Authlogics Self Service Portal User Guide

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Authlogics

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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.

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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.
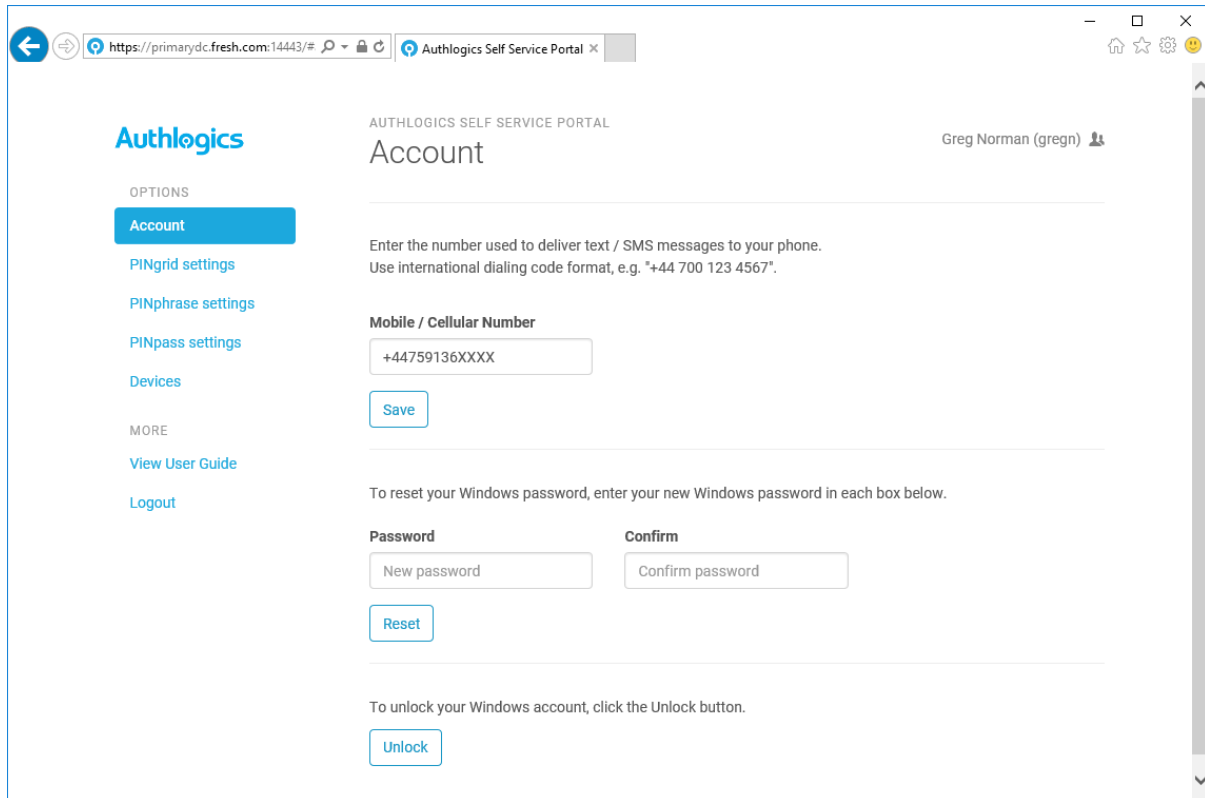
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Updating your account

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:

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:

