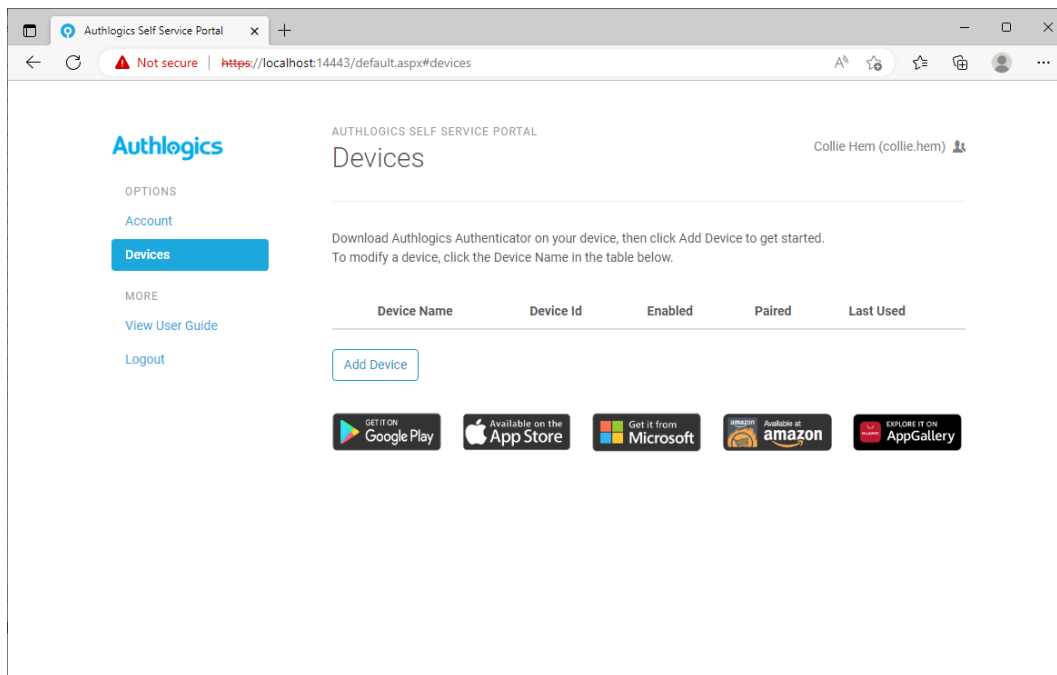


Adding your device to your account

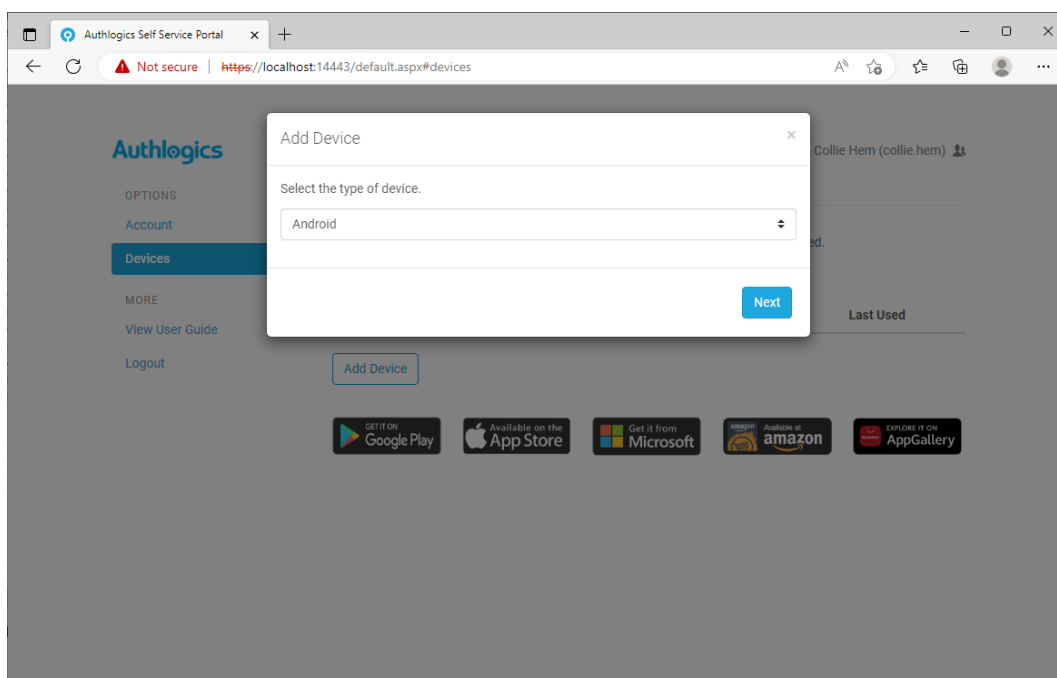
To add a device to your account logon to the Self Service Portal and select **Devices** from the menu.

