



Authentication Service

redcentric

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How To Resync A Token

- Login to the 2FA administration platform. <https://cloud.safenet-inc.com/>
- Locate your user via the "Assignment" tab using their Last Name or User ID.
- Open the Authentication Methods section and click "Manage" next to the user

For MOBILEPASS users:

The screenshot shows the user management interface for Redcentric Solutions Ltd. The 'Assignment' tab is selected. The user detail is shown as '@redcentricplc.com'. Under the 'Authentication Methods' section, there are three buttons: 'Assign', 'Provision', and 'Change Log'. Below these buttons is a table with one row of data:

	Type	Target	Description	State
Manage	MobilePASS	Windows	Serial: 1005956011	Active

Below the table are sections for 'Authentication Metrics' and 'Authentication Activity'.

- Select the "Resync" option on the token. (For MOBILEPASS Users)
- Request that the user goes through their application to provide the code they would use to login, enter this in the first box. Repeat this process for the second box and click "Resync"
- Once completed the users token will now be synced.
- Have the user re-try their token, they should now be able to login.

For KT-4 users:

Snapshot	Assignment	Tokens	Groups	Reports	Self-Service	Operators	Policy	Comms
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User Detail : [User Name]

Authentication Methods

Assign Provision Change Log

Type	Target	Description	State
Manage	KT	Serial: 312899030	Active

Resync Clear Cancel

The response provided by the user's token for the displayed challenge should result in a successful test. If so, the token is working properly

Challenge:

Response:

Authentication Metrics

- Select the Resync option (For KT-4 USERS)
- Have the user hold the button on their KT-4 Token until options such as Init. Contrast. Come up, when it gets to 'Resync' they need to press the button again.
- Once in the Resync option they need to enter the code from the Challenge box above. Once entered this will give them a response which they will need to give to the operator.
- Click Resync, once the response has been entered.
- Have the user re-test their service.

Checking Group Memberships

Another common issue with 2FA logins is that there is no Group Membership set on the user's profile. To check this, whilst on the user's profile follow the below steps:

- Select Group Membership
- If there is not a membership allocated, click the "Add" button
- Select the appropriate group membership and click the "Apply" button
- Have the user re-test their service

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