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.
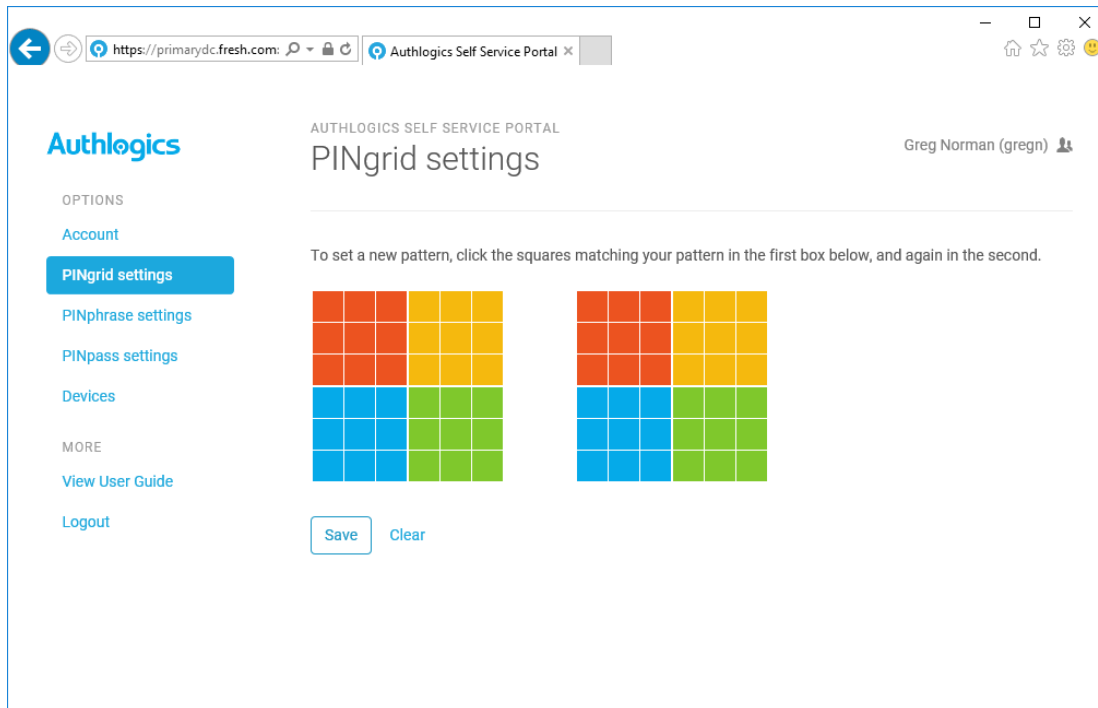
Click *Save* to apply the changes, and if successful, the following message will be displayed:
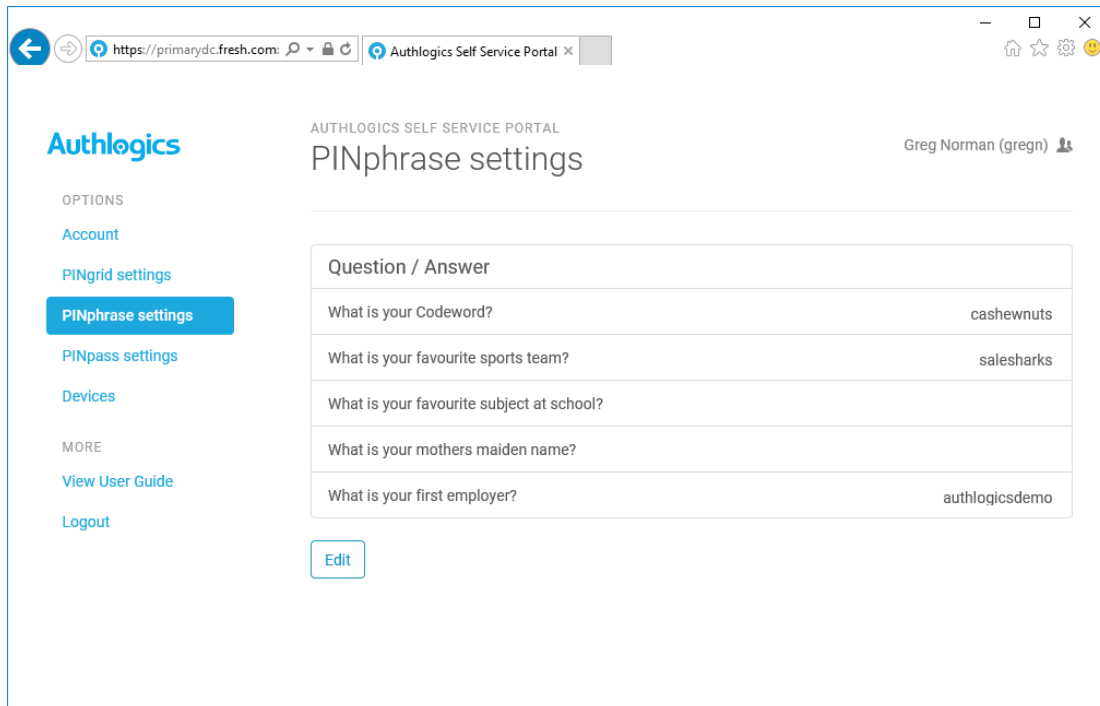
Your Pattern was updated successfully.

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.

