One Time Passcode (OTP) 🔒

As part of the Citrix upgrade we are changing the way you will connect to the CYC network remotely. The old method of Entrust is not being renewed; instead we have implemented a new method called One Time Passcode (OTP) which is electronic and more secure.

The 4 steps:

1) Generating your code in OTP Device Manager

Please log on to your CYC desktop. You should find a new icon on your desktop called OTP Device Manager

Please enter your usual network credentials and click **Submit**

Click **Add Device**

You'll need to add a short device name, this can be anything. Use your initials if you like.

You should now see a screen like this. For Mobile users you'll scan the QR code with your phone when prompted, for Desktop users it's the 16 digit code you'll need.
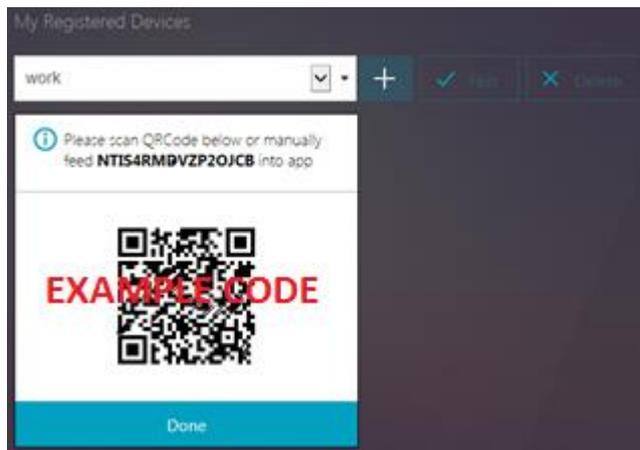

Please leave this screen open as you'll need it shortly!

2) Downloading Microsoft Authenticator

You can use OTP on a mobile device or your home PC to generate a code for your login. There are a few similar products available but CYC recommend you use one called **Microsoft Authenticator**. You will need to *either*:

Download the free Microsoft Authenticator app onto your smartphone (work or personal) if you have an Android, Apple or Windows phone. **(RECOMMENDED)**
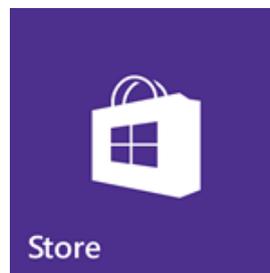
or

Download Authy for your home computer **(again free but less flexible, it's a bit like keeping your Entrust card at home in that you can't then use it with other devices).** You will need to do this with your local browser, <u>not</u> on a Citrix session.

https://authy.com/download/

Under the Desktop heading, choose your operating system

If you are a Windows user and are unsure whether it is Windows 32bit or Windows 64bit you should choose Windows 32bit. Click **DOWNLOAD** and follow the prompts until the install is complete.
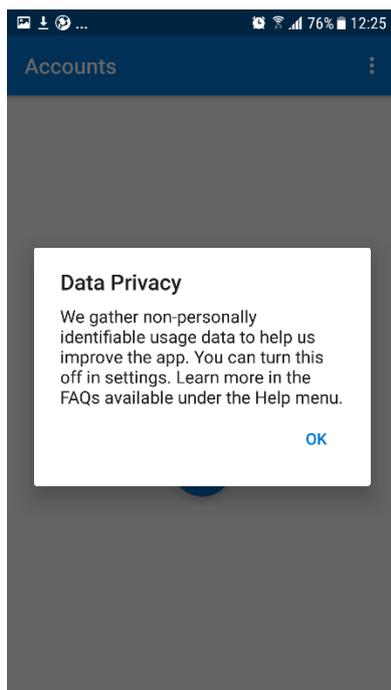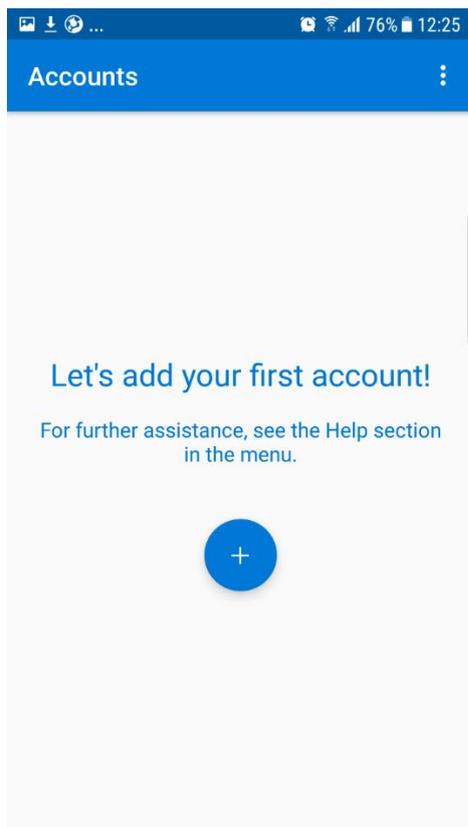
3) Configuring your OTP app

