RemoteView

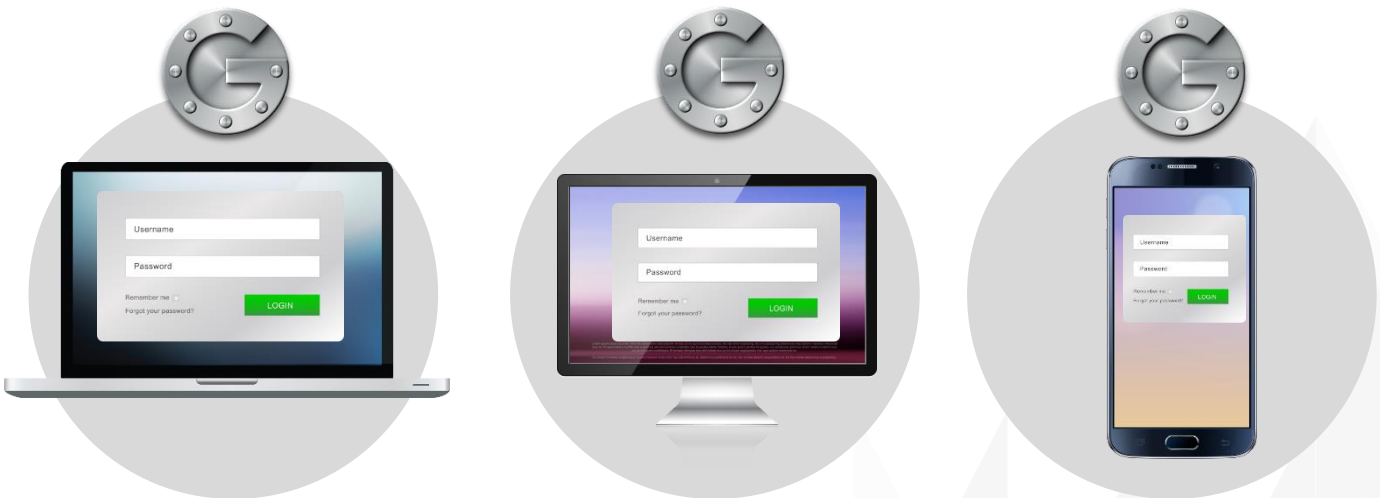
Quick Guide: One Time Password

Index

I. Definition of OTP (One Time Password)

■ OTP (One Time Password)

A one-time password (OTP) is a password generated using pseudo randomness or randomness that is valid for only one login session or transaction, on a computer system or other digital device. OTPs avoid a number of shortcomings that are associated with traditional (static) password-based authentication such as the vulnerability to replay attacks.



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II. Setting before using OTP

■ Pre-requisite to use OTP

In order to use 2-step verification (OTP), first users must contact us (see below) to enable the option.

E-mail: (support.us@rsupport.com) or

Call us: 1-888-348-6330

III. 2 ways to use OTP

■ Choosing the Mode (Admin or User)

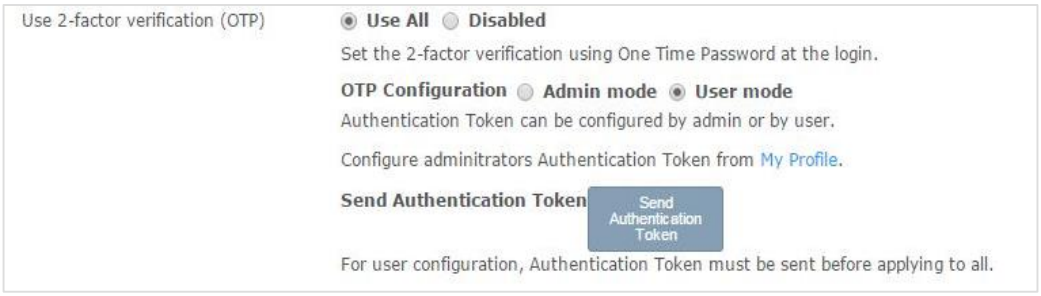
① Log in (available for Admin only).

② Preferences

③ Company Settings

④ Select "Use 2-step verification (OTP)"

⑤ Choose the Mode



■ Difference between Admin mode and User mode

Feature	Admin	User
View and manage all users' key	Yes	No
Register key	Admin	User
Reset key	All users	Own user
Mass distribute key	No	Yes
In case of lost key,	Admin issued	Indiv. email

≫Select the mode that best fits the business security policy and needs.

