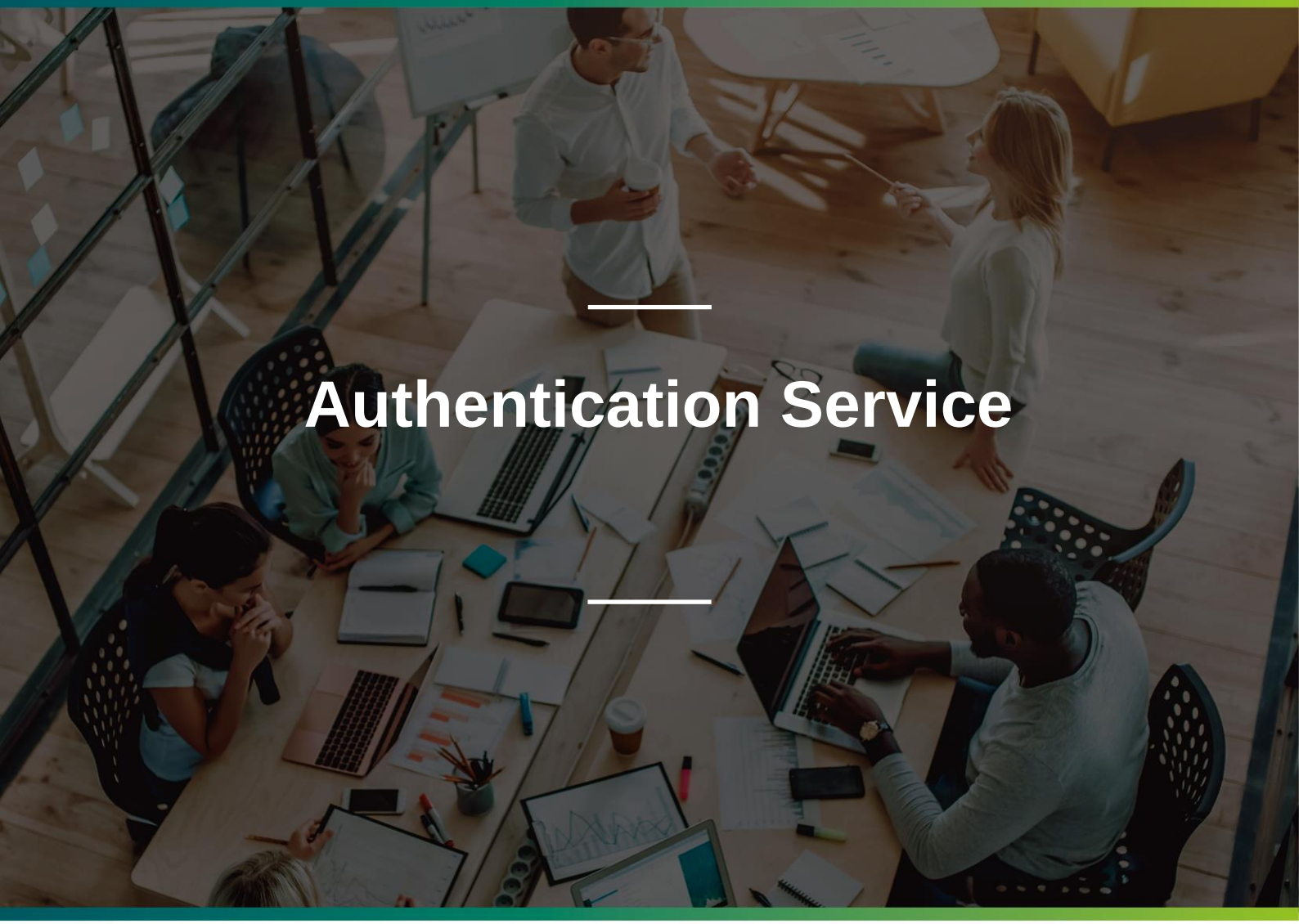

Authentication Service

redcentric

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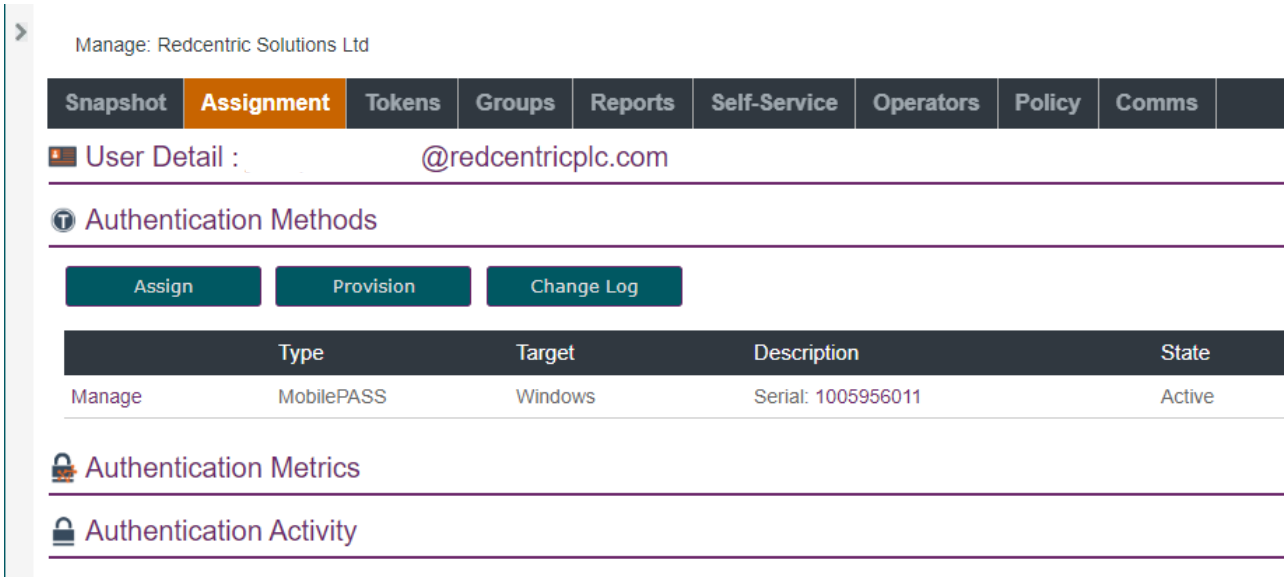
How To Resync A Token

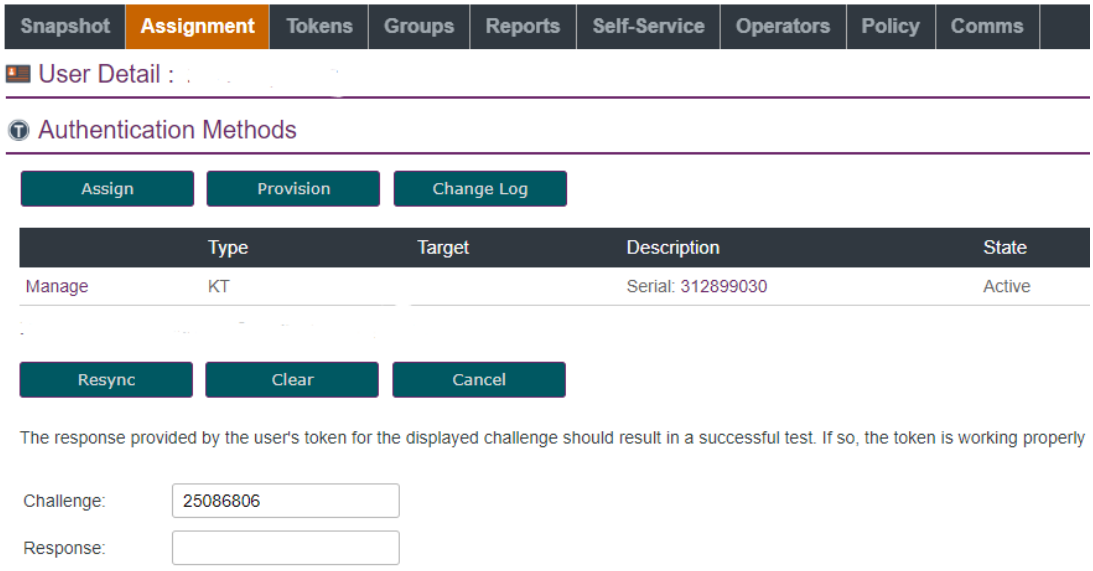
- Login to the 2FA administration platform. https://cloud.safenet-inc.com/
- Locate your user via the “Assignment” tab using their Last Name or User ID.
- Open the Authentication Methods section and click “Manage” next to the user

For MOBILEPASS users:



- 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:



- 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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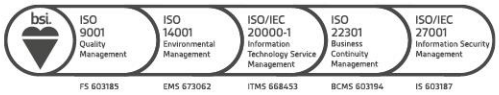
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