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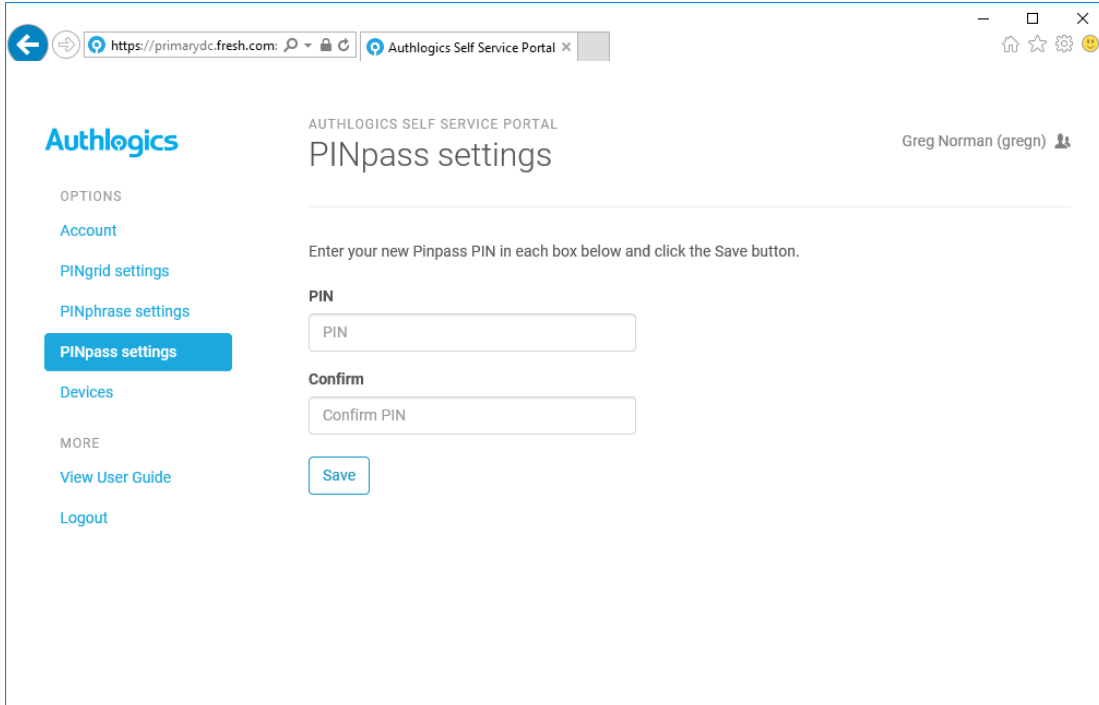

PINphrase answers have been successfully updated.

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.

Click *Save* to apply the changes, and if successful, the following message will be displayed:
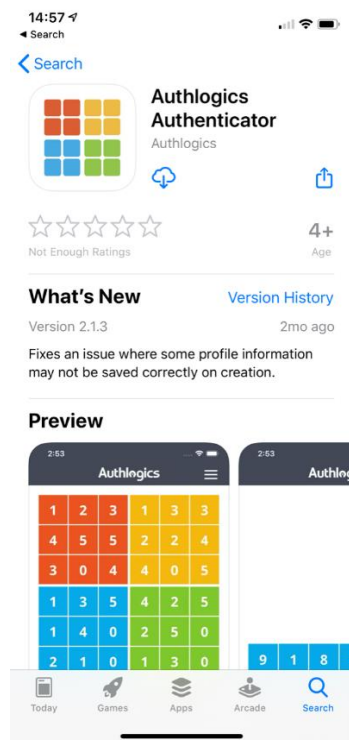
Your PIN was updated successfully.