3.1. OTP | User Mode

■ Selecting User Mode

① Log in (available for Admin only)

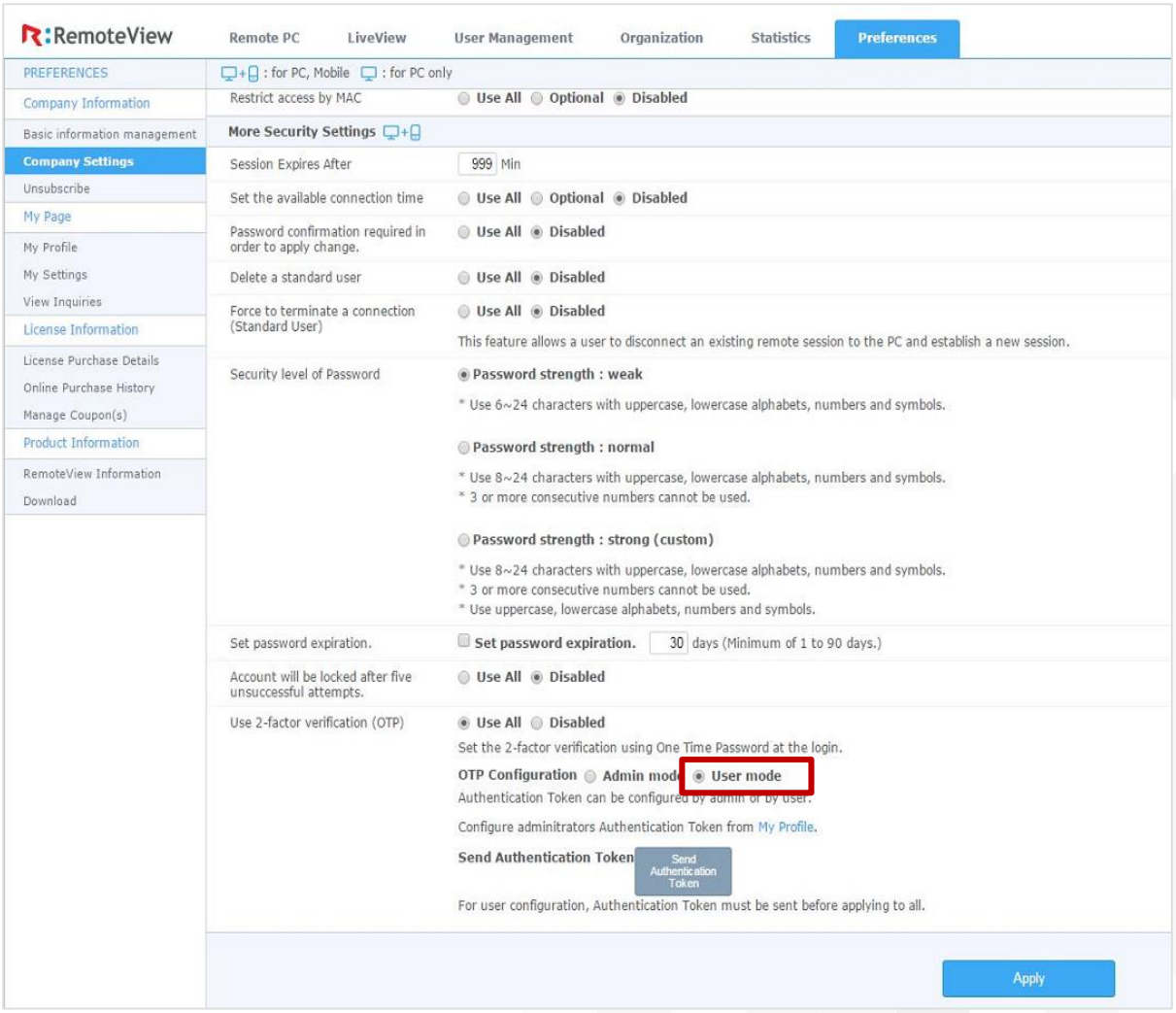
② Preferences

③ Company Settings

④ Select “Use 2-step verification (OTP)”

⑤ Choose the User mode

⑥ Press Apply



3.1 OTP | User Mode

■ Configuring User Mode – OTP

(After selecting User mode and pressing Apply)

