OTP FAQs

Q: What is OTP?

A: A one-time password (OTP) is type of password that is valid for only one use. It is a secure way to provide access to an application or perform a transaction only one time. The password becomes invalid after it has been used and cannot be used again.

## Q: What's wrong with Entrust grid cards?

A: Entrust grid cards can be copied, seen in a photograph and lost without realising it. They also have a license cost, as well as production costs. The Entrust grid card system does not allow failover to another site in the event of a disaster.

Q: What are the benefits of OTP?

A: There's no additional costs, we are leveraging existing infrastructure and they're very secure; it's the same systems are used for banks and technology websites. The built in resilience provides failover in the event of a disaster.

Q: I already use a different authenticator app for something else, do I still need to download Microsoft Authenticator?

A: Possibly not. If your current authenticator app supports QR codes then you should be fine to use that. If you find that it doesn't then please download Microsoft Authenticator which is supported by us.
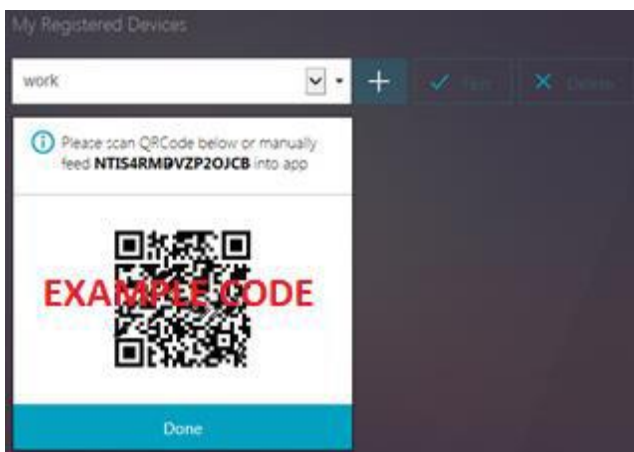
Q: I have a work phone and a personal phone, can I put Microsoft Authenticator on both?

A: Absolutely. In fact we'd advise that you do to give yourself more flexibility should either device develop any issues. On the OTP Device Manager site, the icon for which is found on your CYC desktop, simply choose the plus button **(+)** and then add your second device.

Q: I don't have a works phone and my personal phone is not a smartphone, what can I do?

A: You can put an OTP app directly onto your home desktop PC. The one we recommend is called **Authy**. However, this does mean that you can only connect remotely via that device as you won't have the OTP code available in meeting rooms or at other remote sites. If you use a laptop from home then you can put the Authy app on that and it will be there for you wherever you take your laptop.