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.
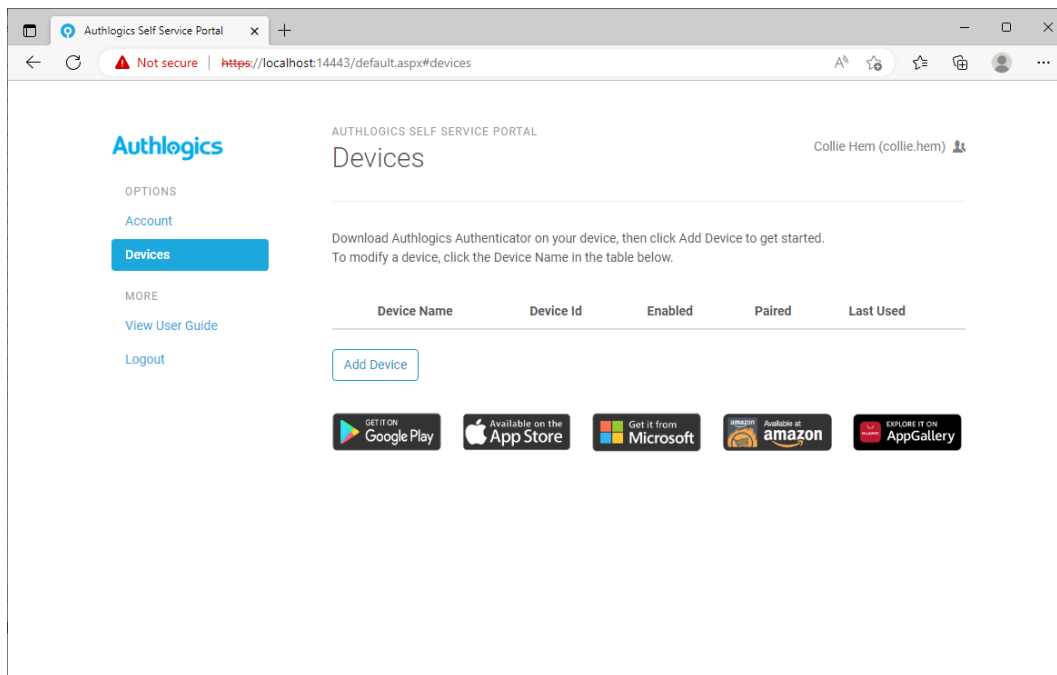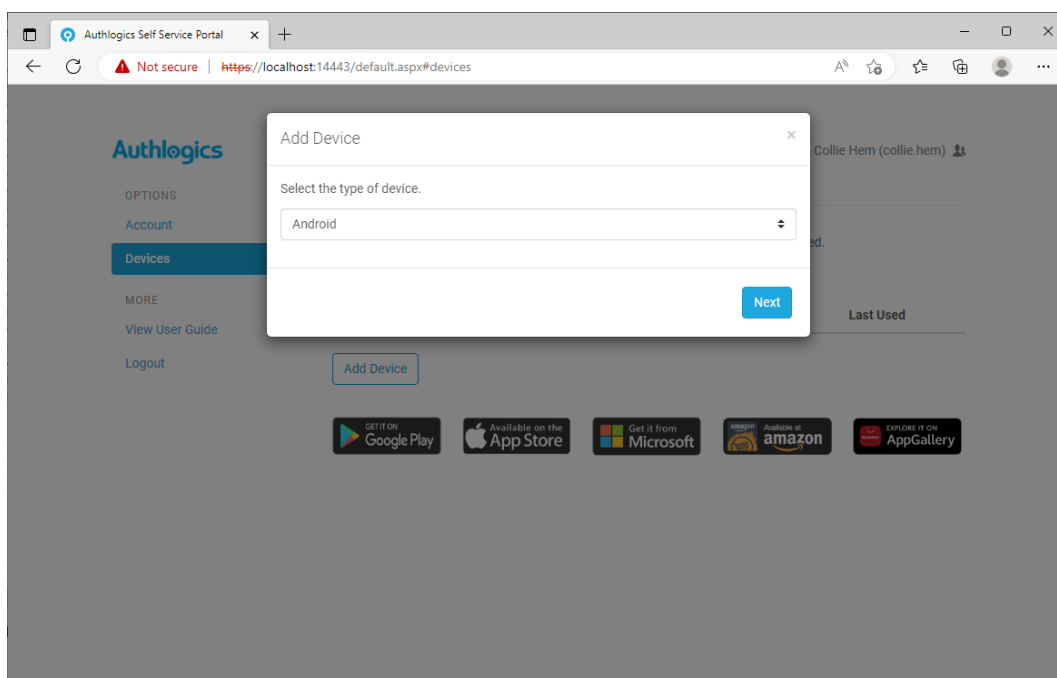