On an Android mobile

Open the app you've installed. You can swipe though these screens and press **Done**, or press **Skip**
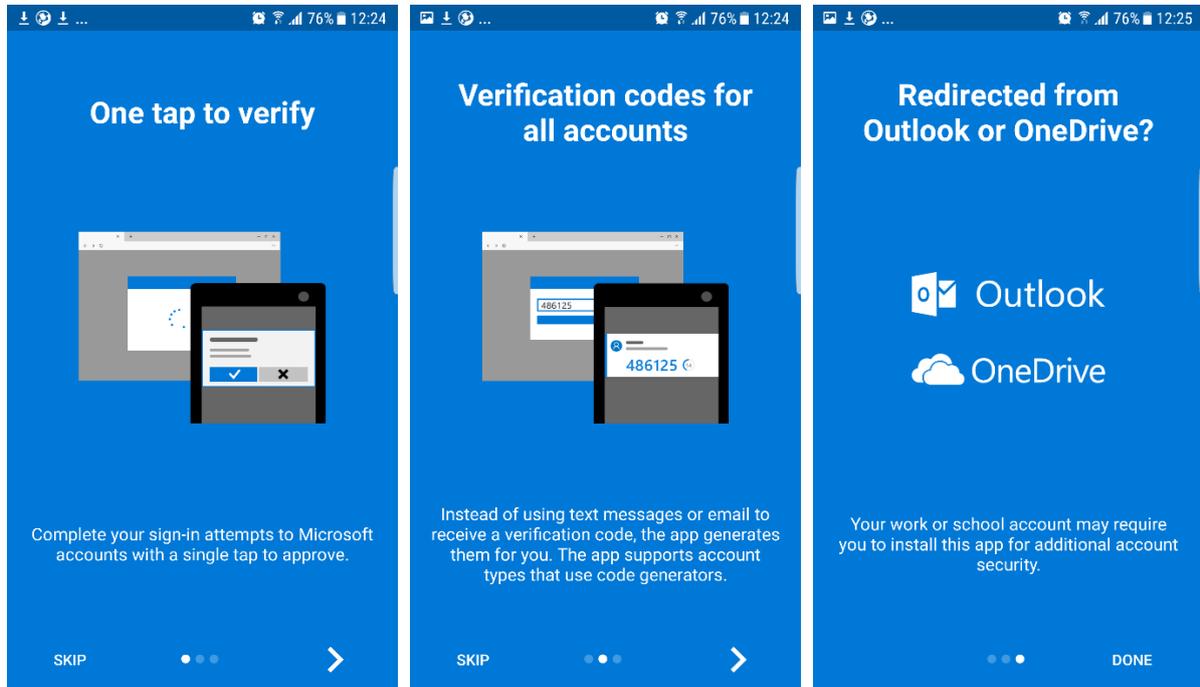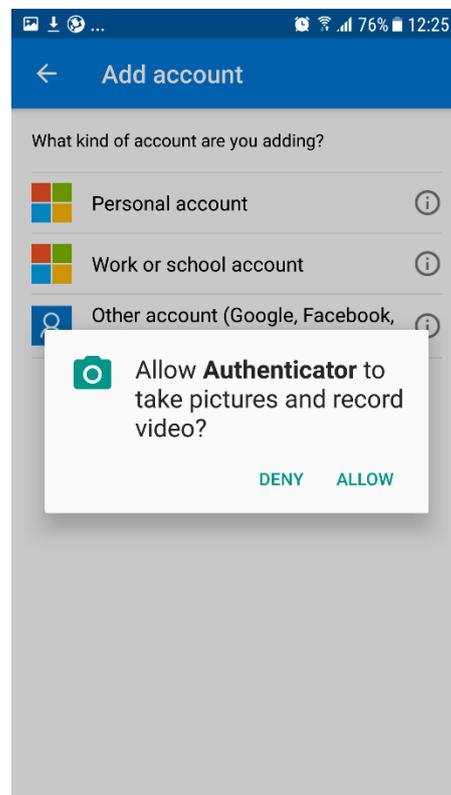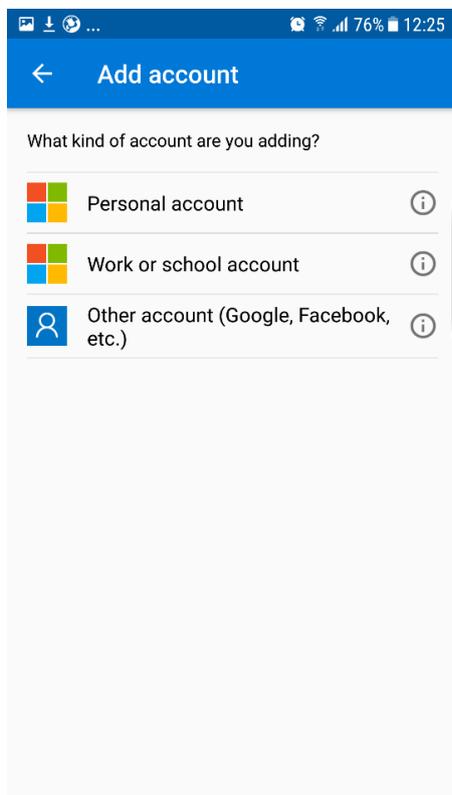

The next screen is about Data Privacy. There's no harm in leaving it as it is but you can switch it off in Settings if you prefer

