Multi-Factor Authentication:

One-Time Password

Contingency Access Process

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Contingency Access Scenarios

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- Lost or Stolen OTP Device
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- OTP Account Locked
- Replacing a Damaged or Malfunctioning Hardware OTP Fob
- No longer need OTP Device / Leaving the UW
Requesting a Temporary One-Time Password

- Left my OTP Device at Home/Work
- Lost or Stolen OTP Device

1. Go to https://uwdigitalid.wisconsin.edu/ in your web browser and log in by selecting your campus and entering your institutional login credentials.
2. Click on the Request a Temporary Password link above your list of Digital IDs in the upper right corner of the page.
Requesting a Temporary One-Time Password

3. Answer the contingency challenge question in the text box provided. You have 3 tries to do so. After the third failed attempt, your account will be locked and you will have to contact your Local Registration Authority (LRA) to unlock your account.

Important Note: Your OTP device will still work so if you locate your OTP device you will be able to login)
4. The Request a Temporary Password page appears and there are a few delivery options for your temporary static OTP.

- Show Password on My Screen
- Text Message
- Voice Call
Requesting a Temporary One-Time Password

Show Password on My Screen
This will display the temporary Static One Time Password on your screen

Note: You will not be able to return to this screen. Store this temporary One Time Password in a secure manner.
Requesting a Temporary One-Time Password

**Text Message**
This will send your temporary six-digit passcode by text message to the phone number you have listed in your contingency access information.

**Voice Call**
This will send your temporary six-digit passcode by voice call to the phone number you have listed in your contingency access information.
Reporting a Lost/Stolen OTP Device

This applies to both OTP devices Key Fob and Smart Phone App.

1. Contact your LRA as soon as you become aware of the loss / theft so that they can disable the device. You can also disable the device when you obtain your temporary OTP.
Reporting a Lost/Stolen OTP Device

2. Obtain a temporary OTP so you can still access protected systems.
3. Schedule a time to visit your LRA.
4. To verify your identity you must present two forms of government issued IDs (one must be a UW ID) to your LRA. Acceptable forms of Identification: UW ID Card, Drivers License, Passport, US Military ID Card.
5. Request a new OTP device
6. After you have placed your request and verified your identity, the LRA can Activate / Assign your new One Time Password Device
OTP Device Locking

Your device will automatically lock by entering 10 incorrect passwords, you will need to contact your LRA.

1. Obtain a temporary OTP so you can still access protected systems.

2. To verify your identity you must present at least one form of government issued ID to your LRA. Acceptable forms of Identification: UW ID Card, Drivers License, Passport, US Military ID Card.

3. After you have verified your identity, the LRA can then unlock your OTP device.
OTP Account Locking

When you have entered an incorrect response to the contingency access questions 3 times you will see the following message:

“You have been locked out of contingency access due to too many incorrect security question answers.”
OTP Account Locking

Important Note: Your OTP device will still work even though contingency access for a temporary static OTP is locked.

1. Contact your Local Registration Authority (LRA) and inform them you have locked your contingency access.
2. Schedule a time to visit your LRA.
3. To verify your identity you must present at least one form of government issued ID to your LRA. Acceptable forms of Identification: UW ID Card, Drivers License, Passport, US Military ID Card.
4. After you have verified your identity, the LRA can then unlock your contingency access.
Replacing an OTP Device

- Replacing a Damaged or Malfunctioning Hardware OTP Fob

1. Obtain a temporary OTP so you can still access protected systems.
2. Contact your LRA and indicate that your device was damaged or malfunctioning.
3. Schedule a time to visit your LRA
4. Bring the key fob OTP device to the LRA
5. To verify your identity you must present at least one form of government issued ID to your LRA. Acceptable forms of Identification: UW ID Card, Drivers License, Passport, US Military ID Card.
6. Request a new OTP device
7. After you have placed your request and verified your identity, the LRA can Activate / Assign your new One Time Password Device.
No longer need OTP Device / Leaving the UW

This applies to both OTP devices Key Fob and Smart Phone App.

1. Contact your LRA and indicate that your position is ending with the UW or you no longer need to access a protected system.
2. Schedule a time to visit your LRA
3. To verify your identity you must present at least one form of government issued ID to your LRA. Acceptable forms of Identification: UW ID Card, Drivers License, Passport, US Military ID Card.
4. If a key fob was used return the key fob to the LRA
5. After you have verified your identity and returned the key fob, the LRA can Deactivate your One Time Password Device
6. If the smartphone app was used it can now be uninstalled
Question & Answer