

TWO-FACTOR AUTHENTICATION

for online services at WU

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TIP

Read the **FAQs on two-factor authentication** to find out how it fits in practice at work: **short.wu.ac.at/community-faqs-2fa-en**

1 General Information

Two-factor authentication (2FA) improves the protection of online services and systems at WU. When logging in, authorized users must enter a second, unique piece of information in addition to their password (e.g. a numeric code). This so-called second factor is generated or delivered independently from the first one (e.g. via an app on a mobile device or via SMS).

What is the "second factor"?

At WU, the second factor consists of a 6-digit numerical code that is valid only for a short period of time and can be used only once. This is called a "*Time-based One-Time Password*" (abbreviated: **TOTP**).

	 You can activate and set up the two-factor authentication via the Two-factor authentication menu in the Controlpanel application
PLEASE	 There are two options available to get the second factor: 1. use an authenticator app (recommended) 2. receive an SMS message to a cell phone number registered for this service
NOTE	 When logging in to an online service with 2FA, you are required to enter:
	 your WU account password (<i>first factor</i>) a 6-digit sequence of numbers (TOTP) that is valid for a short period of time (second factor)

2 Using Authenticator Apps

IMPORTANT

A **TOTP token** is required when using an authenticator app. You can create this token anytime in the Controlpanel application and get a QR code in the process. Scan the QR code with your authenticator app.

Please follow these steps to use 2FA with an authenticator app:

1	Create a TOTP token in the Controlpanel application .	see details on page 3
2	Please choose and install <u>one</u> of the two authenticator apps on your mobile phone.	 Microsoft Authenticator on page 4 or privacyIDEA on page 5
3	Scan the QR code displayed in the Controlpanel application with your authenticator app.	 Microsoft Authenticator on page 4 or privacyIDEA on page 5

2.1 Create a TOTP Token

To generate a **TOTP token**, please log in to the **Controlpanel application**.

Select **Two-Factor Authentication > Manage Tokens** from the menu on the left. Then click on **Create TOTP-token**.

-	WU Controlpanel		Helene Maier - QUICKLINKS +				
	Helene Maier (helmaier) Overview	Manage tokens Here you manage your tokens for SMS and Authenticator apps.					
	My account My email My teams Videoconferencing	Please note: • When you first add a token, two-factor authentication is permanently activated for your account. • From that point on, you will always need a second factor when logging in to certain WU IT services. • To learn more about using 2FA with your cell phone, please refer to the <u>Two-Factor Authentication instructions</u> .					
	Information services	Ihre Daten					
	> Cell phone registration for 2FA	Username	helmaier				
e	 Manage tokens 	Name	Helene Maier				
	Activity log Other WU services Software	IMPORTANT! At least one token must always be active (either SMS or T	OTP)! It is not possible to deactivate all tokens.				
		TOTP-Tokens No TOTP-tokens registered + Create TOTP-token					
Im	pressum		→ Support				

Your TOTP token is displayed in the form of a **QR code**. Please use your authenticator app to scan this QR code.

→ WU Controlpanel		Helene Maier -	QUICKLINKS 🕂
Helene Maier (helmaier) Overview	Create token Your token has been created		
My account My email My teams	TOTP00504616		
Information services Two-factor authentication Cell phone registration for 2FA			
Manage tokens Activity log Other WU services Software			

- Use this QR code **only once** and **exclusively** with your authenticator app!
- The QR code contains the secret key for your token and is subject to the same **secrecy requirements** as your account password.
- If you suspect unauthorized use or misuse of your token, **deactivate** the TOTP token currently in use and generate a new one.



2.2 Set up Microsoft Authenticator

• Apple App Store:	Microsoft Authenticator
• Google Play Store:	Microsoft Authenticator
Download the app	

from the store No Service 🗢 10:26 1 **〈** Search Microsoft Authenticator Microsoft Corporation P ۲î 1.3K RATINGS AGE CHART 4+ Nº7 4.8 Years Old Productivity Mic **** What's New Version History Version 6.5.38 1w ago We're always working on new features, bug fixes, and performance improvements. Make sure you sta more Preview . Q ٩ ۲

Allow access to camera: please select **OK**





Scan the **QR code** displayed in the Controlpanel application





You can get a QR code from your organization or account provider, such as Microsoft, Google, or Facebook

Restore from backup

Your one-time password (**TOTP**) is now available



SUPPORT

We are ready to help if you experience difficulties or have questions about 2FA. Please send us your support request via the **Service Desk**.

2.3 Set up PrivacyIDEA Authenticator

- Apple App Store:
- Google Play Store: priv

privacyIDEA Authenticator privacyIDEA Authenticator

Download the app from the store



Allow access to camera: please select **OK**

Cancel Flash Cancel Cancel



Scan the **QR code** displayed in the Controlpanel application

Select the *plus symbol* on the bottom right



Your one-time password (**TOTP**) is now available



We are ready to help if you experience difficulties or have questions about 2FA. Please send us your support request via the **Service Desk**.

SUPPORT

3 Using SMS delivery

You can also receive your one-time password (TOTP) via SMS on your cell phone. To do this, please register your **Austrian cell phone number** in the **Controlpanel application**.

Select **Two-factor authentication** > **Cell phone registration** in the menu on the left. Please select **Register a new cell phone number**.

→ WU Controlpanel	Helene Maier - QUICKLINKS +
WU Controlpanel Helene Maler (helmaler) Overview My account My email My teams Videoconferencing Information services Two-factor authentication Cell phone registration for 2FA Manage tokens Activity log Other WU services Software Email lists	<page-header><page-header><section-header><section-header><section-header><section-header><section-header><text><list-item><list-item><list-item></list-item></list-item></list-item></text></section-header></section-header></section-header></section-header></section-header></page-header></page-header>
Impressum	→ Support

Enter your (Austrian) cell phone number. Then click Next.

Register a new cell phone number		
The registration of a the registation proces	new cell phone requiress.	es several steps. Make sure that your cell phone is reachable during
Cell phone registrat	tion step 1: Enter you one number. You will	ir phone number be sent a text message with a confirmation code.
Number: *	~	Next >

You will receive a confirmation code via SMS. Please enter the code in the field **Confirmation code** and click **Submit**.



Your cell phone has been registered and will be displayed in the table.

Cell phone registration for 2FA You can register a cell phone number here, which will enable SMS messaging for two-factor authentication.				
 Please note: When you first register a cell phone, two-factor authentication is permanently activated for your account. From that point on, you will always need a second factor when logging in to certain WU IT services. Only one phone number can be registered for 2FA. To learn more about using 2FA with your cell phone, please refer to the <u>Two-Factor Authentication instructions</u>. 				
Area code	Number	Last update	Registration	
+43-680	SADAPT	06.04.2021, 14:48	complete	Change cell phone

DIEACE	• You can register only one cell phone number for two-factor authentication.
NOTE	 Click the <i>Change cell phone</i> button if you want to receive the SMS on a different phone number.

4 Feedback and Support

The **IT Support Center** at the Vienna University of Economics and Business is the first point of contact for WU faculty, staff, and students in all IT-related matters. We are available to provide additional help and are also interested in your feedback on these instructions.

Hotline	+43 1 313 36 - 3000
Email	hotline@wu.ac.at
Availability	short.wu.ac.at/it-support-hours
Website	www.wu.ac.at/en/it/support