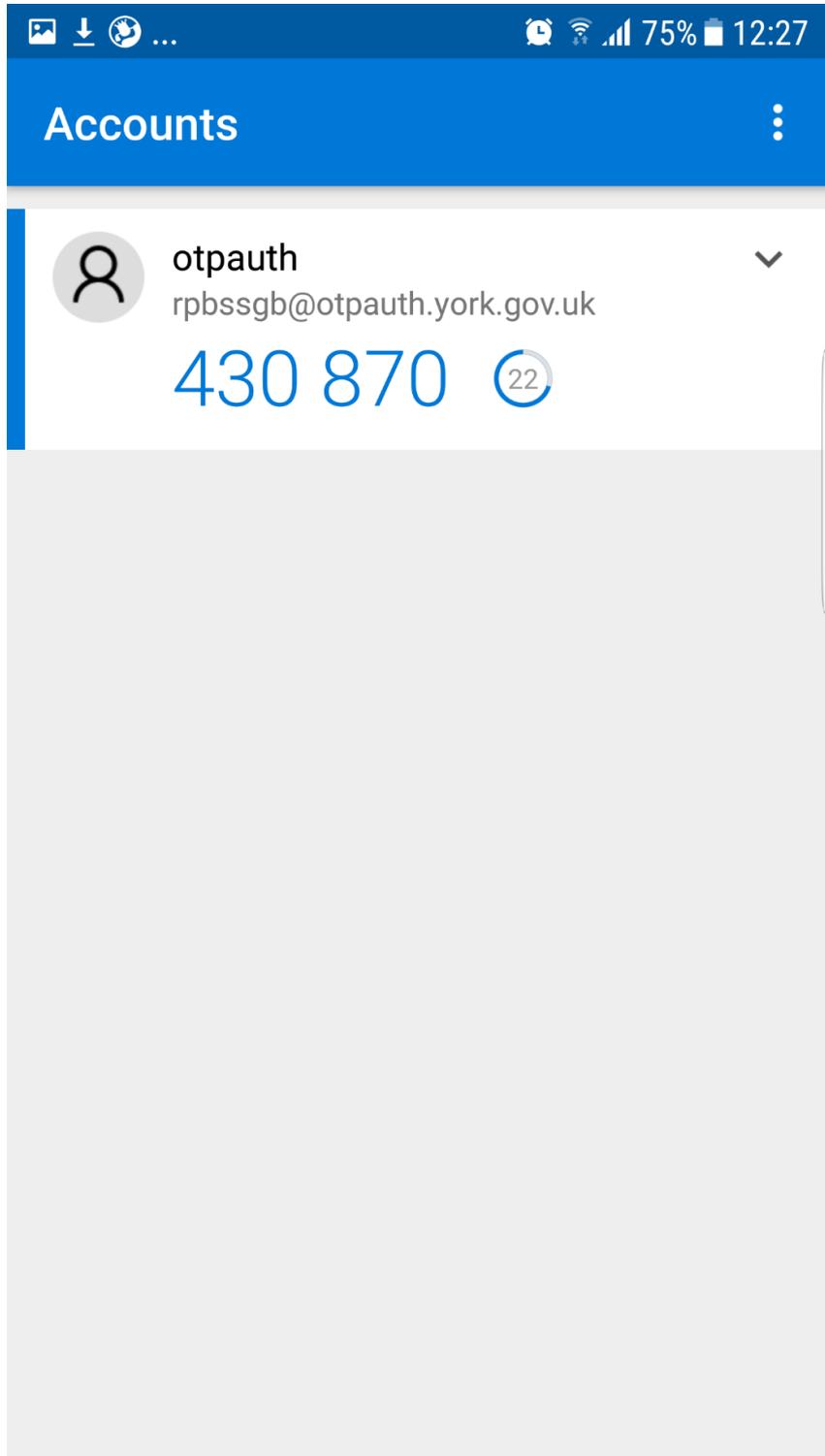Now you're ready to add the CYC account, press the **+** button

On the next screen press **Work or school account.** A message will appear about allowing Authenticator to take picture and record videos, this is for the scanner to work. Press **Allow**

Now you can scan the QR code you generated on the OTP Device Manager site. Please hold your phone up to the screen so the QR code appears on your mobile screen.
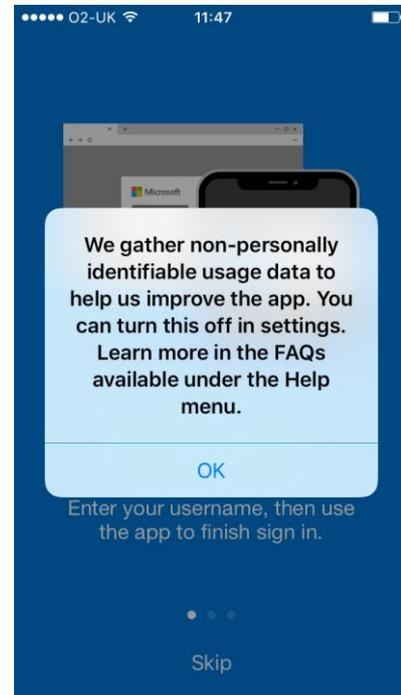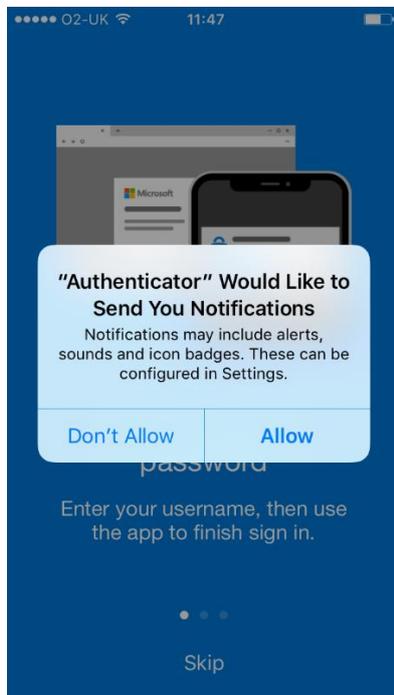
The set-up should then complete and you should be able to see your account. You should get a 6 digit token which cycles every 30 seconds. When you log on remotely you'll need the current code.