① Press Generate Key 

(Click on Generate Key to receive the Authentication Key to the registered email)

Verifying [Authentication Key]

① Preferences

② My Profile

③ Google OTP key

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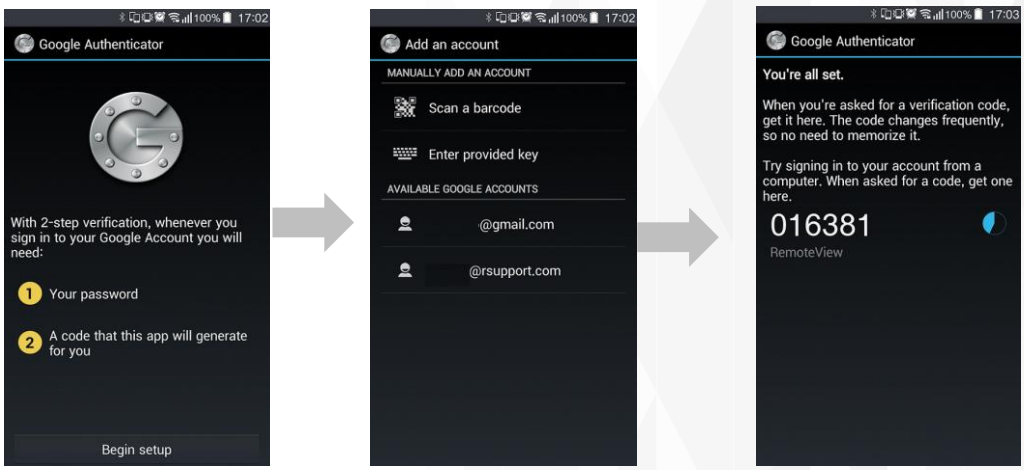
② Registering Google OTP App (Adding Authentication Key)

Adding [Authentication Key]

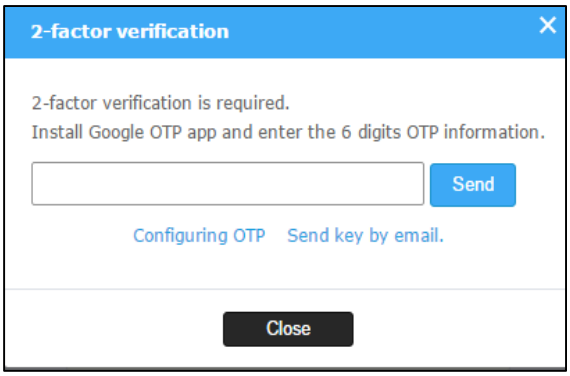
≫ Scan barcode or enter code.

≫ Install 'Google Authentication' from Google Play Store.



3.1 OTP | User Mode

(OTP Authentication will pop-up at the Web or Agent login.)

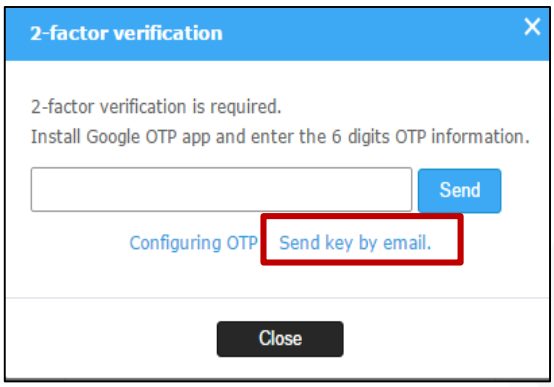


③ Launch Google Authentication App

④ Enter Google OTP 6 digit number

■ Configuring User Mode – Recovering key

In case the mobile device has been changed/lost, Authentication Key must be regenerated. To do this, click on "Send key via email" link to receive a new key.