Adding your device to your account

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

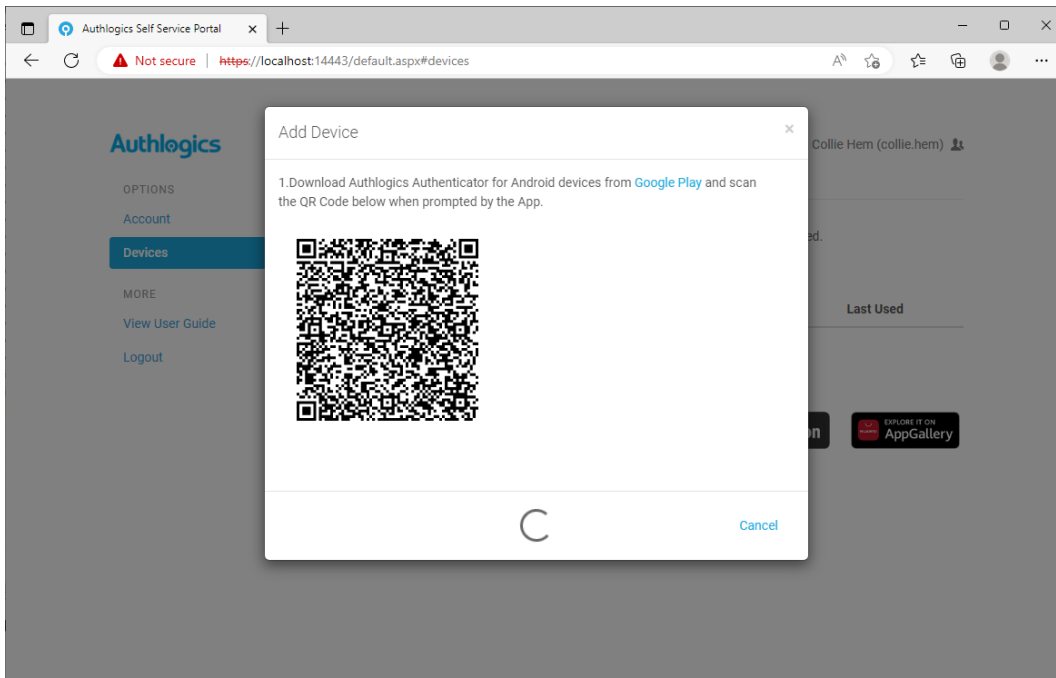Install the Authlogics Authenticator App from the relevant App Store using the buttons on your device.
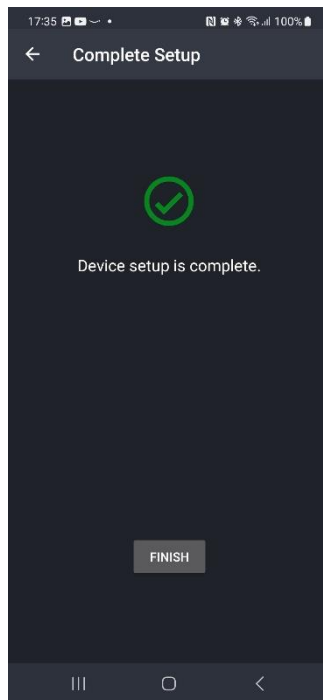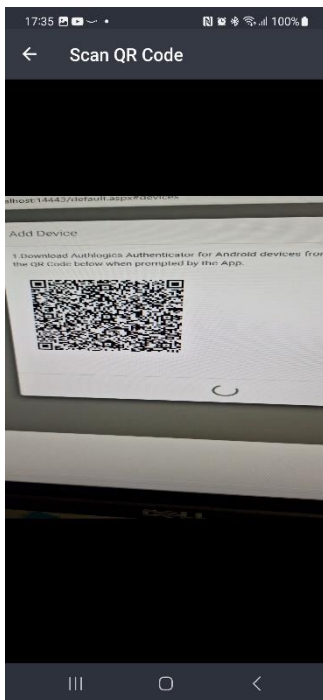
Click **Add Device**