**You can now move to step 4, Connecting to CYC.**

On an iPhone

Open the app you've installed. The first screen advises you about receiving notifications, you can select either **Don't Allow** or **Allow.** The second is about Data security. There's no harm in leaving it as it is but you can switch it off in Settings if you prefer
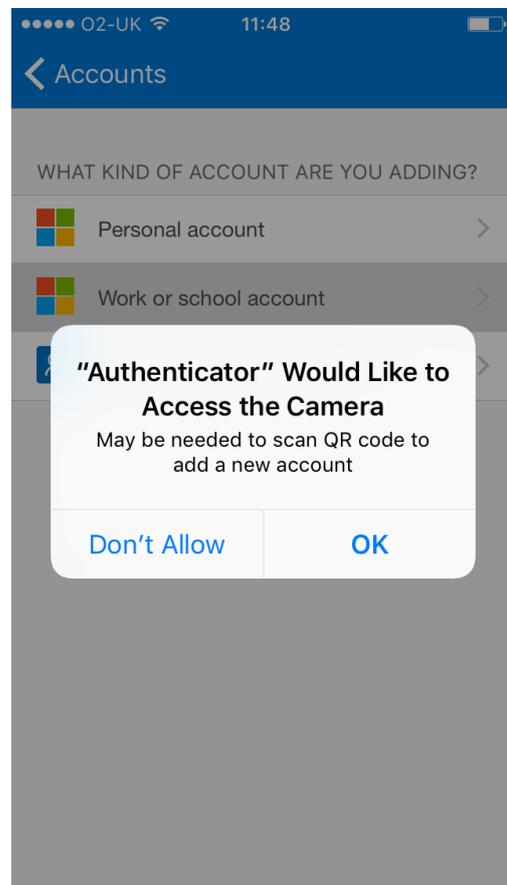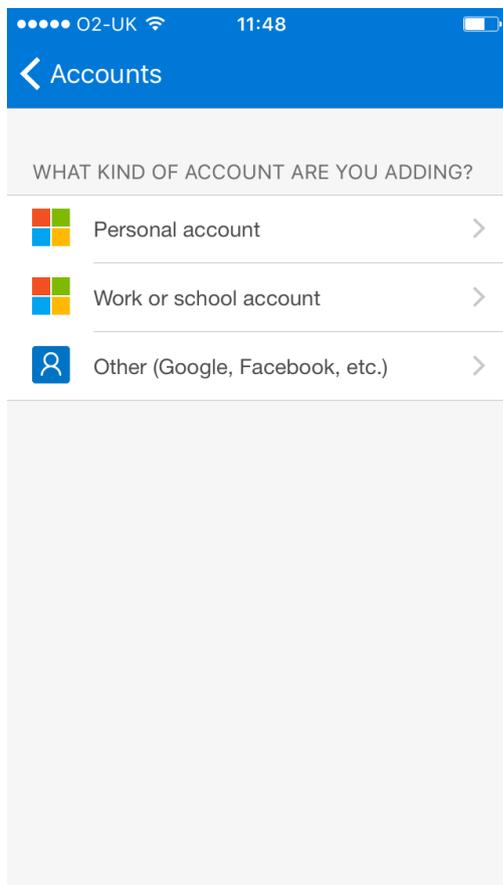

You can swipe though these screens and press **Let's get started!** or press **Skip**

8
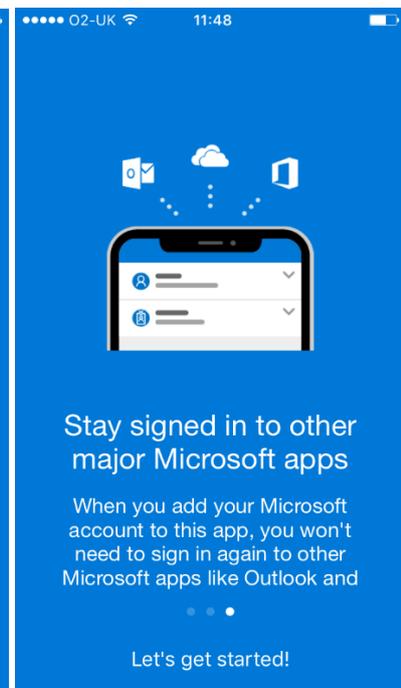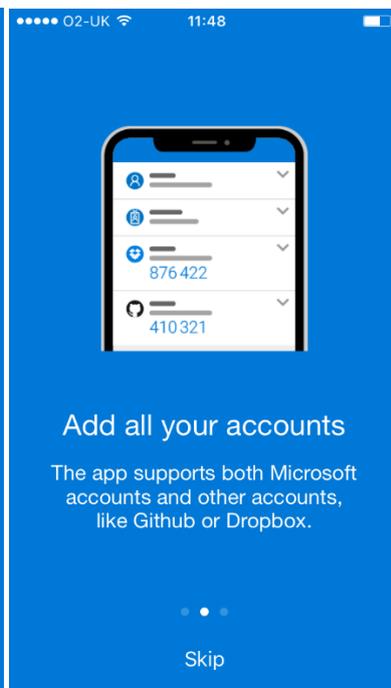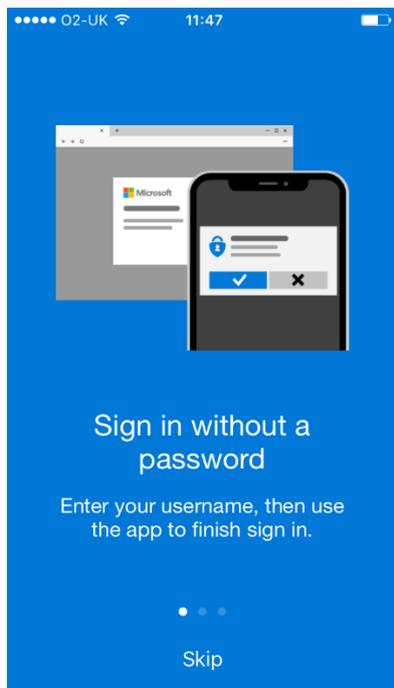
Now you're ready to add the CYC account, press **Add account**
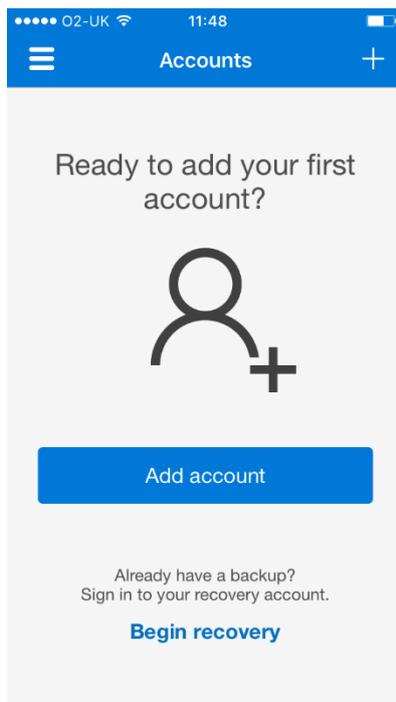
On the next screen press **Work or school account.** A message will appear about allowing Authenticator to access the camera, this is for the scanner to work. Press **OK**