3.2. OTP | Admin Mode

■ Selecting Admin Mode

① Log in (available for Admin only)

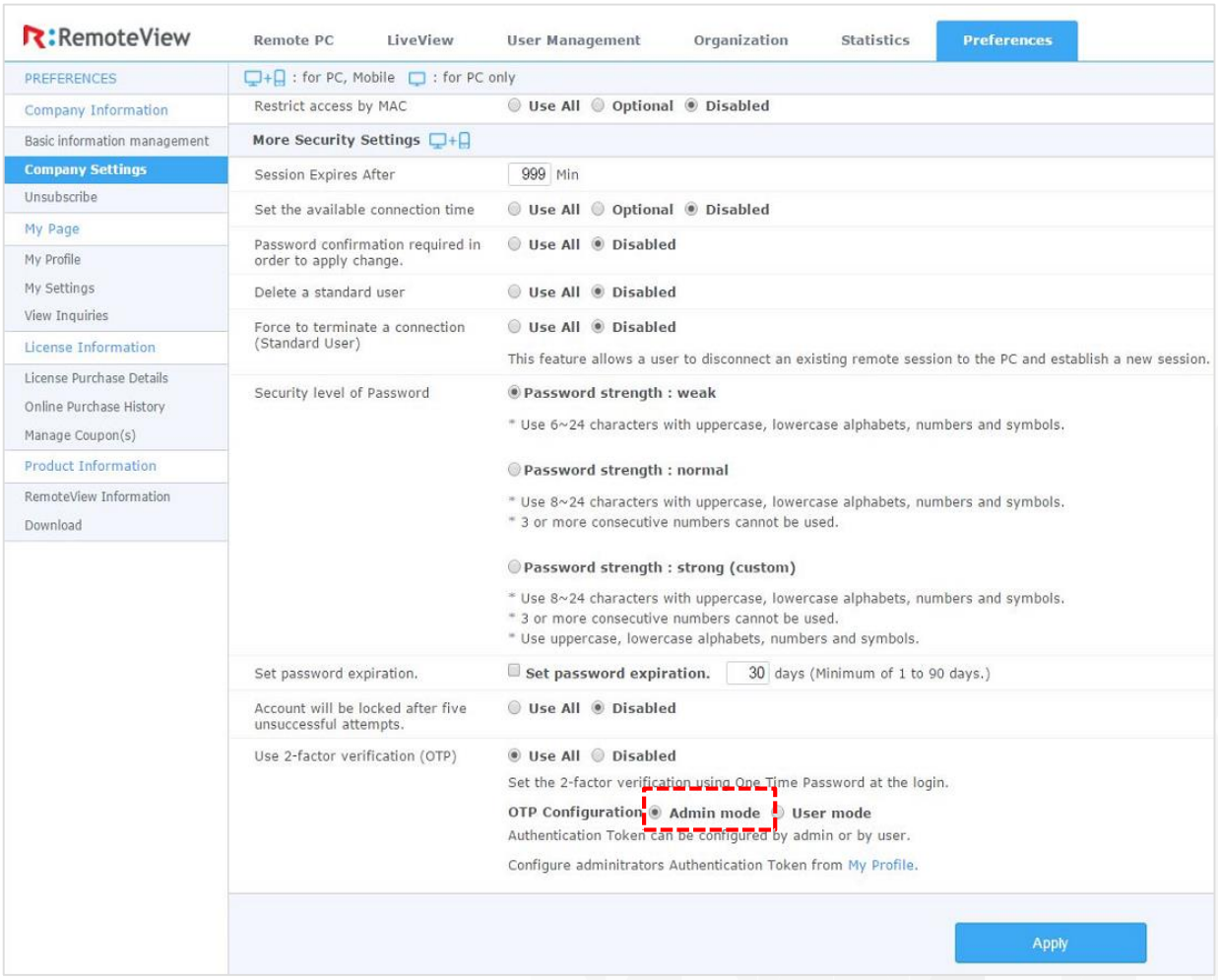
② Preferences

③ Company Settings

④ Select "Use 2-step verification (OTP)"

⑤ Choose the Admin Mode

⑥ Press Apply



3.2 OTP | Admin Mode

■ Configuring Admin Mode - OTP

(After selecting Admin Mode and pressing Apply)