Install the Authlogics Authenticator App from the relevant App Store using the buttons on your device.



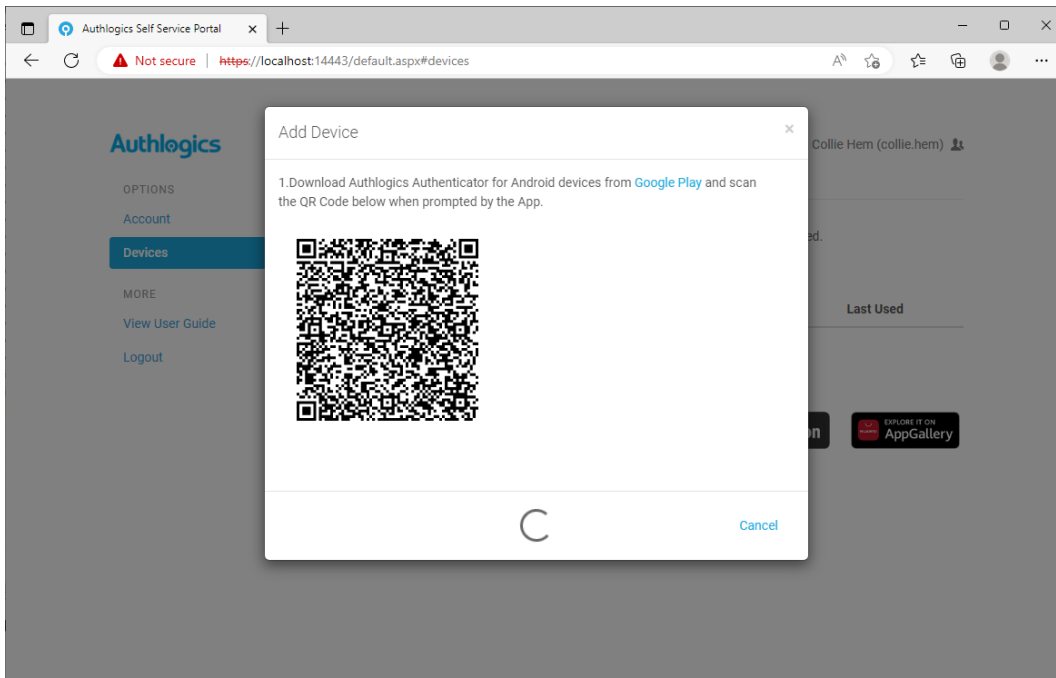


Click **Add Device**

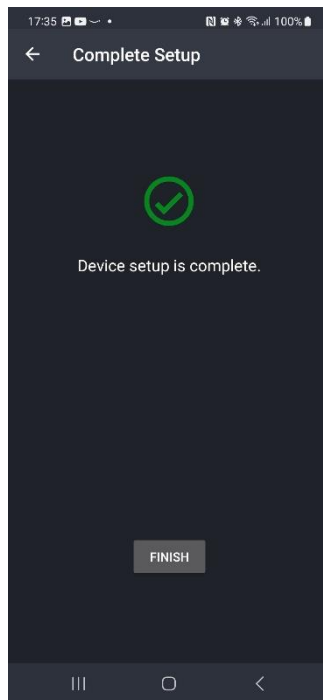
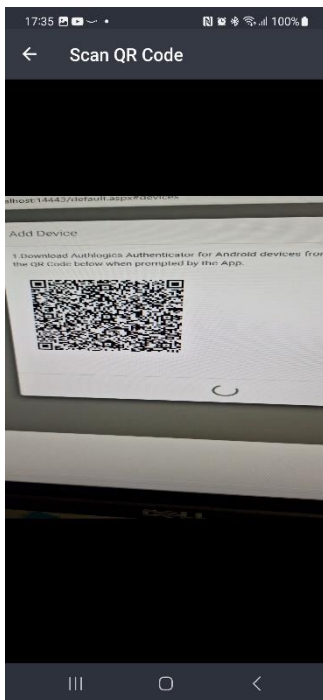


Choose the type of device you have and click Next.