Now you can scan the QR code you generated on the OTP Device Manager site. Please hold your phone up to the screen so the QR code appears on your mobile screen.
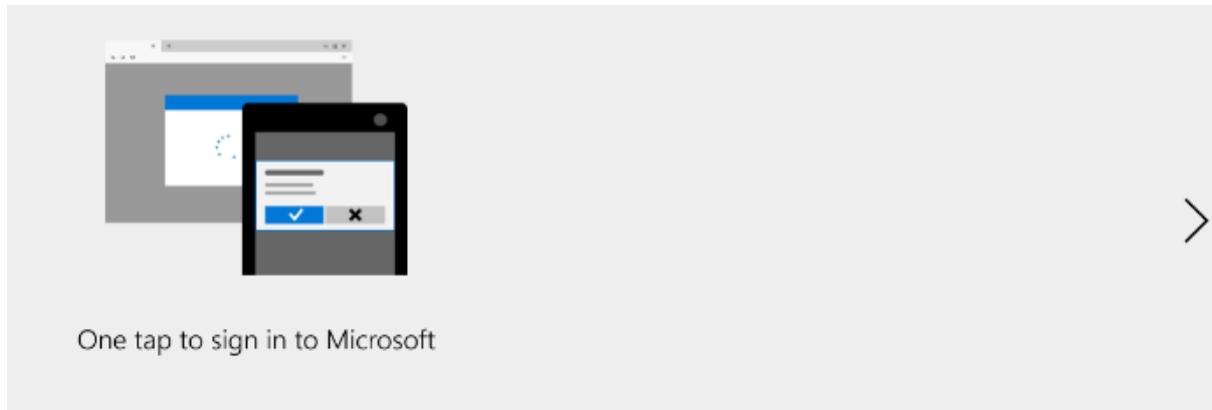
The set-up should then complete and you should be able to see your account. You should get a 6 digit token which cycles every 30 seconds. When you log on remotely you'll need the current code.
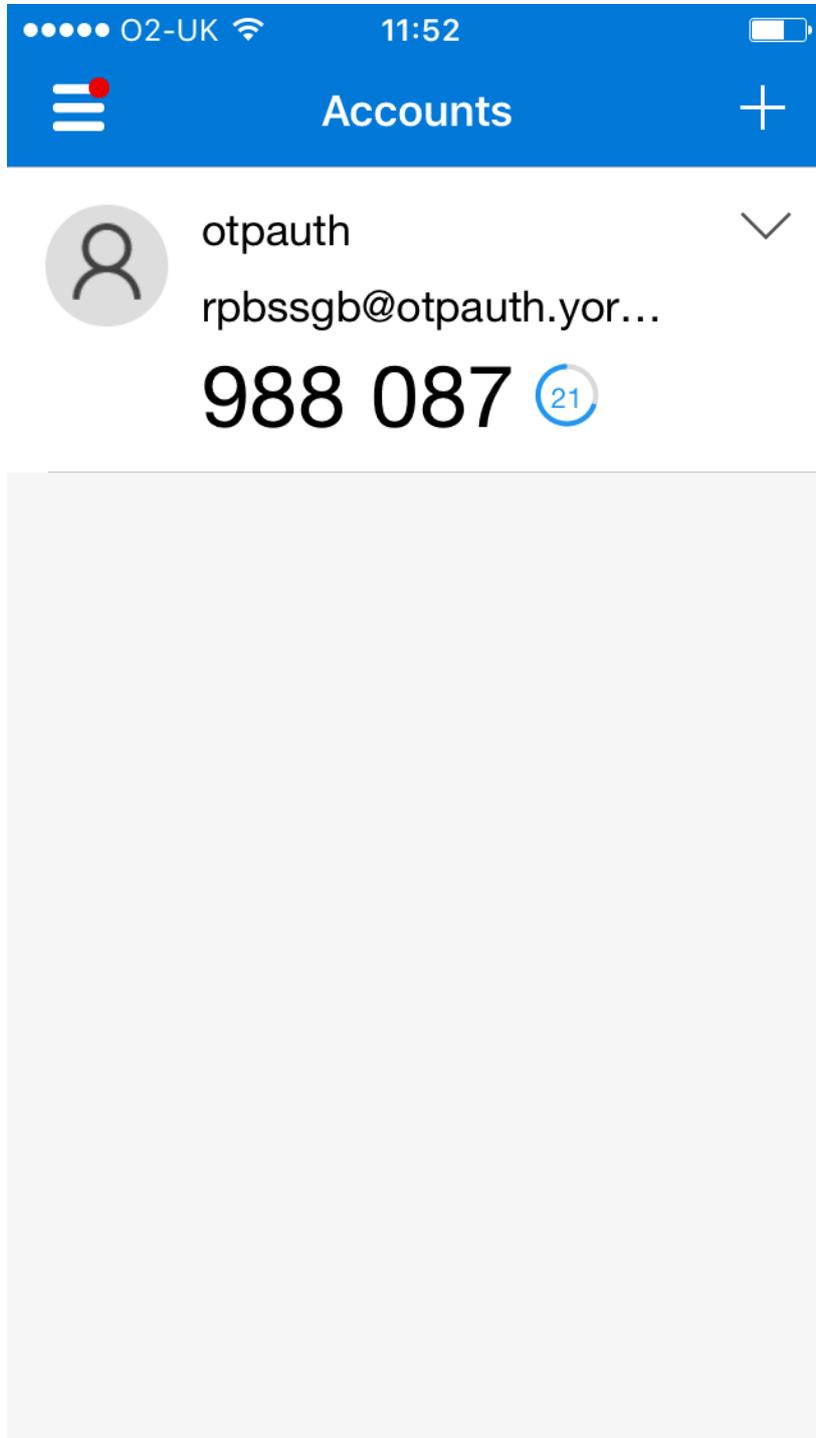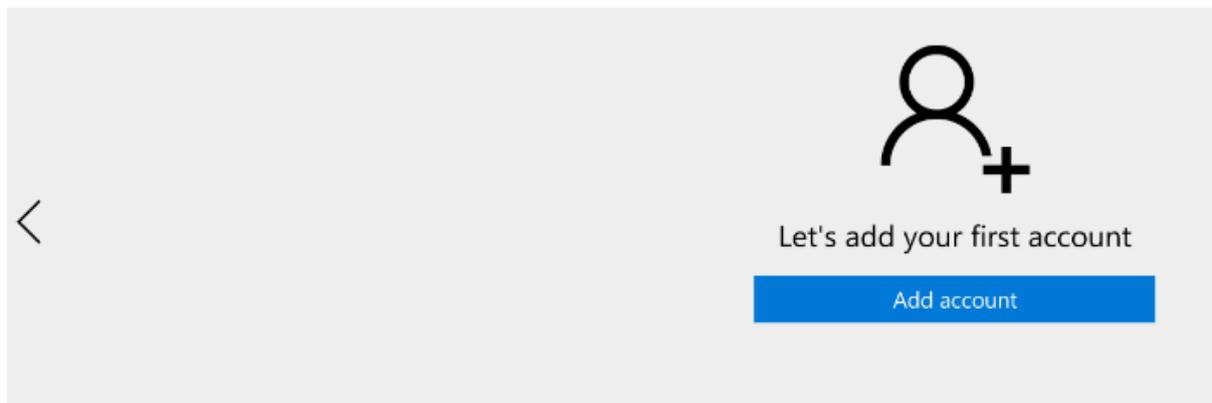

