

Reset Your Own Multi-Factor Authentication Status

To reset your own multi-factor authentication status, complete the following steps:

1. On the **Offline Application** login page, select **Retrieve Admin Profile**.
2. The system retrieves your user profile and prompts you to change your offline password.
3. Change your **offline password**.
4. The system updates your offline password and initialization file and saves your profile and login credentials.
5. The system will prompt you to set up **multi-factor authentication (MFA)**.
6. If you have already set up **MFA**, you will be prompted to input your one-time code.
7. If you have not set up the **MFA**, the system prompts you to set up **MFA** with your chosen authenticator application by downloading the application on your workstation device.
8. Follow the steps in the authenticator to set up **MFA**. The system displays the **authenticator secret** and instructs you to enter it into your chosen authenticator as shown in Figure 1.
9. Input the **authenticator secret** into your authenticator application and label it as “**OTCnet Offline**.”
10. Enter your **Time-Based One-Time Password (TOTP)** code generated by the authenticator into the textbox and select **OK**.

Figure 1: Prompt for Multi-Factor Authentication Setup



Application Tip

User must ensure they have selected **TOTP** as their authenticator option with **SHA1** and an **OTP code** length of six characters. Not all authenticators will present this option, but if it is an option, these parameters should be selected.

11. If you enter correctly the **TOTP** code, system will display a message that you have successfully set up multi-factor authentication for OTCnet Offline. Select the **OK** button to proceed to the login page as shown in Figure 2. Otherwise, system will prompt you to verify your **MFA** setup and **TOTP** code and try again.

Figure 2: Successful Multi-Factor Authentication Setup Message

Multi-Factor Authentication Setup

If you do not have an authenticator application installed, please close the browser to download and install an authenticator application on your workstation device and begin setting up multi-factor authentication for OTCnet Offline.

Your Time-based one-time password (TOTP) secret is XXXXXXXX.

Please use this in your authenticator application to set up your multi-factor authenticator for OTCnet. In your authenticator application, please select TOTP as your authenticator option with SHA1 and a TOTP code length of six characters. After you have set up your multi-factor authenticator for OTCnet, please enter the code generated by the authenticator into the textbox below.

You have successfully set up multi-factor authentication for OTCnet Offline! Please click the "OK" button to proceed to the login page.

Please enter TOTP Code from your authenticator app

12. The system completes user authentication and displays a message informing you that **MFA** has been successfully set up.
13. Acknowledge the **message**. The system logs you out and displays the *OTCnet Offline* login screen.