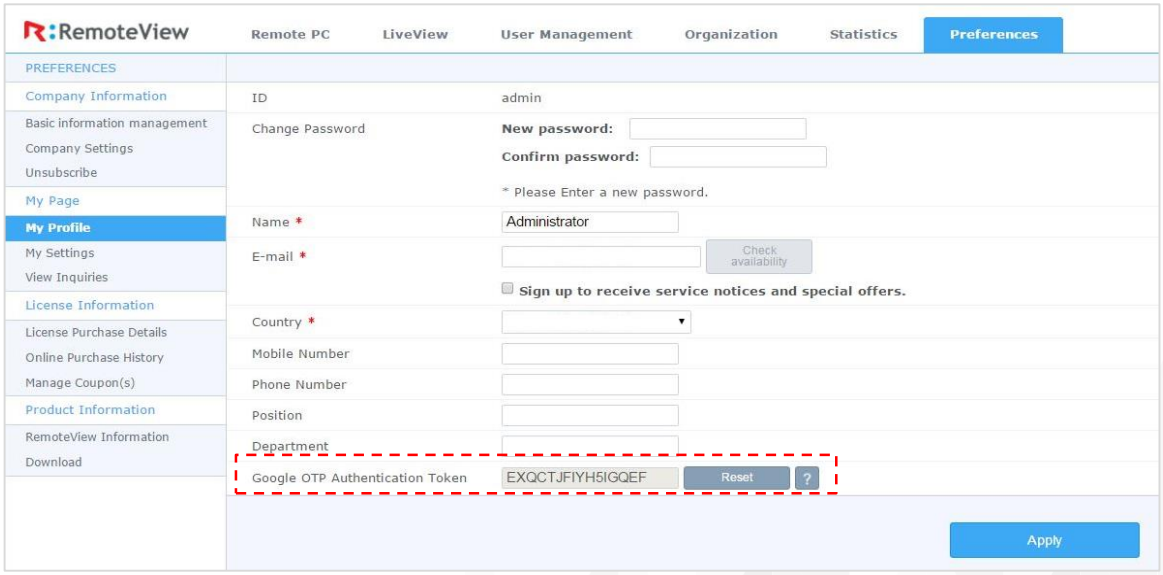
① Press Generate Key

Verifying [Authentication Key]

① Preferences

② My Profile

③ Google OTP key



② Press Generate New Key

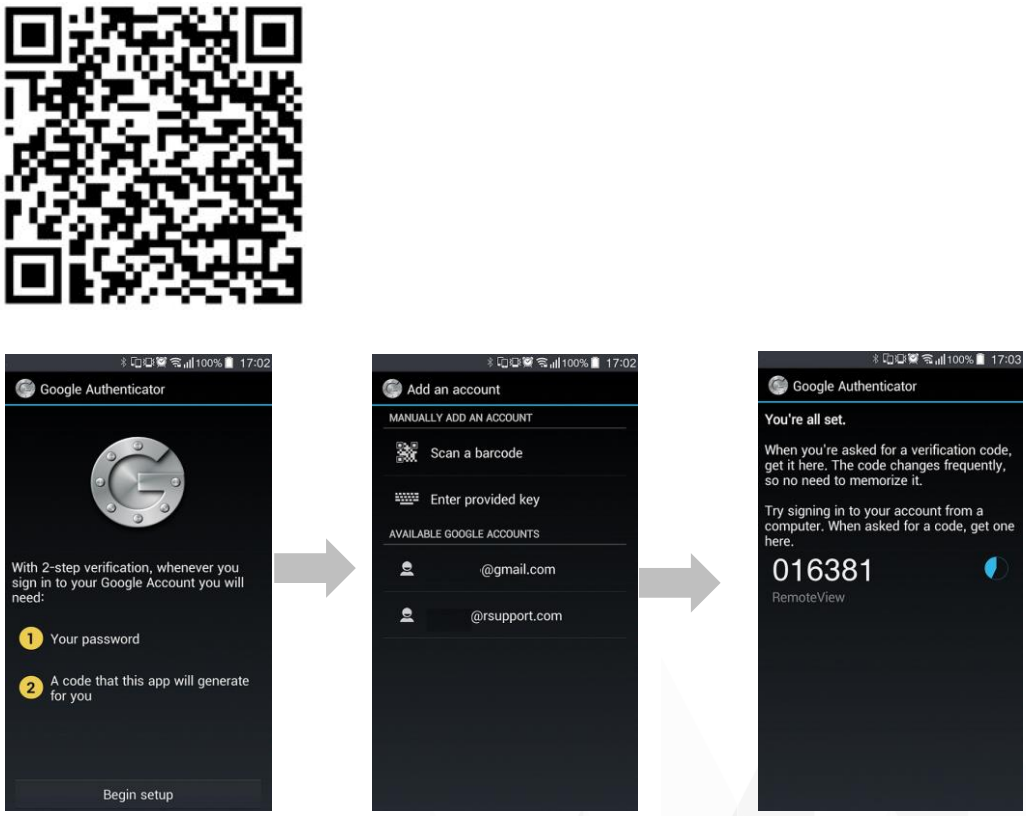
3.2 OTP | Admin Mode

③ Registering Google OTP App (Adding Authentication Key)