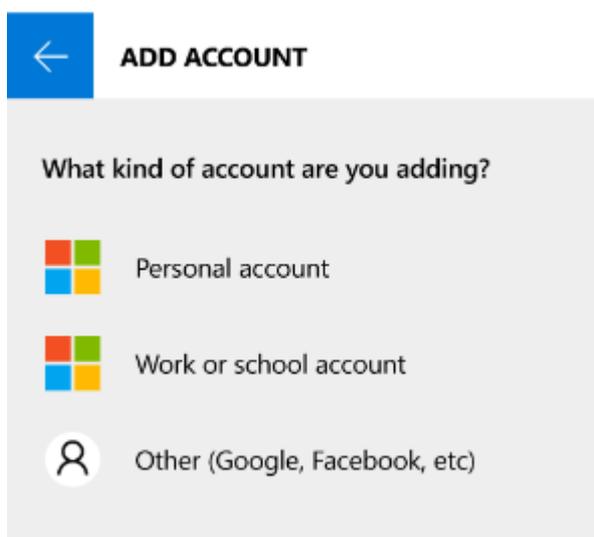**You can now move to step 4, Connecting to CYC.**
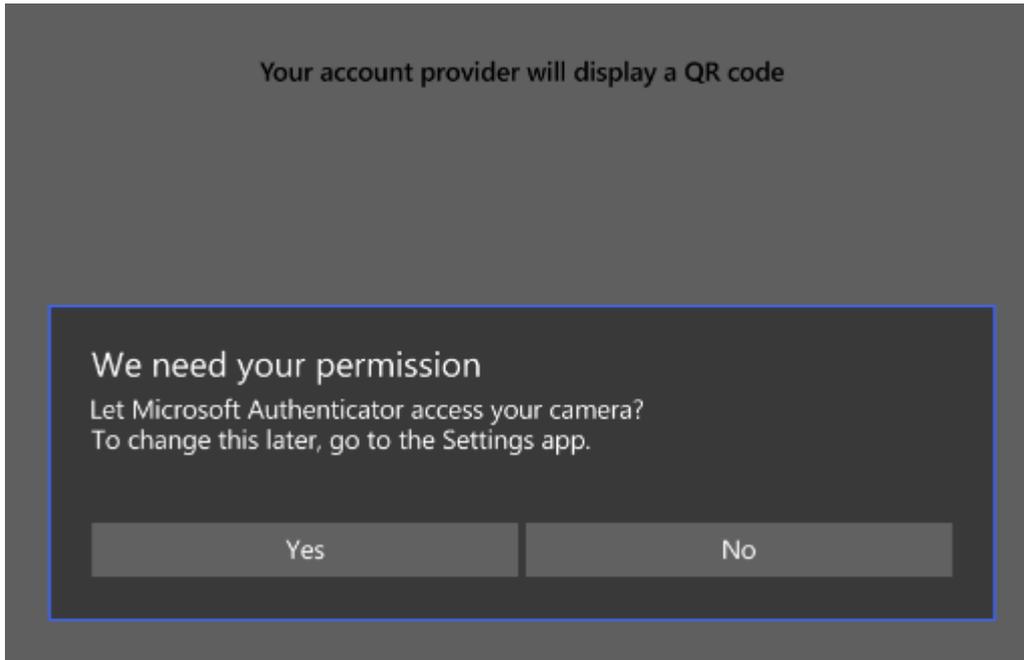
On a Windows phone