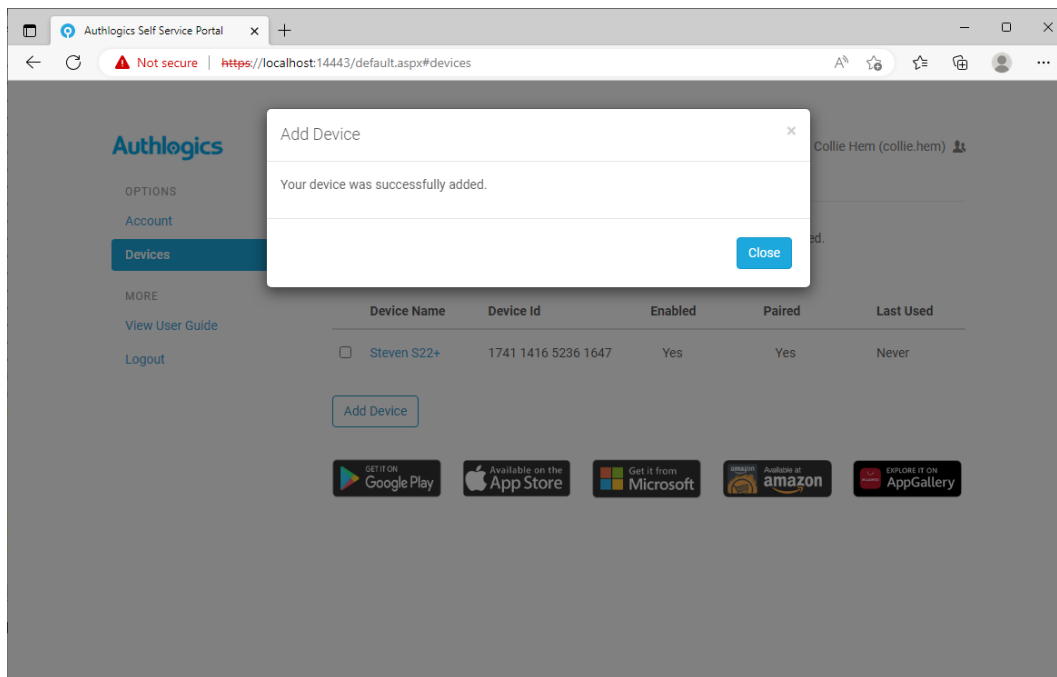


Scan the QR code with the Authlogics Authenticator App.

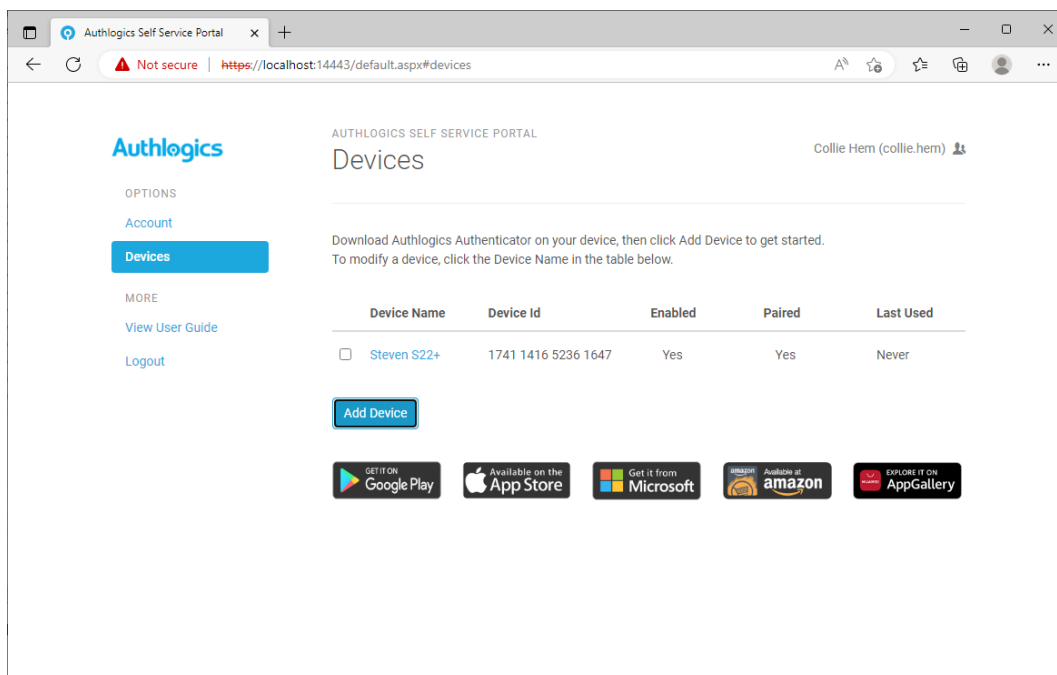


Tap Finish.





Click Close.



The new device will be visible under devices. Your device is now ready for use a multi-factor authentication token for your Authlogics account.

