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:

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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

Manage Your One-T CYC Applications	ime Passcode Device for Logging in Remotely to
User name:	ļ
Password:	
	Submit

Click Add Device



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

My Registered Devices			
No registered devices	✓	+	Add Device
Enter a device name to add		Go	

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.



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





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



Now you're ready to add the CYC account, press Add account

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≡	Accounts	+
Ready	to add your account?	r first
	Add account	
Alre Sign in t	ady have a backup ^r o your recovery acc egin recovery	, ount.

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**

•••••	02-UK ᅙ 11:48	
< Ac	counts	
WHA	T KIND OF ACCOUNT ARE YOU ADD	ING?
	Personal account	>
	Work or school account	>
8	Other (Google, Facebook, etc.)	>



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.



On a Windows phone

Open Microsoft Authenticator



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



Click Add account and choose Work or school account



Accept the permission request by clicking Yes

Your account provider	will display a QR code
We need your permission	
Let Microsoft Authenticator access yo	ur camera?
To change this later, go to the Setting	is app.
Yes	No

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.



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

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number. If make sure f	you change your phone number, to update it in the Authy settings.
+44	2345678912
jblogs@york.	gov.uk
We will contact y your Authy acco	/ou at this email if you ever lose access to unt.
	Next

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 <u>OTP Device Manager</u> 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.

4) Connecting to CYC

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

Please write it down and save it to your favourites so you have it when you first log on using this method.

	TC Application Portal. Please log on to continue
Password	
Passcode:	
	Submit
You are about to authorised users of Communications from HR. Logging this policy. Unauth prosecution.	log in to City of York Council's private network. All of this network abide by the Electronic Policy, which is available on the Intranet (COLIN), or i in is an acceptance of the terms and conditions of norised access by any individual may lead to
	stance please refer to the how to quidance at

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.