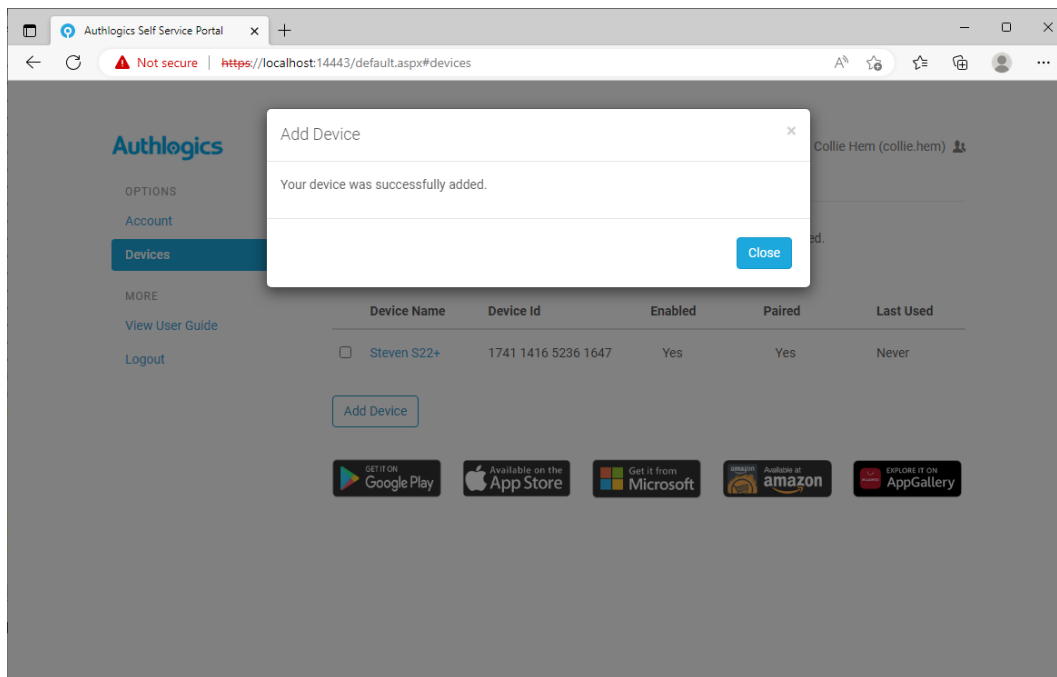Choose the type of device you have and click Next.

Scan the QR code with the Authlogics Authenticator App.
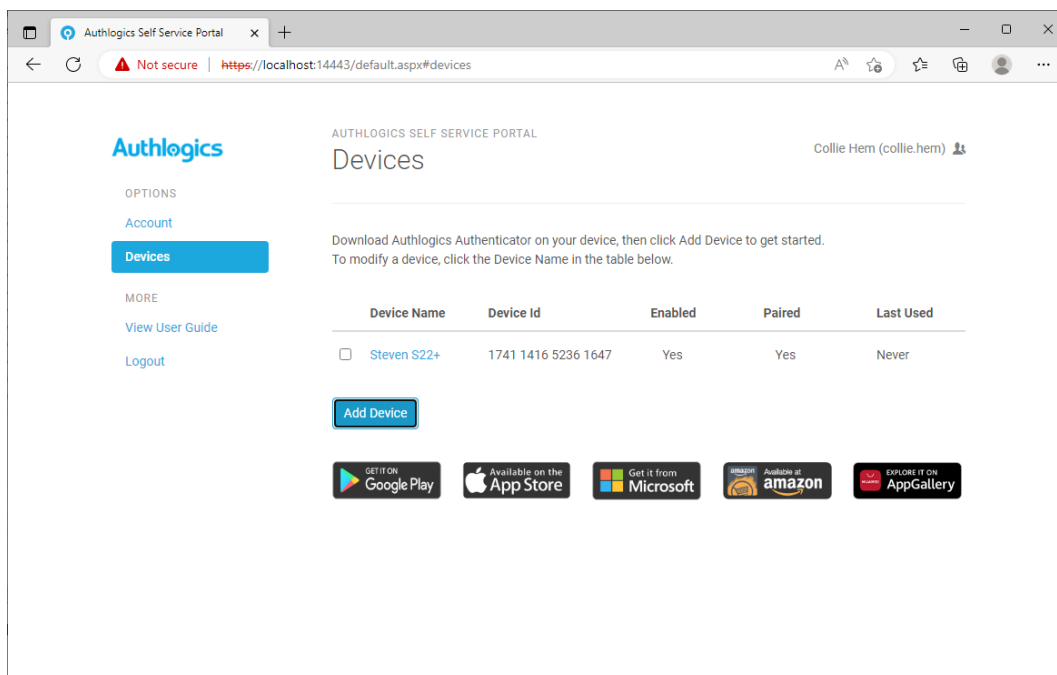

Tap Finish.

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.