Open Microsoft Authenticator

One tap to sign in to Microsoft

Click the **arrow** on the right until you are presented with the "Add account" screen

Let's add your first account

Add account

Click **Add account** and choose **Work or school account**

ADD ACCOUNT

What kind of account are you adding?

Personal account

Work or school account

Other (Google, Facebook, etc)

Accept the permission request by clicking **Yes**

Now you can scan the QR code you generated on the OTP Device Manager site. Please hold your phone up to the screen so the QR code appears on your mobile screen.
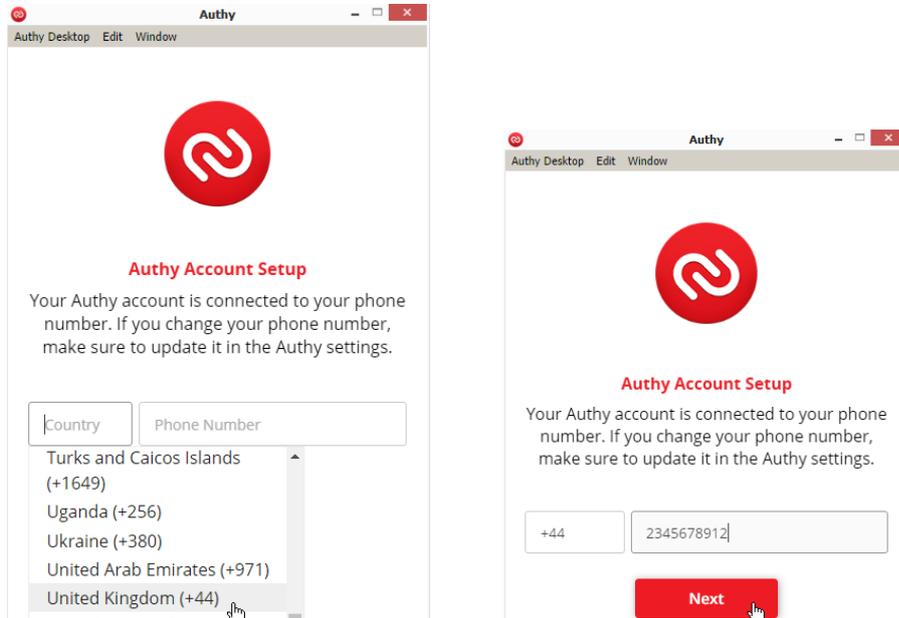
The set-up should then complete and you should be able to see your account. You should get a 6 digit token which cycles every 30 seconds. When you log on remotely you'll need the current code.
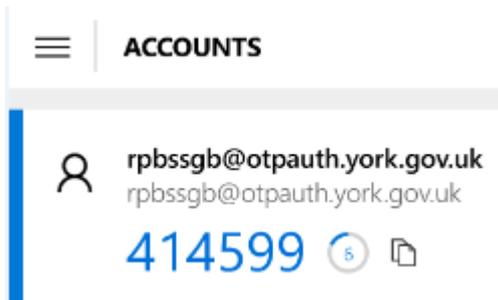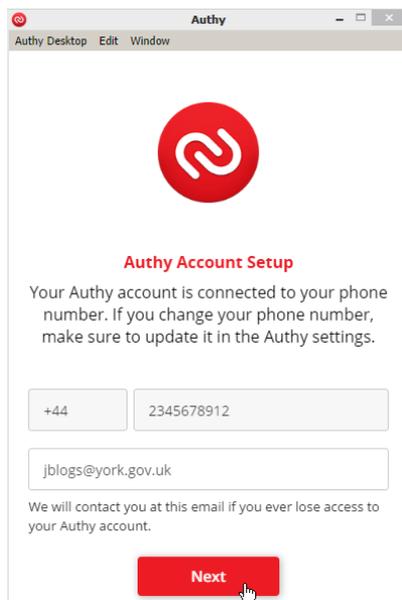

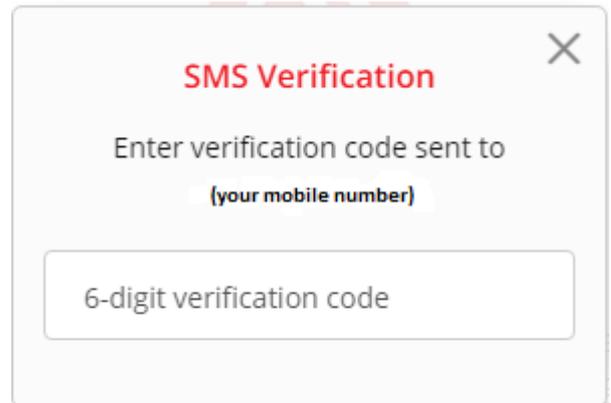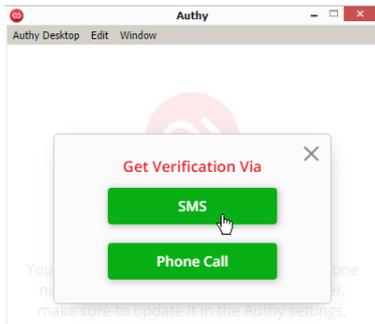**You can now move to step 4, Connecting to CYC.**