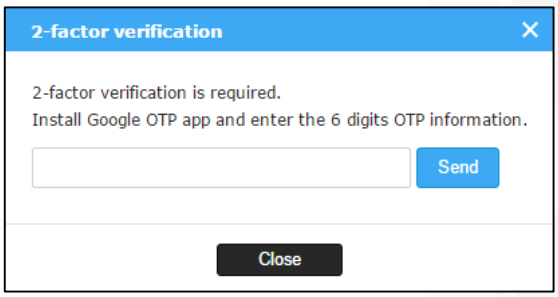
Adding [Authentication Key]

≫ Scan barcode or enter code.

≫ Install "Google Authentication" from Google Play Store.



(OTP Authentication will pop-up at the Web or Agent login)



④ Launch Google Authentication App

⑤ Enter Google OTP 6 digit number

3.2 OTP | Admin Mode

■ Configuring User Mode – Recovering Key

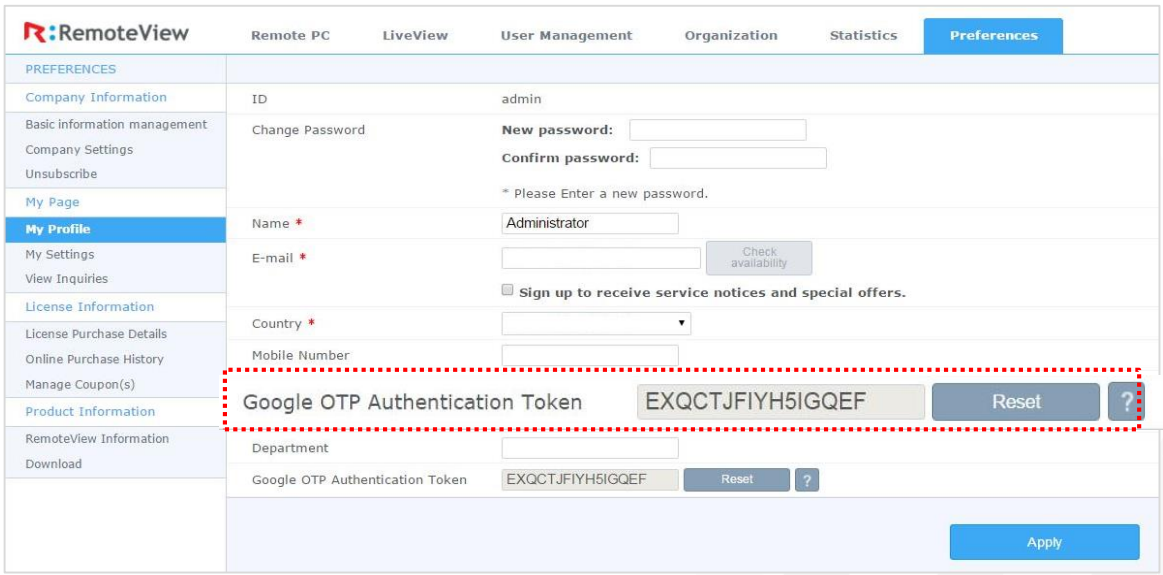
In case the mobile device has been changed/lost,
Authentication Key must be regenerated.

Re-generate [Authentication Key]

① Preferences

② My profile

③ Google OTP Authentication Key



IV. OTP | Generating Key as Admin

■ Admin generating OTP Key for the user

① Log in as Admin

② Go to User Management

③ Select a user

④ Right-click on the mouse

⑤ Choose "Send OTP key via email"

■ Admin re-generating OTP key for the user

① Log in as Admin

② Go to User Management

③ Change the view as List 

④ Select the user and press Reset

⑤ (Google OTP Authentication window pop-up)
Select Generate Authentication Key.

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V. OTP | Requesting Key to Admin

■ User requesting a new OTP Authentication key to Admin

Users must request the Authentication Key to Admin in case of change/lost of mobile device to receive a new OTP Authentication Key.

Thanks

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Compatible with Windows 7

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