On a home computer

Open Authy, select United Kingdom (+44) from the dropdown and enter your mobile number (without the zero).
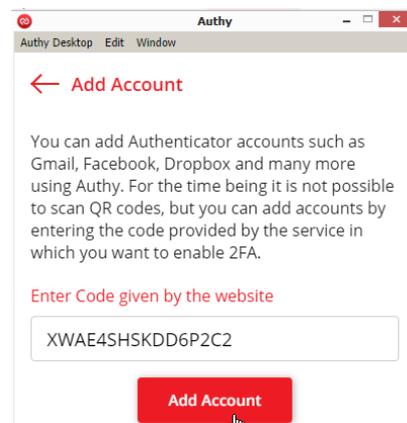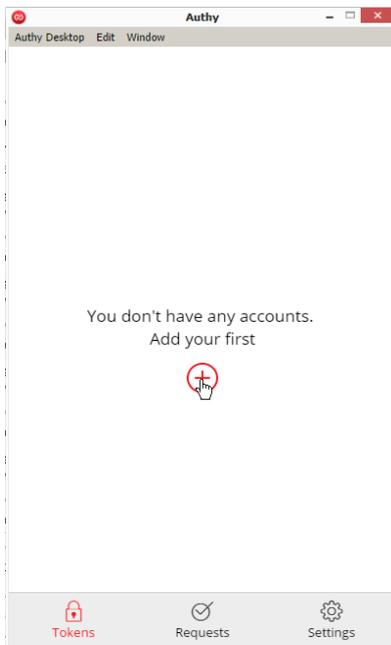

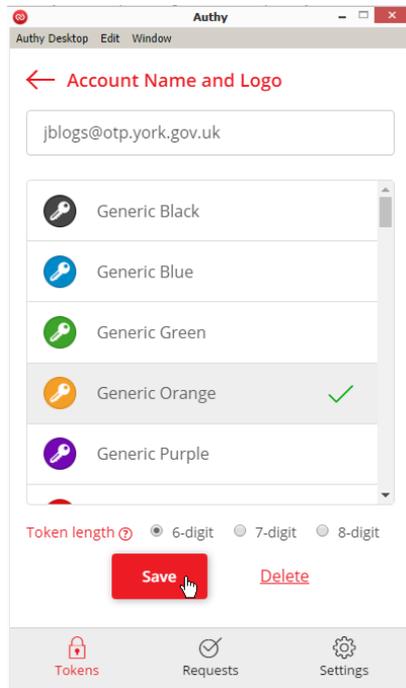Now enter your email address, work or personal

Verify the account via a Call or Text (SMS) and enter the code given

Click the **Red Plus Icon** to add your account. You can now enter the key from OTP Device Manager by typing or using copy and paste.

Enter an account name in the format cycusername@otp.york.gov.uk and select a logo colour

You can test your account by clicking it. You should get a 6 digit token which cycles every 30 seconds.

When you log on remotely you'll need the current code.

You can now move to step 4, Connecting to CYC.

4) Connecting to CYC

The new CYC Application Portal looks like this. The address is https://myapps.york.gov.uk

Please write it down and save it to your favourites so you have it when you first log on using this method.
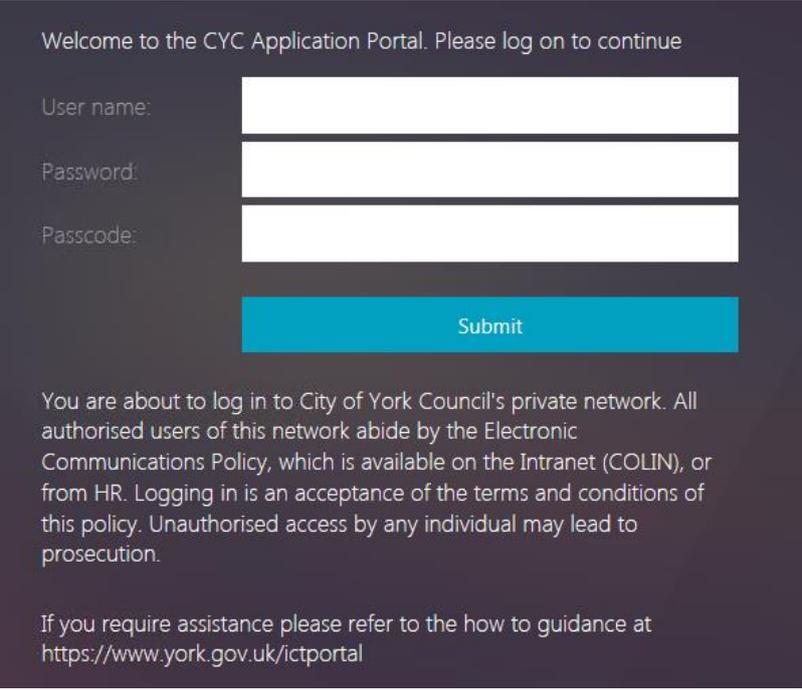
To logon simply submit your CYC credentials **(User name and Password)** along with the Token **(Passcode)** from your OTP device.

We hope that you will find this method easy to use and hassle free. Please remember you are still bound by CYC's Electronic Policy whilst you are logged on.